



REQUEST FOR PROPOSAL
FOR
MANAGED IT SERVICES
RFP #23-13

Issue Date: September 29, 2023

Pre-Proposal Question Deadline: October 13, 2023

Proposal Deadline: October 20, 2023 @ 2:00 PM

Proposal Delivery Location: City Clerk's Office
800 Cushman Street
Fairbanks, Alaska 99701

Proposal Review: Week of October 23, 2023

Expected Award Date: October 30, 2023

Purchasing Contact: Christina Rowlett, Purchasing Agent
Phone: 907.459.6779

Preferred Method of Contact
Email: purchasing@fairbanks.us

This is not an order. The attached terms and conditions shall become part of the contract resulting from this Request for Proposal. Proposals shall be submitted in the indicated format. Original signatures must be submitted on the form provided herein.

Table of Contents

Announcement	Page 3
Section 1 – Instructions	Page 4
Section 2 – Specifications / Scope of Work	Page 8
Section 3 – Terms and Conditions	Page 21
Section 4 – Required Forms	Page 25
1. Proposal Form	Page 26
2. Non-Collusion Form	Page 28
3. Price Sheet	Page 29
4. Business License Waiver	Page 30
Appendix A	Page 31
Appendix B	Page 33
Appendix C	Page 35
Appendix D	Page 36

**Announcement
Request for Proposal**

The City of Fairbanks is requesting proposals from firms qualified and interested in providing:

MANAGED IT SERVICES

RFP 23-13

DESCRIPTION: The City of Fairbanks is requesting proposals from qualified firms **for Managed IT Services**

PROPOSAL DOCUMENTS: A copy of this RFP can be obtained on the City of Fairbanks website, www.fairbanksalaska.us. It is the Offeror's sole responsibility to check this website for additional information and / or addendums. Any RFP may also be requested by contacting the Purchasing Agent listed in this document. If you have any questions call the Purchasing Agent listed in this document.

PROPOSAL DUE on October 20, 2023 at 2:00 P.M.

Sealed proposals are due **PRIOR** to the deadline noted above. Sealed proposals must be delivered to the City of Fairbanks, City Clerk's Office, located at 800 Cushman Street, Fairbanks, Alaska 99701. Late proposals will not be accepted – **NO EXCEPTIONS**. It is the Offeror's responsibility to confirm the proposal documents are received.

PUBLISHED: Fairbanks Daily News Miner Weekend Edition September 29/October 1, 2023

Section 1 – Instructions

1. **Communications:** The only communication concerning modifications, clarifications, questions, amendments, and addendums will be processed through the Purchasing Agent listed on the cover page. No contact with any other agents of the City is permitted and will be grounds for disqualification. Any exceptions to this will be clarified in this document.
2. **Pre-Proposal Questions and Information:** If an Offeror finds a discrepancy, error, or omission in this document they are instructed to contact the Purchasing Agent, listed on the cover page, who will send written clarification to all prospective offerors and posted on the City of Fairbanks website. All questions must be submitted to the Purchasing Agent in writing via e-mail: purchasing@fairbanks.us or by mail: City of Fairbanks – Purchasing, 800 Cushman Street, Fairbanks, AK 99701, by the deadline listed on the cover page of this document. All answers will be issued in writing.
3. **Modifications:** Clarifications, questions, amendments, and addendums may be made to this document by the City at any time prior to the proposal submittal deadline. It is the Offeror's sole responsibility to check the City website for these updates and or addendums.
4. **Proposal Submission:** All required documents must be submitted by mail, express service or hand delivered, in a sealed envelope, box, or package and clearly marked with the RFP title, RFP number, submittal date and time, and the Offeror's company name, address, phone number, and contact name.

All required documents must be delivered to the City Clerk's office at 800 Cushman Street, Fairbanks, Alaska 99701 prior to the deadline listed on the cover page of this document. This responsibility rests entirely on the Offerors, regardless of delays with mailing or any other reasons. Proposals can be accepted by the Clerk's office Monday – Friday between 8:00am – 5:00pm, except for City Holidays, which are listed on the City of Fairbanks website. The Clerk's time stamp is the official time stamp of receipt.

- a. The accepting and opening of a proposal document does not constitute the City's acceptance of the Offeror as a responsive and responsible Offeror. By accepting and opening a proposal, the City only presumes the Offeror is familiar with the proposal documents and agrees and understands all requirements in this document.
 - b. All prices and notations must be typed or written in ink. Pencil markings will not be accepted. Any mistakes must be crossed out and initialed by the person signing the proposal.
 - c. Proposals will not be accepted via facsimile or email.
 - d. All costs associated with preparation and presentation of this proposal are the Offerors' responsibility. No pre-proposal costs will be reimbursed to any Offeror. All documentation submitted to the City will become property of the City.
5. **Confidential and Proprietary Information:** If any information is confidential, it should be placed in a separate sealed envelope and marked CONFIDENTIAL. If any information is proprietary, an original shall be delivered which is clearly marked PROPRIETARY and an additional copy shall be submitted

omitting the proprietary information for city use. The copy containing proprietary information will be solely for city use and then disposed of after the proposal is awarded. The omitted copy will remain on file as part of the RFP documents for future use or records requests.

6. **Exceptions:** Any exception must be clearly defined and referenced to the proper section or paragraph of this document. The exception must include the Offeror substitution language and explanation as to the reason why this would provide an equivalent or better service or product. If no exceptions are explained in this proposal submittal, the City will assume the Offeror can perform accordingly.
7. **Bid Guarantee:** Per the Fairbanks General Code Sec. 54-163, bid security is required for all construction contracts. Bid security must be in an amount equal to at least:
 - a. Ten percent (10%) of bid amount if bid amount does not exceed \$100,000; or
 - b. Ten percent (10%) of the first \$100,000 and five percent (5%) of the amount of the bid over \$100,000, up to a maximum of \$200,000 in security.
8. **Duplicate Proposals:** The City will only accept one (1) proposal per Offeror, including its subsidiaries, affiliated companies, organizations, or franchises. If multiple proposals are received from the same Offeror, all proposals from the Offeror will be rejected.
9. **Withdrawal or Corrections:** Proposals may be withdrawn by written notice prior to the submittal deadline. Corrections may be made to proposals submitted if prior to the submittal deadline.
10. **Rejection:** The City reserves the right to reject any or all proposals and to waive any minor informalities or irregularities in proposals received if it is determined by the Purchasing Agent that it is in the City's best interest to do so. If any Offeror fails to provide any requested information in the consideration stage of the evaluation process, its proposal will be deemed non-responsive and rejected without any further evaluation. The City may reject any proposals from any Offeror which is in arrears or in default to the City on any contract, debt, or other obligation. The City may reject a proposal if the Offeror has been debarred per Fairbanks General Code Sec. 54-297, or has violated any other section of the Fairbanks General Code. The City may reject a proposal if the Offeror has been debarred by the State of Alaska or any Federal agency. The City has the right to reject all non-conforming, non-responsive, and unbalanced proposals.
11. **Procurement Policy:** Procurement for the City is based on the Fairbanks General Code Sec. 54 – Procurement and any applicable State of Alaska statutes. The Fairbanks General Code is available online at www.fairbanksalaska.us.
12. **Non-Discrimination:** The City will not contract with any persons or entities that discriminate against employees or applicants for any reasons other than those related to job performance. Prospective Offerors will comply with all Federal, State, and local laws and policies that prohibit discrimination in the workplace. The City will not discriminate because of race, religion, color, national origin, ancestry, sex, sexual orientation, age, marital status, change in marital status, pregnancy, parenthood, physical or mental disabilities, genetic information, or political affiliation.

13. **Proposal Signatures:** An authorized official must sign all proposal documents for the offeror. This signature will represent the company or entity and its ability to commit to the requirements in this document.
14. **Contract Award:** The City has the right to award by item, group of items, total proposal, or any combination found to be in the best interest of the City. The City also reserves the right to contract with multiple entities for the same or like goods or services, if it is found to be in the City's best interest. The Notice of Intent to Award or Notice of Award is made to the successful bidder within ten (10) business days of the proposal's close date. Notice of Intent to Award and/or Notice of Award will be submitted to the Offeror in writing.
15. **No Response:** If an Offeror does not respond to this document, the City will continue to keep the Offeror's information for future proposals unless they specifically ask to be removed from the bidders' list.
16. **Public Records:** All proposals are subject to public records requests after award, with the exception of confidential and proprietary information. See paragraph 6 above for more information.
17. **Local Bidder Preference:** Per Fairbanks General Code Sec. 54-168, the City may award a contract based on solicited bids to the lowest responsive and responsible bidder after a local bidder's preference has been applied. Local bidder preference is the lesser 5% or \$5,000 for this contract. Local bidder preference does not apply to bids involving federal funds.
18. **Disqualification of Offerors:** Any one or more of the following reasons may cause proposals to be rejected:
 - a. Communication with any employees or agents of the City during the RFP process, excluding those specifically listed in this document.
 - b. Evidence of collusion or other anticompetitive practices among Offerors.
 - c. Lack of competency as revealed by financial, experience, or equipment statements.
 - d. Lack of responsibility as shown by past work with the City.
 - e. Uncompleted work under other current contracts which, in the judgment of the City, may prevent the prompt completion of additional work outlined in this document.
19. **Discussions:** Discussion with Offerors may commence after opening of all proposals to further clarify and or ensure full understanding of solicitation requirements.
20. **Subcontractors:** An Offeror must provide within 7 calendar days of receipt of Notice of Intent to Award a disclosure of all subcontractors that will be used for this proposal regardless of the dollar amount and the services they will. The list must include the company or subcontractor's name, business location, and evidence of the subcontractor's state business license.
21. **Offeror's Responsibilities:** The Offeror must be capable of providing all goods or services in this document, described in Section 2 – Specifications and / or Scope of Work. The Offeror must maintain

these qualities until completion of the contract. If requested by the City, Offeror may be required to provide proof that Offeror is the manufacturer or an authorized dealer or re-seller. City requires a manufacturer's warranty with all first holder benefits when applicable. The successful Offeror is responsible for all goods and services in this document whether they are provided or performed by successful Offeror or their subcontractor.

22. **City Participation:** The City of Fairbanks will provide appropriate personnel to support the successful Offeror during the course of the contract. The Project Manager will be named in this document or the Purchasing Agent will act as contact until additional personnel are named specifically.
23. **Disclosure of Contents:** All information in this document will be held in confidence and not discussed with other Offerors until award. All proposals, excluding confidential and proprietary information, become the property of the City upon opening. (Please review paragraph 5 above for additional information.)
24. **Unusual Circumstances:** Where any unusual circumstances unforeseen by the City or the Contractor significantly affect the Contractor's ability or cost in providing goods or services, the Contractor may request cancellation of contract or adjustment to the costs. "Significantly" in this paragraph is defined as being beyond the control of the Contractor. The request must be documented in writing and may be denied.
25. **Contract Commencement:** Commencement of a contract by the successful Offeror shall not begin until all necessary documents are received and reviewed; all City approvals have been completed, including City Council approval for projects over \$250,000; and a purchase order is complete. Commencement of a contract without these requirements will be at the Offeror's sole risk and not compensated by the City.

Section 2 – Specifications and/or Scope of Work

- 1. Introduction:** The City of Fairbanks invites Offerors who meet the qualifications and specifications in this document to submit bids or proposal for the purpose of providing core information technology (IT) services that include data networking, data center management, and end user support. The City of Fairbanks will only consider proposals from financially responsible firms presently engaged in the business of Managed IT Services and meeting the qualifications listed in section 3.3. Each Offeror must furnish the required documents in the formats as outlined in this RFP to be considered responsive.

The primary goal of this service contract is to provide the City administration, staff, and partner agencies with reliable, enterprise class, IT support and services which are vital to government operations.

- 2. Background/Overview:** Fairbanks is the largest City in the Interior region of Alaska and the second largest in the state. The administration, staff and partner agencies provide essential services to over thirty-five thousand (35,000) residents daily and over three hundred eighty –five thousand (385,000) visitors annually. These services necessitate the integration of cutting-edge technologies with unsurpassed confidentiality, integrity, availability, and support, culminating in the City's continued safety and sanctity.

The City's Public Safety services demand unwavering IT support without delays or misunderstanding of its criticality. Fairbanks Fire Department (FFD) has the highest demand for ambulatory response than any other Interior of Alaska EMS agency. The Fairbanks Police Department (FPD) provides law enforcement services to Fairbanks North Star Borough (FNSB) residents. At the center of the Interior's emergency services is the Fairbanks Emergency Communications Center (FECC), which provides critical dispatching of first responders. The FECC services an area equivalent to the State of Maryland. The absence of immediate support to these vital agencies could mean the difference between life and death.

The Public Works Department (PW) and City Engineers provide essential quality-of-life services and growth and capacity planning. These two departments maintain significant amounts of historical and future planning data with substantial value to the prosperity of the City. Lastly, several support functions continue to enable the City's advancement and economic prosperity.

The City mandates that the partnership which ensues from the Award of this contract continue to support the strategic direction of the City and its vitality. This partnership relies heavily on the Offeror having a sincere vested interest and substantiated ties to the community, directly enhancing the quality of life within the Interior. Therefore, several qualifications have been identified which will ensure this RFP's objectives are met and secure the City's continued prosperity.

3. Scope

- a. **Statement of Objectives:** The purpose of this Award is to obtain Information Technology (IT) services supporting the Organization to include:

Endpoint Management - Provide for the proper management, monitoring, inventory, maintenance, and upkeep of endpoint devices operated by the Organization, including but not limited to laptop and desktop computers, mobile devices, tablets, printers, and video conferencing equipment.

Server & Application Management - Provide for the proper management, monitoring, inventory, maintenance, and upkeep of server systems operated by the Organization, including but not limited to servers (on-premise and cloud), hypervisors (on-premise and cloud), and server hosted applications & databases.

Network Management - Provide for the proper management, monitoring, inventory, maintenance, and upkeep of network and communications systems operated by the Organization, including but not limited to switches, routers, firewalls, telephone systems (including VoIP), wide area network connectivity, wireless (WiFi) access points, and wireless controllers.

Security Management – Managed and maintain Barracuda XDR solution. Provide reporting on security events reported by Barracuda XDR solution to key personnel in accordance to local, state and federal regulations.

Remote Assistance & Support - Provide remote technical support via telephone, email and interactive chat for government employees, contractors, partners, and other authorized individuals ("End Users") in the day-to-day use of technology systems and assets deployed by the Organization.

In Person Assistance & Support - Provide in person technical support for government employees, contractors, partners, and other authorized individuals ("End Users") in the day-to-day use of technology systems and assets deployed by the Organization.

Vendor Management/Collaboration – Provide support and collaborate with external suppliers and service providers. Work with vendors support teams to resolve technical issues and provide support, within scope, to external agencies that rely on City of Fairbanks Shared Services. i.e Emergency Dispatch Alerting, Multi-Agency Computer Aided Dispatching and Statewide connectivity.

Technology Strategy and Advisory - Aid with development of short term and long-term technology roadmap. The City will retain primary responsibility and authority of technology planning and strategy.

b. Service Requirements: The following scope items provide guidance on the minimum level of performance required under this Award, but the Contractor is required to always execute reasonable and prudent judgement in delivering services. The Organization relies upon the professional judgement, guidance, and capabilities of the Contractor in protecting the confidentiality, integrity, and availability of all in scope government owned technology systems and assets. To this end, Contractor shall always utilize commercially reasonable industry best practices. Further, Contractor shall maintain all technology systems in keeping with federal law, regulation and policy including, but not limited to:

- the Federal Information Security Modernization Act of 2014 (FISMA 2014);
- all current and future emergency and binding operational directives issued by the Cybersecurity & Infrastructure Security Agency (CISA).
- Criminal Justice Information System Clearance

Endpoint Management: The following activities represent the minimum acceptable levels of performance for Endpoint Management under this Award:

Activity	Objective	Outcome
Endpoint device inventory	To maintain an accurate and up to date inventory of all endpoint devices in use by the organization.	Inventory is up to date
Endpoint device health	To monitor and proactively initiate repairs to endpoint devices showing signs of defect or improper operation.	Endpoint devices are monitored proactively for defects.
Endpoint device lifecycle	To monitor and proactively recommend replacement of endpoint devices nearing the end of their service lifetime.	Deployed endpoint devices are within their established service lifetimes. Endpoint devices are not subject to failure due to use beyond their service lifetime.
Endpoint security	To monitor and protect the confidentiality, integrity and availability of data and applications stored on endpoint devices.	Endpoint anti-malware protection software is in place and up to date. Endpoint operating systems are up to date with all vendor provided security patches and updates. Endpoint operating systems are within their service lifetime (i.e. no unsupported operating systems in use.)

Endpoint management	To maintain all endpoint devices in compliance with established operating policies of the Organization.	Endpoint devices are managed by tools to enforce Organizational policies. Sufficient policies have been deployed to adequately protect the confidentiality, integrity and availability of the Organization's technology systems.
Endpoint application deployment	To sanction and deploy only approved software on to endpoint devices.	Endpoint devices are deployed with only sanctioned applications and software. Unsanctioned software installations are detected and blocked or removed. Standardized application deployments are documented including application whitelists.

Server & Application Management: The following activities represent the minimum acceptable levels of performance for Server & Application Management under this Award:

Activity	Objective	Outcome
Server and application inventory	To maintain an accurate and up to date inventory of all servers and applications in use by the organization.	Inventory is up to date
Server health	To monitor and proactively initiate repairs to server systems showing signs of defect or improper operation.	Server hardware is monitored for failure including high temperature and disk failure. Server operating system is monitored for network connectivity via ICMP, SNMP, WMI or other approved monitoring. Automated alerts are generated when a server system is offline outside of scheduled maintenance hours.

Server and application lifecycle	To monitor and proactively recommend upgrades or replacement of servers and applications nearing the end of their service lifetime.	Deployed servers are running on hardware that is either eligible for or under active hardware warranty from the OEM.
Server security	To monitor and protect the confidentiality, integrity and availability of data and applications stored on server systems.	<p>Server anti-malware protection software is in place and up to date.</p> <p>Server operating systems are up to date with all vendor provided security patches and updates.</p> <p>Server operating systems are within their service lifetime (i.e. no unsupported operating systems in use.)</p> <p>Applications and database systems are up to date with all vendor provided security patches and updates.</p> <p>Application and database systems are within their service lifetime (i.e. no unsupported applications or databases in use.)</p>
Server management	To maintain all server systems in compliance with established operating policies of the Organization.	<p>Server systems are configured according to established configuration baselines and exceptions have been documented.</p> <p>Configuration management software had been deployed to detect deviations from approved configurations for server systems.</p>
Cloud services management	To maintain all services operated through a third-party cloud provider in compliance with established operating policies of the Organization.	Cloud services are documented and administrative credentials are protected with two-factor authentication.

Certificate Management	To maintain current and secure web certificates for public and internal web services.	Certificates are renewed on-time and pro-actively to avoid downtime and security gaps.
------------------------	---	--

Network Management: The following activities represent the minimum acceptable levels of performance for Network Application Management under this Award:

Activity	Objective	Outcome
Network inventory	To maintain an accurate and up to date inventory of all network and communications systems in use by the organization.	Inventory is up to date
Network health	To monitor and proactively initiate repairs to network and communications systems showing signs of defect or improper operation.	Network device hardware is monitored for failure conditions including environmental issues. Automated alerts are generated when a network device is offline outside of scheduled maintenance hours.
Network lifecycle	To monitor and proactively recommend upgrades or replacement of network devices nearing the end of their service lifetime.	Deployed network devices are running on hardware that is either eligible for or under active hardware warranty from the OEM. Any OEM announced "end of life", "end of support" or similar date has not passed for deployed network devices.
Network security	To monitor and protect the confidentiality, integrity and availability of data and applications transmitted over the network and communications systems of the Organization.	Network firewalls and other protective measures are deployed and configured in keeping with industry best practices. Network devices are up to date with all vendor provided security patches and updates. Network device firmware is within its service lifetime (i.e. no unsupported or superseded firmware in use.)

Network performance monitoring	To monitor the performance and transmission characteristics of the network are meeting the objectives of the Organization.	The network is monitored for conditions including loss of connectivity, saturation, transmission errors and other indicators of poor performance. Automated alerts are generated when a network performance is outside of established baselines for performance.
--------------------------------	--	---

Remote Assistance & Support: The following activities represent the minimum acceptable levels of performance for Remote Assistance & Support under this Award:

Activity	Objective	Outcome
Help Desk	To respond to and attempt to resolve end user support requests via telephone, email and web portal.	Help Desk is available 24/7/365 (including federal holidays) Help Desk personnel are based in the United States.
Service Request Escalation	To escalate support requests which cannot be resolved by the Help Desk to qualified support technicians for further troubleshooting and repair to resolve the support request.	Unresolved service requests are escalated within the same business day.
Documentation Portal Access	To provide transparency and collaborations on systems documentation.	Full access to view and edit documentation on I.T Systems.

In Person Assistance & Support: The following activities represent the minimum acceptable levels of performance for Remote Assistance & Support under this Award:

Activity	Objective	Outcome
Dispatched Assistance	To dispatch a qualified support technician to the office or location of an End Users to resolve a service request which cannot be resolved remotely.	Qualified technician is dispatched according to request priority and SLO (Appendix C).

Technology Strategy and Advisory: The following activities represent the minimum acceptable levels of performance for Technology Strategy and Advisory under this Award:

Activity	Objective	Outcome
Technology Roadmap	To advise and provide recommendations that would improve security, productivity and/or provide cost-savings.	Advise City IT decision maker on technology.
Technology Budget	To advise and provide recommendations on the Technology budget	Advise City IT decision maker on technology budget.

- c. **Qualifications:** The Contractor shall be sufficiently skilled, staffed, and responsible in the delivery of services as to meet the needs of the Organization. To this end, the Contractor shall submit evidence of their past performance, current proficiency, licensure, and certification. Offerors will be deemed non-responsive and rejected without any further evaluation if they do not provide documentation supporting the following mandatory qualifications:
- A. Office in Alaska at time of contract award with;
 - Fully staffed IT helpdesk with at least 10 call center agents available 24x7/365
 - Fairbanks based IT technicians providing 24x7/365 support
 - 30 minute on-site response time, including after business hours and during holidays
 - B. Geo-redundant call centers with locations outside of Alaska;
 - C. U.S Citizens or dual U.S Citizens are required for CJIS clearance and to work on I.T. Systems;
 - D. experience supporting endpoints devices for government or professional business organizations;
 - E. experience supporting server systems for government or professional business organizations;
 - F. experience supporting network and communication systems for government or professional business organizations;
 - G. experience delivering remote assistance & support for government or professional business organizations; and
 - H. experience delivering in person assistance & support for government or professional business organizations.
 - I.
- d. **Period of Performance:** The period of performance shall be for thirty-six (36) months commencing on January 1, 2024 and three (3) optional renewal periods of twelve (12) months each.

- e. **Place of Performance:** The Contractor shall perform services remotely or on site at one of the office locations of the Organization listed below:

Location	Address	On Site Point of Contact
City Hall	800 Cushman Street Fairbanks, AK 99701	Michael Sanders Chief of Staff
Police Department	911 Cushman Street Fairbanks, AK 99701	Ron Dupee Police Chief
Fairbanks Emergency Communications Center	911 Cushman Street Fairbanks, AK 99701	Kristi Meridith Dispatch Manger
Fire Station 1	1101 Cushman Street Fairbanks, AK 99701	Scott Raygor Fire Chief
Fire Station 3	1033 Aurora Drive Fairbanks, AK 99709	Scott Raygor Fire Chief
Fire Training Center	1710 30 th Ave Fairbanks, AK 99701	Scott Raygor Fire Chief
Public Works	2121 Peger Road Fairbanks, AK 99709	Jeff Jacobson Public Works Director
Yukon Quest	550 First Ave. Fairbanks, AK 99701	Michael Sanders Chief of Staff

From time to time, the Contractor may be required to perform services at remote locations.

- f. **Performance Objectives**

Performance Objective	Standard	Performance Threshold	Method of Surveillance	Incentives/Disincentives
Endpoint patch management	All operating system patches applied within 30 days.	No more than 5% deviation (unless prior written deviation by COR)	Monthly Report to COR	Positive/negative past performance. Unacceptable performance will be grounds for revising work products at no cost to the Organization. Contractor shall remediate unpatched operating systems and systems within 30 days at no additional cost to the Organization.
Customer Satisfaction Index (CSAT)	Maintain CSAT of 90.0 or greater for each calendar year.	0% deviation	Quarterly Report to COR	Positive/negative past performance. Contractor shall implement a plan of

				action to improve service delivery within 90 days should performance threshold not be met.
Response Time	Contractor shall contact the initiator with a first point of contact no later than the following business day.	10% deviation	Quarterly Report to COR	Positive/negative past performance. Contractor shall implement a plan of action to improve service delivery within 90 days should performance threshold not be met.
Service Level Objectives	See Appendix A for S.L.O	10% deviation	Quarterly Report to COR	Contractor shall implement a plan of action to improve service delivery within 90 days should performance threshold not be met.

- g. Reporting:** The Contractor shall submit reports to the Contracting Officer's Representative ("COR") as follows:

Report	Content	Interval
Open Service Requests	A listing of all currently open or unresolved service requests including the name of the person initiating the request.	Weekly
Service Exceptions	A listing of all issues requiring the attention or approval of the COR.	Weekly
Project Portfolio	A listing of all current short-term and long-term projects and their status.	Weekly
Endpoint Inventory	Inventory data for all endpoint devices and installed applications and assigned user.	As Requested
Server & Application Inventory	Inventory data for all server devices and installed applications.	As Requested
Network Inventory	Inventory data for all network and communications devices.	As Requested

4. Caveats and Exclusions:

- a.** Notification of Contractors Staff Changes – In the event of staff changes such as terminations, lateral/vertical role changes, the FECC will be notified within 24 hours of the changes.

- 5. Key Personnel:** Bidders shall submit resumes for each of the four (4) key personnel roles listed below. The resumes shall be nameless and include education, experience, certifications, and current work history.

Systems Technician: The contractor shall initially designate a dedicated Systems Technician to provide on-site support for City Hall, Police Department, Fire Department and Public Works locations.

The Systems Technician shall be responsible for:

- Day-to-day on-site tasks including, but not limited to: workstation troubleshooting, printer troubleshooting, data center maintenance, creating service ticket request, emergency services vehicle support
- Supporting Systems Engineer with on-site work

Systems Engineer: The contractor shall initially designate a dedicated Systems Engineer to document and review existing systems. The system engineer will be responsible for ensuring system uptime, patch management and system configuration.

The Systems Engineer shall be responsible for:

- Ensuring patch management is done in a timely manner according to performance objectives in Section 3.6
- Maintain industry best practices across all system and applications

Project Manager: Contractor shall initially designate a Project Manager to facilitate communication with City leadership on ongoing projects and major changes. The Project Manager will be responsible for coordinating internal and external resources during IT Projects.

The Project Manager shall be responsible for:

- **Scope & Resource Management:** Define project requirements, objectives, and deliverables, ensuring that stakeholder expectations are captured and met. Efficiently allocate and manage resources, including personnel, budget, and technology, to ensure that the project progresses according to plan.
- **Timeline & Risk Mitigation:** Develop a detailed project timeline, tracking milestones and tasks, while continuously identifying potential risks and implementing strategies to mitigate them. Ensure timely communication and escalation when necessary to keep the project on track.
- **Stakeholder Communication & Quality Assurance:** Act as the primary point of contact for all project stakeholders, facilitating consistent and transparent communication regarding project status, changes, or challenges. Oversee the quality of deliverables, ensuring they adhere to established standards and meet the project's objectives.

Account Manager: Contractor shall initially designate an Account Manager as a point of escalation and who shall be responsible for and have authority to respond on behalf of the Contractor in any formal requests from the COR or other Organization staff which cannot be resolved through normal service channels.

The Account Manager shall be responsible for:

- Acting as a point of escalation and providing remedy for issues, problems or complaints that arise during the course of providing services,
- Acting as a resource for the COR in seeking clarification or guidance from Contractor about the nature, scope, quantity or other attributes of contracted services, and
- Meeting regularly with the COR to verify that all Performance Requirements are being met to the satisfaction of the COR and that necessary improvement plans (if necessary) are executed on in a timely manner.

Key personnel may, with the consent of the contracting parties, be amended from time to time during the contract to add or remove key personnel.

6. Evaluation Process:

- a. Evaluation Committee:** An Evaluation Committee will be used to evaluate specific portions of all responsive Proposals. The Evaluation Committee will independently review and score the items comparatively to one another based on a 1, 5, 10 scale. A “10” represents that the item or service being evaluated is dominantly greater (or has more value) than the average. A “5” represents that the item or service being evaluated is about average (or there is insufficient information to make a dominant decision). A “1” represents that the item or service being evaluated is dominantly below the average. Once each member has individually scored each item, their scores will be sent to the Purchasing Agent, who will then average the scores together to obtain the final average score for each of the evaluated criteria.
- b. Interviews:** The Evaluation Committee may conduct interviews with the Project Manager and the Systems Engineer from selected potential Offerors. Selected potential Offerors will be notified of the date and time of interviews. The Evaluation Committee may opt not to interview each Offeror. Interviewees must be the same individuals that are listed in the Offeror’s Proposal.
- c. References and Past Performance Information:** The City of Fairbanks will analyze past performance information and references of the entities listed below:
 1. The Offeror/Firm
 2. Systems Technician
 3. Systems Engineer
 4. Project Manager
 5. Account Manager

For each entity, the Offeror shall prepare and submit a Reference List as outlined below:

- The Offeror must prepare and submit a list of 3-5 current clients
- The maximum number of references that can be submitted is 5 for each entity
- Each reference must have current, valid contact information.

7. Required Forms and Documentations:

- a. Submittal:** The City requests the Offeror to submit three (3) copies of the original proposal. The first copy will be unbound and marked original. The second copy will be in electronic format and delivered via email. The third copy will be for Public viewing and all proprietary information shall be redacted and submitted electronically.

The electronic copy's:

- Will be sent to cityclerk@fairbanks.us with the subject "RFP 23-13 IT Managed Services – CLOSES 10/20/23 @ 2:00 PM"
- Must be in Adobe PDF format. Copies
- The first electronic copy must be an exact duplicate of the original proposal.
- The second electronic copy must be labeled "PUBLIC COPY - RFP 23-13 IT Managed Services"

- b. Required Documents:** The following documents and information are required for any proposal to be considered responsive. Submit them in the following format:

- a) Executive Summary – brief overview of the proposal. Address the requested information in Section 3.3 of this RFP.
- b) Company Background – The company size, organization, and number of locations/sites. This section could also include any additional information the company desires to provide.
- c) The RFP forms, including the Proposal Form, Non-collusion Statement, and any addendums that may be required.
- d) Reference list – Additional information regarding this requirement is in Section 5.3 of this RFP.
- e) Proposal Fee Form - One original copy of the Proposal Fee Form is required to be in a separate sealed envelope and submitted with the proposal.

Section 3 – Standard Terms and Conditions

1. **Assignment / Transfer:** Assignment or transfer of this Agreement or Contract without written consent of the City of Fairbanks may be construed by the City as a breach of contract sufficient to cancel any Agreement or Contract at the discretion of the City.
2. **Inspection:** All goods and services are subject to inspection and approval by the City at all reasonable times, including inspection during manufacturing. Inspection and approval by City at Contractor's place of business or work site does not preclude rejection for defects upon discovery by subsequent inspection. Any goods or services rejected by the City shall be promptly repaired or replaced at Contractor's expense. Any and all costs incurred by the City in connection with the return of goods or rejection of services shall be at the Contractor's risk and expense. - Not applicable
3. **Risk of Loss:** Regardless of FOB point, Contractor agrees to bear all risks of loss, injury, or destruction of goods and materials ordered herein which occur prior to delivery and acceptance. Such loss, injury, or destruction shall not release Contractor from any obligation hereunder. - Not applicable
4. **Warranty:** Contractor warrants that it has good and merchantable title to the goods sold hereunder and that said goods shall conform to the descriptions and applicable specifications. Such goods shall be of good merchantable quality and fit for the known purposes for which sold, and are free and clear of all liens and encumbrances. Contractor and City agree that this order does not exclude, or in any way limit, other warranties provided for in this Agreement or Contract or by law. Not applicable
5. **Excise and Sales Tax:** The prices herein must not include any Federal excise taxes or sales taxes imposed by any State or Municipal Government. Such taxes, if included, must be deducted by the Contractor when submitting invoice for payment. An Exemption Certificate is available upon request. Not Applicable
6. **Invoices:** Invoices for goods must be submitted on date of complete shipment. Invoices for services must be submitted within 45 days after completion of services. Payment will be delayed if the invoice fails to reference the purchase order number, ordering department, unit prices, quantities, totals, and a full description of the order that matches the purchase order. The City will provide payment 30 days after satisfactory delivery, acceptance, and receipt of invoice.
7. **IRS Form W-9 and Vendor Information:** Contractor must have on file with the City a current IRS Form W-9 and complete a vendor registration form before City will issue a purchase order to the Contractor.
8. **Compliance with Laws:** Contractor represents and warrants that the performance of this order and furnishing goods or services required shall be in accordance with the applicable standards, provisions, and stipulations of all pertinent Federal, State, and City laws, rules, regulations, resolutions, and ordinances including, but not limited to, the Fair Labor Standards Act, the Equal Employment Opportunity rules and regulations, and the Occupational Safety and Health Acts.

9. **Amendments:** No amendments, modifications, or supplements to this contract shall be binding unless in writing and signed by all authorized representatives of both parties.
10. **Termination:** When it is in the City's best interest, City may unilaterally cancel this Agreement or Contract at any time whether or not Contractor is in default of any of its obligations hereunder. With any such cancellation, Contractor agrees to waive any claim for damages, including loss of anticipated profit on account hereof. However, the City agrees that Contractor shall be paid for items and/or services already accepted by City, but in no event, shall the City be liable for any loss of profits on the order or portion thereof so terminated. Either party may terminate this Agreement or Contract at any time for the failure of the other to comply with any of its material terms and conditions. All Offerors recognize that the City is a government entity and that payment obligation is subject to yearly appropriations by the City's governing body and that if funds are not appropriated, this Agreement or Contract will terminate without penalty to either party.
11. **Waiver of Breach:** No waiver by either party of any breach of any of the covenants or conditions herein contained performed by the other party shall be construed as a waiver of any succeeding breach of this same or of any other covenant or condition.
12. **Complete Agreement:** The parties agree that the conditions of purchase stated herein and the Offeror's proposals set forth their entire Agreement or Contract and there are no promises or understandings other than those stated herein, and that any prior negotiations between the City and Contractor or terms and conditions set forth in the Contractor's quotation, order, or sales acknowledgment shall not constitute a part of the Agreement or Contract between the City and Contractor concerning this purchase. The terms "Agreement" and "Contract" as used in this clause shall include any future written amendments, modifications, or supplements made in accordance herewith.
13. **Liability and Indemnity:** To the fullest extent permitted by law, the Contractor shall defend, indemnify and hold harmless the City, its officers, and employees from and against any and all loss, expense, damage, claim, demand, judgment, fine, charge, lien, liability, action, cause of action, or proceedings of any kind whatsoever (whether arising on account of damage to or loss of property, or personal injury, emotional distress or death) arising directly or indirectly in connection with the performance or activities of the Contractor hereunder, whether the same arises before or after completion of the Contractor's operations or expiration of this Agreement or Contract, except for damage, loss or injury resulting from the City's gross negligence or willful misconduct solely.
14. **Insurance Requirements:** Contractor must furnish a certificate of insurance within ten (10) days of receipt of the Notice-of-Intent to Award and must endorse policies to provide for a thirty (30) day prior notice to the City of cancellation, non-renewal, or material change of the policies. Failure to furnish satisfactory evidence of insurance or lapse of policy is a material breach of the contract and grounds for termination of this Agreement or Contract. Each policy shall be endorsed with a waiver of subrogation in favor of the City. All other insurance policies required of the Contractor shall be endorsed to provide that such insurance shall apply as primary insurance and that any insurance or self-insured carried by the City

will be excess only and will not contribute with the insurance required by this Agreement or Contract. All other insurance policies required of the Contractor and subcontractors shall be endorsed to name the City as additional insured. All insurance shall be on an occurrence form acceptable to the City and having an A.M. Best rating of "A" or better.

- a.** Workers' Compensation and Employers' Liability Insurance as required by any applicable law or regulation. Employers' liability insurance shall be in the amount no less than \$500,000 each accident for bodily injury, \$500,000 policy limit for bodily injury by disease and \$500,000 each employee for bodily injury by disease. The Contractor shall be responsible for Workers' Compensation Insurance for any subcontractor who directly or indirectly provides services under this contract. This coverage must include statutory coverage for states in which employees are engaging in work. If there is an exposure of injury to Contractor's employees under the U.S. Longshoremen's Harbor Workers' Compensation Act, the Jones Act, or under laws, regulations or statutes applicable to maritime employee, coverage shall be included for such injuries or claims.
- b.** Commercial General Liability Insurance: The Contractor is required to provide Commercial General Liability (CGL) insurance with limits not less than \$5,000,000 for any contract over \$1,000,000 and not less than \$1,000,000 for contracts under \$1,000,000 combined single limit per occurrence and \$5,000,000 for any contract over \$1,000,000 and not less than \$1,000,000 for contracts under \$1,000,000, in the aggregate not excluding premises operations, independent Contractors, products, and completed operations, broad form property damage, blanket contractual, explosion, collapse and underground hazards. Limits may be a combination of primary and excess (umbrella) policy forms.
- c.** Comprehensive Automobile Liability Insurance: Covering all owned, hired and non-owned vehicles with coverage limits not less than \$1,000,000 single limit per occurrence bodily injury and property damage. - Not applicable to this solicitation -
- d.** Property Insurance: The Contractor shall submit to the City evidence of All Risk Builder's Risk Insurance for all physical loss, including earthquake and flood (100% completed value basis) upon the entire work naming the City, the Contractor and the subcontractors as additional insured parties and as their interests may appear to the full contract sum thereof, until the project is completed by the Contractor and accepted by the City. The policy, by endorsement, shall specifically permit partial or beneficial occupancy at or prior to substantial completion or final acceptance of the entire work. - Not applicable to this solicitation -

PROOF OF INSURANCE: The Contractor shall furnish the City with a Certificate of Insurance or, where requested by the City, the policy declaration page with required endorsements attached thereto showing the type, amount, effective dates, and dates of expiration of all policies. All endorsements shall reference the policy number and the project name and project number. The owner is the City of Fairbanks and is to be identified on all certificates and endorsements.

Without limiting its indemnification, the Contractor shall maintain, until termination of Agreement or Contract or completion and acceptance of the project by the City, occurrence type coverage of the kinds and minimum amounts set forth above. All insurance limits are minimum. If the Contractor's

policy contains higher limits, the City shall be entitled to coverage to the extent of such higher limits. The City, at its sole discretion, may raise or lower the limit.

15. **Records:** The City reserves the right to inspect all vendor documents relating to this Agreement or Contract for up to three (3) years after expiration.
16. **Acceptance of Proposals:** As soon as practicable after opening, proposals valued over \$250,000, the City Council is the approving body. The rights and obligations of the contract will become effective and binding upon the contracting parties only after formal execution of a purchase order signed by the Purchasing Agent or a contract form signed by the Contractor and City Mayor. No other act whether oral, written or implied shall constitute acceptance of a proposal.
17. **Postponement:** The City reserves the right to postpone the date of the opening of proposals and will give written notice of any such postponement to all known holders of the contract documents.
18. **Delivery:** Successful Offerors may be required to provide reasonable evidence from their source of supply or manufacturer to justify the delivery dates furnished in their proposal. Any unreasonable deviation from the proposed delivery dates shall constitute a breach of contract and shall entitle the City to cancel all obligations to the Contractor. - Not applicable
19. **Time is of the essence:** The Offeror is expected to deliver goods or services that conform in all material respects to the contract specifications on or before the date provided herein. This date may be amended by written agreement between both parties.
20. **Safety Data Sheets:** For all materials supplied under this offer, the Offeror will provide to the City the applicable Safety Data Sheet (SDS). SDS must be received prior to final payment. - Not applicable
21. **Cooperative Purchasing:** Any other State of Alaska government entity may exercise their option to use this same contract to make similar purchases of like items, based on similar quantity. The City is not liable for any other State of Alaska government entity or their purchases. - Not applicable
22. **Facility Security and Background Checks:** For all services provided at the Fairbanks Police Department, located at 911 Cushman Street, Fairbanks, Alaska 99701, access is controlled by the rules, regulations, and laws related to the Federal Criminal Justice Information System (CJIS) and the Alaska Public Safety Information Network (APSIN). All vendors are considered a visitor or guest unless they are fully cleared by APSIN, including a background check and fingerprinting. Ultimately, the State of Alaska has the authority to award APSIN clearance and it may be denied. If APSIN clearance is not necessary, a criminal history check will be required, which may allow access to the building with fully cleared personnel. All visitors and guests will have to be accompanied by fully cleared personnel while in the building. If you are the successful Offeror and your services are to be performed within this facility you will be provided with the proper paperwork based on the appropriate level of access required. - Not applicable to this solicitation -

Section 4 – Required Forms

Forms included in this solicitation or required when submitting Proposal:

1. Proposal Form
2. Non-Collusion Form
3. Price Sheet
4. Business License Waiver Form

Download solicitations, addendums, and forms at: <http://www.fairbanksalaska.us>

PROPOSAL FORM

City of Fairbanks

MANAGED IT SERVICES

RFP 23-13

Failure to complete this form shall result in your Offer being deemed non-responsive and rejected without any further explanation.

Offer and Obligation:

The undersigned hereby offers and agrees to be bound and obligated to this offer, to furnish the goods and /or services in compliance with all Terms and Conditions, Scope of Work, Specifications, and Addendums in this solicitation and, if awarded, enter into an Agreement or Contract with the City.

Addendums:

The undersigned has read, understands, and is fully cognizant of all parts of this solicitation, together with any addendum issued in connection with this document. The undersigned hereby acknowledges receipt of the following addendum(s). In addition, the undersigned has completely and appropriately filled out and submitted all required forms. Initial next to each applicable addendum number(s) or, if none, leave blank.

Addendum #1 _____ Addendum #2 _____ Addendum #3 _____ Addendum #4 _____

If additional addendums were issued, list numbers here and initial. _____

Compliance:

The undersigned hereby accepts all administrative requirements of the solicitation and will be in compliance with such requirements. By submitting this Proposal Form, the Offeror represents that they are in compliance with all applicable provisions of the City of Fairbanks Code of Ordinances Chapter 54 – Procurement, and if awarded a contract to provide the construction, goods, or services required in this solicitation will comply for the entire length of the Agreement or Contract.

Non – Collusion:

The undersigned, by submission of this Proposal Form, hereby declares that this offer is made without collusion with any other business or person making any other offer, or which otherwise would make an offer.

Performance Guarantee:

The undersigned further agrees that if awarded the Agreement or Contract, it will submit to the City any required performance guarantee (i.e. irrevocable letter of credit or cash deposit), if applicable.

Proposal Price:

The undersigned agrees to abide by the pricing contained on the Price Form.

NO OFFER WILL BE ACCEPTED WHICH HAS NOT BEEN MANUALLY SIGNED IN INK IN THE APPROPRIATE SPACE BELOW

I certify, under penalty of perjury, that I have the legal authorization to bind the company hereunder:

For clarification of this offer, contact:

Company Name

Name

Address

Title

City State Zip

Phone

Signature of Person Authorized to Sign

Email

Printed Name

Title

Federal Tax ID

City of Fairbanks Business License Number

Alaska Business License Number

Contractor's License Number

NON-COLLUSION STATEMENT

City of Fairbanks

MANAGED IT SERVICES

RFP 23-13

Failure to complete this form shall result in your Offer being deemed non-responsive and rejected without any further explanation.

This is to certify that the undersigned Offeror has neither directly nor indirectly, entered into any agreement, participated in any collusion, nor otherwise taken any action in restraint of free competitive bidding in connection with this Proposal submitted to the City of Fairbanks for RFP #23-13, MANAGED IT SERVICES.

Signature of Person Authorized to Sign

Printed Name

Title

Company Name

- Corporation
- Partnership
- Individual

Subscribed and sworn before me this _____ day of _____, 2023.

Notary Public

My Commission Expires

PRICE FORM

City of Fairbanks

MANAGED IT SERVICES

RFP 23-13

Failure to complete this form shall result in your Offer being deemed non-responsive and rejected without any further explanation.

SUBMIT IN A SEPARATE SEALED ENVELOPE

Offeror's Firm: _____

Base Cost Per Annum: _____

State of Alaska & City of Fairbanks Business License Waiver Form

City of Fairbanks

MANAGED IT SERVICES

RFP 23-13

All RFP responses must be completed as described in this solicitation. For all Offerors who are located and or solely operate outside the State of Alaska and/or the City of Fairbanks, license requirements are waived to submit this proposal. If you receive Notice of Intent to Award from the City, both licenses will be required within the terms listed in said letter.

Please initial below of this waiver currently applies to your entity.

_____ Waiver for State of Alaska Business License

_____ Waiver for City of Fairbanks Business License

By submitting this form, Offeror understands waiver and potential requirements if selected as successful Offeror and receives Notice of Intent to Award.

Appendix A

City of Fairbanks

Service Level Objectives (SLOs)

The SLOs are categorized into the following sections: Trouble Resolution, System Performance, and Operations and Administration. Detailed descriptions of the City’s SLOs are documented in the following matrix. The City and Contractor will continue to work collaboratively in maintaining these SLOs to accurately depict the current operating environment and employed technologies. The Contractor is required to comply with these SLOs.

General Information:

An SLO measures an expected level of service and alarms work to escalate issues to gain notice and/or attention. An alarm indicates a dip below a required service level objective.

System Performance Categories are:

- Availability
- Response Time Error Rate
- Security

Service Performance Categories are:

- Provisioning and Fulfillment
- Service Center
- Problem Resolution

Service Level Agreement Requirements and Alarms Purpose:

1. Clarify priority details and including examples that will assist individuals in setting the correct priority levels when opening a request
2. Set alarms on all service requests based on priority level
3. Alert key personnel to the requests not worked or serious in nature
4. Clearly define/characterize outage vs. regular service requests
5. Define alarm termination process via flowchart progression from alarm initiation to termination
6. Alarms are generally set for all service requests

SLA Response Matrix	Priorities					
	1	2	3	4	5	Routine
Action						
Service Request Creation	15m					
Initial Contact with End-User	30m		1d	3d		1h
Request Assignment and Dispatch	30m	2h	2d	3d		1h
Escalation (Initial/Interval)	2h	4h		1d	2d	4h
Root Cause Analysis Required	Y	Y	IR	N	N	IR

SLO Priority Levels

Priority 1: Business Stopped: Mission Critical Impact - 24x7/365

Impact: Any user(s) affected by downed application, network and/or service or any disruption in service affecting the Public Safety Sector, Financial Systems, Security, or the Mayor's Senior Staff.

The following operations/systems will be handled as Priority 1 unless otherwise stated during service request notification:

- Mayor's Senior Staff
- Fairbanks Emergency Communications Center
- All Public Safety Sector Systems
- City Financial/Business Systems
- Emergency Control Center (ECC)
- Continuity of Operations (CoOP)
- Physical Security/Video Surveillance

Priority 2: Business Impacted: Major Impact - 24x7/365

Impact: Single to multiple users (10) affected by downed application, network and/or service
This priority level is appropriate for the following business processes, operations, or systems:

- Enterprise Information Systems
- Data Center

Priority 3: Non-critical problems/requests – workaround available - 24x7/365

Impact: Single user affected by downed application, network and/or service

Priority 4: Large service request for planned event (install, move, add, change, delete)

Impact: Multiple user (20+) service request

Priority 5: Small service request for planned event (install, move, add, change, delete)

Impact: Single to Multiple user (20) service request

Priority Routine: Small service request

Impact: Identity management, access control and information requests, i.e. password resets, directory (LDAP) changes, hierarchy, information requests.

Appendix B

City of Fairbanks

Mission Critical Services and Applications by Department

Mission Critical services and applications are those which have a significant impact on the quality of life, welfare, economic stability, and future of the City and its citizens. When these Mission Critical systems/applications fail or are interrupted, City business operations are significantly impacted.

This list is a part of a living document and should not be considered final or complete. Modifications to this list are expected as the City moves forward with future integrations of technology and endeavors. This list will be reviewed within the first 3 to 6 months after the contract award and annually thereafter.

Department	System/Application	Risk Assessment	Impact
Enterprise Wide	Munis	Med	High
	Microsoft 365 – Outlook, Excel, PowerPoint, SharePoint, Word, PowerBI, Visio	Low	Med
	City Financial Records	Low	High
	Network Security Controls	High	High
	Antivirus/Malware	High	High
	IDS/IPS	High	High
	SOC/SIEM	High	High
	Storage Area Network	High	High
	Duo 2FA	Low	High
City Attorney	Citation Systems	Med	Med
Building Department	EnerGov Permitting System	Low	Med
City Clerk	Duress Alarm	Low	High
	LaserFiche	Low	Med
	Board and Commissions Applications	Low	High
	ETS terminal	Med	High
Fairbanks Emergency Communications Center	Records Management System	Low	High
	SIS Alarm Monitor	Med	High
	Computer Aided Dispatching	Med	High
Finance	Incode	Med	High
Fire Department	Image Trend	Low	High
	Cradle Point	Low	High

Police Department	Mobile Computer Terminal	Med	High
	NetMotion VPN	Low	High
	WatchGuard/Motorola Camera System	Med	High
Public Works	All Data Diagnostics	Low	Med
	Caterpillar Diagnostics	Low	Med
	IDS Ford Software	Low	Med
	Veeder Root Software	Low	Med
	Fuel Management System	Low	High
	CPI Radio Communications	Med	High

Appendix C

City of Fairbanks

Asset Inventory

The asset inventory is current as of release of this RFP. This list depicts what is currently accounted for; however, not all assets are in active use or in the production environment.

City IT and the Contractor will conduct a joint inventory of assets within the first six (6) months after contract award to ensure all assets are accounted for and inventoried. The contractor will provide the City, per annum, a detailed inventory with value assessments, current operating location, purchase date, and projected retirement/replacement date.

Hardware	Quantity
Virtual Server	65
Workstation	223
Switch	23
Router	4
Access Point	41
Firewall	7
Printers	23
Tablets	18
Cell Phones	47

Appendix D City of Fairbanks

End User Demographics

The end user demographics are current as of release of this RFP. This list depicts the total number of city employees, permanent, temporary, and seasonal. The number of end users will change throughout the year.

The city expects all employees to receive the same quality level of support regardless of role of duties. Support needs will vary per department and role according to the amount of technology utilized.

Location/Department	Number of End Users	Notes
Mayor's Office	7	
Clerk's Office	4	
Building Department	5	
Engineering Department	10	
Finance Department	7	
Human Resources	2	
Police Department	52	
Fairbanks Emergency Communications Center	21	
Fire Station 1	39	
Fire Station 3	9	
Fire Training Center	Not Staffed Continuously	
Public Works	40	Winter Season Increase of end-users with low tech needs