



CITY OF LOCK HAVEN
20 E CHURCH STREET, LOCK HAVEN, PA 17745

Request for Quote for Service Provision – RFQ No. 2015-02

The City of Lock Haven (City) is soliciting offers for the provision of Information Technology (I.T.) services. Please submit your offer for the services described in the attached pages in accordance with the terms and conditions of the RFQ.

This RFQ includes the following sections:

Section A	Instructions to Bidders
Section B	Questions and Clarifications
Section C	Background, scope of work, deliverables, and deliverables schedule
Section D	Period of performance
Section E	Fixed price and payment
Section F	Basis for award
Appendix	Proposal Form (Pages 1 - 2)

Section A Instructions to Bidders

A1. Quotes will be received at City Hall until 4:00pm EST on August 5, 2015, and then publicly opened in the second floor conference room of City Hall at 4:01pm on August 5, 2015. The envelopes containing the bids must be sealed and addressed to:

Richard W. Marcinkevage, City Manager
City of Lock Haven
20 E Church St.
Lock Haven, PA 17745

And designated as RFQ No. 2015-02 SUBMISSION. This envelope shall also bear on the outside the name and address of the bidder. If forwarded by mail, the sealed envelope containing the proposal must be enclosed in another envelope addressed and designated as above.

A2. All proposals must be submitted on the separate form included with these specifications. All blank spaces must be filled in, in ink or typewritten.

A3. No responsibility will attach to the City for premature opening of a proposal not properly addressed and identified.

A4. The successful Contractor will be required to furnish the City with a certification of insurance coverage and to execute a contract with the City providing for the full and faithful performance of the service.

A5. Prices should be quoted without Federal Excise or Transportation Taxes or Commonwealth of Pennsylvania Sales Taxes as the City is exempt from sales taxes. Exemption certificates shall be provided by the City of Lock Haven upon request.

A6. Any proposal may be withdrawn prior to the above scheduled time for the opening of bids or the authorized postponement thereof. No proposal may be withdrawn during the thirty (30) days after the date of the opening.

A7. Price shall include all services described herein and those services considered incidental to the same.

A8. This contract as initially awarded will cover the time period from August 17, 2015 to August 16, 2016. This contract may be extended for a period of two additional years.

Section B Questions and Clarifications

Offerors may express an intention to bid by 4:59pm EST on August 28, 2015. All questions and/or clarifications regarding this RFQ must be in writing and may be submitted in-person, by mail to the

City of Lock Haven
Attn: Gregory Wilson RFQ No. 2015-02 QUESTION
20 E Church St.
Lock Haven, PA 17745

or by email to gwilson@lockhavenpa.gov no later than July 28, 2015. Questions and request for clarification, and the responses thereto, that the City believes may be of interest to other offerors who expressed an intention to bid, will be circulated.

Section C Background, scope of work, and deliverables

C1. Background

The City maintains an internal network protected by Cisco firewall. The services of the offeror may be required at the City's main facility of City Hall (including the Police Department), at the Public Works Garage, the Wastewater Treatment Plant and Piper Memorial Airport. Other City-owned facilities may, from time to time, require service from the offeror. The City's computers run with operating systems including Windows XP, Windows 7 Pro, and Windows 8.1 Pro. On its network, the City has printing devices of differing varieties from HP, as well as two Pacemark 3410 printers. The City also has two copy machines on the network which are under contract to another provider. The City uses Comcast for internet service provision, and uses both Verizon for POTs lines and Comcast for a PRI trunk. The City uses Microsoft 365 essentials and premium for services including email exchange.

The City may use an additional vendor for major information technology projects and for large projects not considered to fall within the Scope of Work detailed in Section C2. The offeror may be required to work closely with and/or consult with an additional vendor from time to time. Additionally, particular aspects of software that support law enforcement activity is maintained by the Clinton County MIS Department including jNET, CODY, TraCS and CRASH. The offeror may be required to work closely with and/or consult with the Clinton County MIS Department.

The offeror's employees who will be directly working on City projects must be able to pass all criminal background checks required by the City of Lock Haven Police Department.

The city estimates that the Scope of Work for this quote will include approximately 70 hours of work per year.

C2. Scope of Work

User Support – Support City end-users with I.T.-related problems including, but not limited to, troubleshooting and installation of software and implementation of solutions upon request.

Tech Support – Setup, management and maintenance of City-owned I.T.-related equipment upon request.

Training Support – training staff with I.T.-related new equipment upon request.

Evaluation – Provide input and recommendations to the City regarding hardware and software technologies upon request.

C3. Deliverables

User Support – Per hour and portion thereof

Tech Support – Per hour and portion thereof

Training Support – Per hour and portion thereof

Evaluation – Flat rate or per hour

Section D Period of performance

The effective date of this fixed price contract is August 17, 2015, and the completion date is August 16, 2016.

Section E Fixed price and payment

Firm fixed price quotations are requested for the deliverables detailed in Section C3 above. Best offer quotations are requested. It is anticipated that awards will be made solely on the basis of these original quotations. However, the City reserves the right to conduct negotiations and/or request clarifications prior to the award. Additionally, the City reserves its rights to make, regulate, award, amend and revoke contracts under Article XIX of the Third Class City Code of the Commonwealth of Pennsylvania.

Payment will be based on the deliverables. Deliverables must be approved by the City before payment will occur.

Section F Basis for award

The award will be made to a responsible offeror whose offer follows the RFQ instructions, meets the technical specifications, and is judged to be the most advantageous to the City in terms of the following criteria, with the applicable approximate indicated weights applied accordingly:

- Cost (30%) – Based on the total fixed rates presented in the proposal, including itemized costs for deliverables.
- Previous Experience (30%) – previous or current performance with other governmental, nonprofit or for-profit entities.
- Response Time (20%) – once a ticket is opened with offeror, how long until the offeror would be able to be on-site to perform work and/or be able to respond remotely.
- Remote Ability (20%) – offeror must be capable of remotely accessing the City's network using credentials provided by the city.

Please note: The City reserves the right to place partial orders based on any quotation received – i.e., based on the quotation received, the City may place an order for all, some, or none of the quoted items.

PROPOSAL FORM
 REQUEST FOR QUOTE FOR SERVICE PROVISION –RFQ No. 2015-02
PROVISION OF INFORMATION TECHNOLOGY (I.T.) SERVICES
PAGE 1

To: Richard W. Marcinkevage, City Manager
 City of Lock Haven
 20 East Church Street
 Lock Haven, PA 17745

In compliance with your specifications for provision of Information Technology (I.T.) services, and subject to all the conditions thereof, the undersigned,

Name			
Street	City	State	Zip

hereby propose to provide the services required for the provision of I.T. services at the specified locations throughout the City as attached.

Respectfully submitted,

Date _____ SEAL (If bid by corporation) ATTEST _____ <p style="text-align: center;">Signature</p>	Firm Name BY _____ <p style="text-align: center;">Signature</p> Title Address _____ Federal EIN Phone Fax email _____
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PROVISION OF INFORMATION TECHNOLOGY (I.T.) SERVICES
PAGE 2

User Support	Fee for first hour on-site
	Additional charge for each 15-minute increment
	Fee for first hour remote
	Additional charge for each 15-min remote
	Minimum charge (if none write "none")
	Response Time (in hours)

Tech Support	Fee for first hour
	Additional charge for each 15-minute increment
	Minimum charge (if none write "none")
	Response Time (in hours)

Training Support	Fee for first hour
	Additional charge for each 15-minute increment
	Minimum charge (if none write "none")
	Response Time (in hours)

Evaluation	Flat rate per evaluation
	<OR>
	Fee for first hour
	Additional charge for each 1-hour increment
	Minimum charge (if none write "none")

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PROVISION OF INFORMATION TECHNOLOGY (I.T.) SERVICES

PAGE 3

PROFESSIONAL REFERENCES

ORGANIZATION OR BUSINESS

ADDRESS

CITY

STATE

ZIP

CONTACT PERSON

PHONE

HOW LONG HAVE YOU DONE CONSULTING / WORKED WITH THIS COMPANY?

ORGANIZATION OR BUSINESS

ADDRESS

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