



MANAGED INFORMATION TECHNOLOGY SERVICES

FORT MITCHELL
CITY BUILDING

5/21/20

Request For Proposals

Managed Information Technology Services

REQUEST FOR PROPOSALS

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INTRODUCTION

Project Overview

The City of Fort Mitchell is seeking comprehensive managed information technology services including data and server hosting. The winning vendor will provide 24/7 hardware (server, desktop/laptop), network, and software support and monitoring, help-desk, back-ups, remote access and on-site support, email hosting, maintenance and support, security, and disaster recovery.

City Introduction

The City of Fort Mitchell provides local governmental services to approximately 8,200 residents and around 600 businesses in the Northern Kentucky suburbs of Cincinnati, Ohio. The city operates as a mayor/council form of government with the mayor serving as the chief executive of the city and the seven elected council members serving as the legislative branch. The city government consists of administrative, fire, police, public works, recreation, and parks departments. The departments are staffed by 40 full-time employees, 27 part-time employees, and numerous volunteers.

SCOPE

Existing Tech Environment

Specifications of the current environment are withheld from this public document in order to preserve IT security but are available to interested bidders. Interested bidders are required to attend one of two scheduled site visits.

Service Requirements

The vendor awarded this contract will work with city employees to provide a seamless IT experience across all city departments. Services provided by the vendor should, at a minimum, include the following listed items:

Office 365

The City of Fort Mitchell currently uses Microsoft Office 365. Our subscription is currently managed and billed via our managed IT provider. The city will consider direct payment to Microsoft if the vendor prefers. The winning vendor must demonstrate significant knowledge of Office 365.

- 41 Office 365 E3 accounts
- 2 Azure Information Protection Plan 1
- 10 Exchange Online E1 accounts
- 6 Microsoft 365 Audio Conferencing plans

Shared Files

With this contract, the selected vendor will facilitate the setup of cloud-based file storage and sharing and the transfer of the City's existing data to the new repository. Additionally, the vendor would assist with installations on local workstations, including mapping of shared folders. The City currently achieves this through a Hosted/Managed cloud environment.

All data hosting/storage solutions must be HIPPA and CJIS compliant and contain provisions for e-discovery or centralized capabilities for responding to open records requests.

Shared Software

The city currently uses 3 software programs that are accessed by a fraction of the total users. These applications are currently accessed via remote desktop/hosted cloud. We are looking for a provider to provide a recommendation for the best method of deliver for these applications (none of which are currently available as SAAS).

Server Management

1. Installation, maintenance and administration of hardware and operating systems including monitoring disk space, CPU and memory utilization for 1 on-site server.
2. 24/7/365 monitoring of hardware availability and warnings and errors in the system, application, security, DNS and replication logs
3. Troubleshoot problems identified through monitoring and resolve and a timely fashion.
4. Vendor must respond to network or system outages immediately due to the nature of this operation.
5. Maintain virus protection updates

Workstation Management

1. Installation, maintenance and administration of hardware and operating systems including updates and patches for approximately 38 Desktop, Laptops and Tablets as well as approx. 46 end users.
2. Monitor Microsoft Updates for the operating systems and core applications on a continuous basis, including patches, fixes and service packs.
3. Bundle non-critical updates into a single load, involving less disruption to operations.
4. Load critical updates to entire network infrastructure.
5. Installation and maintenance of associated uninterruptible power supply (UPS) units.
6. Prompt response time to troubleshoot, triage printer issues. Interface with vendor to coordinate repairs.

Switch Management

1. Switch administration – port activation and deactivation
2. IOS upgrades and configuration backups
3. Routine switch maintenance
4. Radius security access
5. Monitor switch availability, CPU load, bandwidth utilization, packet loss, and memory utilization.
6. VLAN management
7. Set customer alert thresholds for device up/down status, percent of bandwidth utilized, memory utilized, CPU utilized, and network response times.

LAN Management

1. LAN monitoring (for wireless or Ethernet-based LANs) by periodic polling devices for availability.
2. Respond to system issues and resolve detected faults as they arise
3. Notify designated site personnel of abnormal network behavior

Firewall

1. Fully manage and monitor firewall 24/7/365
2. Maintain updates and hardware maintenance on firewall
4. Establish and maintain a security rule base
5. Review event logs

Virus Defense

1. Maintain current antivirus software at workstations and servers
2. Scan and clean all email attachments for viruses
3. Remove all infected files
4. Quarantine infected files when detected
5. Lock down client security configurations so end users cannot alter or disable their antivirus software

Backup

1. Daily backup of data on servers
2. Check audit reports and backup logs regularly to ensure backups are executed properly
3. Work with client in the event of a server failure to restore data to the repaired or replacement server

Email and Communications

1. Mailbox administration (including management of global account list and distribution list, user account additions and deletions), responding to change requests within a 24 hour period.
2. Manage mailbox policies
3. Integration of Microsoft Windows security to enable one security model to serve both Windows and Exchange.
4. Support users requiring multiple email aliases
5. Configuration and set up of Outlook client on user workstations
6. Respond to system issues and resolve detected faults as they arise
7. Perform routine Exchange administration
8. Respond and interface with vendors regarding down internet connections
9. Archive of email of employees who separate from the city along with suspension of any access accounts.

Support/Planning

The vendor is expected to provide 24/7/365 available (help desk) support along with on-call onsite support (with max 24 hour response time) in administering to the City's IT needs. The task includes end user support and training, department level systems and capital needs planning, and input into major system enhancements. Vendor will participate collaboratively with various City departments to fulfill service needs, and will make recommendations for future purchasing and technology upgrades when advisable. Personnel providing services under this contract resulting from the RFP must be fully qualified to perform the required work. A designated engineer is preferred. All personnel on-site and remote will be required to pass the Department of Justice's criminal background check before performing any work in a Public Safety Building. The city would like vendors to propose an option of scheduled monthly on-site visits in order to assist with any IT issues that arise.

Site Visit

In order to be eligible for submission of a quote, the vendor must attend one of two scheduled site visits listed below. Any submissions submitted by a company that has not completed a site visit will be returned unopened.

May 28, 2020 11:00 a.m.

May 29, 2020 2:00 p.m.

PROPOSAL FORMAT

Overview of Requirements

All proposals submitted should be organized in the following format:

- Executive Summary
- Company Overview
- Required Worksheets
- References
- Staffing
- Customer Service
- Kentucky Bidder/Non-Resident Affidavit

Executive Summary

This section will present a high-level synopsis of the Vendor's responses to the RFP. The Executive Summary should be a brief overview of the engagement and should identify the main features and benefits of the proposed work.

Company Overview

- Official registered name (Corporate, D.B.A., Partnership, etc.), address, and main telephone number.
- Key contact name, title, address (if different from above address) and direct telephone number.
- Person authorized to contractually bind the organization for any proposal against this RFP.
- Brief history, including year established and number of years your company has been offering hosted or on-premises phone services and/or support.
- Disclosure of any actual or potential conflicts of interest and any pending lawsuits.

Implementation Requirements Worksheet

See Attached

System Requirements Worksheet

See Attached

Phone Requirements Worksheet

See Attached

Pricing Worksheet

See Attached

References

Vendors must include references from three businesses or governments comparable to the City of Fort Mitchell in size and requirements that are currently being serviced or have been serviced by the proposing vendor with a substantially similar scope of work. All references should include: a contact person, dates of work, mailing address and telephone numbers.

Staffing

Include biographies and relevant experience of key staff and management personnel. Describe the qualifications and relevant experience of the types of staff that would be assigned to this project by providing biographies for those staff members.

As a governmental agency dealing with various Public Safety and Public Health information systems, we may require background checks on any individuals who will routinely work on these systems. We will collect information on whoever is assigned to our site, including all necessary information which may include fingerprinting. This information will be forwarded to the Commonwealth of Kentucky for all clearances required. Vendor will not incur any costs other than their own staff time for this vetting process.

Please describe bonding process and coverage levels of employees.

Customer Service Information

- Description of Help Desk Procedures
- Description of Service Response Procedures
- Description or list of service locations that will provide service and support for the system and the number of technicians available for that support.
- Training
- Regular reporting on system health
- Response to major system problems or outages
- Disaster recovery

Kentucky preference affidavit or Certification as to Non-Resident Status

(See Attached)

PROPOSAL SUBMISSION

Proposal Contact

Name	Andrew Schierberg
Phone	859-426-6712
Email	andrew.schierberg@fortmitchell.com
Address	2355 Dixie Highway Fort Mitchell, KY 41017

Submission Addressing

Please submit your complete proposal, including all attachments, to:

City of Fort Mitchell
Attn: City Clerk
2355 Dixie Highway
Fort Mitchell, KY 41017

The outside of the envelope must be clearly marked: “**Managed IT Proposal**”.

Alternately, proposals may be submitted by email to Amy Guenther, City Clerk at proposals@fortmitchell.com. The subject of all proposals submitted via e-mail should read, “Managed IT Proposal”.

Timeline and Due Date

EVENT	DATE
RFP Distribution	May 21, 2020
Proposal Due Date	June 12, 2020 11:00 a.m. Eastern Time
Proposal Opening	June 12, 2020 11:00 a.m. Eastern Time
Possible Vendor Interviews	June 15 – June 26, 2020
Anticipated Vendor Selection	June 22 – July 3, 2020
Anticipated date of commencement of work	August 1, 2020

Original Signature

Each proposal must be signed by the proposing vendor with his usual signature. Proposals by a Partnership must be signed with the partnership name by one of the members of the partnership, or by an authorized representative, followed by the signature and title of the person signing. Proposals by Corporations must be signed with the name of the corporation, followed by the signature and designation of the president, secretary, or person authorized to legally bind the corporation.

Presentation/Interview

The City of Fort Mitchell may ask a Proposer to come in for a presentation or interview. If an interview is requested, the proposed key project staff, as identified in the Proposal, must be in attendance.

Other Submission Requirements

1. Proposals must be received prior to the specified time of closing as designated in the invitation. Proposals received late will be returned unopened to the proposing vendor.
2. Proposals containing erasures or corrections thereon will be rejected unless said erasures or corrections are noted over the initials or signature of the proposing vendor.
3. References in the Technical Specifications describing the material, supplies, or services required of a particular trade name, catalog or model number are made for descriptive purposes to guide the proposing vendor in interpreting the type of material or supplies or nature of the work described. They should not be construed as excluding offers on other type of materials and supplies or of performing the work in a manner other than specified. However, the proposing vendor's attention is called to Paragraph 6 of the General Conditions which must be strictly adhered to.
4. The City's sales tax exemption status may not be used by the proposing vendor to acquire materials or supplies on a sales tax exempt basis. Any sales taxes or other taxes incurred by the proposing vendor remain the responsibility of the proposing vendor. It is assumed that all such costs incurred by any proposing vendor are included in his proposal price.

Insurance Requirements

Prior to commencement of your services, you must provide the city with a certificate of insurance evidencing the following insurance coverage:

- Commercial General Liability insurance on ISO form CG00011001 (or a substitute providing equivalent coverage). The limit shall not be less than \$1,000,000 per occurrence. The City of Ft. Mitchell must be named as an Additional Insured; the certificate shall specify that the coverage afforded is Primary and Non-contributory with respect to any other coverage available to the City of Ft. Mitchell. If you are providing construction services, you must use additional insured endorsements CG20100704 AND CG20370704.
- Comprehensive owned and non-owned automobile liability insurance with a minimum combined single limit of \$1,000,000.
- Workers Compensation Coverage specific to the State of Kentucky.
- Professional Liability / Errors or Omissions coverage in the amount of \$1,000,000 per occurrence if your services are professional in nature (legal, architectural, etc.).

Any and all liability coverage shall name the City of Ft. Mitchell as Additional Insured on a primary and non-contributory basis. A satisfactory certificate of insurance evidencing the coverage outlined above shall be provided before any services are rendered.

General Conditions

1. The City of Fort Mitchell reserves the right to reject any and all proposals, and unless otherwise specified by the proposing vendor, to accept any item or group of items in the proposal. In case of error in extending the total amount of the proposal, the unit price will govern.
2. The City of Fort Mitchell's payment terms are net 30.

3. In case of default by the proposing vendor or contractor, the City of Fort Mitchell may procure the articles or services from other sources and hold the proposing vendor or contractor responsible for any excess cost occasioned thereby.
4. Whenever a reference is made in the specifications or in describing the materials, supplies or services required, or a particular trade name, manufacturer's catalog, or model number, the proposing vendor, if awarded a contract, will be required to furnish the particular item referred to in strict accordance with the specifications or description unless a departure or substitution is clearly noted and described in the proposal by the proposing vendor.
5. The proposing vendor, if awarded an order or contract, agrees to protect, defend, and save harmless the City against any demand for the use of any patented materials, process, article, or device, that may enter into the manufacture, construction, or form a part of the work covered by either order or contract and he further agrees to indemnify and save harmless the City from suits or actions of every nature and description brought against it, for or on account of any injuries or damages received or sustained by any party or parties, by or from any of the acts of the contractor, his servants, or agents.
6. Samples, when requested, must be furnished free of expense prior to the opening of proposals and if not destroyed will, upon request, be returned at the proposing vendor's expense.
7. Terms and conditions, unless stated otherwise herein, are to be effective for one year from the date of proposal acceptance.
8. All proposals shall remain valid for a period of thirty (30) days after proposal opening unless a longer period is otherwise stated herein.
9. Proposing vendor is required to obtain a City of Fort Mitchell Occupational License within ten days of contract award.
10. All federal, state, and local law requirements must be followed.
11. Prior to a contract being awarded to the lowest and best responsible and responsive proposing vendor whose proposal meets specifications, a resident proposing vendor of the Commonwealth shall be given a preference against a nonresident proposing vendor registered in any state that gives or requires a preference to proposing vendors from that state. The preference shall be equal to the preference given or required by the state of the nonresident proposing vendor.
12. The objective measurable criteria for this evaluation are enclosed.
13. "Responsible proposing vendor" means a person who has the capability in all respects to perform fully the contract requirements, and the integrity and reliability which will assure good faith performance.
14. Special Conditions, if any, are enclosed. A conflict between Special Conditions and General Conditions shall be construed in favor of the Special Conditions.
15. The Description of Requirements and Specifications (technical specifications) for the procurement are enclosed herewith.

SELECTION

Criteria

Any award to be made pursuant to this RFP will be based upon the proposal, with appropriate consideration given to operational, technical, cost, and management requirements. Evaluation of offers will be based upon the Vendor's responsiveness to the RFP, ability of the vendor to meet the needs of the City of Fort Mitchell and the total price quoted for all items covered by the RFP.

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a Vendor or Vendors:

1. Completion of all required responses in the correct format.
2. The extent to which Vendor's proposed solution fulfills the City of Fort Mitchell's stated requirements as set out in this RFP.
3. An assessment of the Vendor's ability to deliver the indicated services in accordance with the specifications set out in this RFP.
4. The Vendor's stability, experiences, and record of past performance in delivering such services.
5. Availability of sufficient high quality Vendor personnel with the required skills and experience for the specific approach proposed.
6. Overall cost of Vendor's proposal.

The City of Fort Mitchell may, at our discretion and without explanation to the prospective Vendors, at any time choose to discontinue this RFP without obligation to such prospective Vendors.

Requirements Worksheet

<p>Office 365</p> <p>The City of Fort Mitchell currently uses Microsoft Office 365. Our subscription is currently managed and billed via our managed IT provider. The city will consider direct payment to Microsoft if the vendor prefers.</p> <ul style="list-style-type: none">• 41 Office 365 E3 accounts• 10 Exchange Online E1 accounts	<p>Yes</p> <p>No</p>
<p>Proposed Solution:</p>	

<p>Shared Files</p> <p>With this contract, the selected vendor will facilitate the setup of cloud-based file storage and sharing and the transfer of the City's existing data to the new repository. Additionally, the vendor would assist with installations on local workstations, including mapping of shared folders.</p> <p>All data hosting/storage solutions must be HIPPA and CJIS compliant and contain provisions for e-discovery or centralized capabilities for responding to open records requests.</p>	<p>Yes</p> <p>No</p>
<p>Proposed Solution:</p>	

<p>Shared Software</p> <p>The city currently uses 3 software programs that are accessed by multiple users. These applications are currently accessed via remote desktop/hosted cloud. We are looking for a provider to provide a recommendation for the best method of delivery for these applications (none of which are currently available as SAAS).</p>	<p>Yes</p> <p>No</p>
<p>Proposed Solution:</p>	

<p>Server Management</p> <ol style="list-style-type: none"> 1. Installation, maintenance and administration of hardware and operating systems including monitoring disk space, CPU and memory utilization for 1 on-site server. 2. 24/7/365 monitoring of hardware availability and warnings and errors in the system, application, security, DNS and replication logs 3. Troubleshoot problems identified through monitoring and resolve in a timely fashion. 4. Vendor must respond to network or system outages immediately due to the nature of this operation. 5. Maintain virus protection updates 	<p>Yes</p> <p>No</p>
<p>Proposed Solution:</p>	

<p>Workstation Management</p> <ol style="list-style-type: none"> 1. Installation, maintenance and administration of hardware and operating systems including updates and patches for approximately 38 Desktop, Laptops and Tablets as well as approx. 46 end users. 2. Monitor Microsoft Updates for the operating systems and core applications on a continuous basis, including patches, fixes and service packs. 3. Bundle non-critical updates into a single load, involving less disruption to operations. 4. Load critical updates to entire network infrastructure. 5. Installation and maintenance of associated uninterruptible power supply (UPS) units. 1. 6. Prompt response time to troubleshoot, triage printer issues. Interface with vendor to coordinate 	<p>Yes</p> <p>No</p>
<p>Proposed Solution:</p>	

<p>Switch Management</p> <ol style="list-style-type: none"> 1. Switch administration – port activation and deactivation 2. IOS upgrades and configuration backups 3. Routine switch maintenance 4. Radius security access 5. Monitor switch availability, CPU load, bandwidth utilization, packet loss, and memory utilization. 6. VLAN management 2. 7. Set customer alert thresholds for device up/down status, percent of bandwidth utilized, memory utilized, CPU utilized, and network response times. 	<p style="text-align: center;">Yes</p> <p style="text-align: center;">No</p>
<p>Proposed Solution:</p>	

<p>LAN Management</p> <ol style="list-style-type: none"> 1. LAN monitoring (for wireless or Ethernet-based LANs) by periodic polling devices for availability. 2. Respond to system issues and resolve detected faults as they arise 3. Notify designated site personnel of abnormal network behavior 	<p style="text-align: center;">Yes</p> <p style="text-align: center;">No</p>
<p>Proposed Solution:</p>	

Firewall	
1. Fully manage and monitor firewall 24/7/365	Yes
2. Maintain updates and hardware maintenance on firewall	
3. Establish and maintain a security rule base	No
4. Review event logs	
Proposed Solution:	

Virus Defense	
1. Maintain current antivirus software at workstations and servers	Yes
2. Scan and clean all email attachments for viruses	
3. Remove all infected files	
4. Quarantine infected files when detected	No
5. Lock down client security configurations so end users cannot alter or disable their antivirus software	
Proposed Solution:	

Backup	
1. Daily backup of data on servers	Yes
2. Check audit reports and backup logs regularly to ensure backups are executed properly	
3. Work with client in the event of a server failure to restore data to the repaired or replacement server	No
Proposed Solution:	

<p>Email and Communications</p> <ol style="list-style-type: none"> 1. Mailbox administration (including management of global account list and distribution list, user account additions and deletions), responding to change requests within a 24 hour period. 2. Manage mailbox policies 3. Integration of Microsoft Windows security to enable one security model to serve both Windows and 	<p style="text-align: center;">Yes</p> <p style="text-align: center;">No</p>
<p>Proposed Solution:</p>	

<p>Exchange.</p> <ol style="list-style-type: none"> 1. Support users requiring multiple email aliases 2. Configuration and set up of Outlook client on user workstations 3. Respond to system issues and resolve detected faults as they arise 4. Perform routine Exchange administration 5. Respond and interface with vendors regarding down internet connections 6. Archive of email of employees who separate from the city along with suspension of any access 	<p style="text-align: center;">Yes</p> <p style="text-align: center;">No</p>
<p>Proposed Solution:</p>	

<p>Support/Planning</p> <p>The vendor is expected to provide 24/7/365 available (help desk) support along with on-call onsite support (with max 24 hour response time) in administering to the City's IT needs. The task includes end user support and training, department level systems and capital needs planning, and input into major system enhancements. Vendor will participate collaboratively with various City departments to fulfill service needs, and will make recommendations for future purchasing and technology upgrades when advisable. Personnel providing services under this contract resulting from the RFP must be fully qualified to perform the required work. A designated engineer is preferred. All personnel on-site and remote will be required to pass the Department of Justice's criminal background check before performing any work in a Public Safety Building. The city would like vendors to propose an option of scheduled monthly on-site visits in order to assist with any IT issues that arise.</p>	<p>Yes</p> <p>No</p>
<p>Proposed Solution:</p>	

Pricing Worksheet

Total Monthly Reoccurring Costs (Please attach a detailed breakdown)	
Total One-Time Upfront Costs (Please attach a detailed breakdown)	
Phone Support Rate	
On-Site Support Rate	
After Hours Support Rate	

CITY OF FORT MITCHELL, KENTUCKY

REQUIRED AFFIDAVIT FOR BIDDERS CLAIMING KENTUCKY RESIDENT BIDDER

STATUS

The bidder or offeror hereby swears and affirms under penalty of perjury that, in accordance with KRS 45A.494(2), the entity bidding is an individual, partnership, association, corporation, or other business entity that, on the date the contract is first advertised or announced as available for bidding:

1. Is authorized to transact business in the Commonwealth;
2. Has for one year prior to and through the date of advertisement
 - a. Filed Kentucky corporate income taxes;
 - b. Made payments to the Kentucky unemployment insurance fund established in KRS 341.49; and
 - c. Maintained a Kentucky Workers' Compensation policy in effect.

The City of Fort Mitchell reserves the right to request documentation supporting a bidder's claim of resident bidder status. Failure to provide such documentation upon request shall result in disqualification of the bidder or contract termination.

Signature	Printed Name
Title	Date
Company Name	
Address	

Subscribed and sworn to before me by:

(Affiant)	(Title)
-----------	---------

of _____ This ___ day of _____, 20____.
(Company Name)

Notary Public	My commission expires: _____
[seal of notary]	

CERTIFICATION AS TO NON- RESIDENT STATUS

1. If you are ineligible to submit a Certification as to Kentucky Resident Status, you must complete this Certification as to Non-Resident Status.

2. Identify below each state in which you qualify as a resident for purposes of receiving a preference in that state:

a) _____

b) _____

c) _____

3. For each state in which you qualify as a resident for purposes of receiving a preference under Section 2, above, for each such state list below the preference given or required by that state.

a) _____

b) _____

c) _____

By certifying and signing below, I certify that each of the foregoing is true and correct for the Bidder/Proposer submitting this Bid or Proposal.

BIDDER/PROPOSER:

By: _____

Signature of authorized officer/agent

Its: _____

Title of authorized officer/agent

STATE OF _____

COUNTY OF _____

The foregoing certification was sworn to and acknowledged before me this _____ day of _____, 20__ by _____(name), the _____(title), for and on behalf of the bidder proposer.

Notary Public

My Commission Expires:_____

My Jurisdiction Is:_____