

CITY OF GONZALES, TEXAS

REQUEST FOR PROPOSAL  
IT Managed Services Provider

**CITY OF GONZALES**



**COME AND TAKE IT**

Proposals are due by 2:00 PM, Tuesday, September 20, 2016

## **INTRODUCTION**

The City of Gonzales is the second oldest city in the State of Texas. It is the site of the first battle of the Texas Revolution. It currently has a population of approximately 9,000. The City of Gonzales is a full service city and also includes a city run electric power utility. The City currently employs approximately 104 employees and has a total annual budget of over \$20,000,000. The City contracted with a small local IT company to manage the day to day activities including client support and some application support. A decision was recently made that the City was better served by a “managed services” approach. An Interim IT Managed Services Provider is in place until November 2016.

## **RFP OBJECTIVE**

This Request will be used to obtain proposals from qualified IT managed service providers. This information will allow the City of Gonzales to review proposals and enter into negotiations with the vendor whose proposal is the most advantageous to the City with price and other factors considered.

The overall goal of this RFP is to procure comprehensive, reliable, timely, proactive IT management and support that will promote the mission of the City of Gonzales.

## **PROJECT DESCRIPTION**

The selected provider will provide 24/7 services including: Network, Email, Application Management, Infrastructure Support, Disaster Recovery, On-Site and Remote Client Service, 24/7 System Monitoring and Response. The selected provider will also assist the City in preparing written Network and Computer policies and procedures.

## **SUBMITTAL OF PROPOSAL**

Proposals should be submitted following the guideline listed in this RFP. Additional information, options, fee alternative, and materials are welcomed but should be submitted following the specifics listed in this RFP. Proposals become public record, so proposers should be careful when submitting proprietary information.

One paper copy and one electronic copy shall be submitted in response to this RFP. The electronic copy shall be submitted in either MS Word or PDF format to:

Ms. Kristina Vega, City Secretary  
City of Gonzales, Texas  
820 St. Joseph  
Gonzales, Texas 78629

The envelope shall be marked: PROPOSAL FOR MANAGED IT SERVICES PROVIDER

Any proposal received after the deadline of Tuesday, September 20, 2016 at 2:00PM will be returned to the proposer unopened.

All proposals shall include a statement indicating that the submitter is authorized to offer this proposal by his or her company and may bind the company under contract if selected.

### **CITY OF GONZALES IT ENVIRONMENT**

The current physical server environment consists of the 3 physical VMware ESXi servers, 1 Microsoft Hyper-V server and 3 standalone physical Dell servers. Within the virtual environment the COG has 12 virtual servers.

The server operating system environment range from Windows Server 2003 to Windows Server 2012 R2. The workstation operating system environment range from Windows XP to Windows 10.

The network has an on premise Microsoft Exchange Server 2010 environment.

The environment consists of various critical software including Incode and Itron.

The network hardware consists of three firewalls, switches and other networking equipment. A MPLS network exists between sites.

The network consists of approximately 70 workstations and 40 mobile devices. The network has 12 wireless access points. The overall IT environment spans across 9 sites located throughout the city.

The City of Gonzales utilizes a Datto Back up and Disaster Recovery hardware solution.

The phone system consists of approximately 60 Mitel VOIP phones deployed across the environment with PRI and SIP services.

The environment also has CCTV at 3 sites.

### **INSTRUCTIONS TO VENDORS**

**Right to Reject:** The City of Gonzales reserves the right to cancel or reject this procurement, RFP and any or all Proposals received as a result of this RFP at its sole discretion.

**Preparation Costs:** The City of Gonzales shall not be liable for any costs incurred by vendors in the preparation of proposals to this RFP, including any meetings and demonstrations that may be required or requested. All costs incurred are at vendor's expense.

**Questions or Requests for Clarification/Change:** All requests for changes or clarifications regarding technical information, procedural requirements, contractual requirements, or other

issues should be submitted via email to: Kristina Vega at kvega@cityofgonzales.org and received no later than Tuesday, September 20, 2016 at 2:00 PM CDT.

### **CERTIFICATIONS, LICENSES, EXPERIENCE, AND SECURITY CLEARANCE**

Proposer should have staff who possess a VCP5 (VMware Certified Provider certification) or higher.

Proposer should also employ a Microsoft Certified Solutions Associate.

Proposer should have any licenses or registrations required to do business in the City of Gonzales and in the State of Texas.

Proposer should have experience with VMware and with Tyler Technology Municipal Software.

All Staff working on the Police Department information systems shall complete a full NCIC background check to satisfy CJIS security policy.

Proposer will maintain private security licenses to support both the cameras and access controls. Note these are two different licenses through the private security board.

Proposer must have a fiber and cable validator to provide testing of The City of Gonzales cabling.

### **INSURANCE**

Proposers shall comply with the City of Gonzales insurance requirements of \$1,000,000 of general liability insurance with the City and its officials named as additional insured. Proposers must carry \$1,000,000 in professional services insurance (i.e. malpractice).

### **QUESTIONS CONCERNING RFP AND/OR SITE VISITS**

Proposers may attend a site visit and briefing on September 6, 2016 at 2:00 PM at the Gonzales City Hall. Please call and indicate that you plan to attend this meeting.

### **QUESTIONS FOR PROPOSER**

Please respond to the following in your proposal. Please use the same order and titles to help facilitate scoring your proposal.

#### **1. General Company Information**

Provide a profile of your company, including background and history, size, locations, certifications, credentials, etc. Please provide details of your company's practices for staying current on regulations, legislation, certifications, and compliance especially as it relates to HIPPA, CJIT, public records, and government. Describe all staff that will be utilized to perform contractual duties under your proposal, and their certifications, experience, and duties.

Provide references of similar sized or larger agencies that proposer is currently managing or has

managed.

## **2. Security**

Describe your strategy for securing your clients data. Include your company's policies as well as any security certificates that you possess. Explain how you will insure that the security clearances required for CJIT are adhered to. Describe your company's security certification and expertise.

## **3. Client Relationship Management**

Describe how you would manage customer relationship within the city "clients".

- Resumes (including dates of all relevant experience) of all staff expected to support the City of Gonzales and an organization chart explaining the reporting relationships.
- Describe how will you propose changes in technicians assigned to the contract and seek approval to such changes from the City.
- Describe your training program
- Describe all support staff that would be expected to serve the City, including executive, project, and account staff
- Describe the responsibilities of each individual proposed to be assigned to Gonzales' account.
- Describe the hours of operation for on-site staff as well as help desk staff.
- Describe how afterhours support would be available
- Describe how you would report to City contacts and users about status of systems, elicit needs of users, needs for change, etc.

## **4. Service Levels**

Describe service levels you will provide to The City of Gonzales. Note that penalties may be assessed for not meeting service level response times identified.

- Describe your work order/trouble ticket system
- Describe availability of key staff during normal business hours
- Describe how staff is available 24/7
- Provide your guaranteed response time for issues dependent upon severity and time of day
- Provide your average response time for after-hours issues
- Scheduled down times for routine maintenance
- How are scheduled down times determined; how communicated?
- How do you propose that the service level agreement be enforced?
- Describe your communication strategy for keeping clients informed of system conditions and changes.
- Describe how you would assist the City's management team strategically plan to insure that the City's IT system retains its usefulness, viability, compatibility, and dependability.
- Describe your plans for disaster recovery.
- Describe how major software upgrades would be applied and what upgrades would require additional fees.

## **5. Change Control**

The City of Gonzales requires preapproval by the City Manager or in his absence the Finance Director of any changes made to the computing environment.

- Please demonstrate how you would institute change control in Gonzales' computing

environment.

## **6. Monitoring**

- Describe your monitoring tools and strategies to monitor and insure the stability of the computing environment in Gonzales.
- Describe how these monitoring results would be communicated to the City.

## **7. Documentation and Records**

- Describe how you would document and record maintenance, installation, performance, and changes to the system.
- Describe the documentation that you would make available to The City at the end of the contract period.
- Describe how you would maintain confidentiality in strict conformance with HIPPA and other confidentiality laws and regulations.

## **8. Fees**

Please provide all fees associated with the proposed contract for services. The following should be included in your base bid:

- Fees for service initiation
- Ongoing monthly fees and what is included and excluded.
- Fees for connectivity to support site

Optional fees:

- Extra work which is outside the proposal
- Optional ongoing services
- Ad-hoc services
- Escalation fees
- Off site disaster recovery
- Response and emergency fees

## **Significant Evaluation Factors**

**Responses shall be reviewed on these critical factors with the indicated relative importance factors.**

- 1. Company experience, certifications, expertise, references from similar agencies. 20%**
- 2. Client Relationship approach 15%**
- 3. Service levels 30%**
- 4. Management (Change Control, Monitoring, Documentation) 15%**
- 5. Fees 15%**
- 6. Primary Place of Business is within 65 miles of Gonzales 5%**