



City of Great Bend

Request for Proposal

Network Infrastructure Redesign & Managed Services

ISSUED DATE: 10/3/2018

SUBMISSION DATE: 11/19/2018 AT 2:00 CST

RFP COORDINATOR:

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1 Request for Proposal (RFP)

The City of Great Bend invites you to respond to this Request for Proposal (RFP). The focus of the RFP is to select a single organization to assist in the redesign of network infrastructure and to provide IT managed services to the City of Great Bend, beginning on 1/1/2019 and ending no later than 12/31/2022. Following the initial term, there is a possibility to renew this contract for multiple terms.

2 Introduction to the City of Great Bend

The City of Great Bend, KS is located approximately 100 miles northwest of Wichita. A community of approximately 15,800 it offers full services of public safety, public works and public leisure including an events center, zoo, parks and various other recreational activities. The city organization employs 150 full time equivalents in eight different locations throughout the city.

The City desires to strategically upgrade its technology infrastructure to improve security, networking infrastructure and enhance efficiency and effectiveness in serving protecting customer/citizen records and serving the public.

In conjunction with this, the City seeks a services partner to provide managed services with backup support and virtualization of domain and storage servers.

Emphasis for the strategic approach in managing IT services will be given special consideration.

3 Overview of Current City of Great Bend Technical Environment

Currently, the technology environment is decentralized and operates in a PC environment. Each department of the City manages equipment and software issues on their own. Previously various local vendors were called for repairs or maintenance. Now with the Network Administrator in place repairs and maintenance are handled through him.

Currently there are approximately 75–80 users of various computer devices, mainly desktop computers of various models and brands. There are approximately 110 email accounts throughout the city both active and inactive. Actual and accurate numbers are unknown due to lack of inventory management. A current inventory is being developed. There are 5 servers throughout the city, of various brands and serviced by multiple vendors.

The internet service provider is Cox and Nex-Tech. Speeds vary from location to location. A fiber optic cable is available between the Front Door facility and City Hall complex. Other fiber optic options may be available in other locations throughout the city.

Hardware and software is a mixture of old and new technology. Financial and utility billing software is current whereas some office software and hardware is antiquated.

Backup processes are currently handled by various vendors local and from out of town solutions. No backup testing is currently done to our knowledge.

A listing of known technology devices is attached in Appendix A.

4 Value Added Service Requirements and Scope

As part of this RFP, the following services are the current priority items for the City:

- **Remote backup/DR plan** – Assist in executing a nightly backup plan for the servers and data, including a regularly-tested recovery process. This plan must include, but is not limited to:
 - i. Images of all servers
 - ii. Offsite storage of images and all critical data

- iii. Encryption of data in transit and at rest
- **Service Level Agreement (SLA)** – Guaranteed response time for identified issues 24/7/365
- **Solution design** – Solution packages (e.g., hardware, software, licensing) and associated consolidation of data as needed
- **Security** – Consult /Assist with the Design, management, and maintenance of a complete security solution to mitigate cybersecurity risk. That security infrastructure should include, but is not limited to:
 - i. 24/7/365 monitoring
 - ii. Reporting of security incidents
 - iii. All communications between City systems must be secure
 - iv. Enhanced SPAM and AV protection
 - v. Daily monitoring of AV/Firewall definitions
 - vi. Updates and patches to all hardware, including firmware updates
 - vii. Annual vulnerability tests
 - viii. Web content filter
 - ix. Smart DNS host
- **Office 365 migration**– Migrate our current email environment to the Office 365 platform.
- **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 issues.
- **Technical support backup** – Ability to support inquiries as required, via help desk, including support for remote users and 24/7/365 availability. Onsite and remote support should be included. That support must include but is not limited to all items noted in section 3.
- **Proactive support consult** – Forward thinking maintenance in coordination with network administrator to keep our systems running longer and more efficiently. This support may include but is not limited to:
 - i. Updating firmware on all network devices
 - ii. Updating and patching on all hardware/software
- **Redesign of network infrastructure** – Centralizing infrastructure to streamline the management of pcs, servers and backups.
- **Redundancy for domain and backups** – Offsite servers and backups for redundancy
- **Unit evaluation and testing** – Assistance in formal evaluation of any new hardware and periodic testing of backup/DR plan, which includes spinning up server images and recovering of files.
- **Implementation planning and guidance** – Assistance in deployment planning and execution.
- **Image development and management services** – Assistance in planning and designing standard images.

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. Omission of requested information will be considered non-responsive at City's discretion.

5.1 Corporate Information

1. Provide your insurance information.
2. Give a brief overview of your organization's involvement in providing IT value added services in the marketplace.
3. Please provide your certifications & partnerships.
4. How long has the organization been in this business?
5. How many ransomware attacks has your clientele faced?
6. Provide your organization's annual sales volumes for IT related services.
7. What other cities/municipalities do you provide support for?
8. Indicate the number of employees in your organization. How many of those are dedicated to account management and/or technical support full time?

9. How many are full-time vs. contract?
10. Please describe your relationships and experience with manufacturers and major distribution partners in the technology marketplace.
11. What differentiates your organization from your competitors in the marketplace and how will this be relevant to us?
12. 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.
13. Please describe your organization's experience in transitioning clients to public or private cloud technology from more traditional IT service models.
14. Please provide details of three current **municipal** customer accounts that are similar in scope and requirements to those of the City of Great Bend.

5.2 Proposed Approach and Solution

1. Please provide a proposed work plan for a migration to your organization as a City of Great Bend preferred vendor. Specifically, provide the following information:
 - i. Key activities
 - ii. Timing
 - iii. Deliverables
 - iv. Key milestones, checkpoints, and other decision points
2. If we elect to move forward with your organization, what City of Great Bend resources would you require (e.g., information, data, staff resources, communication) during the course of migration and on an ongoing basis?
3. Please identify the team that will be assigned to the account and describe how you plan to interact with the City of Great Bend.
4. Please describe your experience in providing the following value-added services:
 - a. Remote backup/DR plan
 - b. Technology strategy planning
 - c. Service Level Agreement
 - d. Solution design
 - e. Security
 - f. Network and email system monitoring
 - g. Procurement management
 - h. Move, Add, Change (MAC)
 - i. Warranty, break fixes and installation
 - j. Technical support, including remote user support
 - k. Proactive Support
 - l. Reporting and communication
 - m. IT policy review and development
 - n. Unit evaluation and testing
 - o. Implementation planning and guidance
 - p. Image development and management services
 - q. Configuration
 - r. PC deployment
 - s. On-site implementation of business applications
 - t. Asset inventory management
 - u. Life cycle management of hardware units
 - v. Software licensing control
 - w. Warehousing
5. Please describe your experience in providing server technology and service for your customers, focusing on planning, implementation, and ongoing support.
6. Provide specific examples of how you have worked with customers that began with significant technology limitations and helped to successfully transform them into organizations with well planned and executed technology strategies? What were the critical success factors in this transformation?

7. How can we be confident that hardware pricing levels will be aggressive and will remain highly competitive over a multi-year period during which new models may be introduced?

5.3 Support

1. Describe fully 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.
2. Please provide details on your standard reporting capabilities.
3. Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end user perspective.
4. Required user training and technical training that may be required by your staff?
5. Describe any user groups, websites, newsletters, conferences, or any other means you support for sharing information and soliciting service feedback.
6. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?
7. The City of Great Bend user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.

5.4 Financials

1. Describe the pricing model(s) that you typically employ for your standard services.
2. Please indicate the charges associated with each of the following services, including the key driver of each cost and whether it is included in a standard per-unit cost vs. bundled fee vs. charged on an ad hoc basis.
 - 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. Warranty, break fixes and installation
 - h. Technical support
 - i. Reporting and communication
 - j. IT policy review and development
 - k. Unit evaluation and testing
 - l. Implementation planning and guidance
 - m. Image development and management services
 - n. Image loading
 - o. Configuration
 - p. PC deployment
 - q. On-site implementation of business applications
 - r. Asset inventory management
 - s. Life cycle management of hardware units
 - t. Software licensing control

**Please provide a bid summary listing fixed costs and one-time fees.

6 Selection Criteria

The City of Great Bend will use multiple criteria to select the most appropriate partner. Respondents are encouraged to be as aggressive and creative as possible in their proposals. The following list summarizes the major qualitative areas that will be evaluated, along with their overall weighting.

- Industry expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience

- Vendor strength and stability
- Account management
- Ongoing technology strategy
- Reporting capabilities
- Financial considerations
- Certification & partnerships
- Approved CJIS Vendor

7 Response Contents and Format

Please complete all sections of the RFP. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Your response to this RFP will serve as the basis for the consideration of your potential as a partner.

8 Communications and Response

James Cell is the designated City of Great Bend representative for this initiative. For any information relative to this RFP, please direct all inquiries to his contact information as follows:

James Cell
 City Network Administrator
 City of Great Bend
jcell@greatbendks.net
 (620) 793-4111

9 Notification of Intent to Respond and Clarification Questions

Please indicate your intention to respond, by email, to the above email address by the Intent to Respond and Questions Due date outlined in the Key Dates table below. In addition, please provide the contact details of the individual responsible for coordinating your RFP response. At the same time, we ask that you submit any clarification questions regarding the RFP. Answers will be provided to all respondents by the Answers Provided date.

10 Response Delivery Instructions

Please submit a sealed bid labeled Network Redesign to the City Clerks Office, 1209 Williams Street, Great Bend, Kansas, 67530. All responses must be received on or before 2:00 pm CST on the Proposals Due date indicated in the Key Dates table below.

11 Vendor Presentations

The City of Great Bend has the right to request presentations/demonstrations with one or more firms at any time if needed. The presentations will be held at the City of Great Bend at 1209 Williams St. in Great Bend, KS and we will endeavor to provide the successful firms with as much advance notice as possible.

12 Key Dates

| Event | RFP Issued | Intent to Respond and Questions Due | Answers Provided | Proposals Due | Presentations |
|-------|------------|-------------------------------------|------------------|---------------|---------------|
| Date | 10/3/18 | 10/31/18 | 11/8/18 | 11/19/18 | TBD |
| Time | | 5:00 PM CST | 5:00 PM CST | 2:00 PM CST | |

13 No Obligation

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

14 Agreement of Non-Disclosure

This document is considered to be proprietary and shall not be disclosed to any other party. It is designed, developed and submitted to potential partners of the City of Great Bend solely for the benefit of the City.

15 No Guarantee

The City of Great Bend makes no guarantee of future volumes and offers volume information for directional purposes only, to assist vendors with proposal preparation.

16 Right of Refusal

The City of Great Bend reserves the right to reject any or all bids and to waive any informalities or irregularities therein.

APPENDIX A

City Hall

- 13 computers
- 6 laptops and/or iPads
- 8 printers/copiers
- 2 servers

Police Department

- 24 computers
- 19 laptops and or/iPads
- 5 printers/copiers
- 2 servers

Fire Department (2 stations)

- 12 computers
- 1 laptop
- 4 printers/copiers
- 1 server

Publics Works (Street, WPC)

- 13 computers
- 3 laptops
- 6 printers/copiers

Public Lands (Airport, Cemetery, Zoo)

- 5 computers
- 4 laptops
- 4 printers/copiers

Events Center

- 3 computers
- 2 laptops and/or iPads
- 1 printer/copier
- 2 servers

Front Door

- 6 computers
- 2 Ipads
- 4 printers/copiers

Municipal Court

- 4 computers
- 1 printer/copier

NOTE: All devices are various brands