

**Request for Proposal**  
**Outsourced IT & Managed Services**

ISSUE DATE:  
AUGUST 12, 2020

CITY OF BOLIVAR  
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## 1 **Request for Proposal (RFP)**

The City of Bolivar invites you to respond to this Request for Proposal (RFP). The focus of the RFP is to select a single organization to provide IT managed services to the City of Bolivar over a five (5) year period, beginning on November 1, 2020 and ending no later than October 31, 2025.

### **Scope of request for City of Bolivar**

The City is requesting proposals to include all technical support items as listed in item #3, criteria in #4 & #5, as well as hardware and software updates for all server hardware/systems and related equipment.

Updates to the server shall at minimum meet requirements for current software and storage needs for City operations, as well as the other governmental software currently in use by the city.

As technology requirements change in the future, specifications should be upgraded during this agreement to meet current and future needs of the City. Nothing in this proposal shall limit upgrading computer specifications throughout the service term.

## 2 **Overview of Current City of Bolivar Technical Environment**

- The City has approximately 100 individual users.
- We currently use a PC environment, operating on Microsoft Server 2016.
- The server is currently meeting needs, but due to software and tech updates, upgrades will be needed to include storage, processor, and OS.
- The servers are located on city property, in a climate controlled locked room.
- The PSC, FD bays, and City hall are connected by a fiber owned by a third-party vendor. Two other sites are connected by VPN through a DSL ran by same vendor as fiber.
- Backup is currently done onsite, with monthly files taken offsite.
- The server was bought new in 2016.
- The current vendor for the City is JMARK Business Systems, in Springfield, MO.

## 3 **Value Added Service Requirements**

As part of this RFP, the following services are the current priority items for City of Bolivar: If any of these are unavailable, please include in proposal what items are not available.

- **Remote backup** – Executing a nightly backup plan for the critical servers, including a regularly-tested recovery process.
- **Software standardization** – Installing updates of software as needed to get all users on the same version, as well as ensuring all existing software, firewalls, security patches are up to date.
- **Technology strategy planning** – Working with current staff to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
- **Continual Help support** – 24x7 help desk services, with escalation of critical issues as needed, with no additional after-hours charges.
- **Solution design** – Solution packages (e.g., hardware, software, licensing) and associated consolidation of data
- **Network and email system monitoring** – 24/7 monitoring of City's network, routers, firewalls, switches and email services with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- **Procurement management** – Selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.

- **Move, Add, Change (MAC)** – Changes to the location or configuration of existing equipment or software, and installation of additional equipment or software.
- **Warranty, break fixes and installation** – Planned and on-call services, including emergency response to server or desktop issues.
- **Technical support** – Ability to support inquiries as required, via help desk, including support for remote users.
- **Reporting and communication** – Ensuring monthly reporting on all purchases, assets, current activities and issues, and project status reports.
- **IT policy review and development** – Development of customized policies related to the use of technology.
- **Implementation planning and guidance** – Assistance in deployment planning and execution.
- **Image development and management services** – Assistance in planning and designing standard images.
- **Image loading** – Prior to delivery and installation.
- **Configuration** – Full assembly of hardware and software, including testing and burn-in.
- **PC deployment** – Delivery and setup of machines on-site.
- **On-site implementation of business applications** – Installation of non-image software.
- **Life cycle management of hardware units** – Process for end-of-life notification, replacement, and asset decommissioning/disposal.
- **Software licensing control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation
- **Installation of public wireless** – Oversee of wireless hot spots through-out the city buildings for wireless networking, to include all security and firewalls needed.
- **Business Continuity** – Plans and ability to ensure operation of business, and restore services as needed during critical disasters.
- **Event log management** – identify and track any potential issues before they affect business.
- **Manage user accounts** – Set up new user's accounts, including log-in and permissions, and remove users or change accounts as needed.
- **Microsoft Exchange management**- User/mailbox management.
- **3<sup>rd</sup> party interaction** – Work with 3<sup>rd</sup> party software vendors to meet needs and fix issues that arise with governmental software.

#### 4 **Selection Criteria**

The City of Bolivar will use multiple criteria to select the most appropriate partner. The following list summarizes the major qualitative areas that will be evaluated.

- Industry expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities
- Financial considerations
- Emergency response time for on-site needs
- Microsoft and Cisco Partners
- Clearance to work with Bolivar PD and MSHP for Mules system needs

#### 5 **Information Requirements**

For the purposes of understanding more about your company and your ability to successfully fulfill this important requirement, please provide the information below as part of your response, clearly referencing each specific question.

## **5.1 Corporate Information**

1. How long has the organization been in this business?
2. Indicate the number of employees in your organization. How many of those are dedicated to account management and/or technical support?
3. How many are full-time vs. contract?
4. Will you subcontract any components of the proposed solution to third party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.
5. Please describe your organization's experience in transitioning clients to public or private cloud technology from more traditional IT service models.
6. Please provide details of three current customer accounts that are similar in scope and requirements to those of City of Bolivar.
7. Please provide details and qualifications of the ability to work with secure data systems, including but not limited to the MSHP mules, INCODE, and other governmental software.
8. What are the certifications of staff that will be assigned to the team to cover the City services?

## **5.2 Proposed Approach and Solution**

1. Please provide a proposed work plan for a migration to your organization as a City of Bolivar vendor. Specifically, provide the following information:
  - i. Key activities
  - ii. Timing
  - iii. Information/resource requirements from the City
  - iv. Deliverables
  - v. Key milestones, checkpoints, and other decision points
2. Please explain if a team will be assigned to the account and describe how you plan to interact with us and any third-party providers that may provide services to the City.
3. Please describe your experience in providing the following value-added services:
  - a. Remote backup
  - b. Technology strategy planning
  - c. Solution design
  - d. Network and email system monitoring
  - e. Procurement management
  - f. Move, Add, Change (MAC)
  - g. Technical support, including remote user support
  - h. Reporting and communication
  - i. Implementation planning and guidance
  - j. Image development and management services
  - k. Image loading
  - l. Configuration
  - m. On-site implementation of business applications
  - n. Asset inventory management
  - o. Life cycle management of hardware units
  - p. Software licensing control
  - q. Ability to roll out new GPO policies as needed to comply with security standards for municipalities and governments.
  - r. Continual network and internet connectivity
  - s. SQL server management
  - t. Support for mobile device synchronization between devices and network
  - u. Support for software, domain renewals and registrations
  - v. History of working with MSHP for Mules clearance and connectivity issues.
4. Costs
  - a. The City would like service to be billed on a per device charge, as compared to per user. Please explain how you would break down the billing, what is included in each charge, and/or if this isn't possible.

### **5.3 Support**

1. Describe your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.

## **6 Communications and Response**

Brent Watkins is the designated City of Bolivar representative for this initiative. For any information relative to this RFP, please direct all inquiries to his contact information as follows:

Brent Watkins  
City of Bolivar  
PO Box 9, Bolivar, MO 65613  
[bwatkins@bolivar.mo.us](mailto:bwatkins@bolivar.mo.us)  
417.328-5853

## **7 System survey**

Any interested party that is interested in submitting a proposal can request a walk-through of City of Bolivar server rack and equipment. Requests for a walk through must come from an executive from the company requesting to ensure security of City of Bolivar network.

This walk through will take place on August 20<sup>th</sup>, 2020 at 1:00 pm. Location will be told when approved for a walk through.

## **8 Response Delivery Instructions**

Please submit a paper copy of your proposal to the address:

IT Services Proposal  
PO Box 9  
Bolivar, MO 65613

All responses must be received on or before **2:00 P.M on September 2, 2020**. Proposals should be in a sealed envelope and vendor will be announced at opening. It will take time to read through details of each proposal.

## **9 No Obligation**

The submission of a proposal shall not in any manner oblige the City of Bolivar to enter into a contract or to be responsible for the costs incurred by your organization in responding to this request.

The City of Bolivar reserves the right to select the best bid, and not simply the lowest bid.

The City of Bolivar reserves the right to reject all bids as deemed appropriate by the Bolivar Board of Alderman.

## **10 Proposal Contents**

Answers to all items in 3, 4 & 5.

Proposal shall include all costs associated with the above needs for the City of Bolivar, and if possible. any exceptions shall be clearly listed.

Please state the standard markup on equipment purchased through your organization.

Please include any current financing programs you offer if new server hardware would be needed.

Please include how you will charge for support services, if not device based, and detail what is and is not considered support: account creation, printer issues, network issues, working from home setup, etc.

Any items not included in this proposal, but the bidder deems as an important item, please include in the proposal packet along with the exception list.