

**City of Isle of Palms, South Carolina
Request for Proposals (RFP 2020-04)
Information Technology Services**

In compliance with the City's Procurement Ordinance, the City of Isle of Palms, South Carolina is seeking proposals from Information Technology Support services companies on an as-needed basis. Consultants will provide ongoing software, hardware, and network support as well as services to assist in procuring new hardware and software.

I. Scope of Work

This Request for Proposals (RFP) is being widely distributed to attract a diverse group of firms that are most suited to performing work for the City. The City is seeking firms who are known for their quality of work and cost effectiveness. It is preferable that firms have successfully completed similar projects for similar government entities. The vendor shall not subcontract any portion of the services to be performed under the contract without the prior written agreement of the City.

The City has ongoing Information Technology needs that require more staff, expertise, and time than is currently available to handle the workload. Through this RFP process, the City seeks to engage the services of one or more consulting firms with proven track records for providing hardware, software, and network support.

Preferred areas of expertise include the following:

- Hardware and Software Procurement Recommendations

The City is looking to future proof our existing systems and acquire new ones to future proof our processes. To that end we may need assistance from the successful bidder in evaluating and procuring new software and hardware. To include but not limited to providing technical and organizational leadership for technology issues: Making recommendations for future purchasing and technology needs for the organization and specific departments as needed and during the annual budget preparation process; Providing recommendations for potential savings in IT related matters; And coordinating all IT and Communication related support

- Third Party Software Support

The City uses multiple software suites including Microsoft Office, BS&A, Apple software on phones, and NovaTime among others. The successful bidder will be required to provide support for these products and interact with first party support departments; reviewing invoices as requested for verification of services will also be required. The successful bidder must be familiar with Windows and Apple OS.

- Cybersecurity

Local governments are at increasing risk of cyberattack. To this end, the successful bidder will be required to ensure adherence to our existing cybersecurity policy, implement actions to improve cybersecurity, and make recommendations for improving the policy. The successful bidder will be responsible for the following: Maintenance of virus detection programs on the City servers, email and all other City computers and laptops; Providing the City with the appropriate Anti-Virus software as part of their fees to the City; Identifying the technology platform they are using to provide the City with Anti-Virus protection; Reviewing and enhancing the security of the City's network and wireless devices; Notifying City personnel immediately of suspected breaches of security or intrusion detection; Developing and implementing a method to track and identify IT assets by location or user, and the characteristics of each device. Devices should be physically tagged to match their electronic record. This should be updated whenever a new device is added or removed.

- Help Desk and End User Administrative Services

Successful bidder will be required to provide administrative services for end user accounts and workstations. The proposal will clearly indicate how the bidder will meet this requirement. This includes creating new accounts, resetting passwords, records retention, and the like. It is expected that there will be some level of 24/7/365 support available for end users in the event of software or hardware issues. It is also expected that the successful bidder will have a primary support engineer on site at least three times a week for whom the City is their primary work location. This primary support engineer will attend meetings as directed by the City Administrator as well. All technical support staff that will deliver services to the City must be able to pass a background check to obtain CJIS clearance and must have completed CJIS training prior to working with the police department.

- Desktop Support

The successful bidder will be required to provide basic support for a variety of laptops, desktops, and tablets to include iPads. This includes but is not limited to initial configuration, installation of new software, installation of printers, troubleshooting of various software programs and hardware devices, and identifying and correcting hardware issues.

- Effective Communication of Existing Issues and How to Resolve Them

The successful bidder must maintain and operate a ticket tracking, issue tracking, or similar software which is accessible to City employees. Additionally, the successful bidder must provide substantial and informative updates upon request about current issues and estimated resolution times to include a monthly IT status report.

- Network Engineering and Administration

The successful bidder will be required to provide network administration support to include hardware support, network configuration, and the optimization of network architecture. The successful bidder will also provide 24/7/365 monitoring and alerting, Windows patching and updates, remote and onsite remediation for all server/infrastructure related issues as necessary. The successful bidder must ensure scheduled preventive maintenance for equipment is promptly performed; develop and test back-up and disaster recovery plans and procedural documentation. The successful bidder will be required to set up new users and edit or remove existing users when requested; thus managing the computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, availability, recover-ability, and reliability of the system. The successful bidder will install new servers, software and hardware; and transfer data when acquired. The successful bidder must have experience with open and closed networks.

- Server and Database Management

The City operates numerous servers which provide access to records, software, and other information. The successful bidder will be required to provide backup services, database management services, and server administration for all servers operated by the City.

- After Hours and Emergency Services

Occasionally the City has need of access to software or hardware support outside of regular business hours. The successful bidder will be required to provide access to these services around the clock.

- As Needed and Preventative Maintenance

Updates are frequent across various software programs and hardware items. Backup maintenance and storage will be required as well. The successful bidder will demonstrate the ability to provide day to day operations for the maintenance of all information technology under the City's control.

- Assessment of Existing Technology

The City has need of an assessment regarding our current capabilities and what is available on the market. The successful bidder will be willing and able to review our existing systems and provide options regarding updates to improve efficiency of City operations and add new capabilities for the City.

- Communications (Desk Phones, Cellular Phones, Voicemail) Support

Prepare recommendations and provide management and coordination of the City's

communications system including but not limited to: desk phones, communications devices, voice mail systems, and authorized BYOD devices.

II. Submission Requirements

Proposals will be reviewed for their completeness, attention to detail, content, qualifications, cost effectiveness, and overall presentation. The proposal should describe how the proposing firm is specially qualified to effectively perform the work. Interested firms should submit, and structure the response with, the following sections:

1. **Cover letter**
2. **Areas of Expertise** - Please describe the areas of expertise for which your firm would like to be considered (see categories listed above). Describe competencies in any of these areas as well as expertise pertaining to any additional services provided.
3. **Service Level Agreement Proposal** – Please describe the quality, availability, and responsibilities proposed in your RFP response. This should include the following service and management elements; Services section should include services provided and excluded (if anything is excluded), conditions of service availability, standards such as time window for each level of service (prime time and non-prime time may have different service levels but some service must be available at all times), responsibilities of each party (including the City), escalation procedures, and cost/service tradeoffs if multiple price levels are available.

Management section should include definitions of measurement standards and methods, reporting processes, contents and frequency, a dispute resolution process, an indemnification clause protecting the City from third-party litigation resulting from service level breaches and a mechanism for updating the agreement as required.

4. **Team Composition and Structure** (*Please limit to one double-sided page) Provide an organizational chart, including a description of the probable work team including the names and roles of the key personnel assigned and any sub-consultants. Include all key team members and explain their roles and responsibilities. Identify the team leader who is the primary contact for day-to-day correspondence with the City.
5. **Resumes** (Please limit to one double-sided page per team member) For each team member please provide a resume including the items listed below:
 - a. **Professional Qualifications** - Individuals shall provide any permits, licenses, professional memberships, awards, offices held, etc., which make your firm uniquely qualified to be considered for Information Technology Support services.
 - b. **Educational Experience** - Indicate degrees obtained, date obtained and from what institutions. Please indicate relevant coursework and/or projects, and any awards or scholarships.

- c. **Relevant Work Experience** - Please indicate previous employers, positions held, years at each position, prior projects, project locations, and project ownership. Indicate experience that most closely aligns with the City's anticipated Information Technology Support needs. For each project submitted please include the following:
 - i. Identify the relevant professional service with accompanying descriptive information
 - ii. Client (unless confidential)
 - iii. Scope of the firm's involvement (identify the firm's primary support engineer designated for the City and/or other roles held by your firm, timeframe of the involvement, deliverables produced, etc.)
 - iv. Experience working with local government
6. **References** - Provide a list of at least three current references that have relevant knowledge concerning the firm's ability to work on similar sized organizations, including names, affiliations, addresses, and current telephone numbers.
7. **Fee Proposal** (Please limit to one double-sided page) - The fee proposal should include the charge rates of the bidder for all services provided and multiple options for service levels if available.
8. **Insurance and Indemnification** - A statement of the firm's acceptance of the City's insurance and indemnification requirements, or any reservations the firm has with the requirements.

III. Proposal Evaluation

The City will select a consultant(s) based on the responsiveness of the firm or individual to the RFP and information contained in the proposal, including:

- Demonstrated knowledge of programs and hardware specific to the City
- Demonstrated proficiency in providing general Information Technology Support
- Demonstrated capability of issue tracking, communication, and resolution
- Consultant's qualifications and experience
- Consultant's staff qualifications
- Cost of services
- Other information provided by the Consultant
- References

The City reserves the right to reject any or all proposals received and to request additional information as deemed necessary and appropriate.

IV. Proposal Requirements

Proposals should be submitted to the following:

Desirée Fragoso
City Administrator
City of Isle of Palms
1207 Palm Boulevard
Post Office Box 508
Isle of Palms, South Carolina 29451

Deadline for Submission: The deadline for submission is 2:00 p.m., September 15th, 2020. Proposals must be received at 1207 Palm Boulevard, Isle of Palms, South Carolina 29451 in a sealed envelope. Sealed envelopes must be clearly marked "Request for Proposals (RFP) 2020-04 Information Technology Support" and include one (1) hard copy and one electronic copy in PDF format. It will be the responsibility of the proposers to verify and confirm receipt by the City. The deadline for questions is 2:00 p. m., September 8th, 2020.

Proposals may be delivered by hand or by mail, but no bid shall be considered which is not actually received by the City at the place, date and time appointed by the City and the City shall not be responsible for any failure, misdirection, delay or error resulting from the selection by any Proposer of any particular means of delivery of bids.

If an addendum is issued, proposers must acknowledge receipt of the addendum with their bids.

Proposers acknowledge and agree that the City will not be liable for any costs, expenses, losses, damages (including damages for loss of anticipated profit) or liabilities incurred by the respondent or any member of the respondent's organization as a result of, or arising out of, submitting a bid, negotiating changes to such bid, or due to the City's acceptance or non-acceptance of the bid or the rejection of any and all bids. Respondents are responsible for submission of accurate, adequate and clear descriptions of the information requests. Neither issuance of the RFP, preparation and submission of a response, nor the subsequent receipt and evaluation of any response by the City of Isle of Palms will commit the City to award a contract to any respondent even if all the requirements in the RFP have been met.

By signing its bid, Proposer certifies that it will comply with the applicable requirements of Title 8, Chapter 14 of the South Carolina Code of Laws and agrees to provide to the City upon request any documentation required to establish either: (a) that Title 8, Chapter 14 is inapplicable both to Proposer and its subcontractors or sub-subcontractors; or (b) that Proposer and its subcontractors or sub-subcontractors are in compliance with Title 8, Chapter 14. Pursuant to Section 8-14-60, "A person who knowingly makes or files any false, fictitious, or fraudulent document, statement, or report pursuant to this chapter is guilty of a felony, and, upon conviction, must be fined within the discretion of the court or imprisoned for not more than five years, or both." Proposer agrees to include in any contracts with its subcontractors language requiring its subcontractors to (a) comply with the applicable requirements of Title 8, Chapter 14, and (b) include in their contracts with the sub-subcontractors language requiring the sub-subcontractors to comply with the applicable

requirements of Title 8, Chapter 14.

If the Proposer is a corporation, state your correct corporate name and State of incorporation. If Proposer is a partnership, state names and addresses of partners. If Proposer is a trust or other legal entity, state correct names and addresses of trustees or names and address of those legally authorized to bid and enter into contracts.