



**WOODS CROSS CITY
REQUEST FOR PROPOSALS (RFP)
INFORMATION TECHNOLOGY (IT) SUPPORT SERVICES**

REQUEST FOR PROPOSAL (RFP)

Woods Cross City is requesting proposals from qualified, professional technology vendors for Information Technology (IT) Support Services. The qualified vendor would provide necessary technical services, which would enable the City to:

- Ensure the efficient operation of its data processing networks and related computer systems
- Protect and secure its IT facilities in compliance with State or Federal regulations and industry best practices
- Enhance and secure critical operations following CISA recommendations for Water Systems and Police systems
- Enhance its quality of service for City departments, which include Administration, Police, Courts, Community Development and Public Works
- Support a variety of hardware including servers, security cameras, workstations, mobile devices, building security hardware, etc.
- Maximize the return of investment on IT services

The process will result in the selection of one vendor to provide IT services for the City. The City will provide an on-site visit on **Thursday, January 18th at 10:00 a.m.** at City Hall, located at 1555 S 800 W Woods Cross, Utah to meet staff and see the City's current IT system.

MULTI-AGENCY SUPPORT

To create efficiencies of services and collaboration, one or more municipalities in South Davis County have expressed an interest in entertaining a proposal that may enable the selected vendor to provide services to other cities. As such, please include information in the proposal that outlines how this could be accomplished, what fiscal benefits this may provide for the agencies, and how services can be enhanced through collaboration. This would still require each city to enter into separate agreements.

SCOPE OF WORK AND BACKGROUND INFORMATION

Microsoft Window operating system supports the bulk of Woods Cross City's computing needs. In addition to Microsoft Office 365, the city utilizes a variety of software programs designed for local government needs, including Caselle Clarity, CORIS, Spillman, Provide Internet and Non Voip Phone line for Water SCADA system, Elements, Mosyle Business Device, Avigilon camera management, State of Utah Court program, Heartland, Watchguard, Lifescan (fingerprint machine). City staff workstations are in city offices and employee's homes and connected through a network and VPNs to a centralized server.

The RFP shall ensure that it can support at a minimum the following for Woods Cross City:

Software and Licenses

1. Co-Location Cloud Hosting
2. Microsoft 365 Basic – 7 licenses
3. Exchange Online (Plan 1) - 23 licenses
4. Azure Active Directory Premium P2 -1 license
5. Office 365 Business Premium – 9 licenses

6. Office 365 E3 – 5 licenses
7. Office 365 Business Standard – 37 licenses
8. Adobe Acrobat Pro DC Licenses – 6 licenses
9. 1G Fiber Internet service to City Hall (1555 S 800 W) and the Public Works building (2287 S 1200 W) and connectivity between buildings

Hardware End User Support – 65 plus devices that include:

1. A server rack at both City Hall and Public Works to provide redundancy for some data storage
2. Co-location Cloud Hosting
3. Backup Management for on-site and off-site systems
4. Manage and maintain multiple access points, switches, etc.
5. Routers at city hall and public works
6. Firewall/UTM solution management
7. Desktop – 16 approx.
8. Laptop and associated dock stations – 32 approx.
9. Monitors – 60 approx.
10. HP Thin Client – 7 approx.
11. iPad – 15 approx.
12. Modems/mobile hotspots for police and other mobile users
13. Doorbells, desk security buttons, and associated equipment
14. Desktop Support (including troubleshooting, set-up, on-site and remote service) – 20 to 25 hours per month average
15. Additional support and connectivity – 3 ea. Central printer/copier/scanner, approx. 15 desktop printers, fax machines, desktop scanners, mobile printers
16. Support Wi-Fi systems in city facilities
17. VPN support and connectivity for remote workstations
18. Assist city staff with creating hardware replacement schedule and budget projections

Telephone Service – VoiP by 3CX on Yealink handsets

1. Monthly Long-Distance Service 2000 Minutes – 1 ea.
2. Analog Line – 2 ea.
3. Business Analog Line – 2 ea.
4. DID Numbers – 28 ea.
5. Hosted PBX licensing and Maintenance P – Pro 16 SC – 1 ea.
6. SIP Session – 10 ea.
7. User/Device Server Access – 45 ea.
8. Non VoiP phone line for Water SCADA

Security Camera System

1. Camera Inspection and Cleaning
2. Perpetual System Maintenance
3. System monitoring
4. System training
5. Report Access and Support
6. Client desktop and mobile support
7. Service Calls
8. Police Station Cameras – 3 ea.
9. Public Works Cameras – 3 ea.
10. City Offices Cameras – 10 ea.

Maintenance and Support of Core Network

1. Oversight of data, record, and software license management.

2. Continuous supervision of network connectivity, encompassing Internet connection, firewall, network switches (Layer 2/Layer 3), and remote/VPN access, including SD-WAN for both Main and Remote Offices.
3. Management of name resolution and IP, involving two tiers of DNS (Domain Name System).
4. Continuous administration of core servers and services, such as Virtual servers, DNS, DOMAIN, WEB, APPLICATION, DATABASE, VPN, MAIL, Office 365, PRINT, FILE, & BACKUP.
5. Implementation of vendor-certified updates and system-wide patches for VMware, Ubiquiti, Cisco, Apple, Microsoft, Windows Server (2008/2012 through latest version)
6. Consultation on web-related systems and infrastructure.
7. Sustain existing users, network resources, and create new users.
8. Ensuring system security and managing threats.
9. Providing access to an online Help Desk system for support requests, service tracking, and priority service for service issues – with 24x7x365 tech availability.
10. Conducting 24x7x365 systems monitoring, uptime monitoring for client systems, and exception monitoring for custom applications.
11. Addressing and resolving connectivity issues within the core network related to individual PCs, Macs, tablets, and other devices.

Cyber Security Planning and Response

1. Maintain and monitor virus detection system on ingoing and outgoing data.
2. Perform security audits on hardware and software.
3. Alert staff to security breaches and have a plan to secure the system and restore compromised or damaged hardware, software, and data.
4. Assist city staff with annual cyber security audit by insurance provider (currently Utah Local Governments Trust).
5. Provide annual training to staff on cyber security measures (10 hours approx.), regular user audits, etc.
6. Assist with grant applications for Cyber Security programs at state and federal levels.
7. Provide a written response plan to deal with cyber security issues including who will be on the team, outside resources, collaboration with Federal and State Cyber Security Resources (including but not limited to Utah Department of Public Safety, Statewide Information & Analysis Center (SIAC), State Bureau of Investigation, Federal Bureau of Investigation (FBI), and coordination with city insurance provider (currently Utah Local Governments Trust).

Strategic Planning

1. Provide engineering support and recommendations on system maintenance and upgrades.
2. Provide technical support and leadership on best practices, system use, software selection, system & software updates, provider changes, IP schema redesign, and system security.

Management Support

1. Monthly virtual management meeting to evaluate service, project progress, etc.
2. Project support from quote to implementation.

Other

1. Identify and propose any additional services or system enhancements the city should consider not specifically identified above.
2. Support integrations and controls that utilize the city network and internet access that may be managed by others.

SUBMISSION REQUIREMENTS

The following information is required in the RFP submittal:

1. Letter of Transmittal

The letter is not intended to be a summary of the proposal itself. The letter of transmittal must contain the following statements and information:

- a. Company name, address, website, and telephone number of the firm submitting the proposal.
- b. Name, title, address, email address, and telephone number of the person to contact who is authorized to represent the firm and to whom correspondence should be directed.
- c. Statement of your understanding of the services to be performed and positive commitment to provide the services as specified.
- d. Statement indicating that the proposal and cost schedule are valid and binding for ninety (90) days following proposal date and will become part of the contract negotiated with the City.

2. General Vendor Information

- a. Length of time in business
- b. Length of time in business providing proposed services
- c. Representative list of clients
- d. Representative list of municipal government clients
- e. Location of headquarters and any field offices
- f. Location of office that would service the account

3. Service Description

- a. Description of how your firm is positioned to provide the services listed above. Provide a history of experience in providing similar services.
- b. Description of your approach to providing these services and your methodology for providing on-going support. This should include how the city reports a problem, communication methods, average response time, follow-up, support tracking and documentation, etc.

4. Reference Information

- a. Name, title, address, and telephone number of three references for clients whom you have provided similar services. Municipal clients are preferred.
- b. Information referencing the actual services provided, customer size (number of users), and the length of time providing services to those clients.

5. Staff Resources

- a. Names of principals and key personnel who will provide the services.
- b. Summary of the experience and technological expertise of these staff members.
- c. Description of the role and responsibilities that each of these individuals will have.
- d. Acknowledgement that any staff members working on hardware or software containing HIPAA protected data, police data, or other data with specific background checks and authorizations will willingly submit to the required checks.
- e. Number of staff in each area of expertise that will be available to support said services.
 - i. Consulting
 - ii. Installation and training
 - iii. Network Engineering
 - iv. Security Engineering
 - v. Sales, marketing, and administrative support

6. Support Services Questions to be Addressed

- a. General overview of support services
- b. Support availability (days of week and time)
- c. Response time and goal for resolving problems
- d. Onsite availability (days of week and time)

7. Extra Services

Information related to the services your firm provides beyond the scope of this RFP that may be of interest to the City.

8. Proposal Summary (not to exceed two pages)

- a. Summary of your proposal and your firm’s qualifications.
- b. Articulation of why your firm is pursuing this work and how it is uniquely qualified to perform it.
- c. Any other pertinent information that helps the City determine your overall qualifications.

9. Cost of Services

- a. The proposal must contain a fee schedule that includes a cost for IT services. It should also include hourly rates above the basic contract support for proposed services including any/all costs of after-hours.
- B. Describe how your services are priced and any specific pricing you can provide.
- c. Define any additional charges (e.g. travel expenses).
- d. Do you have any state contracts that Woods Cross City will be able to utilize?

EVALUATION CRITERIA AND PROCESS

A selection committee will conduct an evaluation of qualifications and will rate each submittal based upon the following criteria:

- 1. Experience
- 2. Personnel expertise
- 3. Respondent’s ability to meet the City’s IT needs
- 4. Respondent’s performance in possible interviews
- 5. Completion of a professional and criminal background check/record check
- 6. The proposed price and terms of the contract that is offered
- 7. Cost savings or efficiencies if neighboring municipalities were to engage for similar services.

DEADLINE FOR SUBMISSIONS OF PROPOSALS

An electronic (PDF format) copy of the Proposal must be submitted via email to City Administrator, Bryce Haderlie, as listed below, **no later than 4:00 p.m. local time on February 01, 2024**. Other than the PDF version of the Proposal, there is no specific format for use when submitting responses to this Request. Any response, modification, or amendment received after the due date and time is late. No late response, modification, or amendment will be accepted. No other Responses (facsimile, hard copy, or telegraphic) will be accepted. Proposals must include the following elements and be signed by an authorized representative of the Proposer.

Woods Cross City
Attn: Bryce Haderlie, City Administrator
bhaderlie@woodscross.com
1555 South 800 West

Woods Cross City, Utah 84087

Any questions regarding this proposal are to be submitted to the following Contact Person:

Bryce Haderlie, City Administrator
O-801-677-1009
C-801-597-5160
bhaderlie@woodscross.com

MISCELLANEOUS

1. The City reserves the right to reject any and all proposals for failure to meet the
2. requirements contained herein, to waive any technicalities, and to select the proposal which, in the City Council's sole judgment, best meets the requirements of the project.
3. The RFP creates no obligation on the part of the City to award a contract or to compensate the proposer for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews (if held). The City reserves the right to award a contract based upon proposals received without further discussion or negotiation.
4. The City further reserves the right to make such investigation as it deems necessary to determine the ability of proposers to furnish the required services. Proposers shall furnish all such information for this purpose as the City may request.
5. All requests for clarification or additional information regarding this Request must be submitted, in writing, to the Contact Person no later than **January 25, 2024**. The Contact Person will endeavor to respond to such request for clarification or additional information; and if the Contact Person deems, in his sole and absolute discretion, that such response is of general applicability, his response, if any, will be emailed to all proposers that have emailed his/her contact information to the Contact Person by **January 18, 2024**.
6. The successful Proposer will be required to enter into a written agreement with the City to provide the IT Services. If the selected Proposer and the City cannot negotiate an acceptable agreement, another Proposer(s) may be selected by the City.
7. For further information or for American with Disabilities Act (ADA) accommodation, Contact Bryce Haderlie, City Administrator, O-801-677-1009, C-801-597-5160, bhaderlie@woodscross.com