

REQUEST FOR PROPOSAL

TO PROVIDE

**INFORMATION TECHNOLOGY MANAGED
SERVICES**

FOR

The City of St. Johns

Due

**May 11, 2023
11:00 a.m.**

THE CITY OF ST. JOHNS MICHIGAN
REQUEST FOR PROPOSALS

THIS REQUEST IS ISSUED TO ESTABLISH A CONTRACT TO SUPPLY THE CITY OF WITH A
SERVICE IN ACCORDANCE WITH THE ACCOMPANYING SPECIFICATIONS.

SPECIFICATIONS FOR:	Information Technology Managed Services
DUE DATE:	May 11, 2023 at 11:00 a.m.
CONTRACT PERIOD:	2023 with options for 2024, 2025
SUBMIT PROPOSALS BEFORE PROPOSAL DUE DATE AND TIME TO:	Mindy J. Seavey, City Clerk 100 E. State Street, Suite #1100 St. Johns, MI 48879-0477
TERMS AND CONDITIONS:	Enclosed in Proposal

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1.0 GENERAL INTENT OF THE REQUEST FOR PROPOSALS

1.1 This request for proposal (RFP) outlines the nature and scope of the Information Technology Managed Services for THE CITY OF ST. JOHNS Michigan.

1.2 Vendor or Vendor with principals, spouses of principals, or any other stakeholders who are also employed by THE CITY OF ST. JOHNS, shall be deemed not eligible to submit proposals on this project. The City reserves the right to disqualify any proposal that it determines does not comply with the laws of the State of Michigan, policies of the City or creates a conflict, or the appearance of a conflict, of interest for the City.

2.0 PROJECT BACKGROUND

2.1 Introduction

THE CITY OF ST. JOHNS has 37 full time employees supported by IT, working in City facilities in THE CITY OF ST. JOHNS.

The City needs a Managed Service Provider to respond to business needs for timely, agile, and effective IT services in support of City operations.

2.2 Expectations and Information

It is expected that the successful bidder for this contract:

1. Understand government business processes, mobility, and utilize technology to make government most efficient.
2. Be an advocate for the City with recommendations for new technology, security, backup services, planning and budgeting.
3. THE CITY OF ST. JOHNS IT primarily uses Microsoft for office products and server technology with a few exceptions.
4. Law enforcement uses CJIS information in compliance with Michigan State Police and CJIS requirements.
5. Most facilities are connected via fiber optic cabling.
6. Employee workstations are running Windows 10 Pro or Windows 11 Pro.

3.0 SCOPE OF WORK

THE CITY OF ST. JOHNS is seeking proposals for Information Technology Managed Services to serve as a business partner in the delivery of managed IT services. Qualified Vendors must be:

1. Insured to the City requirements.
2. Experienced and qualified managed services Vendor
3. Certified in networking, security, and systems administration where appropriate.
4. Have the names of all personnel on file with LEIN Services of Michigan State Police as having passed background check.

Managed Services Categories:

Interested Vendors shall provide a proposal for a turnkey solution. If Vendors are not proposing for all services included in the RFP, proposals must clearly identify which services are being proposed on. Vendors are asked to hold pricing submitted for a minimum of 90 days after the proposal due date.

3.1 Service Desk Support:

Currently, THE CITY OF ST. JOHNS's employees log 17 support calls per month.

The service desk team supports 37 full time CITY OF ST. JOHNS employees with a total of the following devices:

- 32 total PC's

Required Services for Service Desk Support:

1. Vendor shall provide end user and backend application support. The Vendor will enter into a Service Level Agreement (SLA) meeting business needs as outlined by the City. Support can be received via phone, e-mail.
2. Vendor Support technicians must possess relevant knowledge, certifications, manuals, and troubleshooting guides in order to determine if the issue can be resolved at their level or if the issue needs to be escalated to a Level II/III.
3. Vendor shall provide a monthly status report updating the services provided. This report must include a narrative of the provided service(s) and time spent for resolution.

3.2 Network Infrastructure Monitoring and Network Administration:

The network consists of the following devices:

- 4 Firewalls (Cisco)
- 9 Managed Switches (mostly Cisco)
- 7 Wireless Access Points (Ubiquiti UniFi)
- 1 Main Server (DC, file, print)
- 1 Backup Appliance (Synology)
- 32 total workstations
- 1 Shoretel Phone System (virtual machine)
- IP Phones

Required Services for Network Infrastructure Monitoring and Network Administration:

a. Network Infrastructure Monitoring:

1. Vendor shall provide a managed service solution that ensures visibility into the entirety of IT infrastructure operations.

2. Vendor must include the entire network fabric, for both wired and wireless networks, and should monitor traffic at every level. These tools shall monitor:
 - Firewalls
 - Switches
 - Wireless Access Points
3. Vendor monitoring must be available 24x7x365 and personnel will be expected to participate in monitoring. Vendor shall respond to critical alerts.
4. Vendor shall remotely manage all equipment.

b. Network Administration:

1. Vendor shall provide a network managed service that ensures visibility into the entirety of IT infrastructure operations.
2. Vendor shall provide certified engineers to provide their expertise to design, implement, and maintain City networks.
3. Vendor shall also manage the network for security concerns, growth and changing infrastructure requirements.
4. Vendor shall provide the following professional services:
 - Network Administrator
 - Network Architect
 - Chief Information Officer

3.3 Microsoft Servers and SQL Server Administration:

Vendor shall administer City's Microsoft servers that are currently on premise. In the future City may have servers hosted as Infrastructure As-a-Service (Azure or AWS) to be administered by Vendor.

THE CITY OF ST. JOHNS currently has:

- Server
 - 1 - Windows 2019 Standard
- Number of SQL DBS
 - SQL version 2017
 - Number of SQL databases - 60

Required Services for Microsoft Services and SQL Server Administration:

Required services include the following but not limited to:

- Windows servers
- Active Directory
- Backup and Disaster recovery

1. Microsoft Server Administration:

- Vendor shall provide certified Windows Server administration, including performance troubleshooting and optimization.

2. SQL Database Server Administration:

- Vendor shall provide certified Microsoft SQL Server database administration (or equivalent experience) resources to keep database resources up to date and assist with database creation, migration, troubleshooting, performance optimization, high availability configuration and maintenance as well as general database maintenance.

3. Vendor shall provide monitoring of Servers to include:

- Storage levels with appropriate warning alerts

4. Vendor shall provide the following professional services:

- Microsoft Server Administrator
- Storage Administrator
- Microsoft SQL Administrator
- Microsoft Office 365 Administrator

3.4 Backup- As-a-Service

Vendor shall provide backup of City's Servers. The City is looking for a Vendor to provide backup-as-a-service to both onsite and offsite storage locations. The backups are incremental daily following an original full backup. The incremental backups are kept for a rolling 6 months. The Vendor must comply with the City's retention schedule.

- 2 TB of Business Data

Required Services for Backup As-a-Service:

1. Vendor shall provide Backups for all servers:

- Full at contract start date
- Daily Incremental
- Remediation of daily unsuccessful backups
- Test restoration of backups on a quarterly basis

2. Vendor shall provide the following professional services:

- Backup / Restore Administrator
- Backup Architect

3.5 Desktop-As-a-Service

THE CITY OF ST. JOHNS IT currently supports 32 desktop workstations.

Operating system is Windows 10 Professional.

Deployment model is a full client install on each workstation.

Required Services for Desktop As-a-Service:

A. Workstation provisioning and readiness

1. Vendor must provide desktop services including imaging, support, patching, software packaging/deployment, antivirus, troubleshooting of desktop environment.
2. Proposals must support the City's workstation rotation model; (to be determined). Vendor must work with THE CITY OF ST. JOHNS to determine workstation make and models selected.

B. Physical deployment of workstations and peripherals

- Support for the following related services below. This service is for "last mile deployment" only to end-users of the peripherals and services related to workstations.
 - Workstations/laptops - Including physical deployment and setup of devices, new workstations, re-deployment of existing workstations, and rotation (decommission) of existing workstations.
 - Local Printers/Scanners

Vendor shall provide the following professional services:

- Desktop technician
 - Level 1 – basic troubleshooting and install

3.6 Security & Compliance:

Required Services for Security & Compliance:

The Vendor should have capabilities in multiple security areas, including:

1. Vendor shall perform ongoing Information Security assessments and document findings and recommendations for improvement and remediation to THE CITY OF ST. JOHNS's environment.
2. Network and Application Security testing and monitoring

- Incidence Response: Identifying and responding to threats and issues in THE CITY OF ST. JOHNS's environment including those within its data regardless if it's on premise, in-cloud or in a hosted solution such as Office365 and other hosted environments.
3. Security Policy reviews including but not limited to:
 - Access Management
 - Password Management
 - Remote Access/Multifactor authentication
 - Active Directory Management
 - Personnel Training/Guidance
 - Internet Content Filtering
 - Software Deployment Standards
 4. Intrusion Testing and Systems Hardening
 - Review and recommend system hardening procedures.
 - Annual policy and procedure compliance testing for:
 - Criminal Justice Information Services (CJIS)
 5. Annual Penetration/vulnerability testing of internal and external applications, systems and networks
 6. Annual Security, penetration and vulnerability testing for wireless networks

3.7 Professional Services:

THE CITY OF ST. JOHNS IT as part of the bid, requires the successful bidder to be proficient in the following areas:

- Desktop support
- Infrastructure support
- Network support

Required Services for Professional Services:

1. Vendor shall provide on-site or remote engineers/technicians as required to perform City migrations, system administration, network infrastructure administration, database administration, server/storage administration, desktop administration and report building, projects and planned maintenance, documentation and data collection.

4.0 PROPOSAL ORGANIZATION

The proposal should consist of the following information in the outline indicated.

4.1 General Information

- 4.1.1 Identify the Vendor and its legal status (i.e., corporation, partnership, etc.), address, name of single point of contact, single point of contact information, and name of person with binding authority to enter into contracts.

4.2 Understanding/Statement of Interest

- 4.2.1 Indicate the Vendor's knowledge and understanding of the City's request and their capabilities to carry out the scope of work.
- 4.2.2 Describe Vendor's history, financial resources, capabilities, and stability. Provide information demonstrating Vendor's ability to fiscally manage and monitor services proposed.

4.3 Service Approach: Vendors are required to respond to every service section.

- 4.3.1 Provide a complete description and your approach to the managed services to be provided for each of the required services set out in **Section 3, Scope of Work**. This must include a clear understanding of what the Vendor will provide and what the Vendor expects the City will provide. Include in this section your organizations hours of operations, after hours support.
- 4.3.3 Include a description of the proposed methodology and any innovative methods or concepts that might be recommended as being particularly beneficial to THE CITY OF ST. JOHNS.
- 4.3.5 Describe your plan for Quality Control and identify roles and responsibilities for each quality control task for each service category.

4.4 Personnel

- 4.4.1 Indicate the current number of employees trained and available to provide all of the required services in each of the proposed service categories.
- 4.4.2 A detailed description of the Vendor's sales, account management, and technical services teams assigned to THE CITY OF ST. JOHNS. Include biographies and numbers of years working in the capacity proposed with the Vendor.
- 4.4.3 Provide a certification list for technical staff in each service category proposed.

4.5 References

- 4.5.1 Identify 3 current references that THE CITY OF ST. JOHNS may contract regarding experience for proposed services outlined in this RFP. Identification of each reference shall include:
- Contact name and title
 - Contact address and telephone
 - Contact email

4.6 Contract Terms and Conditions

- 4.6.1 Vendor shall submit written example of terms and conditions for the work described in their proposal. The City will review and may propose amendments to that contract or provide alternative contract language.

4.7 Cost Model

- 4.7.1 Vendors shall submit an annual pricing model for each proposed service for a one year, two year and three-year contract. Pricing must be comprehensive for the proposed service and must include implementation, migration, and ongoing costs. In pricing model, the following should be considered:
- Costs not identified in the cost proposal will not be entertained during contract negotiations.
 - Hardware required as part of this proposal (i.e., backup appliance needed for proposed backup solution, etc.)
- 4.7.2 Cost proposals must be submitted in hard copy form. Three (3) hard copies shall be in a **sealed envelope** and clearly labelled with Vendor's Name on the outside of the envelope.

5.0 CONDITIONS FOR PROPOSAL SUBMITTAL

5.1 Proposal Format

The proposal should be submitted on 8-1/2" x 11" soft bound sheets.

5.2 Questions

Vendors are asked to submit questions related to the specific project requirements and contents of proposal **in writing by 9:00 a.m. on May 4, 2023 to:**

**SuAnn Prince
City of St. Johns
100 E. State Street, Suite #1100
St. Johns, MI 48879-0477
sprince@stjohnsmi.gov**

Questions may be E-Mailed to sprince@stjohnsmi.gov. Written responses to all questions received will be furnished through an addendum to all know Vendors by **May 8, 2023 at 9:00 a.m.** No oral questions will be entertained prior to or after the deadline for written questions specified above. **Vendors are cautioned not to contact any THE CITY OF ST. JOHNS staff directly. Evidence of such contact may be cause for rejection of proposal.**

5.3 Proposal Submission/Deadline

Vendors are required to submit three (3) hard copies of their service proposal in one package/envelope. Both the proposal and the cost proposal must be submitted to the

following address **by May 11, 2023 at 11:00 a.m.** Late proposals will not be accepted.

**Managed IT Services
Mindy Seavey, City Clerk
City of St. Johns
100 E. State Street, Suite #1100
St. Johns, MI 48879-0477**

Late proposals will not be accepted and will be returned to the Vendor unopened.

Proposals must be endorsed with the signature of a responsible official having the authority to bind the offer to the execution of the proposal. Each proposal must be submitted in a sealed envelope prominently marked on the lower left side as follows:

PROPOSAL DUE DATE: no later than May 11, 2023 at 11:00 a.m.

VENDOR NAME:_____

Failure to do so may result in a premature opening of, post-opening of, or failure to open that proposal. Facsimile, oral, telephone, or telegraphic proposals are invalid and will not receive consideration.

5.4 Retention of Proposals

Upon submission, all proposals become the property of THE CITY OF ST. JOHNS, which has the right to use any ideas presented in any proposal submitted in response to this RFP, whether or not the proposal is accepted.

6.0 PROPOSAL EVALUATION

6.1 Method of Award

The City considers the subject matter of this proposal to be a professional service.

Although economic issues will be considered in the award process, emphasis will also be placed upon the quality of the service offered, experience factors, the competency of the prospective Vendor, and outside references.

6.2 Cancellation of Award

The City reserves the right, without any liability, to cancel the award of any proposals, at any time before the execution of the agreement documents by all parties.

6.3 Evaluation Procedures

It is the intent of the City to review all proposals and judge their merit. THE CITY OF ST. JOHNS will select a Vendor with which to begin negotiations to provide the City

with Managed Services. The City may elect to invite final Vendors to present and/or demonstrate services during the evaluation period.

Failure of the Vendor to provide in the proposal any information requested in this RFP may result in disqualification of that proposal.

6.4 Criteria for Evaluation

The decision on selecting a Vendor for the project will be based on the following criteria:

6.4.1. Service Experience:

- Experience of Vendor
- Vendor Depth
- Similar Type Services
- Similar Size Services
- Vendor Stability
- Vendor References

6.4.2. Understanding/Compatibility

- Understanding of THE CITY OF ST. JOHNS needs based on information provided.
- Interest/Commitment
- Thorough understanding of the various City customer's needs.

6.4.3. Approach

- Work Plan / Timelines
- Schedule Management
- RFP Specifications
- Explanation of Quality Control and Assurances
- Vendors ability to provide multiple services.

6.4.4. Cost

6.5 Oral Presentation

Following evaluation of proposals, Vendors may be required to give an oral presentation of their proposal to THE CITY OF ST. JOHNS. This will provide an opportunity for the Vendor to clarify or elaborate on specifics within their proposal.

Vendors will be expected to pay for any costs they incur for the oral presentation along with any costs associated with preparing and transmitting informational responses.

6.6 Negotiation Procedures

THE CITY OF ST. JOHNS Analysis Team will evaluate each proposal based on the information furnished by the Vendor and will make a recommendation. In responding to the Request for Proposals, the Vendor is cautioned to address each of the evaluation factors in as much detail as possible and in the order that the factors are listed under **Section 4.0, Required Information.**

6.7 Rejection of Proposals

THE CITY OF ST. JOHNS reserves the right to reject any (or all) proposal(s) based on the evaluation criteria contained in this RFP. The City also reserves the right to cancel or amend this RFP at any time. Any changes in the status of the RFP will be brought to the attention of all parties that have received the same.

7.0 MISCELLANEOUS PROVISIONS

7.1 Contract Provisions

Proposals submitted in response to the RFP may become a part of any subsequent contract. If for any reason the selected Vendor deviates in any way from previous proposed services, the City may reject the proposal and begin negotiations with another Vendor.

7.2 Provisions for Sub-Contract

Vendor shall not subcontract any portion of the work to be performed under this contract nor assign this contract without the prior written approval of the authorized agent of the City.

7.3 Non-Discrimination

The responding Vendor must demonstrate that it has agreed not to discriminate in hiring practices on the basis of race, color, creed, religion, national origin, sex, age, marital status, public assistance status, veteran status, disability, or sexual orientation.

7.4 Lobbying

Any attempt to contact members of the City Board, or department heads involved or affected by the project, including second party contact, will result in immediate rejection of your proposal.

7.5 Limitations

THE CITY OF ST. JOHNS will not be responsible for any costs incurred by applicants in preparing proposals.