



CITY OF UHLAND

15 North Old Spanish Trail

Uhland TX, 78640

512-398-7399

city@uhlandtx.us

NOTICE OF REQUEST FOR PROPOSAL

RFP 21-006

FOR INFORMATION TECHNOLOGY SUPPORT SERVICES

Proposal DUE Date: August 18, 2021 at 5:00 p.m. (CST)

I. NOTICE AND INTRODUCTION

Notice is hereby given that the City of Umland, Texas (“City”) is requesting proposals for Information Technology Support Services from qualified, professional information technology vendors.

The qualified vendor will provide necessary technical services, which will enable the City to:

- Ensure the efficient operation of data processing networks and related computer systems.
- Enhance its quality of service for Administrative departments.
- Minimize expenses and maximize the ROI for investment in technology.

The ideal vendor will resolve computer systems and network issues in accordance with standard and acceptable maintenance and support benchmarks. The successful vendor will be expected to respond to service calls efficiently and to ensure there is no significant computer downtime during normal working hours, generally, 8:00 AM to 5:00 PM, Monday through Friday, in addition to 24-hour operations for Public Safety. The vendor is expected to report on status of technology issues and communicate effectively with City Administrator and department heads.

Copies of the Request for Proposal are available electronically at <https://www.cityofuhland.com/> under “Legal Notices.” Proposals will be public information after they are opened. Please direct all inquiries to Karen Gallaher at city@uhlandtx.us. Any changes or clarifications to the Request for Proposal will be posted exclusively on the City’s website.

Vendors are required to provide as much detail as possible in this proposal regarding scope of services, approach to protecting and securing the technology used by City users, and their capability and experience. Vendors must specifically identify any portions of their submittals, deemed to contain confidential and proprietary information or trade secrets. However, the vendor should also understand that information submitted may be subject to Texas Open Records Act Laws and may be disclosed if requested.

By submitting a proposal in response to this RFP, vendors will be deemed to agree to the service provisions contained herein. This RFP and the proposal submitted will be incorporated into and form the basis for an Information Technology Support Services Agreement (“IT Agreement”).

The City Council reserves the right to reject any or all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in the Council’s sole judgment, best meets the requirements of the program.

The RFP creates no obligation on the part of the City to award a contract or to compensate the Bidder for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews. The City reserves the right to award a contract based on proposals received without further discussion or negotiation. Vendors should not rely upon the opportunity to alter their qualifications during any discussions.

The City further reserves the right to make such investigation as it deems necessary, to determine the capability of the vendors to furnish required services, and vendors shall furnish all such information for this purpose as the City may request.

II. SCHEDULE

This proposed schedule is tentative and may be modified throughout the selection process at the discretion of the City of Umland.

Issuance of RFP	June 14, 2021
Deadline for questions	1:00 p.m. (CST) July 23, 2021
City responses to all questions	July 29, 2021
Proposals due	5:00 p.m. (CST) August 18, 2021
Opening of Proposals	1:01 p.m. (CST) August 22, 2021
Evaluation of Proposals	August 23, 2021 to August 27, 2021
Selection Decision	September 1, 2021

The City of Umland will accept sealed proposals for information technology support services until 5:00 p.m. (CST) August 18, 2021. Proposals after this time will not be considered.

III. PROPOSAL SUBMISSION PROCESS AND REQUIRED DOCUMENTS

One (1) original and six (6) copies of the proposal, including all required forms and applicable supporting documentation, are required. The original must be clearly marked "ORIGINAL" and manually signed by an officer of the vendor having authority to bind the vendor to its proposal and the terms, conditions and service provisions herein this RFP. One (1) electronic version written to a flash drive is also required. The electronic version must be an exact duplicate of the original proposal.

Proposals, including all required forms and applicable supporting documentation, must be bound, sealed, addressed and submitted to:

**City of Umland
Attn: City Administrator
15 N. Old Spanish Trail
Umland, Texas 78640**

The following must be written across the seal of the proposal:

RFP 21-006– Information Technology Support Services

Failure to following these instructions shall result in the proposal being declared NON-RESPONSIVE. All costs related to the preparation and submission of a proposal shall be paid by the vendor.

IV. RFP QUESTIONS

All questions related to this RFP must be submitted in writing via e-mail to the City Administrator at City@UhlandTX.us. All timely questions submitted will be answered in writing. Contact with any other City of Uhland official or employee shall be grounds for rejection of the proposal.

V. MINIMUM QUALIFICATIONS

By submitting a proposal, the vendor certifies that they are duly qualified, capable, and otherwise bondable business entity that is not in receivership or contemplates same, nor has filed for bankruptcy. The vendor warrants that they are familiar with all laws, regulations, and customs applicable to the type of business required herein.

VI. REQUIRED SERVICES

The City has requirements for the following services which will cover most of the day to day IT Support Activities. This section lists the services to be provided by the vendor under the IT Agreement. (The City understands that not every vendor will be able to provide the services listed below but encourages a response regardless.)

1. Help Desk Support:

The vendor should offer superior 24x7x365 Help Desk support from Tier One to Three services utilizing by industry best practice processes and procedures.

2. Server & Network System Monitoring:

The vendor must provide 24x7 monitoring of City's server & network system with proactive communication and escalation protocols based on the severity of any unscheduled outages.

3. Patch Management Services & Preventative Maintenance:

The vendor must provide management of critical security and system patches to all servers and systems on the network to ensure City's IT systems and resources are properly managed and maintained.

4. Business Continuity and Disaster Recovery:

The vendor must be able to support City's ability to recover based on the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) agreed upon by organizational constituents. In addition, backup and redundancy should be used to support this need.

5. Remote Backup:

The vendor must execute a nightly backup plan for the critical servers, including a regularly-tested recovery process.

6. Email System Management:

The City requires the management and administration of City's email system for all users.

7. Antivirus, AntiSpam & Antispyware Protection:

The City is looking for solutions to defend against security threats including phishing, malware, spam, viruses.

8. On-Site Support:

When needed, the vendor should have the ability to deploy onsite resources to assist in issues which cannot be resolved through remote access to in-house systems.

9. Networking Support:

The City requires proactive management and monitoring of our switches, firewalls, routers and Wi-Fi systems, and other networking equipment as identified by City.

10. Security Systems Monitoring:

The vendor must provide proactive monitoring and management of City's security systems, including firewalls, intrusion prevention, secure remote access, and any implementations of advanced security solutions City may utilize.

11. Vendor Management:

The vendor should be able to manage other vendors which may be contracted for by City and serve as the key point of contact unless escalated.

12. Warranty and Asset Inventory Management:

The City expects the vendor to maintain a hardware and asset inventory that includes Desktops, Laptops, Servers, Printers/Scanners, Fax Machines, and notify City of any potential service or warranty issues. The vendor must also assist with managing the lifecycle of City's devices and maintain an equipment inventory to ensure our systems are always current.

13. Software Management and Licensing Control:

Vendors must be able to provide management of the City's software packages to include appropriate and proper upgrades thereof. The vendor must also be able to provide oversight of automatic renewal of software applications and maintenance of appropriate documentation.

14. Procurement Management:

The vendor must assist with the selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.

15. Equipment Deployment:

Delivery and setup of equipment and machines on-site to include audio/visual security and conferencing equipment such as TV's, recorders, cameras, specialty equipment and devices, etc.

16. Desktop and Laptop Support:

Vendors must include their ability to support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning for new equipment as needed.

17. Printers, Copiers and Scanners:

The vendor must be able to support existing printers, copiers and scanner related network-printing issues.

18. Desktop Software Standardization and Software Licensing and Upgrades:

The vendor must have a process for identifying standardization and management of desktop images and ensuring that staff are using current products as well as current OS and browser versions.

19. Lifecycle Management of Hardware Units:

The vendor should have processes for end-of-life notification, replacement, and asset decommissioning/disposal.

20. Break Fixes and Installation:

The vendor should offer planned and on-call break/fix services, including emergency response to server issues.

21. Move, Add, Change (MAC):

The City is looking for the vendor to help with any changes to the location, configuration of existing equipment or software, and installation of additional equipment or software as needed.

22. Mobile Device Support:

In addition to laptops and desktops, some staff use mobile phones and tablets. The vendor will need to support secure provisioning (and ongoing support of that provisioning) of any mobile device into the company network. In the event the device is lost, the corporate mail and contact data should be able to be easily wiped from the device while preserving individual's personal information. A Mobile Device Management strategy / system recommendation should be considered and included in response to this RFP.

23. Reporting:

The vendor should provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.

24. Technology Strategy Planning:

The vendor will work with current IT staff to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.

25. Account Management:

The vendor must offer an internal escalation process in tandem with City to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered.

26. Project Management:

The vendor should be able to offer project management and technical engineering resources to assist with technical projects as identified by the vendor or City.

27. Solution Design:

The vendor must provide solution packages (e.g., hardware, software, licensing) and associated consolidation of data.

28. Service Levels:

The vendor should identify service level agreements or objectives and report back on a regular basis to City on their ability to meet these agreements or objectives.

29. IT Policy Review and Development:

The vendor should be able to assist in the development of customized policies related to the use of technology.

30. Hosting:

The vendor should offer services relative to hosting or co-location of equipment, either directly or through partners.

31. Onboarding and Offboarding Staff:

The vendor must have process and procedure in place to onboard or offboard team members in a timely and efficient manner.

32. Compliance:

The vendor must use systems that comply with published Payment Card Industry Security (PCI) Standards. In addition, the vendor should also support rules and regulations as provided by relevant governing organizations as identified by regulatory or grant based requirements.

33. Scalability:

The vendor must be able to offer a model where scaling up or down from a system(s) and cost perspective is simple and nimble.

34. Multi-Factor Authentication (MFA):

Vendors must be able to provide and manage a Multi-Factor Authentication (MFA) solution to provide an easy-to-use method to verify user identities at login and to protect logins with multi-factor authentication.

35. End-User Security Awareness Training:

The vendor should offer Security Awareness Training to teach City's staff and employees about current threats, terms, standards, and compliance to help them avoid a security incident.

36. Vulnerability Testing:

The vendor should offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of City's business network.

37. Managed SOC-as-a-Service:

The vendor should offer Managed SOC-as-a-Service to monitor City's environment and ensure proactive detection and response to threats, intrusions and attacks.

38. Network Design:

Vendors must be able to provide network designs for multiple City buildings / properties including the addition of new off-site locations.

VII. VENDOR'S COMPENSATION

The proposal must include a detailed explanation of the methodology for calculating compensation for IT services. If fees are chosen as part of the compensation methodology, the proposal must include an itemized schedule of all fees and service charges anticipated and applicable to the City.

VIII. SPECIFIC TERMS AND CONDITIONS

The IT Agreement will be for a three-year period with a provision for two (2) one-year renewals under the same terms and conditions of the contract subject to the mutual agreement of both parties.

1. The City shall require a meeting with the assigned staff on at least a quarterly basis to review satisfaction with the company's performance and services provided and to resolve any outstanding issues.
2. The vendor's records relating to the City's accounts shall be open to review by either authorized City staff during normal business hours.
3. The IT Agreement cannot be transferred or assigned to another party without the written consent of the City and may be subject to cancellation if such consent is not requested. Any and all expenses incurred by the City during the term of the Agreement as a direct result of a change in ownership or management of the vendor or as a result of a merger shall be reimbursed to the City. Expenses shall be limited to reasonable "direct expenses" related to a changeover to a new vendor.
4. Notwithstanding any other provision of the IT Agreement, which may be to the contrary, the IT Agreement and the prospective rights and obligations of the parties hereunder shall remain in full force and effect and shall not be otherwise affected by a merger of the vendor.
5. Upon termination of the IT Agreement, all finished or unfinished documents or reports prepared by the vendor at the option of the City will become the property of the City.
6. The successful vendor shall be liable for all damages incurred while in the performance of services pursuant to this RFP.
7. The IT Agreement shall be governed in all respects by the laws of the State of Texas. The parties agree that performance and all matters related thereto shall be in a state court of competent jurisdiction in Hays County, Texas and further that neither party will seek to remove such litigation to the federal court system by application of conflict of laws or any other removal process to any Federal Court or court not in Texas.
8. No public official or City employee shall enter into a contact on behalf of the City which violates Local Government Code, Chapter 171 – Regulation of Conflicts of Interest of Officers of Municipalities, Counties, and Certain Other Local Governments.
9. The selected vendor shall prepare a final binder including this RFP, the vendor's response to the RFP, all relevant contracts, agreements, and other documents executed by the parties to evidence the IT Agreement. The final binder shall be delivered by the vendor to the City within thirty (30) days of finalizing such documents.

X. TRADE SECRETS, CONFIDENTIAL INFORMATION AND THE TEXAS PUBLIC INFORMATION ACT

If you consider any portion of your proposal to be privileged or confidential by statute or judicial decision, including trade secrets and commercial or financial information, clearly mark those portions as "CONFIDENTIAL".

Except for trade secrets and confidential information properly marked, all proposals, including all required forms and applicable supporting documentation, shall be open to public inspection after the IT Agreement is awarded.

Upon request for disclosure of marked trade secrets and confidential information the Texas Attorney General or a court of competent jurisdiction shall make the final determination of whether a particular marked section of a proposal may be withheld from public inspection.

XI. EVALUATION, SELECTION, AWARD PROCESS AND CITY'S RIGHT TO REQUEST ADDITIONAL DOCUMENTATION

All proposals timely received by the City in response to this RFP will be reviewed by an evaluation team, which shall include the City Administrator and City Mayor. Evaluation of the proposals will include, but will not be limited to, the following factors:

1. Reputation of vendor;
2. Completeness of proposal submitted;
3. Completeness of solution;
4. Expertise and experience;
5. Ability to perform and provide the required and requested services;
6. Vendor's accessibility, availability of reports and services, etc.;
7. Legal Reporting capabilities;
8. Demonstrated customer service quality and support;
9. Previous relevant experience with a public entity;
10. Vendor's strength and stability; and
11. Cost of services.

The evaluation team will determine what weight to attribute to each factor considered. The evaluation team will recommend a qualified banking institution to the City Council. The City Council will make the final selection based on the evaluation team's recommendation and whether the proposal is determined to best fit the needs of the City.

The City reserves the right to request additional documentation that it deems appropriate and necessary for the review and award process during both the initial proposal review process and the negotiation phase.

XII. ANTI-LOBBYING AND CONFLICT OF INTEREST

During the period between proposal submission date and the contract award, vendors, including their agents and representatives, shall not discuss or promote their proposal with any member of the City Council or City Staff except in the course of the City-sponsored inquiries, briefings, interviews, or presentations, unless requested by the City.

By signing and submitting a proposal, the vendor certifies and represents to the City that the vendor has not offered, conferred or agreed to confer any pecuniary benefit or other thing of value for the receipt of special treatment, advantage, information, recipient's decision, opinion, recommendation, vote or any other exercise of discretion concerning this RFP.

XIII. RIGHT OF CITY TO CANCEL, ELECT NOT TO AWARD, REJECT PROPOSALS AND WAIVE INFORMALITIES OR IRREGULARITIES

The City expressly reserves the right to cancel this RFP at any time, to elect not to award a contract, to reject any or all proposals, to waive any informality or irregularity in a proposal received, and to be the sole judge of the merits of the respective proposals received.

ATTACHMENT A

[Vendor's must complete this form for their response to the RFP to be considered.]

RFP Response Form: Corporate Information

Please provide the following information about your company.

1.0 Company Profile		
1.1	Company Name	
1.2	Company Address	
1.3	Contact Information (Party responsible for responding to this RFP)	
1.4	Company Webpage	
1.5	Main Products / Services	
1.6	Main Market / Customers	
1.7	Number of years in the Market	
1.8	When did you first start providing similar solutions?	
1.9	Company location(s)	
1.10	Number of Employees	
1.11	Number of Employees in Account Management	
1.12	Number of Employees in Technical Support	
1.13	Notable Acquisitions	
1.14	Key Business Partnerships	
2.0 Financial Information		
2.1	Previous year gross revenue	
2.2	Previous year net income	
2.3	Return on investment	

ATTACHMENT B

[Vendor's must complete this form for their response to the RFP to be considered.]

RFP Response Form: Questions

Please provide responses to the questions below to the best of your ability.

1.0 General	
1.1	Q. What are the general types of organizations your clients represent? A.
1.2	Q. Why do you believe that you are a good fit with our organization? A.
1.3	Q. Describe your onboarding/implementation process and approach if you were selected? A.
1.4	Q. Do you conduct QBRs and what is the nature of those meetings? A.
1.5	Q. How do you typically work with IT Management at clients who have staff members? A.
1.6	Q. What do you feel your overall strengths and differentiators are? A.
1.7	Q. Do you serve clients with 24 X 7 requirements? A.
1.8	Q. What services do you offer besides the core services of a Managed Service Provider? A.
1.9	Q. What type of training do you offer either during onboarding or ongoing? A.
1.10	Q. What do you feel are your biggest hurdles to a successful relationship? A.
1.11	Q. What training resources are available for team members? A.
1.12	Q. What type of general expertise can you provide in key technology areas? A.
1.13	Q. What differentiates your organization from your competitors in the marketplace? A.

2.0 Processes	
2.1	Q. Do you use in-house or contracted resources for services? A.
2.2	Q. Describe your process for migrating City to your organization? A.
2.3	Q. What City resources would you require (i.e., information, data, staff resources, communication) during initial migration and on an ongoing basis? A.
2.4	Q. Outline the methods by which clients can access you (i.e. online, by phone, etc.). A.
2.5	Q. Describe the escalation and account management process. A.
2.6	Q. Where is/are your support center(s) located? A.
2.7	Q. How involved is your team with creating project plans/testing during technical projects? A.
2.8	Q. Do you follow ITIL or other processes aligned with industry standard practices? A.
2.9	Q. Do you participate in drills or tests i.e. DR, IRP, etc.? A.
2.10	Q. How do you notify users of maintenance windows or system outages? A.
2.11	Q. What types of diagrams would you typically create/maintain? A.
2.12	Q. Do you offer knowledge bases for common issues and how are they utilized? A.
2.13	Q. What is your willingness and ability to support the security systems, phone systems, audio/visual systems? A.
2.14	Q. How often do you conduct DR testing? A.

3.0 Technology

3.1	Q. What types of monitoring agents would you use for end user devices? A.
3.2	Q. What is the back-end help desk system you use? A.
3.3	Q. Do you offer managed firewalls or other managed technology? A.
3.4	Q. Do you offer MDM or other mobile management technology? A.
3.5	Q. Do you offer a SIEM or other security-based technology? A.
3.6	Q. Do you have tools to provide system uptime metrics? A.
3.7	Q. What tools do you use for network monitoring? A.
3.8	Q. What tools do you use for system monitoring or general health level of end user devices? A.
3.9	Q. Do you offer or partner for laptop encryption? A.
3.10	Q. If hosting/co-location is an option please describe details of option i.e. services, vendor partners, etc. A.

4.0 Support

4.1	<p>Q. 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.</p> <p>A.</p>
4.2	<p>Q. Please provide details on your standard reporting capabilities.</p> <p>A.</p>
4.3	<p>Q. Describe any documentation and support (e.g., user manuals, online help, interactive dem web-based seminars, and online knowledge base) that will be available, both from the techni perspective and the end user perspective.</p> <p>A.</p>
4.4	<p>Q. What options are available for user training and technical training that may be required by staff?</p> <p>A.</p>
4.5	<p>Q. Describe any user groups, websites, newsletters, conferences, or any other means you support for sharing information and soliciting service feedback.</p> <p>A.</p>
4.6	<p>Q. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?</p> <p>A.</p>
4.7	<p>Q. The City 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.</p> <p>A.</p>

5.0 Pricing & Contracts

5.1	<p>Please attach cost estimates and worksheets to support these estimates if applicable. Itemize non-recurring and recurring costs. Recurring costs should be quoted as per user per month costs. Other pricing models may be provided as an option.</p>
5.2	<p>Please attach a Master Services Agreement or other legal documents beyond a proposal which accompany a proposal.</p>

6.0 References

6.1	<p>Please provide at least three references for customers with similar operations to the proposed solution. Include contact names, phone numbers, email addresses and industry.</p>
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