CITY OF WAUPUN'S REQUEST FOR PROPOSAL (RFP) FOR INFORMATION TECHNOLOGY (IT) MANAGED SERVICES

Sealed submissions responsive to this Request for Proposals, plainly marked "RFP 2021 IT City of Waupun" on the outside of the mailing envelope, addressed to the City of Waupun will be accepted until noon. on December 3, 2021. Submissions shall be mailed to 201 E Main Street, Waupun, WI 53963 or received by the City Clerk via email: angie@cityofwaupun.org.

The City is interested in receiving proposals from qualified information technology firms. Ideally, the City has a preference for firms with some familiarity with a municipal environment however will entertain a company or companies that can supply specific needs in the requested IT areas. Such providers should be able to provide responsive, high-quality services that are specific to the criteria listed or have the ability to show strengths in all criteria. The City seeks to maintain the current infrastructure, enhance the current infrastructure, promote resiliency, and ensure a maximum return on its technology-related investments.

This Request for Proposal may be obtained by visiting the City of Waupun website at cityofwaupun.org. If you have any questions, please contact the City Administrator at (920) 324-7912. The City of Waupun reserves the right to reject any or all submissions, to waive technical or legal deficiencies, to proceed or not with any proposal or process, and to negotiate such terms and conditions of any proposal, agreement, lease, or other contract that may be in the best interest of the City. The City reserves the right to terminate or amend this process at any time.

OBJECTIVES:

The City of Waupun invites qualified Information Technology (IT) Services Providers to assist with IT related functions that include, Endpoint Maintenance, Server Management, Network Maintenance & Monitoring, On-call support, Cyber Security, Vendor Management and Network Architecture and Design. The City currently uses an outsourced provider to implement these services. Working knowledge and experience with municipal operations is preferred; currently, the City's applications include but are not limited to: Microsoft Office suite; Microsoft 365; Caselle; and LaserFische. The preferred firm will provide on-call personnel to respond to daily network and user needs, in addition to monitoring and patching. The preferred firm will provide comprehensive support and expertise needed to ensure the City's information technology systems enable municipal operations on a regular basis, as well as providing overall guidance for network enhancements and future growth. Proven diagnosis and assessment capabilities, expert technical skills, availability, and strong customer service are required. Regular communication, collaboration and coordination with the City's staff is critical to the success of the chosen firm. Preferred firm should be able to illustrate experience working in a similar environment. Proposals will be evaluated on all qualification criteria, including cost.

BACKGROUND INFORMATION

The City implements an outsourced approach to management and development of its information technology resources. Information technology services are provided at Waupun City Hall. Current in-house personnel that fulfill technology-related support needs include:

• Management of the City's website by trained City staff
• Management of all telephones (ESI and various mobile providers)
• Overall coordination between City departments with regard to IT related matters

The City seeks a firm that has the technical expertise, breadth of experience, and availability to support its information technology needs in a municipal organization, to provide advice to guide its critical infrastructure, security, and software decisions into the future.

SCOPE OF WORK

The scope of services is intended to ensure proper operation of the City's networked computer system, equipment, and related network. It is anticipated to include, but not be limited to the following:

1. ENDPOINT & PROJECT MANAGEMENT: The City maintains approximately 17 workstations to include desktops, laptops and tablets in various locations of the City. Staff need assistance with installed applications, device management, endpoint encryption, Antivirus & Antimalware management and remediation, security policy management, remote monitoring of hardware and software for errors, warnings, or noncompliance.
2. SERVER MANAGEMENT: The City currently hosts 1 physical server and 2 virtual servers at City Hall. Firm should at least have experience in one or more of the following:
    • Microsoft Windows Server, Group Policy, DNS, Active Directory
    • Patching and compliance for Operating Systems and Installed Applications
    • Endpoint Encryption for offsite servers
    • Antivirus & Antimalware management and remediation
    • Security Policy Management
    • Remote Monitoring of hardware and software for errors, warnings, or noncompliance
3. NETWORK MAINTENANCE AND MANAGEMENT The City runs a single network at City Hall. The main switch for the network is a Cisco Meraki. The City also finds itself relying more heavily on wireless technologies as time goes on. This network and wireless technology are mission critical and need to be monitored regularly. Firm should have experience with (though the scope of work is not limited to):
    • Inventory Control
    • Patching and compliance for Operating Systems, appliance upgrades and all network equipment including firewalls, switching, routing and wireless infrastructure
    • Security Policy Management
    • Remote Monitoring of hardware for errors, warnings, or non-compliance
4. ON-SITE SUPPORT The City supports approximately 15 users who use approximately 20 applications in 2 facilities including City Hall, the Senior Center, and DPW Facilities. The firm is expected to be available on-call and provide on-site support in administering the City's IT needs.

This includes end user support, department level systems, and input into major system enhancements. Firm will participate collaboratively with various departments to fulfill service needs and will make recommendations for future purchasing and technology upgrades when advisable. All personnel on-site and remote will be required to pass a criminal background check before performing any work. On-Site and Remote Support must include:

- Application & operating system support services
- Guidance and user support pertaining to proper use of City applications and systems
- Guidance and user support pertaining to proper response to security concerns such as emails and application behavior along with consistent end user training
- Support during Business Hours: Support during business hours must include on-site support as well as phone or remote support as needed to meet the requirements below. City Hall hours are weekdays from 7:30 am until 4:00 pm.
- Onsite support of City employees within 24 hours (regular business hours)
- Onsite support to troubleshoot basic network issues and install/monitor a remote monitoring System
- Onsite support should have a good understanding of all the Internet connections and providers
- Onsite support to rollout new laptops/desktops
- Onsite support to rollout replacement switches
- Onsite support for reviewing current IT Management systems (Switches, Network, Wi-fi)
- Emergency support on holidays only if needed for major complications

5. VENDOR MANAGEMENT: The City hosts various municipal vendor software applications. The successful firm will be required:
- To take vendor recommended in-person or online training pertaining to applications used by the City, if necessary
- To work with vendors in jointly resolving issues or problems with vendor supplied software, and to schedule updates and upgrades to provided services
- Monitor vendor provided services and proactively reach out to vendors when and if those services stop working

6. NETWORK ARCHITECTURE AND DESIGN & STRATEGIC PLANNING: The successful firm will work with staff to discuss, design, develop, and implement various improvements in regard to network hosting, services, security, redundancy, and disaster recovery. This is in response to the requirements for continuity of operations for critical government operation during various types of disaster events.
- These include natural disasters, technological, infectious diseases, or other situations where the City government needs to function days, weeks, or longer in a state where staff must work remotely
- Help design and plan for new technologies, network upgrades, and evolving security standards, and assist current City IT resources implement evolutions to the current network up to an architecture that supports more redundancy and overall, less dependence on any one physical location.

- Plan for strategic improvements regarding hosting, services, data storage, and security
- Create and maintain a 5-year equipment replacement plan with constant communication with the Director of Finance.

7. NETWORK ARCHITECTURE AND DESIGN & STRATEGIC PLANNING: The successful firm will provide quarterly updates and work with staff to discuss, design, develop, and implement various improvements in regard to network hosting, services, security, redundancy, and disaster recovery. This is in response to the requirements for continuity of operations for critical government operation during various types of disaster events.

SUBMITTAL CONTENT REQUIREMENTS: Proposers should address each component of the scope of work, indicating how they meet the minimum standards set forth therein, and demonstrating how their personnel, experience, and expertise can best fulfill the City's specific needs. The City will take into consideration the requirements for each topic, and the City's desire to move from a reactive support model to a proactive partnership. Submittal requirements are intended to enable the City to make an objective comparison of each proposal, and to select a partner or partners that best meets the City's stated objectives. The selected partner or partners will be expected to execute a services agreement with the City immediately following selection.

1. COVER LETTER: The cover letter is the proposer's official letter transmitting the complete proposal to the City. The cover letter must include:
   a. Full name and address of the proposer's firm;
   b. State of incorporation or in which it is licensed to operate; and
   c. Form of business, and the name and contact information for your organization or team for this proposal.
   d. Concise statement indicating whether the proposer is prepared to supply all services set forth in the Scope of Work or only some. State clearly which sections of the Scope of Work are included in your proposal with reference to the numbering above. If the proposer consists of a team or joint venture, an authorized representative of each of the participating organizations is required to sign the letter. Respondents must include a chart or diagram explaining the intended form and structure of any proposed partnership or joint venture.
2. COMPANY PROFILE: Please provide detailed information regarding the proposer's company, including:
   a. Organizational structure
   b. Number and tenure of all employees, including key staff that will fulfill services contained in this proposal
   c. List of personnel certifications (including those held by key staff)
   d. List of the number of full-time personnel qualified to support each element of the scope of services (e.g., cybersecurity, 1 FTE)
   e. Total number of current clients
   f. Total number of current municipal clients
   g. Three current references (including contact information)

    h.   Demonstrate ability to provide for the following prior to execution of a contract: General Professional Liability Insurance Certificate with the following minimum limits: $1,000,000 each incident/occurrence, automobile insurance should be at least five hundred thousand dollars ($500,000) combined single limit per accident for bodily injury or property damage, and Workers Compensation Insurance.

3. PROJECT NARRATIVE: Provide a detailed narrative description of your approach to each component of the Scope of Work. Information to be provided should include experience with the task, quality and experience of specific personnel proposed to fulfill each respective function (include resumes), project management skills and quality control strategies, and estimated cost/range of cost options, by task. The City seeks IT support services that are responsive, reliable, proactive, and forward-looking, while maximizing cost effectiveness.

4. COST OF SERVICES: The contract for IT support is based upon Board approval of the proposal, will be for a three-year period with two additional two-year options for a potential to perform IT support for up to five years. City of Waupun will have the sole discretion to exercise the options. Please provide a total hourly fee and any additional expenses that the City should consider.

5. SUBMITTAL PROCESS Two (2) hard copies and 1 electronic copy of the proposal must be delivered to the address indicated in the invitation by December 3, 2021 at noon.

6. SELECTION PROCESS Proposals will be evaluated through a selection committee consisting of the Finance Manager, Clerk, City Administrator, Facilities Manager, and an outside expert with experience in municipal IT management according to the following criteria:
   a. Responsiveness to submission requirements
   b. Comparable managed services experience
   c. Strength of entity members/completeness of the team
   d. Senior Level Engineering or Support staff retention rates
   e. Demonstrated ability to assist in the role of information technology integrator
   f. Demonstrated ability to work with multiple, diverse departments
   g. Understanding the goals and direction set forth in the Scope of Work and through the interview process
   h. The extent to which the overall proposal meets or is likely to meet the City's objectives, as outlined in Scope of Work.

The City may select one or more entities to interview; Interviews will be factored in the overall qualitative evaluation of Proposals. Based upon all of the evaluation criteria and interview, the City will select the highest-ranking firm or firms and attempt to negotiate final proposals/scopes of work and contracts. If the City is unable to reach agreement with its preferred firm(s), the City may enter into negotiations with the firm(s) whose proposal was deemed to be next highest ranking and most advantageous to the City. The anticipated start date would be January 1, 2022.

7. ADDITIONAL INFORMATION: All requests for additional information and/or questions should be requested by emailing Kathy Schlieve, City Administrator at kathy@cityofwaupun.org or via phone at 920.324.7912 no later than Friday, December 3, 2021, at noon.