Request for Proposals

Information Technology Services

City of Rollingwood, Texas

City of Rollingwood
403 Nixon Dr.
Rollingwood, TX 78746
Phone: 512-327-1838

RFP Release Date – Thursday, August 17, 2023

RFP Due Date – Monday, September 11, 2023 at 4:00 PM

Background

The City of Rollingwood is located directly adjacent to the city limits of Austin and Westlake Hills and is in close proximity to downtown Austin and the University of Texas. Incorporated in 1955, the City has the warmth and charm of a small-town neighborhood. Large, sprawling lots with rolling topography and live oaks aplenty add to its attraction. Contributing to Rollingwood's outstanding quality of life are the City's low crime rate, superior school district, and desirable location.

The City of Rollingwood has a population of approximately 1,500 people. It is a Type A, General Law City with a Mayor-Council form of government. The City Council consists of the Mayor and five alderpersons elected at-large to staggered, two-year terms. Annually, the City Council selects one of its members to serve as Mayor Pro Tempore.

Overview

The City of Rollingwood seeks bids from qualified managed service providers ("provider") for the support and maintenance of its Information Technology. The scope of services serves approximately 20 employees and 6 elected officials and related systems, services, and assets.

The required services are comprehensive, including laptop and desktop computers, servers, firewalls, switches, network storage, and related items. The required services also include the provision of internet access and VoIP phone services as well as comprehensive cybersecurity protection.

The qualified provider would provide necessary technical services, which would enable the city to:

- Protect and secure its technology facilities
- Ensure the efficient operation of its data processing networks and related computer systems within the city
- Provide quality IT service for departments defined in the enclosed schedules
- Minimize spending and maximize the ROI for investment in technology

The ideal provider will resolve computer system and network issues in accordance with standard and acceptable maintenance and support benchmarks. The successful provider will be expected to organize Help Desk service calls efficiently and to ensure that there is no significant computer downtime: for Administrative/Public Works Offices during normal working hours, generally 8 AM to 5 PM, Monday through Friday, or for the Police Department which operates 24 hours, 7 days a week. The provider is expected to report on the status of technology issues and communicate effectively with the city.

Currently the City of Rollingwood utilizes two providers: one managing the Administrative and Public Works offices and the other managing the Police Department. Qualified managed service providers must submit bids for managing all IT services of the city, including the Administrative and Public Works offices, and the Police Department. The current infrastructure of both departments is listed below. In addition to monthly recurring costs, please include migration, set-up and hardware fees if required for relevant systems.

Administration/Public Works – 11 Employees + 3 Support/Contractors

CURRENT WORKSTATIONS: Approximately 23 workstations for employees located in one building and working remotely. The current configuration is a combination of desktops and laptops, although the preference would be to reduce the overall number of computers utilizing laptops and docking stations for office workstations.

- 15 Thin Client Laptops – 2 with Windows OS and 13 with Ubuntu OS
- 6 Wyse Desktop Thin Clients
- 2 Desktops – 1 Dell running Windows 10 and 1 Lenovo running Ubuntu
- 1 Windows Desktop for a Smart Board
- 1 Windows Desktop for Resident/Public Use
- 1 Windows Desktop for SoniClear AV System Management

CURRENT SERVER: Servers are rented through the current provider which operates a multi-tenant, RDS environment. Please submit bids to replace the server environment in its entirety.

- 2 RDSH Servers with 24GB RAM & 8 vCPU
- 1 SQL Server with 20GB RAM, 6 vCPU, 500GB Storage & 2x Database: Incode & MIP
- Hosted Infrastructure includes Domain Controller, Remote Desktop Gateway, RDS Connection Broker, 2x Clustered Fileserver Roles (Profiles and Shared Drives), Print Server

CURRENT PRESENTATION/TELECONFERENCING: Support hybrid meeting peripherals including Smart board, SonicClear AV system for recording and streaming meetings & Airtame screen sharing.

CURRENT PRINTERS: 4 Multi-function printers. 1 copier will be managed by Sharp (with driver/software installs handled by IT vendor), and the remaining 3 MFPs will be managed, and maintained by new provider.

CURRENT NETWORK EQUIPMENT:
- 1 Sophos Firewall
- 4 Ubiquity Switches, 1 Ubiquity WAPs. The UniFi controller will need to be replaced and reconfigured as part of a migration, as this is provided by the current provider. Alternatively, the network devices will need to be replaced with a brand supported by the new provider.
- Rented Datacenter Firewall

CURRENT INTERNET (Administrative & Police): 2 internets services (AT&T 100x100 Broadband & Spectrum 600x35 broadband) with SD-WAN bonding for internet high availability and to connect site to colocation facility where servers are hosted. There is currently a cross-connect to the Police station offices. The current Police provider manages independent network equipment for these offices.

CURRENT PHONES (Administrative & Police): 17 VoIP phones with a PBX capable of voicemail to email, eFax, IVRs & time conditions. All phone hardware is rented and will need to be replaced and reconfigured. Customer does not currently manage or configure their PBX. The provider should

provide these services including adding and removing users and updating the PBX as needed. 1 Toll Free number is also required.

CURRENT SOFTWARE: Provider should include pricing for Microsoft 365, Adobe Acrobat Professional & Standard Licenses, SQL Licenses, Domain Registration and DNS Hosting for 2 Domains – one of which is a .GOV.

Police Department – 9 Employees

- Complete support for 8 Workstations and 3 MDC Police Devices, 4 Virtual Servers (on 1 Physical Server), 15 Supported Cisco & SonicWALL Firewalls and Network Switches, Synology Storage Arrays, and all Software installed on these systems.
- PD IT Asset Inventory
- Help Desk Support including Remote and On-Site Support as needed.
- 24x7 After-Hours Support for Business Stopping Issues.
- Active Directory Maintenance and Management.
- Corporate Email Server Management and Support, including Microsoft 365, MS Outlook, and mobile device connectivity to Microsoft 365.
- Cybersecurity suite which includes Antivirus, Ransomware prevention, Content filtering, Spam Filtering, and cyber security training for users of all covered desktops or laptops.
- VPN Implementation and Management for all monitored servers and VPN clients that are running a supported Antivirus client.
- SharePoint Management, top level site permissions management, and client connectivity support for any Microsoft 365 subscriptions.
- Up to 2 weeks Off-site Backup for all monitored servers including one week of disaster recovery run time. Daily Monitoring, maintenance, and backup integrity testing.
- Up to 2 weeks of Local Backup, or the maximum number of backups that are functionally allowed by the capacity of local backup storage, for all covered VIP workstations. Daily Monitoring and weekly maintenance of backup jobs, including weekly backup integrity testing.
- 24x7 Monitoring of supported Servers, Switches, Firewalls, and Access Points.
- Patch Management for all covered servers and workstations for all currently supported versions of the following applications: Windows OS, Adobe Flash, Reader, & Shockwave, iTunes, Google Chrome, Oracle Java, PDF Creator, 7-Zip, Mozilla Firefox & Thunderbird, Notepad++, VLC Media Player, Microsoft Office.
- Network Security and Performance Analysis & Management. Including Optimization of existing infrastructure

Dates and Timing

RFP Issuance: Thursday, August 17, 2023

Deadline for Written Questions: Thursday, August 31, 2023 at 5:00 PM

Proposals Due: Monday, September 11, 2023 at 4:00 PM

Bid Opening: Monday, September 11, 2023 at 4:00 PM at:

Rollingwood City Council Chambers

403 Nixon Drive

Rollingwood, TX 78746

City Council Review and Potential Selection: Wednesday, September 20, 2023 at 7:00 PM at the Rollingwood City Council Chambers

Proposal Submittal

To be considered, please submit six (6) sealed hard copies and one (1) electronic copy, on a USB drive, of your proposal to:

City of Rollingwood
Attn: City Secretary
403 Nixon Dr.
Rollingwood, TX 78746

Proposals received after the due date will not be considered.

Questions regarding this proposal may be directed to Desiree Adair, City Secretary, City of Rollingwood, 403 Nixon Drive, Rollingwood, TX 78746 or by email at: dadair@rollingwoodtx.gov

Questions and Addendums to the RFP

Bidders having questions concerning specifications to this RFP should submit them in writing to the attention of the City Secretary not later than close of business, 5:00 PM, Thursday, August 31, 2023 so that appropriate information may be researched and made available to all bidders. If it becomes necessary to revise any part of the RFP or otherwise provide additional information, an addendum will be issued by the city.

Services Required

This section summarizes the services to be provided to the City of Rollingwood in this RFP. The city is looking for a maintenance and support program, designed to be understood as **preventative maintenance and as needed support**, to accommodate computer system activities and user equipment performance. The City expects the provider proposal to define, in detail, the approach to be used in the following categories. Distinction of time and material cost for these efforts are important to billing the city and future budget considerations.

1. **Initial Assessment/Status of System Report**
   Review of the existing inventory, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current process and make recommendations

for improving routine support criteria and eliminating emergency maintenance situations. A report of this initial assessment shall be submitted on or before December 31, 2023. An annual system status report shall follow each May 1st as long as the contract is in force. This is to allow for necessary budget planning for the upcoming year.

2. **Workstation Application and Remote Support**
    Performance of basic support functions as requested, including the installation of PC's, laptop, PDA's, printers, peripherals, and office software, diagnosis and correction of desktop application problems, configuring of PC's and laptops for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed; and implementation of Help Desk procedures under policy constraints of the successful provider.

    Occasionally staff will work remotely on city-owned laptops. Staff will need support with accessing the server and any appropriate software while they are remote.

3. **Server and Workstation Administrative Services**
    Management of networks and computer systems, including complex applications, databases, messaging, services and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability and recoverability of the systems.

    Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for help desk ticked for both on site visits and telephone support is available; development of operations and quality assurance for backup plans and procedures are being followed.

    Configuration management, including changes, upgrades, patches, etc. is maintained; management of user logins and password security is documented; and support of software products relating to services and workstations; timely response to repair and maintenance work for the user.

4. **Network Administration Services**
    Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices is included.

    Installation, maintenance and general support for printers, scanners, network devices et al; analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed; alert notification 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 re required.

    Maintenance of network documentation for daily, weekly, and monthly services is required.

5. **Email, Security and Backup Efforts**
   Maintenance of City email accounts using the City domain, adding, changing, and/or deleting accounts as requested; maintenance of virus detection programs on the City services and user computes and laptops; performance of periodic security audit, including notification of suspected breaches of security are required.

   Configuration of the City systems to enable remote access in a secure environment, with provisions for remote access administration, as requested is required.

   Requirements for a data backup policy, with procedures in place to handle daily, weekly, and monthly back up of the computer, data and information, email and the like; program to restore systems and data if servers and/or computers go down are required.

6. **Provision of Internet and Phone Services**
   Provision of internet access and VoIP phone services is required.

7. **CJIS Certification**
   The Rollingwood Police Department, as a local law enforcement agency, is required to be compliant with the FBI's Criminal Justice Information Services Division (CJIS). Government entities that access or manage sensitive information from the US Justice Department need to ensure that their processes and systems comply with CJIS policies for wireless networking, data encryption, and remote access, especially since phishing, malware, and hacked VPNs or credentials are the most common attack vectors used to hack into government networks.

   The CJIS compliance requirements help proactively defend against these attack methods and protect national security (and citizens) from cyber threats. Any potential IT provider for the City must have CJIS certification, or have the ability to obtain CJIS certification by the contracted start date, in order to perform IT services for the Police Department.

8. **Planning**
   Engineering, planning and design services for major system enhancements and/or upgrades to existing system; recommendations for future purchasing and technology needs, when requested or necessary.

9. **Reports**
   In addition to the annual report, the provider shall submit a service report on a monthly basis, summarizing services performed and IT policy issues. The provider must be available to meet with the City IT Coordinator, the City Administrator or the City Council, as requested, to review reports and discuss issues.

10. **Not Included**
    The contract to be awarded does not obligate the City to purchase computer equipment, hardware devices, cabling, licenses, software et al from the successful provider. Replacement parts are not part of this contract.

Proposal Content

Proposal responses must adhere to the requirements outlined in this section. The original proposal and each subsequent copy must be submitted on paper, properly bound, and appropriately labeled in the following order:

1. **Introduction**
   Provide a cover letter and introduction including the name and address of the provider with the name, address, telephone and fax numbers, and e-mail address of the contact person who will be authorized to make representations for the provider. An Executive Summary shall be provided with an overview of the proposal, its highlights, and the approach to successful provisions of IT Services.

2. **Company Profile**
   Provide a short profile of the firm including at a minimum:
   a. Length of time in business
   b. Length of time in providing proposed services
   c. Number of clients
   d. Number of clients in the public sector
   e. Number of full-time employees and area of involvement; Technical support, Programming, Consulting, Sales Support, Administrative Support
   f. Location of office to service the account

3. **Proposal**
   a. Description of the approach the firm will use in providing the services requested.
   b. Description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services.
   c. Name, title, address and telephone number of five (5) references for clients, whom similar services have been (are being) provided, including basic information referencing the actual services performed, number of users, and length of tenure.
   d. Naming of staff resources, with identification of principals and key personnel,
      i. who are available to provide the services;
      ii. experience and expertise of staff, to include industry certifications;
      iii. local availability of staff is an important consideration;
      iv. roles and responsibilities that each staff member will have;
      v. CJIS certified staff members and experience.
   e. Support services questions to be addresses:
      i. Help Desk description
      ii. Support availability (days of week and time)
      iii. Toll free number
      iv. Structure of charges for support
      v. Steps for resolving problem escalation
      vi. Final authority regarding conflicts
      vii. Response time and goal for resolving problems

f. Additional Data: Proposals may include any other information the Consultant deems essential to the evaluation of the qualifications and proposal statements. This section is limited to five (5) pages.
g. Proposal summary, including why the firm is pursing the work and how it is uniquely qualified to perform the services.

Cost of Services

The City is requesting that the provider submit a fee schedule for a 36-month period, with an option to renew for up to two (2) additional 12-month periods. The fee schedule should include the monthly fixed fee and rates for services not included under the fixed fee monthly rate.

Providers must list, specifically, any service which would NOT be covered in the proposal price, but may be elected by the City. The provider shall indicate the impact, if any, of changes in the City's IT infrastructure (number of servers and PC's) on the fixed fee.

Identify the following for those services not under the fixed fee:

1. A fee schedule containing the provider hourly rates
2. A description of how services will be billed
3. A description and fee schedule for after hours and emergency support
4. A description and fee schedule of any additional charges, such as out of pocket for expenses for travel

Confidential Information

To the extent permitted under Texas law, all proposals will be kept confidential. In the event any proposed Provider believes that any information submitted with its proposal is confidential, classified or proprietary business information, such information should be explicitly identified and marked. The reason for such designation should also be stated. Proposals will only be accepted from Providers authorized to do business in the State of Texas.

Evaluation Criteria and Selection Process

The City Council will evaluate each proposal and may make a final selection at the September 20, 2023 City Council Meeting. The following evaluation criteria will be used in selecting a Consultant:

1. Cost of services;
2. The reputation of the provider and of the provider's goods or services;
3. The quality of the provider's services;
4. The extent to which the provider's services meet the needs of the City of Rollingwood;
5. The provider's past relationship with the City of Rollingwood;
6. The impact on the ability of the municipality to comply with laws and rules relating to contracting with historically underutilized businesses and nonprofit organizations employing persons with disabilities;
7. The total long-term cost to the municipality to acquire the bidder's goods or services;

8. Experience with similar efforts;
9. Commitment of senior staff to the project;
10. Relevant qualifications of key personnel;
11. Familiarity with applicable State and Federal laws;
12. Knowledge of local issues in the City of Rollingwood and the surrounding region;
13. Proposed schedule and ability to meet applicable deadlines;
14. CJIS Compliance and Certification (For providers submitting for police department IT Services);
15. Experience with and/or vetted by Travis County Dispatch Services; and
16. Overall responsiveness to this RFP.

Please note that the contract will be awarded to the provider who provides goods or services at the best value for the municipality.

The City of Rollingwood reserves the right to reject any and all proposals and to waive any informality in proposals received.

On-Site Visit

All prospective providers may schedule an on-site visit to review facilities and equipment. Visits must be scheduled in advance of arrival; no drop ins permitted. Appointments can be scheduled Monday-Friday during normal business hours 9:00 AM to 5:00 PM, Monday, August 21, 2023 through Friday, August 25, 2023. To schedule a visit, email or call the City Secretary.

Insurance Requirements

For the duration of the contract, the service provider must maintain Commercial General Liability insurance with limits of not less than $1,000,000 per occurrence and $2,000,000 aggregate, Professional Liability Insurance with limits of not less than $1,000,000 per occurrence if available to a professional engaged in consultant's regular course of business, Automobile Liability insurance with a minimum limit of $1,000,000 per accident, and Workers Compensation Insurance as required by the State of Texas.

Service Provider shall maintain liability insurance in an amount of not less than $1,000,000 per occurrence, naming the City as an additional insured, covering any such unauthorized disclosure of Protected Information caused by a defect or failure of the Software or any electronic communication system maintained or controlled by Service Provider.

Service Provider shall carry and maintain, cyber security liability insurance on a per occurrence basis with limits of liability of not less than $1,000,000 for each occurrence, covering any such unauthorized disclosure of Protected Information caused by a defect or failure of the Software or any electronic communication system maintained or controlled by Professional.

The City reserves the right to establish that these insurance requirements be met and complied with prior to any contractual agreement is entered into. The cost of such insurance is the service provider's responsibility. Failure to comply could result in non-award of the contract.