

RFP Title: Municipal Pooling Authority Information Technology Services  
DATE: October 2018

# MPA



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## *Request for Proposal*

### *Outsourced Managed IT Services*

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ISSUED DATE: OCTOBER 24, 2018

**PROPOSAL SUBMISSION DEADLINE:  
DECEMBER 14TH, 2018 AT 5:00 PM**

RFP COORDINATOR:  
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- EXHIBIT B Acceptance of Professional Service Agreement
- EXHIBIT C MPA Conflict of Interest Code

## **1 Request for Proposal (RFP)**

The Municipal Pooling Authority (MPA) invites you to respond to this Request for Proposal (RFP). The qualified vendor should be able to provide a full range of information technology (IT) services including on-site network, infrastructure and desktop services which will enable MPA to significantly improve IT effectiveness, enhance its quality of service delivery, minimize its support costs, and maximize return on investment. The focus of the RFP is to select a single qualified professional firm to provide managed IT services to MPA over a 1 year period, beginning on July 1, 2019 ending, June 30, 2020. Following the initial term, there is a possibility to renew this contract for multiple year terms.

## **2 Introduction to Municipal Pooling Authority (MPA)**

Municipal Pooling Authority (MPA) is a Joint Powers Authority established in 1978 for the purpose of providing liability insurance to municipal agencies in Northern California. Through the years, MPA has grown in membership, service area and has expanded the lines of coverage to include, but not limited to, Workers' Compensation, Property, Vehicle Physical Damage, Risk Control, Employee Benefits, Employee Wellness Programs and more. The primary function of services provided by MPA to its members is the in house administration of claims for the workers' compensation, liability, and vehicle programs. These claims administration services are maintained through an on line claims management system. MPA is located in Walnut Creek, CA and has 20 permanent employees and several temporary employees. MPA is a small firm that depends on outside services that are readily available.

## **3 Overview of Current MPA Technical Environment**

Currently, MPA's IT Services is outsourced under the direction of the Administrative Services Supervisor. MPA has 21 users and operates in a PC environment running Microsoft Windows with the following infrastructure:

- 4 servers (on premise):
  - 1 Exchange Server running Windows Server 2016
  - 1 SQL Server running Windows Server 2012 and SQL 2008
  - 2 Data Servers running Windows Server 2016
- Firewall Sophos UTM (on premise)
- Disaster Recover Solution – Quorum (cloud based with 3.5 TB capacity)
- Anti-Virus - AV Defender
- Internet Service Provider (ISP) – Comcast Deluxe 100+ Pkg
- Switches/Router, along with various Patch Panels, Cabling, etc. (on premise):
  - HP ProCurve Switch 2810 48G
  - HP ProCurve Switch 2810 24G (Server Room)
  - ASA5505
  - HP ProCurve 2920 24G (1<sup>st</sup> Floor)
  - Smart-UPS 3000
- 16 desktops, 9 laptops, and 1 tablets on premise or remote running the following software:
  - Microsoft Windows 7 Professional or 10 Professional
  - Microsoft Office 2010 or 2013
  - Adobe Acrobat Pro DC 2018
  - Adobe Reader XI
  - Google Chrome
  - CHSI
  - IVOS (Cloud Based Software supported by Ventiv)
  - Great Plains Accounting Software (SQL Based supported by AMLLP)
  - CHSI-Data Management System
  - Remote Desktop
- 9 Printers and 2 Copiers (note: Copiers are supported by 3<sup>rd</sup> party vendor)
- AVAYA Phone System (supported by Teleset)

#### 4 **Service Requirements**

Management of all infrastructure to ensure quality, security, performance, availability, recoverability and reliability of MPA's Technical environment. Interface with other claims, accounting, and data management system's IT support. As part of this RFP, the following details the services to be provided to MPA in the area of IT services:

- **Remote backup** – Executing a daily backup plan for the critical servers, including a regularly-tested recovery process.
- **Security** – Ensure performance of virus and other detection programs and immediately notify MPA staff of suspected cyber-attack(s), breaches of security or other intrusions.
- **Disaster Recovery Plan** – Execute a plan in the event of a catastrophic disaster that allows MPA staff to continue to work. The plan should be regularly monitored, reviewed and updated if necessary.
- **Users & Passwords**– Setup of new users, edit or remove existing users. Management of user logins and security and outlook/web access functionality.
- **Network and email system maintenance, upgrades & monitoring** – Maintain all infrastructure including analysis, routine configuration changes, patches, upgrades, along with 24/7 monitoring of MPA's network and email services with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- **Technology strategy planning** – Working with current staff to develop a long term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
- **Procurement management** – Selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts. Must be an approved vendor on behalf of MPA through State of California contracts or other discounts specific to government entities. Purchases made on behalf of MPA must have written approval by MPA staff before purchase is made.
- **Warranty, break fixes and installation** – Planned and on-call services, including emergency response to server issues as well as regular ongoing network maintenance and upgrades. Provide MPA with copy of warranty within 30 days of renewal.
- **Technical support** – Ability to support MPA's inquiries on a 24/7 basis as required, including support for remote users. On-Site Support: Monday-Friday between 8 am – 5 pm for two (2) four-hour on-site visits per month as pre-arranged with designated MPA personnel. Urgent Support: 24/7 call-out basis for work outside regular business hours.
- **Reporting and communication** – Ensuring monthly status to document work performed and reporting on all purchases. Reports should include current activities and issues, purpose of visits, diagnosis of any problems, maintenance or repairs made, resolution of problem, date and time of visits, time spent working on tasks.
- **IT policy review and development** – Development of customized policies related to the use of technology.
- **Configuration, Image loading & Deployment** – assemble of hardware and software; including testing and burn-in, delivery, installation & setup of equipment on premise and documentation of network configuration information.
- **Move, Add, Change (MAC)** – Changes to the location or configuration of existing equipment or software, and installation of additional equipment or software.
- **Asset inventory management** – Tagging, tracking, and management of assets.
- **Life cycle management of hardware units** – Process for end-of-life notification, replacement, and asset decommissioning/disposal.
- **Software licensing control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation, providing MPA's with copies.
- **Software Conversions and Upgrades**–Provide dedicated support for software upgrades and conversions to new systems and/or databases. Work with MPA, management systems IT support, and staff to strategize and determine the timing and needs for a conversion or an upgrade of a system and/or databases.

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As part of this contract, the Vendor shall agree with and abide by the provisions set forth in MPA's Email and Internet Policy or the current Technology Usage Policy in force at the time of the contract, which by this reference is made a part thereof. MPA owns all passwords required to support its IT vendor. Vendor agrees to maintain the security of all passwords.

## **5 Submittal Requirements**

For the purposes of understanding more about your company and your ability to successfully fulfill this important MPA requirement, please provide the information below as part of your response, clearly referencing each specific question. Your response to this RFP will serve as the basis for the consideration of your potential as a partner.

### **5.1 Letter of Transmittal**—*The letter is not intended to be a summary of the proposal itself but must contain the following statements and information:*

1. Company name, address, and telephone number(s) of the firm submitting the proposal.
2. Name, title, address, e-mail address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.
3. Federal and state taxpayer identification numbers of the firm.
4. Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.
5. The letter must be signed by a corporate officer or other individual who is legally authorized to bind the applicant to both its proposal and cost schedule.
6. Statement which indicates "proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with MPA."

### **5.2 General Vendor Information**—*Please provide the following information:*

1. Length of time in business under current company name.
2. Brief history of the company.
3. The company core values, mission statement, and employee engagement strategies
4. Location of headquarters and any field offices.
5. Location of office which would service this account.
6. Length of time in business of providing proposed services.
7. Company qualifications and relevant experience.
8. Total number of clients.
9. Total number of public sector clients.
10. Number of full-time personnel in:
  - a. Technical Assistance (grouped by Technical level)
  - b. Sales, marketing, and administrative support (grouped by Responsibility)
11. Industry certifications: list all industry certifications your firm has achieved including project management and technical certifications.
12. Miscellaneous information that may aid MPA in reaching a decision on the selected vendor

### **5.3 Financial Statement**—*Please provide a current financial statement or latest annual report. Vendors shall make a definitive statement regarding their financial ability to perform the requirements hereunder.*

### **5.4 Qualifications**—*Describe how your firm is positioned to provide the services listed above and provide a history of experience on providing similar services.*

### **5.5 Support Services Questionnaire**—*Please answer the following:*

1. Describe your knowledge of claims administration systems and helping your customers interface with claims administration systems.
2. Describe your experience with helping your customers upgrade current software or convert to new software
3. If awarded the contract for service, describe the transition support process.

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4. What help desk support is available for network services.
5. What help desk support is available for workstation services.
6. When is support typically available? (Indicate XX a.m. to XX p.m. in Pacific Time and the days of the week).
7. How are calls documented and tracked?
8. How will on-site and remote support reports be provided, and in what timeframe?
9. Do you provide a toll-free support number?
10. Do you provide remote support sessions?
11. Describe your problem escalation process, including:
  - a. Initial problem identification (hand-off from help desk)
  - b. Triage for priority and severity of problem.
  - c. Escalation time table.
  - d. Steps for resolving problems when a solution is not forthcoming or an implemented solution is unsatisfactory within a reasonable timeframe as defined by MPA.
  - e. Final authority regarding conflicts.
  - f. Indicate your response time goal and also your statistics regarding meeting that goal.

**5.6 Approach-***Describe the Scope of Work and your approach to providing these services and your methodology for providing on-going support.*

**5.7 Proposal Summary-***Summarize your proposal and your firm's qualifications. Additionally, you may want to articulate why your firm is pursuing this work and how it is uniquely qualified to perform it. Include other pertinent information what would help MPA determine your overall qualifications, including specific experience with JPA accounting and claims software and/or information systems. Your proposal summary is not to exceed two pages.*

**5.8 Cost of Services-***Provide pricing information to include, but not limited to the following:*

1. Two four-hour on-site visits per month.
2. Hourly rate for site visits outside pre-scheduled visits, based on a one year agreement.
3. Hourly rate for after-hours, emergency response visits, based on a one year agreement.
4. Identify any additional discounts for multi-year agreements.
5. List any state or local contracts that MPA would be able to utilize for the best price.
6. Payment schedule for technical services.

Payment schedule for hardware and/or software purchased through vendor will be Net 30 days. Timeframe will begin upon receipt of hardware or software along with invoice and packing slips.

**5.9 References-***Provide the name, title, address, email address and telephone number of three references for clients whom you have provided similar services. Please provide information referencing the actual services provided, customer size (number of users), value of the contract, and the dates of service provision to this client. Government references preferred.*

**5.10 Staff Resources-***Identify names of principals and key personnel who will actually provide the information technology services. Summarize the experience and technological expertise of these staff members. Describe the roles and responsibilities that each of these individuals will have. Append full resumes of these individuals to the proposal. The local availability of staff that will be providing these services shall be an important consideration. Provide the distance from MPA of each staff member. If you plan to sub-contract any part of the work, you must indicate the name and address of each firm and the type of work or tasks they will perform. Identify the personnel to be assigned, their position, qualifications and representative experience. Append resumes of sub-contracted individuals.*

**5.11 Business Continuity Plan-***Describe your firm's Business Continuity Plan. Explain how your firm has prepared to continue operations, and service/product delivery, in the event of an unforeseen emergency or natural disaster. Explain how your firm will provide assistance to MPA should MPA operations be impacted by an unforeseen emergency or*

*natural disaster. Ability of Vendor to respond to MPA needs during an unforeseen emergency or natural disaster will be an important consideration.*

**5.12 Termination History**-*If your company has had a contract terminated for default during the past five years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the Vendor’s nonperformance or poor performance; and the issue was either (a) not litigated or (b) litigated, and such litigation determined the vendor to be in default. If default occurred, list complete name, address and telephone number of the party. If NO such terminations for default have been experienced by the vendor in the past five years, declare that. MPA will evaluate the facts and may, at its sole discretion, reject the vendor’s proposal if the facts discovered indicate that completion of a contract resulting from this RFP may be jeopardized by selection of this vendor*

**5.13 Other Information**-*Beyond the scope of this RFP, what services (related or otherwise) does your firm provide that may be of interest to MPA?*

**6 Proposal Evaluation & Consultant Selection Criteria**

At the time proposals are opened, each proposal will be checked for the presence or absence of the required proposal contents. MPA will evaluate the proposals on a 100-point scale using the criteria set forth in the table below. Award, if made, will be to the highest scored proposal. Although some categories are weighted more than others, all are considered necessary, and a proposal must be technically acceptable in each area to be eligible for award. Respondents are encouraged to be as complete and informative as possible in their proposals.

- Industry expertise and experience
- JPA accounting and claims databases and software
- Understanding of services to be provided
- Ability to provide requested services
- Demonstrated customer service quality and support
- Personnel expertise
- Vendor strength and stability
- Compatibility with end users
- Project approach
- Reporting capabilities
- Satisfaction of client/end user
- Financial considerations
- Ability to explain and communicate processes and services

CRITERION	Maximum Number of Points
General Information sections 5.1, 5.2, 5.3, 5.4, 5.7	30
Support Services and Approach Sections 5.5 and 5.6	40
Cost Reasonableness Section 5.8	10
Staffing, References, Business Continuity 5.9,5.10,5.11,5.12,5.13.	10
Completion and Submission of All required Documents Requested in this RFP	10

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**7 Time Line for Submission and Selection**

EVENT	DATE
RFP issued	<b>October 24, 2018</b>
Questions and answer on-site	<b>November 15, 2018</b>
Deadline for submission of questions	<b>December 7, 2018</b>
Latest date and time proposal may be submitted	<b>December 14, 2018 5:00 pm</b>
Evaluation of Proposals	<b>December 17-19, 2018</b>
Oral Presentations of the Top Proposers	<b>January 8, 2019</b>
Top Proposers Presented to the BOD for Final Selection	<b>January 29, 2019</b>
Notice of Intent to Award ( <i>estimate only</i> )	<b>January 31, 2019</b>
Negotiations and execution of contract ( <i>estimate only</i> )	<b>February 4 - 8, 2019</b>
Notice of Award ( <i>estimate only</i> )	<b>February 15, 2019</b>
Contract start date ( <i>estimate only</i> )	<b>July 1, 2019</b>

**8 Deadline for Submissions of Proposals**

Two (2) sealed copies of the proposal must be received by MPA prior to Friday, December 14, 2018 at 5:00 P.M. One (1) of the copies should be submitted as a loosely-bound reproducible copy. Proposals shall be prepared and submitted at the Vendor’s sole expense. All proposals will become the property of MPA and will not be returned. No soft copy proposals via email will be accepted. There will be no public bid opening. There will be two steps in the selection process. All submission will be scored internally by the ability to meet the required criteria. The top three submissions will be invited to bring in the team that will work with MPA and give a presentation of the services that you will provide on Tuesday, January 8<sup>th</sup>.

Copies must be submitted in one sealed envelope and plainly marked as:

Information Technology Services Proposal

Proposals must be mailed to:

Municipal Pooling Authority  
 P.O. Box 67  
 Walnut Creek, CA 94597

Any questions regarding this proposal are to be submitted to:

Michael Pattenaude  
 925-943-1100 x 180  
 mpattenaude@mpa-nc.com



## **9 Miscellaneous**

1. MPA reserves the right to reject any and all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in MPA's sole judgment, best meets the requirements of the project.
2. The RFP creates no obligation on the part of MPA to award a contract or to compensate the proposer for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews (if held). MPA reserves the right to award a contract based upon proposals received without further discussion or negotiation. Proposers should not rely upon the opportunity to alter their qualifications during discussions.
3. MPA further reserves the right to make such investigation as it deems necessary to determine the ability of proposers to furnish the required services, and proposers shall furnish all such information for this purpose as MPA may request.
4. Proposers must specifically and clearly identify any portions of their submittals deemed to contain confidential or proprietary information, or trade secrets. Those portions must be readily separable from the balance of the proposal. Such designations will not necessarily be conclusive, and proposers may be required to justify why MPA should not, upon written request, disclose such materials.
5. Proposers understand and acknowledge that the representations contained in their Proposals are material and important and will be relied upon by MPA in evaluation of the Proposal. Misrepresentations shall be treated as fraudulent concealment from MPA of the facts related to the Proposal and will immediately disqualify the submitted Proposal and Prospective Vendor.
6. Any concerns with the attached contract must be submitted with the proposal in order to be considered. If no concerns are submitted with the proposal, MPA will surmise that the attached contract is acceptable to the Vendor for execution.
7. MPA reserves the right to negotiate mutually acceptable project-related conditions, including cost.
8. Consultant must enter into a Professional Service Agreement similar to the sample Agreement attached as 'Exhibit A'.
9. Proposers must provide a signed Acceptance of the Professional Services Agreement as indicated on Exhibit B.
10. Consultant's assigned staff shall file an annual statement of economic interest disclosing that person's interest in investments, business positions, real property and income designated as reportable as determined by the Chief Administrative Officer.