

CITY OF FLORIDA CITY, FL
REQUEST FOR QUALIFICATIONS

RFQ # 2013-01A-MIS

March 15, 2013

Notice is hereby given that Florida City is accepting Requests for Qualifications (RFQ) for MIS services with regard to efficiently implementing hardware and software for General Ledger and providing training to the City's MIS Director.

Sealed packets containing the RFQ are to be forwarded or delivered to Mark Ben-Asher, 404 W. Palm Drive, Bldg. 4, 1st Fl, Florida City, FL 33034 to be received no later than 4:00 pm on March 27, 2013 and are to be opened and read

aloud at 5:00 pm on Wednesday, March 27, 2013 in the conference room of the finance department located at 404 W. Palm Drive, Bldg. 4, 1st Fl, Florida City, FL 33035.

Envelopes containing RFQs are to be sealed and marked as follows:

Request for Qualifications #2013-01A-MIS

The City of Florida City reserves the right to reject any and all submittals.

GENERAL INFORMATION

The City of Florida City is interested in contracting with an experienced professional information services company to provide the City MIS services in the area of network analysis, technical support, software integration support for a new general ledger by New World Systems, systems support, computer hardware selection and training of our MIS Director to provide ongoing and continuous support within the City after implementation is completed. The required services and performance conditions are described in the Scope of Services.

SUBMITTAL REQUIREMENTS

Four (4) copies of qualifications must be submitted no later than 4:00 pm on Wednesday, March 27, 2013 to Mark Ben-Asher, City of Florida City, 404 W. Palm Drive, Bldg. 4, 1st Fl,

Florida City, FL 33034. Proposals received after this date and time will not be considered.

RFQ submittals shall be 8 ½ X 11 and organized in sections following the order specified under contents.

RFQ submittals shall contain the following information:

1. Letter of transmittal signed by an individual authorized to bind the proposing entry.
2. Table of Contents listing the material by section and by page number.
3. List of current South Florida clients of approximately the same size and scope as the City of Florida City.
4. General information about the firm (i.e. company, location of office (s), years in business, organization chart, number and position titles of staff and any certification(s) and, or degrees.
5. Provide the name, title, experience and qualifications of the personnel who will be assigned to provide services to the City.
6. Provide a conceptual plan for services to the City that you believe are appropriate for the City. Indicate how the resources of your firm (e.g. number and type of

personnel allocated by hours) will be allocated to the City.

7. Provide proof of compliance with insurance requirements and attach a copy of a valid insurance certificate for the firm's general liability, professional liability and automobile insurance and proof of adequate worker's compensation coverage for your employees.
8. Degree of work, if any, that is to be subcontracted.

SCOPE OF SERVICE

The scope of services, as may be modified through negotiation and, or by written addendum issued by the City will be made a part of the Agreement. The term of the agreement will not exceed seven months. The City shall have the option, at its sole discretion, to extend this agreement automatically for no more than five months.

The chosen service provider will provide consulting and oversight of the implementation of new general ledger software already purchased from New World Systems along with hardware purchases, network configuration

and training of our MIS Director. The chosen service provider must be certified and able to support the most recent Microsoft server platform, desktop platform and office platform as well as revisions prior to final implementation. The service provider should also consult with regard to email, servers and implementation.

The following is a list of minimum service levels required of the service provider:

1. On site support for a total average of 12 hours per week, spread over three days per week, adjusted to more or less time, as necessary, until the implementation period is complete. The City shall only be billed for actual time incurred. It is anticipated that the provider will work for one month procuring hardware, setting up the network, loading the software then not performing additional work until such time the city is ready to go live with the new general ledger. We anticipate running parallel for 3 months, generally July through September, later if necessary.

2. On call support with a response time of no more than two hours in the event of an emergency. Emergency is defined as loss of network or a server.
3. Email technical support and training, if necessary, to the MIS Director.

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific duties does not exempt them from the scope of services if they are similar in nature.

Performs systems administration functions in conjunction with the MIS Director for the City's multiple servers. Monitors system performance, troubleshoots and resolves system hardware, software and communications problems, performs configurations and adjustments to enhance database file capacity. All the preceding examples are intended to be performed by the conclusion of the implementation period or earlier. The implementation period is currently anticipated to be October 1, 2013, but could be earlier or later.

It is the intent of the City to have the successful provider provide training to the MIS Director so upon completion of the implementation period, the MIS Director can function independently of the provider in the continuation of services to all City users of hardware and software. During implementation, the provider will be expected to perform network administration functions with the MIS Director including maintenance of network functionality and the installation, upgrade, configuration, integration and troubleshooting of network software and network devices, internet and intranet support, fine tune hardware and software to optimize network performance and functionality, administers the firewall, filters and administration of network security. System upgrades include virus protection and spam filtering. Provide desktop and applications support including installing approximately 25 PCs, 2 to 3 network printers and 10 individual higher speed printers with scanning ability, diagnose and resolve desktop application problems and identify and correct end user hardware problems including overall speed. Researches and recommends solutions for

technology needs, solicits quotes and recommends products and vendors. Administers the City's software licensing. Provides the City with status reports of network as needed or requested. Tags new computer equipment in coordination with the MIS Director and the Finance Dept and assists with providing a template for maintaining the technology inventory database. Telephone technical support during normal work hours for the life of the implementation period. Recommends replacement of equipment and software. Evaluates the current system, monitors trends and developments in computing, networking and multi-platform communication technologies, evaluates new operating system and/or network software, hardware, methods and techniques to improve systems and, or network reliability and performance, plans and coordinates migration to new technologies.

QUALIFICATIONS

The chosen service provider should be proficient in the following:

Operating system architectures, characteristics, commands and components applicable to computer platforms and operating environments used in the City, network architectures and theory and principles of design, integration and administration, including protocols, principles, practices and methods of systems and network administration and maintenance, including configuration, performance, tuning and security. Internet and intranet technologies and design concepts and techniques, including firewall configuration and principles and practices of systems analysis and design, methods and techniques for performing connectivity testing and network analysis and trouble shooting. The city currently has users utilizing windows XP, windows 7, office 2007, earlier versions of office including word and excel. In addition, certification as a certified network or systems engineer or certified network or systems administrator is highly desirable.

INSURANCE REQUIREMENTS

Under the terms and conditions of most contracts, the City of Florida City requires appropriate coverage listing the City as additional insured. This is done by providing a certificate of insurance listing the City as Certificate Holder and as additional insured with respect to coverages noted. Insurance companies providing coverages must have a current rating by A.M. Best Co. of B+ or higher. An insurance contract or binder may be accepted as proof of insurance if the certificate is provided upon selection of the service provider. The following is a list of types of insurance required and the limits required by the City. This list is not all inclusive and the City reserves the right to require additional types of insurance or to raise or lower the stated limits, based upon identified risk.

Types **Min. Limits Required**
Occurrence Based Only

General Liability	Gen. Aggregate	\$1,000,000
Commercial Gen. Liab. Products-		\$1,000,000
	Comprehensive/Op. Agg.	
Professional Liability	Each Occurrence	\$ 100,000
Automobile Liability	Each Occurrence	\$ 300,000

Worker's Compensation Statutory Limits

Employer's Liability	Each Occurrence	\$ 100,000
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Waiver of Subrogation: Required insurance coverages shall not prohibit the service provider from waiving the right of subrogation prior to a loss. Service Provider shall waive all

subrogation rights against the indemnified parties. Policies shall contain or be endorsed to contain such provisions.

Deductible: Any deductible or self-insured retention must be approved in writing by the City and shall protect the indemnified parties in the same manner and to the same extent as they would have been protected had the policy or policies not contained a deductible or self-insured retention.

Failure to Maintain Coverage: The service provider agrees to suspend and cease all operations hereunder during such period of time as the required insurance coverage is not in effect and evidence of insurance has not been furnished to the City. The City shall have the right to withhold any payment due the service provider until compliance with the insurance provisions of this agreement are satisfied.

Exhibit A
CITY OF FLORIDA CITY
SUMMARY SHEET

FirmName

FirmAddress

FirmTelephoneNo.

FirmFaxNo. _____

Number of Years in Business

Management Contact (person responsible for direct contact with the City of Florida City and services required for this RFQ Request for Qualifications)

Name _____ Title _____

TelephoneNo. _____ FaxNo. _____

Email _____

Project Mgr. (person responsible for daily servicing of account)

Name _____ Title _____

TelephoneNo. _____ FaxNo. _____

Email _____

Exhibit B

CITY OF FLORIDA CITY

CONTRACTOR'S ACKNOWLEDGEMENT OF COMPLIANCE

WITH INSURANCE REQUIREMENTS FOR

MANAGEMENT INFORMATION SYSTEMS SERVICES

REQUEST FOR QUALIFICATIONS

Service Provider agrees, acknowledges and is fully aware of the insurance requirements as specified in Insurance Requirements of the Request for Qualifications and accepts all conditions and requirements as contained therein:

Service Provider

Name (please print or type)

By:

Service Provider's Signature

Date: _____

This executed form must be submitted with Scope of Work proposal

Exhibit C

CITY OF FLORIDA CITY

CERTIFICATION OF QUALIFICATIONS

1. The undersigned hereby submits its proposal and by doing so agrees to furnish services to the City in accordance with the Request for Qualifications (RFQ) dated March 15, 2013 and to be bound by the terms and conditions of the RFQ.
2. This firm has carefully reviewed its proposal and understands and agrees the City is not responsible for any errors or omissions on the part of the proposer and that the proposer is solely responsible for them.
3. It is understood and agreed the City reserves the right to accept or reject any or all proposals and to waive any informality or irregularity in any proposal received by the City.

4. The proposal includes all of the commentary, figures and data required by the RFQ dated March 15, 2013.
5. The proposal shall be valid for 30 days from receipt by the City.

Name of Firm _____

By:

(authorized signature)

Typ or Print Name _____

Title _____

Date _____

The following 3 pages include hardware specs to be priced and included in your response: For any questions of preceding pages, contact Mark Ben-Asher at (305) 242-8109 or flacityfd@aol.com.

NEW WORLD SYSTEMS
Logos.NET Hardware Proposal - Medium Configuration
SPRING 2013

RECOMMENDED SYSTEM HARDWARE	INVESTMENT
<p>SERVERS</p> <p>Host Servers</p> <p>(2) Dell PowerEdge R720 2U Rack Servers (Or Similar)</p> <ul style="list-style-type: none"> - (2) Intel Xeon E5-2665 2.40GHz, 1600MHz, 8-Core Processors - 48GB 1600MHz RDIMMs (Memory) - Internal Dual SD Module with 1GB SD Card - Embedded SATA Controller - (1) Broadcom 5720 Quad Port 1GB NIC (Integrated) - (1) Broadcom 5719 Quad Port 1GB NIC (PCIe) - Redundant Hot Swappable Power Supplies - DVD/ROM, SATA, Internal - 3 Year ProSupport 24X7X4 Hour Onsite <p>Storage Array (SAN)</p> <p>(1) Dell EqualLogic PS4100XV 2U iSCSI SAN (Or Similar)</p> <ul style="list-style-type: none"> - (12) 600GB 15K-RPM 3.5" SAS Hot Swap Disk Drives (7.2TB RAW) - Dual Controllers with 4GB Battery Backed Cache Memory - Supports RAID 5, RAID 6, RAID 10, RAID 50 	

SYSTEM SOFTWARE	INVESTMENT
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Host Servers

- (3) Windows Server 2012 - Standard Edition (Supports 6 VMs)
- (100) Microsoft Windows Server 2012 - User/Device CAL (Estimated)
- (2) SQL Server 2012 - Standard Core Edition, 2 Cores (4 vCPUs Total)
- (4) VMware vSphere 5 - Standard Edition, Processor License, 3 Yr. SNS

VIRTUAL MACHINE SPECIFICATIONS

SPECIFICATIONS

Application/Intranet Web Server

- 4 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- 250GB Virtual Disk (File Storage)
- Microsoft Windows Server 2008 R2 - Standard Edition, 64-Bit

Database/Reporting Server

- 4 vCPUs
- 8GB Memory
- 100GB Virtual Disk (OS)
- 250GB Virtual Disk (SQL) - Microsoft Windows Server 2008 R2 - Standard Edition, 64-Bit
- Microsoft SQL Server 2008 R2 - Standard Edition, 64-Bit

eSuite Web Server

- 2 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- Microsoft Windows Server 2008 R2 - Standard Edition, 64-Bit

Test Server

- 2 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- 100GB Virtual Disk (File Storage)
- Microsoft Windows Server 2008 R2 - Standard Edition, 64-Bit

Training Server - 2

- vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- 100GB Virtual Disk (File Storage)
- Microsoft Windows Server 2008 R2 - Standard Edition, 64-Bit

VMware vCenter Management Server

- 2 vCPUs

- 4GB Memory
- 100GB Virtual Disk (OS)
- Microsoft Windows Server 2008 R2 - Standard Edition, 64-Bit

RECOMMENDED CLIENT SPECIFICATIONS

SPECIFICATIONS

FM/HR Workstations 25

- Intel Core /i5/ Processor 0) A 1-A1z. or AMD Processor
- 8GB System Memory
- 2, - 500GB Hard Drives C – D Drives
- Gigabit Ethernet Adapter
- DVDRW/ROM Drive
- - Integrated Graphics
- Windows 7 Professional w/Internet Explorer 9
- **Questions: Contact Oscar Miranda 305-986-5799 FLACITYMIS@FLORIDACITYFL.GOV**