

**CITY OF PONTIAC GENERAL EMPLOYEES' RETIREMENT SYSTEM  
INFORMATION TECHNOLOGY ADMINISTRATOR RFP  
2018**

**I. Introduction and General Information**

The City of Pontiac General Employees' Retirement System (GERS), Pontiac, Michigan, was established in 1946 for the purpose of providing retirement allowances and death benefits for employees of the City of Pontiac. The GERS is a single employer defined benefit plan which is administered by an eleven-member Board of Trustees (the Board). The Board employs such professional, clerical and other services as are required for the proper operation of the System and this includes three full-time staff members. The Retirement Office was relocated from the Pontiac City Hall building to an office building located in Auburn Hills, Michigan in 2013. The Board is currently evaluating potential locations and purposes to relocate the Retirement Office to a permanent location in 2021.

GERS' IT Administration (network, systems and hardware administration, monitoring, connectivity, back-up and security, applications maintenance, email and webpage hosting) is completely outsourced.

GERS is seeking proposals from experienced information technology firms to provide the System with information technology management services in the areas of network and technical administration and support, systems support, PC desktop technical support, software integration support, email and web hosting and security. Respondents will be expected to advise on and make recommendations for GERS' IT needs and policies on an ongoing basis.

**II. Submission of Proposals**

- A. Submit fourteen (14) copies of your proposal in a sealed package no later than 5:00 p.m. on July 2, 2018. Proposals received after that time will not be considered. All proposals must remain open, valid and subject to acceptance for one year from deadline. You should submit your proposal in writing to:

Executive Director  
City of Pontiac General Employees' Retirement System  
2201 Auburn Rd. Suite B  
Auburn Hills, MI 48326

You must also submit an electronic copy of your proposal with your hard copy proposal to [dmunson@pontiaccgers.org](mailto:dmunson@pontiaccgers.org).

Receipt of the hard copy submissions will be considered the official submission of a proposal and the submission used to determine timeliness.

Clearly identify the outside of the sealed proposal package with the respondent's name and return address and the statement "Response to Request for Proposal, IT Administrator, 2018. FAILURE TO CLEARLY IDENTIFY THE OUTSIDE OF THE PROPOSAL PACKAGE MAY RESULT IN THE REJECTION OF THE PROPOSAL. The System is not responsible for receipt of any proposal that is improperly labeled.

- B. Should your proposal contain information designated as confidential, a statement to that effect must be included in the cover letter. (Please mark any pages designated as confidential in the upper right hand corner.) GERS will use reasonable efforts to exempt such pages or items from public disclosure, but makes no representations or warranties that such efforts will be successful. Please note that the entire proposal cannot be considered confidential.
- C. If, prior to the final filing date for submission of proposals, a respondent discovers an error or omission in a proposal already submitted to GERS the only method of correcting, modifying, or completing the proposal is to withdraw the proposal in its entirety prior to the final filing date and time by written notification to GERS. A complete, corrected proposal package may be resubmitted, but not after the final filing date and time. Modification offered in any other manner, oral, written, or facsimile transmission, will not be considered.
- D. A firm may withdraw its proposal at any time before the due date for submission of proposals by delivering a written request for withdrawal signed by, or on behalf of the prospective firm.
- E. The proposals become the property of GERS upon submission. All costs for developing proposals and attending interviews are entirely the responsibility of the respondent and shall not be chargeable to GERS. GERS accepts no responsibility for lost and/or late delivery of proposals.
- F. The Board reserves the right to retain all proposals submitted and to use any ideas in your proposal regardless of whether that proposal is selected. Submission of a proposal indicates your acceptance of the conditions contained in this RFP, unless clearly and specifically noted in the proposal submitted and confirmed in the contract.
- G. **Only one proposal from an individual, firm, partnership, corporation, or combination thereof, will be considered. Reasonable ground for believing a respondent has submitted multiple proposals under more**

**than one name will be cause for rejection of all proposals in which the respondent is interested.**

### **III. Standards for Evaluating Proposals**

The purpose of the proposal evaluation process is twofold: (1) to assess the responses for compliance with minimum qualifications, content, and format requirements; and (2) to identify the respondents that have the highest probability of satisfactorily performing the services described herein. The evaluation process will be conducted in a comprehensive and impartial manner.

GERS may reject any or all proposals and may or may not waive any immaterial deviation or defect in a proposal. GERS' waiver of an immaterial deviation or defect shall in no way modify the Request for Proposal documents or excuse the respondent from full compliance with the Request for Proposal requirements.

Proposals which contain false or misleading statements, or which provide references which do not support an attribute or condition claimed by the respondent shall be rejected.

By submitting a proposal, each prospective firm represents and warrants that; its proposal is genuine and not a sham or collusive or made in the interest of, or on behalf of any person not named therein; that the prospective firm has not directly, induced or solicited any other person to submit a sham proposal or any other person to refrain from submitting a proposal; and, that the prospective firm has not in any manner sought collusion to secure any improper advantage over any other person submitting a proposal.

Proposals should be prepared simply and economically, providing a straightforward, concise description of the offer and all required information. Unnecessarily elaborate brochures or other expensive visual presentations are neither necessary nor desired.

All subcontracting arrangements require prior approval of GERS. The contractor shall not assign, transfer, convey, sublet or otherwise dispose of any award or any or all of its right, title or interest therein without the prior written consent of the Board, which shall not be reasonably withheld.

**Any attempt by a respondent to initiate contact with any member of the GERS Board or staff other than the designated contact may disqualify the respondent from further consideration.**

#### **A. Pre-evaluation Review**

1. Each proposal package will be date- and time-stamped when received. Proposals received after the final filing date, will not be considered.
2. Each proposal package will be inspected to ascertain that it is properly sealed and labeled. Proposals not passing this inspection may not be accepted.

Those not satisfying the Minimum Qualifications or submitting the information to be provided by Respondents may be rejected.

**B. Written Proposal Evaluation**

Proposals that pass the pre-evaluation review will undergo an evaluation process conducted by the GERS Board and staff

**C. Clarification**

Respondents may be requested to provide additional information and/or clarify contents of their proposal package. Other than information requested by GERS, no respondent will be allowed to alter the proposal or add new information after the final filing date.

**D. Finalists Selections**

After completion of all evaluations of the written proposal and fee evaluation finalists will be determined.

**E. Reference Checks and On-Site Inspections**

Reference checks will be conducted for each finalist. On-site inspections of offices may be conducted for any or all finalists at the option of GERS.

**F. Finalist Interviews**

The finalists will have an interview with the GERS Board.

**IV. Award of the Contract**

Based upon the overall evaluation together with the finalists' presentations before the GERS Board the contract will be awarded on or before September 1, 2018.

**V. Term of Engagement**

The term of the engagement is three years with the possibility of two one (1) year extensions. The Board may terminate the engagement at any time with or without

cause. The IT Administrator may not terminate the engagement except on 90 days advance written notice to the Board unless otherwise agreed to by the Board. The Board envisions a long-term and mutually satisfactory relationship; however, the Board reserves the right to re-evaluate performance and issue further RFPs at their sole discretion.

**VI. Commencement Date**

The contract shall be effective September 1, 2018.

**VII. Procurement Schedule**

RFP Issued	May 30, 2018
Deadline for Submitting Written Questions	June 8, 2018
Deadline for Intent to Respond Notice	June 15, 2018
Deadline for Submitting Proposal	July 2, 2018
Review Completed/Finalists Selected (tentative)	July 27, 2018
Site visits for Finalists (optional)	July 30 – August 10, 2018
Finalists' Presentations ( <b>SPECIAL MEETING</b> )	August 15, 2018
Finalist Selected	August 29, 2018
Contract Begins	September 1, 2018

**VIII. Current Technical Environment**

The GERS technical environment consist of 1 (one) worksite located in Auburn Hills, Michigan.

GERS has an existing local area network which is utilized for central file storage and backup, email, printing, accounting and support of a proprietary network application. The network consists of the following resources:

- Central File Server and backup device (leased from current IT Administrator)
- Network Switch
- Network Firewall/Router
- Three (3) individual Workstations (Purchase 2008)
  - Windows 7 OS
  - Microsoft Office 2010
  - Kaseya by Kapersky Antivirus
  - Adobe Acrobat Reader 2017
  - MS Outlook Email
  - Proprietary Member Data Software (Housed on Server)
- Two (2) Ricoh Copiers/Scanners(Lease 2018 and Purchase ~2007)
- Two (2) HP Desktop LaserJet Printers (Purchase ~2009)
- Broadband Internet Connection (Comcast with Gateway/Modem)

The GERS boardroom audio and video-conferencing equipment (purchased 2017) consists of:

- Logitech Conference Room Camera
- Samsung 55” LED Smart TV
- HP Multi-Media Capable Desktop Computer
- Logitech Wireless Keyboard
- DDMI Adaptor
- Ethernet Cable
- Polycom Sound Station 2W Wireless Conference Phone

Other GERS equipment includes:

- Postage Machine (Pitney Bowes Lease)
- Telephones (Purchase > 10 years)
- Eleven (11) Apple iPad 2 (Purchase 2018)
- Microsoft Surface Pro (Purchase 2018)
- Dell Laptop (Windows 8) (Purchase 2011)

Trustee and staff email accounts ([trustee@pontiacgers.org](mailto:trustee@pontiacgers.org)) are loaded onto their tablets. Only the staff has access to the System’s network onsite and only the Executive Director has remote access to the System’s network via LogMeIn.com Remote Access.

The GERS expects to purchase new workstations and implement accounting software (Microsoft Dynamics 365 is currently being contemplated) and additional scanning software and/or equipment within the next eighteen (18) months.

## **IX. Products and Services to be Provided**

Your proposal should include a detailed discussion of your response time to requests for services (including any variations by nature of the request) and set forth a solution to comprehensively integrate the systems and equipment (current and purposed) detailed above and address in detail the following matters:

### **A. Central File Server and Backup Device**

Provide Alternative Solutions for:

- Leased Central File Server and Backup Device: and
- Purchased Central File Server and Backup Device

Please provide specifications for the server OS configuration; network intrusion and virus software management; specific equipment and costs under both scenarios.

**B. Network Administration, Security and Support**

Maintenance and support of network equipment, including switches, firewalls, routers, connectors and other security devices. Installation and maintenance of printers, scanners, network devices et al; analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed; alert notifications in case of failure of equipment.

Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; continuous troubleshooting are required.

Network, network device and systems security administration and recordkeeping. Firewall configuration, version updates and monitoring for intrusion attempts, attacks, viruses, etc. Maintenance of network documentation for daily, weekly, and monthly services is required.

Off-site backup system in fault tolerant and secure data center is required. Backups should be performed nightly to physical device; daily backup logs should be kept and checked regularly; backup system testing with staff will be performed periodically but not less than semi-annually. Program to restore systems and data if server and/or computers go down are required.

Requirements for a data backup policy with procedures in place to handle daily, weekly, and monthly backup of the computer, data and information, email and the like.

**C. Systems and Hardware**

Please provide detail of services to be provided under either the lease or purchase option described under 'A' above including the initial and ongoing costs associated with each service.

Installation of new equipment, software, and transfer existing data as needed. Plan and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs when requested or necessary.

**D. Remote Administration**

Configuration of the System' network to enable remote access in a secure environment with provisions for remote access administration as needed.

**E. Email and Web Hosting**

Maintenance of System email accounts, adding, changing, and/or deleting System Trustee and staff accounts as requested; maintenance of virus detection programs on the server and Trustee and staff computers and tablets and laptop; performance of periodic security audits, including notification of suspected breaches of security to the Executive Director are required.

Administration of System webpage – [www.pontiacgers.org](http://www.pontiacgers.org).

**F. General Ledger and Scanning Software and/or Equipment Implementation**

Installation and networking of general ledger software and scanning/document imaging software and/or equipment.

**G. Workstation Support and Upgrade**

Your proposal should include a recommendation, including specifications and pricing, for replacing the staff's three (3) workstations.

Performance of all support functions, including the installation of PCs, laptops, printers, peripherals, and office software; diagnosis and correction of desktop application problems, configuring of PCs, tablets and laptop for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed; maintenance of an updated inventory of all computer-related hardware. Support will include changes, upgrades, patches, etc.; management of user logins and password security documentation.

**H. Tablet Setup and Support**

Configuration of the System's network, tablet and laptop to enable remote access in a secure environment as needed.

**X. Minimum Qualifications**

Given the nature of the assignment, the Board requires the IT Administrator to:

- Provide timely, professional and effective services, work harmoniously with staff, provide regular and timely reports and make recommendations on improving the System's IT infrastructure.
- Comply with all System policies and directives relating to the use of information technology resources. Provide technical advice and recommendations as needed.
- Agree that it will ensure that its employees and other performing services under this contract will not use or disclose any non-public information. This includes confidential reports, information, discussions, procedures and any other data collected or generated.
- Agree to provide all documents, photocopies, computer data and any other information of any kind collected or received by the firm in connection with the contract work upon request by the Executive Director and/or at the time of the termination of the contract.
- Agree to not discuss the contract work with any party, including responding to media and press inquiries, without the prior written consent of the Executive Director.

**A. The respondent must meet all of the following minimum qualifications to be given further consideration. Failure to satisfy each of the minimum qualifications will result in the immediate rejection of the proposal.**

1. The primary technician assigned to the GERS account should have the Microsoft Certified Solutions Associate (MCSA) certification and a supervisor or senior member of the firm should have the Microsoft Certified Solutions Expert (MCSE) certification. Please include with your proposal the certifications of the primary technician as well as the immediate supervisor who would be assigned to the GERS account.
2. The primary technician assigned to the GERS account must have a minimum of five (5) years of experience providing the requested services, the last three (3) years of which must have been with the present firm.
3. A technician should be available to the System during normal business hours, 8:00a.m. - 5:00p.m. EST as needed by the System.
4. As of December 31, 2017, the firm and/or its principals must have been in the IT Administration business at least five (5) years.

5. You must not have a record of substandard work. Please disclose the controls your firm has in place to ensure quality standards have been met. Also disclose whether your firm is subject to any external quality control review processes.

**XI. Information to be provided by Respondent**

Following is a list of the required information to be provided by the respondent. A respondent that does not provide the information requested below may, at the sole discretion of GERS Board, be rejected. Please provide the information in the same order in which it is requested.

**A. Intent to Respond Notification (Appendix A)**

The Intent to Respond Notice found in Appendix A must be returned by June 15, 2018. This notice may be faxed to (248) 456-0504 or emailed to [dmunson@pontiacgers.org](mailto:dmunson@pontiacgers.org), but the original should be mailed to City of Pontiac GERS at 2201 Auburn Road, Suite B, Auburn Hills, MI 48326.

**B. Cover letter**

A cover letter, which will be considered an integral part of the proposal package, shall be signed by the individual(s) who is (are) authorized to bind the respondent contractually. This cover letter must indicate the signer is so authorized, and must indicate the title or position the signatory holds in the responding firm. An unsigned proposal shall be rejected. The letter shall also contain the following:

1. The respondent's name, address and telephone number.
2. A statement to the effect that the proposal is a firm and irrevocable offer good for one year.
3. A statement expressing the respondent's willingness to perform the services as described in this Request for Proposal.
4. A statement as to the availability of staff and other required resources for performing all services as described in this Request for Proposal.
5. Name, title and telephone number of the account administrator.

6. The name, title or position, and telephone number of the individual signing the cover letter, and a statement indicating that the signer is authorized to bind the company contractually.
7. The respondent's Federal Employer Identification Number.

**C. Statement of Minimum Qualifications (Appendix B)**

Respondents must complete the Statement of Minimum Qualifications contained in Appendix B substantiating how your firm satisfies each of the minimum qualifications. Failure to provide complete information may, in the sole discretion of GERS, result in the rejection of the proposal.

**D. Firm Questionnaire (Appendix C)**

Respondents must complete and return the Firm Questionnaire contained in Appendix C. The information requested must be provided in the prescribed format. Responses which, in the opinion of GERS, materially deviate from the prescribed format may be rejected. All responses to the questionnaire will be subject to verification for accuracy. Proposals containing false or misleading information may, at the discretion of GERS, be rejected.

**E. Proposal**

**F. Fee Schedule (Appendix D)**

Respondents must submit their fee in the format prescribed in Appendix D. Any deviation from the prescribed format which, in the opinion of GERS, is material may result in the rejection of the proposal. The proposed fee shall include all costs and expenses for providing the services to GERS as described in this RFP. Once the Contractor is selected, the fee may be further refined depending on factors which may affect the proposed fee. In no case will the refined fees be higher than the fees contained in the proposal.

**G. IT Administration Services Contract (full)**

**XII. Submission of Written Questions**

Questions respondents may have regarding the information presented in this Request for Proposal must be received via email to the Executive Director at [dmunson@pontiacgers.org](mailto:dmunson@pontiacgers.org) no later than June 8, 2018. All questions received by this date will be answered by GERS in writing without divulging the source of the

query. Copies of all questions and GERS' responses will be posted to the GERS website by close of business June 14, 2018.

## Appendix A

### Intent to Respond

(Firm Name) \_\_\_\_\_ has received the City of Pontiac General Employees Retirement System's IT Administrator Request for Proposal, 2018 and \_\_\_\_\_ does or \_\_\_\_\_ does not intend to respond to the request.

Signed \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

Phone/Fax \_\_\_\_\_

Please fax to (248) 456-0523 on or before June 15, 2018. The original should be mailed to:

City of Pontiac General Employees' Retirement System  
2201 Auburn Rd. Suite B  
Auburn Hills, MI 48326

Email: [dmunson@pontiacgers.org](mailto:dmunson@pontiacgers.org)  
Fax: (248) 456-0504

## Appendix B

### Statement of Minimum Qualifications

(Firm Name) \_\_\_\_\_ certifies that it meets the following minimum qualifications.

Please initial each as applicable.

1. \_\_\_\_\_ The primary technician assigned to the GERS account should have the Microsoft Certified Solutions Associate (MCSA) certification and a supervisor or senior member of the firm should have the Microsoft Certified Solutions Expert (MCSE) certification. Please include with your proposal the certifications of the primary technician as well as the immediate supervisor who would be assigned to the GERS account Certification?
2. \_\_\_\_\_ The primary technician assigned to the GERS account must have a minimum of five (5) years of experience providing the requested services, the last three (3) years of which must have been with the present firm
3. \_\_\_\_\_ A technician should be available to the System during normal business hours, 8:00a.m. - 5:00p.m. EST as needed by the System.
4. \_\_\_\_\_ As of December 31, 2017, the firm and/or its principals must have been in the IT Administration business at least five (5) years.
5. \_\_\_\_\_ You must not have a record of substandard work. Please disclose the controls your firm has in place to ensure quality standards have been met. Also disclose whether your firm is subject to any external quality control review processes.

Signed: \_\_\_\_\_

Date \_\_\_\_\_

Title: \_\_\_\_\_

## Appendix C

### CITY OF PONTIAC GENERAL EMPLOYEES' RETIREMENT SYSTEM RFP FOR IT ADMINISTRATOR 2018 FIRM QUESTIONNAIRE

Please provide the name, title, address and telephone numbers of the person to be contacted regarding the responses to all of the following questions. Please address each item, and label your responses in accordance to the system used in our Request for Proposal. For Example, the response to the first request would be shown as I. A. Failure to follow this format will eliminate your responses from consideration.

#### **I. General Firm and Technician Information**

- A. Provide a brief history of your firm and its operation. Include the year formed, ownership, structure, and biographies of the principals, affiliations, profit sharing programs, and ownership changes in the last five (5) years. Describe your firm's growth objectives and your plans for managing that projected growth.
- B. How long has your firm been providing IT Administration consulting services? Briefly describe the experience of your firm in providing IT Administration or consulting services to governmental plans and retirement plans of comparable size to GERS, if any.
- C. What is your firm's mission statement? What do you see as your organization's strongest area of expertise?
- D. Does your firm utilize a code of conduct and code of ethics or similar standards? If so, how are they monitored and enforced
- E. Provide the names and lengths of engagements for the client base using your services for fully outsourced IT Administration.
- F. Where is the location of the service office that will service the account? Where is the primary technician's office located?
- G. What are your firm's principal business entities?
- H. Explain how the firm controls the quality of service provided to the clients, the number of technicians in the firm, and the average number of clients assigned per technician.
- I. What is the maximum number of clients per technician you maintain? What is the largest number of accounts handled by one technician? For how many accounts is the primary technician who would service GERS responsible?

- J. Please provide the number of professionals and support staff in your firm who are involved in providing the IT Administration services described in this RFP.
- K. Assuming your firm is selected, please provide biographical information on the individuals proposed to serve as the primary technician, his/her principal assistant and other key members assigned to the account and the office where they are located. Specify the anticipated role and scope of involvement of each individual as well as their qualifications and experience with regard to the matters described in this RFP. For the primary technician and principal assistant, provide the names of all clients and nature of their relationships.
- L. What level of personnel turnover among IT consulting professionals have you experienced during the past three years?
- M. Please provide a copy of your firm's Equal Employment Opportunity or Affirmative Action Statement.
- N. Have any senior IT technical personnel left your firm within the past three years? If so, please explain the circumstances.
- O. Please describe your three largest clients including number of personnel, firm revenue and a description of services that you provide.
- P. Provide a listing of clients lost or gained during the past five (5) years.
- Q. Describe your firm's commitment to research and systems enhancements. What, if any, expansions do you anticipate in your technical and systems capabilities?
- R. Please describe briefly, or provide a copy of, your firm's disaster recovery plan.
- S. Has there been any litigation against your firm or its principal/owners/officers in the last five (5) years? If yes, please explain.

## **II. Reference Information**

- A. Please supply a list of your five largest clients.
- B. Please provide three references for which you currently provide IT Administration and/or consulting services and your three (3) most recent lost and/or terminated clients. Include name, title, firm, address and phone number.

## **III. Other**

- A. Please describe any current or prior relationships your firm and/or its employees have had with any member of the current or recent past (3 years) Trustees, members of GERS staff or listed professional strategic advisors (i.e. legal counsel, actuary, auditor) Exhibit F.
  
- B. Please describe any current or prior relationships your firm has had with the City of Pontiac (MI) or the County of Oakland, or the State of Michigan, and municipalities or townships within a fifty mile radius of Pontiac.
  
- C. Provide a representative list of your current clients and list the total number of clients for whom you perform IT Administration and/or consulting services.

## Appendix D

### Fee Schedule

Please quote your current fees in hard dollars for the following services. Please detail the scope of services to be provided under such an arrangement and note any exclusions.

- Annual fee for full-service IT Administration \$ \_\_\_\_\_

Please detail each service proposed under this RFP and provide a quote for each service.

- Service A \$ \_\_\_\_\_
- Service B \$ \_\_\_\_\_
- Service C \$ \_\_\_\_\_
- Service D \$ \_\_\_\_\_

Please identify any additional fees for services requested in this proposal and not included in the fee schedule above or which your firm might provide to clients

Please state whether you will agree to a flat fee contract for a term of four years, with two one-year renewable options exercisable by the Board.

## Appendix E

### Pre-Evaluation Check List

Firm: \_\_\_\_\_

Included in Proposal:

\_\_\_\_\_ Cover letter (with all required information)

\_\_\_\_\_ Statement of Minimum Qualifications

\_\_\_\_\_ Firm Questionnaire (in correct format)

\_\_\_\_\_ Proposal

\_\_\_\_\_ Fee Schedule

\_\_\_\_\_ IT Administration Services Contract (full)

## Appendix F

### Trustees, Staff and Strategic Advisors

#### **TRUSTEES:**

Sheldon Albritton  
Jane Arndt  
Shirley Barnett  
Kone Bowman  
Janice Gaffney  
Robert J. Giddings  
Charlie Harrison

Walter Moore  
Nevrus Nazarko  
Billie Swazer  
James Walker  
Deidre Waterman  
Patrice Waterman  
Kevin Williams

#### **STAFF:**

Cecelia Carter  
Phillip Moore  
Deborah Munson

#### **STRATEGIC ADVISORS:**

Attorney – Cynthia Billings, Sullivan, Ward, Asher & Patton  
Auditor – Plante & Moran  
Actuary – Rodwan Consulting Co; Nyhart; Gabriel, Roeder, Smith & Co  
Consultant – Gray & Company; Dahab Associates