



MUNICIPALITY OF BETHEL PARK
REQUEST FOR PROPOSAL
INFORMATION TECHNOLOGY SERVICES
DESKTOP COMPUTER SUPPORT

I. Introduction

The Municipality of Bethel Park is seeking proposals for its Information Technology Desktop Support needs. The objective of this Request for Proposal (RFP) is to identify qualified information technology service providers that can provide the highest quality service at the best value to meet the specific information technology needs of the Municipality. This RFP intends to cover all the necessary information that a bidder may need to complete a comprehensive proposal; however, if there are products or services that the bidder's organization can offer that may add value to the relationship and/or improve current processes, please ensure that they are outlined in the submission.

The purpose of this RFP is to:

- Clarify what existing and additional desktop support services the Municipality needs
- Clearly establish a cost for those services
- Increase efficiency of existing Municipality IT personnel
- Evaluate latest products and services
- Assess implementation capabilities and support offered.
- Clearly define hourly or monthly rates for all IT products and services

II. Instructions and Schedule

- All proposals in response to this RFP **must be sealed** and received by the Municipality in writing. Three copies of the proposal must be submitted.
- Proposals must be submitted by Friday, April 8th, 2022 by 12:00 PM to:

Karen Colussi
IT & Communications Administrator
5100 West Library Avenue
Bethel Park, PA 15102

- Proposals received prior to the submittal deadline will be treated as confidential up to the proposal submittal date.
- Please list services, pricing, and any additional details with the corresponding items listed in the Current Scope of Technology Needs in Section IV. Use of a spreadsheet is preferred.
- The sealed proposals will be opened on Friday, April 8th, at 3 PM.

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- Proposals received after the deadline will not be considered in the evaluation process.
 - The Municipality will provide an opportunity for vendors to walk through our Municipal Building, Public Works Building, and Community Center. Vendors may ask any questions they have at that time.
 - If the bidder takes exception to any statements or requests herein, it must be clearly stated in the proposal.
 - The Municipality reserves the right to request additional information about any bidder as reasonably required, or the right to request and conduct interviews.
 - The Municipality will not be liable for any costs incurred by any Bidder in connection with this RFP or any proposal by any bidder. The expenses incurred by bidders in preparation, submission, or presentation are the sole responsibility of bidder.
 - The Municipality shall not be liable for any costs not included in the proposal nor contracted for subsequently.
 - The specifications stated in this RFP are the minimum level of services required and bids submitted must include services that meet or exceed the minimum level of all features listed. The Municipality welcomes proposals showcasing additional or different information technology solutions, provided the minimums are met.
 - It is the responsibility of all bidders to examine the entire RFP and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting a proposal. Negligence in preparing a bid confers no right of withdrawal after the submission deadline. Bidders are strongly encouraged to:
 - consider applicable laws and/or economic conditions that may affect cost, progress, and performance.
 - correlate bidder's knowledge and observations with the RFP document and other related data.
 - promptly notify the Municipality of all conflicts, errors, ambiguities, or discrepancies which a bidder has discovered in or between this RFP and such other related documents.
 - The Municipality reserves the right to:
 - waive any immaterial defect or informality.
 - reject any or all bids or portions thereof.
 - split the award among the individual groups of items to different institutions
 - reissue the solicitation

III. Current Technology Structure

The organization that is selected will be supporting the Municipality's current IT and Communications Administrator and part-time desktop support technician. Currently, the IT Administrator and desktop support technician support the day-to-day municipality operations that include the Municipality Administration, Police, Public Works, Water and Sewer Authority, and the Community and Recreation Facilities.

The Municipality is looking for support managing municipality desktop computing equipment such as desktop computers, laptops, tablets, and peripheral equipment such as printers, scanners, monitors, keyboards, and mice. Additionally, the vendor will provide initial troubleshooting and resolution of local network connectivity issues. Any network connectivity issue outside of the computing device will be escalated to the Network Administrator or the network managed services provider.

IV. Current Scope of Technology Needs

Summary of IT service needs.

Support for these existing services may be requested by Municipality IT staff at some point during the vendor's contract period.

- Provide 24 x 7 x 365 support for all municipality desktop computing equipment, including equipment for the Bethel Park Police Department and Dispatch Center.
- Provide support for all end-user applications.
- Provide password reset support to all end-users in Active Directory.
- Coordinate and schedule monthly Windows and hardware driver updates with all users' computing devices.
- Provide device hardware support as needed.
- Provide support for local device network issues and escalate to the network support vendor or IT Administrator as needed.
- Collaborate with the network support vendor or IT Administrator on resolution of issues as needed.
- Vendor should be certified or certified partners for this equipment:
 - Dell desktop computers and laptops
 - Microsoft Surface tablets
 - HP Laptops
 - Microsoft Office 365

- Provide 24 x 7 x 365 contact number for after-hours desktop support to all users as needed.
- Provide onsite desktop support services as needed, such as end-user deployments.
- Develop desktop images and software deployment capabilities for municipality IT staff in Microsoft Intune.
- The ability of vendor support staff to remotely access municipality network resources, if needed.
- Any support for the Municipality also includes support to the Municipality's police department Communications and Dispatch center. Any vendor employee that will be providing support to the police department will be required to pass a criminal history background check with the Federal Bureau of Investigation and the Pennsylvania State Police. Additionally, vendor employees must have successfully completed Pennsylvania State Police CJIS training (provided by the Bethel Park Police Department). Certificates or adequate documentation for the background checks and the successful completion of that training must be submitted to the IT Administrator within thirty days of any contract being signed.
- Provide a helpdesk ticketing system to document and track support requests that allows Municipality IT personnel to clearly locate and see the quantity and status of open tickets using a monthly reporting system.
- Be able to accept and close help tickets from our internal helpdesk ticket system (Spiceworks)

V. Please include the following information in a spreadsheet with your RFP:

- Services and Fees- It is the responsibility of the responding institution to clearly identify which service requests will be fulfilled by the proposal and any fees or costs associated with the service. Specifically, include the costs for:
 1. Helpdesk support during normal business hours, 8:00 AM to 4:30 PM
 2. Helpdesk support outside of normal business hours, 4:30 PM to 8:00 AM, evenings, weekends, holidays.
 3. Onsite support during normal business hours, 8:00 AM to 4:30 PM
 4. Onsite support outside of normal business hours, 4:30 PM to 8:00 AM, evenings, weekends, holidays.
 5. Cost of project labor rates that fall outside the scope of the RFP.
 6. The cost of any required digital storage for Municipal data.
 7. Any additional fees for any of the services not covered under the RFP.

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- Provide contact information for your 24 x 7 x 365 helpdesk and support staff.
 - Provide three reputable references and any relevant governmental and law enforcement experience.
 - Proposed service level agreements, such as response time, or call to repair times during normal or after business hours.
 - Please provide a service transition and implementation strategy.

VI. Other Considerations:

- The vendor may bid on more than one Municipality of Bethel Park RFP.
- The bidder is welcome to propose additional services for the Municipality that may provide added value. Those items should be listed separately on the RFP. The Municipality is not obligated to accept any of these additional services.
- The proposed contract term for the RFP is one year with the option to renew a subsequent 2 – year and 3-year contract. The Municipality reviews all contracts with a solicitor before signing and moving forward with any agreement. This process typically takes up to eight weeks.
- Once a contract for the requested services has been signed, implementation of the agreed upon services will begin immediately, or at the conclusion of any previous contract with another vendor.
- **Customer Service** -For smooth and efficient operations, the Municipality needs to have dedicated project support staff that can quickly become familiar with our technology structure. We will be requesting service within normal business hours and occasionally after hours as well. In your proposal, please describe the level of service that will be provided.

VII. Evaluation of Proposals

The Municipality will consider the following criteria in evaluating proposals:

- Relevant qualifications of service personnel and their ability to pass a criminal background check
- Cost and Flexibility of Services
- Ability to provide the services the Municipality is requesting
- Industry experience with governmental and law enforcement organizations
- Responsiveness to the RFP
- Certifications or Partnerships with relevant vendors
- Any other criteria deemed appropriate by the Municipality in its sole discretion
- If necessary, oral interviews will only be required after the evaluation is completed.
- The Municipality is not required to accept the lowest cost proposal.
- The Municipality contact for the submission of proposals is:

Karen Colussi
IT & Communications Administrator
5100 West Library Ave.
Bethel Park, PA 15102
412.831.6800 [x202](#)