



# REQUEST FOR PROPOSALS

CITY OF GRAND LEDGE

INFORMATION TECHNOLOGY SERVICES

01 November 2023

PROPOSAL DUE DATE: 30 November 2023, at 12:00 p.m.

PROPOSAL DELIVERY LOCATION: City of Grand Ledge  
ATTN: Gregory Newman, City Clerk  
310 Greenwood St.  
Grand Ledge MI 48837

CONTACT: Gregory Newman, City Clerk  
517-622-7920  
[gnewman@cityofgrandledge.com](mailto:gnewman@cityofgrandledge.com)

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## Overview:

The City of Grand Ledge (“City”) is requesting competitive, sealed, fixed-price proposals (“Proposals”) to provide managed information technology services and end-user support, in accordance with the terms of this Request for Proposals (“RFP”). Information technology is a critical component of City operations and is used to provide services to the City’s residents and customers.

In addition, an addendum is available to provide a network server for the City Hall location. Submitting the addendum is required.

## Purpose of RFP

The City requires a managed information technology solution capable of the following:

- Maintaining and expanding system management capabilities and improving system stability by implementing current industry best practices and planning for future growth.
- Bringing system configuration and security to industry best practice standards, improving performance, and reducing support issues.
- Improving end-user experience by providing Help Desk support with first-contact solution architecture.
- Providing end-user monitoring and training for email and online risk management and security.
- Providing scheduled management reporting and on-site system review.
- Providing on-call and scheduled support for multiple City-owned and managed facilities.

## Scope of Work

The City seeks to procure managed information technology services for a period of one base year with options for two additional years for a total of three years of service. Proposals should outline what, if any, costs will require an initial capital investment versus monthly service fees.

**System Management:** Successful respondent will be expected to review and analyze current systems and create documentation to support remediation of security and vulnerability concerns, and implementation of management and monitoring functions.

**System Enhancements:** Successful respondent will be expected to anticipate, plan, and design future system enhancements, including hardware and software installations and upgrades.

## Selection Timetable

Release RFP	13 November 2023
RFP Due Date	30 November 2023 at 12:00 p.m.
Tentative Bid Award	11 December 2023

## Submittal of Proposal

Respondents must submit three paper copies of their RFP response in a package sealed and clearly labeled “RFP – Managed Information Technology Services.” Alternatively, respondents may submit their RFP response via email as a single PDF to, [gnewman@cityofgrandledge.com](mailto:gnewman@cityofgrandledge.com) with a “RFP – Managed Information Technology Services” subject line.

Proposals and any questions may be directed to:

Gregory Newman, City Clerk

310 Greenwood St.

Grand Ledge MI 48837

517-622-7920

[gnewman@cityofgrandledge.com](mailto:gnewman@cityofgrandledge.com)

Costs and prices listed in the Proposal must not include an allowance for State Sales Taxes or Federal Excise Tax. The City will provide the successful respondent with properly executed tax exemption certificates or tax exemption numbers. The successful respondent will pay all other taxes required by law. Vendors are asked to hold pricing submitted for a minimum of ninety days after the proposal due date.

Respondents may modify or withdraw their proposal by written request, provided the City receives such request at the above address or email prior to the due date. All proposals not so withdrawn shall constitute a vendor offer to provide the services contained therein and shall remain vendor for acceptance for sixty (60) days.

The cost of preparing a response to this RFP, including site visits, is the Contractor’s sole responsibility and will not be reimbursed by the City.

The City reserves the right to reject any or all proposals, to award the contract(s) to other than the low bidder, to accept any or all alternatives, to waive irregularities and/or informalities and, in general, to make the award in any manner deemed by it, at its sole discretion, to be in the best interest of the owner.

## Minimum Qualifications

1. **Corporate Profile:** Describe on one page the background of the company and its qualifications to provide the requested services.
2. **Project Team:** List personnel involved with the project, in what capacity, the geographic office location of each, and an estimate of the number of hours of their involvement. Include a summary of the individuals’ qualifications, including years of experience. Include resumes for key individuals.
3. **Experience:** Provide evidence of similar experience demonstrating the ability to successfully provide the services requested in this RFP. Include names and contact information from three past projects.
4. **Cost:** Provide a cost structure with a not-to-exceed amount for the services requested in this RFP.

## Specifications

Interested Vendors shall provide a proposal for a turnkey solution. If Vendors are not including all specifications, proposals must clearly identify which specifications are being proposed.

### Service Desk Support

1. Vendor shall provide end-user and backend application support. The Vendor will enter into a Service Level Agreement (SLA) meeting business needs as outlined by the City. Support can be received via phone, e-mail, or in person.
2. Vendor Support technicians must possess relevant knowledge, certifications, manuals, and troubleshooting guides in order to determine if the issue can be resolved at their level or if the issue needs to be escalated.
3. Vendor shall provide a monthly status report of services provided. This report must include a narrative of the provided service(s) and time spent for resolution.

### Network Infrastructure Monitoring and Network Administration

The network consists of the following devices:

- 2 Managed switches (Various models)
- 1 unmanaged switch
- 3 Firewalls (Cisco ASA)
- 35 total workstations (5 locations)
- VPN capabilities – VPN for Police Cars and Remote Desktop access
- Unifi WAPs and Controller

### Required Services for Network Infrastructure Monitoring and Network Administration

1. Network Infrastructure Monitoring:
  - a. Vendor shall provide a managed service solution that ensures visibility into the entirety of IT infrastructure operations.
  - b. Vendor must include the entire network fabric, for both wired and wireless networks, and should monitor traffic at every level. These tools shall monitor:
    - Switches
    - Firewall
    - Wireless Access Points

- Network LAN switches and bandwidth
- c. Vendor monitoring must be available 24x7x365 and personnel will be expected to participate in monitoring. Vendor shall respond to critical alerts.
- d. Vendor shall remotely manage all equipment.

2. Network Administration:

- a. Vendor shall provide a network managed service that ensures visibility into the entirety of IT infrastructure operations.
- b. Vendor shall provide Cisco-certified engineers to provide their expertise to design, implement, and maintain City networks.
- c. Vendor shall also manage the network for security concerns, growth, and changing infrastructure requirements.
- d. Vendor shall provide the following professional services:
  - Network Administrator
  - Network Architect
  - Chief Information Officer

3. Network Environment:

- a. Vendor shall administer City's Microsoft servers currently on premises. In the future City may have servers hosted as Infrastructure As-a-Service (Azure or AWS) to be administered by Vendor.
- b. The City's environment has three sites with an approximate total fifty users. The City has a Windows Server environment at City Hall hosting two virtual data servers, a SQL server, a terminal server, and an Exchange Server. The City's information technology system encompasses the following components:

<b>Device Type</b>	<b>Quantity</b>
Desktop PC	16
Laptop PC	1
Microsoft Surface PC	12

4. Required Services for Microsoft Services and SQL Server Administration:

- a. Required services include the following but not limited to:

- Windows servers
  - Active Directory
  - Backup and Disaster recovery
- b. Microsoft Server Administration:
- Vendor shall provide certified Windows Server administration, including performance troubleshooting, and optimization.
- c. SQL Database Server Administration:
- Vendor shall provide certified Microsoft SQL Server database administration (or equivalent experience) resources to keep database resources up to date and assist with database creation, migration, troubleshooting, performance optimization, high availability configuration, and maintenance, as well as general database maintenance.
- d. Vendor shall provide monitoring of Servers to include:
- Storage levels with appropriate warning alerts
- e. Vendor shall provide the following professional services:
- Microsoft Server Administrator
  - Storage Administrator
  - Microsoft SQL Administrator
  - Microsoft Office 365 Administrator

#### Backup- As-a-Service

Vendor shall provide backup of City's Servers via backup-As-a-Service through an external As-a-Service solution. The backups are incremental daily following an original full backup. The incremental backups are kept for a rolling six months. The Vendor must comply with the City's retention schedule.

1. Vendor shall provide Backups for all servers:
  - Full at contract start date
  - Daily Incremental
  - Remediation of daily unsuccessful backups
  - Test restoration of backups on a quarterly basis
2. Vendor shall provide the following professional services:

- Backup / Restore Administrator
- Backup Architect

### Desktop-As-a-Service

The City is currently in the process of upgrading all workstations to Windows 11. Deployment model is an upgrade on each workstation.

#### 1. Required Services for Desktop As-a-Service:

##### a. Workstation provisioning and readiness

- i. Vendor must provide desktop services including imaging, support, patching, software packaging/deployment, antivirus, and troubleshooting of desktop environment.
- ii. Proposals must support the City's workstation rotation model; (to be determined). Vendor must work with the City to determine workstation make and models selected.

##### b. Physical deployment of workstations and peripherals

- i. Support for the following related services below. This service is for "last mile deployment" only to end-users of the peripherals and services related to workstations.
  - Workstations/laptops - Including physical deployment and setup of devices, new workstations, re-deployment of existing workstations, and rotation (decommission) of existing workstations, and deployment of MDCs in patrol cars.
  - Local Printers/Scanners
- ii. Vendor shall provide the following professional services:
  - Desktop technician
  - Level 1 – basic troubleshooting and install

### Security & Compliance

The Vendor should have capabilities in multiple security areas, including:

1. Vendor shall perform ongoing Information Security assessments and document findings and recommendations for improvement and remediation to the City's environment.
2. Network and Application Security testing and monitoring

- Incidence Response: Identifying and responding to threats and issues in the City's environment including those within its data regardless if it's on premise, in-cloud. or in a hosted solution such as Office 365 and other hosted environments.
3. Security Policy reviews including but not limited to:
    - Access Management
    - Password Management
    - Remote Access/Multifactor authentication
    - Active Directory Management
    - Personnel Training/Guidance
    - Internet Content Filtering
    - Software Deployment Standards
  4. Intrusion Testing and Systems Hardening
    - Review and recommend system hardening procedures
    - Annual policy and procedure compliance testing for:
      - Payment Card Industry (PCI)
      - Health Insurance Portability and Accountability Act (HIPAA)
      - Criminal Justice Information Services (CJIS)
  5. Annual Penetration/vulnerability testing of internal and external applications, systems and networks
  6. Annual Security, penetration and vulnerability testing for wireless networks

#### Professional Services

As part of the bid, the City requires the successful bidder to be proficient in the following areas:

- Desktop support
- Infrastructure support
- Network support

#### Required Services for Professional Services

Vendor shall provide on-site or remote engineers/technicians as required to perform City migrations, system administration, network infrastructure administration, database administration, server/storage administration, desktop administration and report building, projects and planned maintenance, documentation, and data collection.

## Qualifications of the Vendor

### 1. General Information

- Identify the Vendor's name and legal status (i.e., corporation, partnership, etc.), address, name of single point of contact, single point of contact information, and name of person with binding authority to enter into contracts.

### 2. Understanding/Statement of Interest

- a. Indicate the Vendor's knowledge and understanding of the City's request and their capabilities to carry out the scope of work.
- b. Describe Vendor's history, financial resources, capabilities, and stability.
- c. Provide information demonstrating Vendor's ability to fiscally manage and monitor proposed services.

### 3. Service Approach: Vendors are required to respond to every service section.

- a. Provide a complete description and approach to the managed services to be provided for each of the required services set out in **Scope of Work**. This must include a clear understanding of what the Vendor will provide and what the Vendor expects the City will provide. Include in this section the hours of operations and after hours support.
- b. Include a description of the proposed methodology and any innovative methods or concepts that might be recommended as being particularly beneficial to the City.
- c. Describe your plan for Quality Control and identify roles and responsibilities for each quality control task for each service category.

### 4. Personnel

- a. Indicate the current number of employees trained and available to provide all of the required services in each of the proposed service categories.
- b. Include a detailed description of the Vendor's sales, account management, and technical services teams assigned to the City. Include biographies and numbers of years working with the Vendor in the capacity proposed.
- c. Provide a certification list for technical staff in each service category proposed.

### 5. References

- a. Identify three current references the City may contract regarding experience for proposed services. Identification of each reference shall include:
  - i. Contact name and title
  - ii. Contact address and telephone
  - iii. Contact email

## 6. Contract Terms and Conditions

Vendor shall submit written example of terms and conditions for the work described in their proposal. The City will review and may propose amendments to that contract or provide alternative contract language.

## 7. Cost Model

- a. Vendors shall submit an annual pricing model for each proposed service for a three-year contract. Pricing must be comprehensive for the proposed service and must include implementation, migration, and ongoing costs. In pricing model, the following should be considered:
  - i. Costs not identified in the cost proposal will not be entertained during contract negotiations.
  - ii. Hardware required as part of this proposal (i.e., backup gateways needed for proposed backup solutions, etc.)
- b. Vendors shall submit an extension cost for additional year(s) beyond the initial three-year term.

## Evaluation Process

Proposals will be evaluated through consideration of several factors. The review of all documents submitted will be in accordance with the following criteria:

- Experience and references of contractor
- Proposed cost
- Ability to execute contract in accordance with City policies and in full compliance with all applicable laws, ordinances, and regulations
- The vendor's familiarity with the City
- Other factors deemed relevant by City Management

- The City reserves the right, in its absolute discretion, to reject any or all proposals, to waive irregularities, informalities and/or non-conformities in any submission, to select the vendor and proposal deemed to be in the best interests of the City, and to negotiate with the selected vendor(s).

The above criteria will be used to evaluate the submittals. Following a review of the submittals, a vendor(s) will be selected and a recommendation will be given to the City Council.

The vendor(s) must demonstrate its ability to deliver competitive rates for the noted services. If for any reason, a vendor cannot commence activities within thirty days of the contract being executed, the City may unilaterally terminate the contract and negotiate with other vendor(s).

## Conflict of Interest

The vendor warrants that to the best of its knowledge and belief, and except as otherwise disclosed, it does not have any organizational conflict of interest. Conflict of interest is defined as a situation in which the nature of work under this solicitation and the vendor's organizational, financial, contractual, or other interests are such that:

1. Vendor may have an unfair competitive advantage; or
2. The vendor's objectivity in performing the work solicited may be impaired. In the event the vendor has an organizational conflict of interest as defined herein, the vendor shall disclose such conflict of interest fully in the proposal submission.
  - a. The vendor agrees that if after award it discovers an organizational conflict of interest with respect to this solicitation, it shall make an immediate and full disclosure in writing to the City Manager that shall include a description of the action which the vendor has taken or intends to take to eliminate or neutralize the conflict. The City may, however, disqualify the vendor or, if a contract has been entered into with the vendor, terminate said contract, in its sole discretion.
  - b. In the event the vendor was aware of an organizational conflict of interest before the award of a contract and intentionally did not disclose the conflict to the City Manager the City may disqualify the vendor.

## Subcontracting

In the execution of the Contract, it may be necessary for the selected vendor to sublet part of the work to others. The selected vendor will be fully responsible to the City for the acts and omissions of subcontractors and of all persons whether directly or indirectly employed by the selected vendor. Nothing in the contract shall create any contractual relationship between any subcontractor and the City. The selected vendor shall not assign, transfer, convey, or otherwise dispose of the contract, or any part thereof, or the vendor's right, title, or interest in the same or any part thereof, without the previous written consent of the City. The selected vendor shall not assign any of the money due or become due and payable under the contract, without previous written consent of the City.

## Labor Laws and Equal Employment Opportunity

The selected vendor(s) and subcontractors must abide by federal, state, and local regulations pertaining to equal employment, and shall obey and abide by all the laws of the State of Michigan relating to the employment of labor and public work, and all ordinances and requirements of the City regulating or applying to public improvements.

## Indemnification and Hold Harmless

The selected vendor(s) agrees to indemnify and hold harmless the City and their officers, employees, and agents from all liability, loss, or damage as a result of claims, actions, suits, causes of action, proceedings, costs, expenses, judgments, and liabilities of any kind whatsoever arising out of selected vendor's performance of the contractual work. It is further agreed that the selected vendor shall have the responsibility to the City for the proper performance of its professional services in conformity with the customary and usual result of the failure of such performance, provided such damages suffered by the City as a result of the failure of such performance, provided such damages are caused by the selected vendor's error, omission or negligent act, or the error, omission or negligent act of its officers, agents, or employees. No compensation will be paid to the selected vendor for the services required to correct work arising out of the selected vendor's errors or omissions. Additionally, the selected vendor shall be responsible for any payment to other consultants/contractors to correct work arising from the selected vendor's errors and omissions.

## Insurances

The selected vendor(s) shall procure and maintain during the life of the contract the following insurance coverage from a company or companies licensed to sell insurance in Michigan with an A+ A.M. Best rating, or equivalent: Workers Compensation in compliance with Michigan law; Comprehensive General Liability Insurance in the amount of \$1,000,000 each occurrence for Bodily Injury Liability and Property Damage Liability.

The insurance required shall be written for the greater of limits not less than the limits of liability specified or required by the law or primary coverage of \$1,000,000 per occurrence. Insurance on an occurrence basis coverage shall be maintained without interruption from the date of commencement of operations under the contract until the date herein specified that coverage is no longer required. It is understood and agreed by naming the City as additional insured, coverage afforded is considered to be primary and any other insurance the City may have in effect shall be considered secondary and/or excess.

All certificates of insurance must be forwarded to the City prior to commencement of any work. Required insurance policies shall not be changed or canceled without ninety days prior written notice to the City.

## General Notes

1. By State Law, NO SMOKING shall be allowed on any project site. Personnel caught smoking will be removed from the project.
2. Contractor's personnel are expected to maintain a high-quality professional attitude while on site. Contractors shall be subject to such rules and regulations for the conduct of the work as the City may establish. Possession or consumption of alcoholic beverages or drugs or noxious behavior on site is

strictly prohibited. Violations of any of the above will result in the removal of the individual and employer from the project and they will be held liable for any damages which may result due to their actions.

3. All personnel will be required to always provide identifying information while on site.
4. If given access to the Grand Ledge Police Department, all personnel must be LIEN certified (online course), provide fingerprints through Live Scan fingerprinting, and are subject to a background investigation.

### Billing Process

Payment for services rendered will be made upon invoices received. Invoices received after the 7<sup>th</sup> day of each month may not be processed until the following month.

**EXCEPTION:** Non routine work must be approved by the City Manager or Assistant City Manager PRIOR to any service being performed. Payment will not be made under this contract(s) for such services unless prior approval is obtained.

## ADDENDUM – POLICE DEPARTMENT SERVICES MIGRATION

### Addendum – Scope of Work

The City seeks to migrate its Police Department from Google Workspace to Microsoft 365 and local-hosted services. Vendor should provide a detailed project plan with a list of personnel, including qualifications and experience, to complete the migration. The project plan should include an overview and detailed timeline of the migration process.

Google Workspace services:

- Gmail
- Calendar
- Docs
- Sheets
- Forms