CITY OF STURGEON BAY
WISCONSIN

Request for Proposal

TECHNOLOGY SERVICES:
Transition Planning and Strategy
Strategic and Capital Planning Including Hardware and Software
Day-to-day IS Helpdesk Support

Issued May 17, 2022
CITY OF STURGEON BAY

REQUEST FOR PROPOSALS
TECHNOLOGY SERVICES

The City of Sturgeon Bay is seeking proposals from qualified information technology firms, experienced in information system strategic and capital planning, engineering, and design, as well as, hardware and software installation and maintenance, software licensing, and day-to-day helpdesk support.

Sealed Proposals plainly marked “Sealed Bid/Proposal for Technology Services” should be delivered to:

Stephanie Reinhardt, City Clerk/Human Resources Director
City Hall
421 Michigan Street
Sturgeon Bay, WI 54235

Emailed submissions are not acceptable. Inquiries regarding this RFP should be directed to Valerie Clarizio, City Finance Director/Treasurer, at 920-746-2901, vclarizio@sturgeonbaywi.org.

PROPOSAL DEADLINE: June 6, 2022

Proposals received after the deadline will be considered late and not accepted.

In order for a proposal to be accepted, you are required to do a walkthrough on Wednesday, June 1, 2022 at 9:00 a.m. The walkthrough will begin at City Hall, then move to Municipal Service, and then possibly the County of Door Government Center.
PURPOSE / INTRODUCTION

The City of Sturgeon Bay is soliciting proposals from qualified, professional technology vendors for consulting services to facilitate the transition from the City's current TS provider to standalone systems and processes, and to facilitate strategic and capital planning including hardware acquisition, installation, and maintenance, as well as software acquisition, installation, maintenance, and licensing.

The expected vendor will be required to manage helpdesk calls during the City's normal hours of operation which are 7:00 a.m. to 4:30 p.m. Monday through Friday, in addition to 24-hour operations for Public Safety.

It is expected the qualified vendor will ensure the efficient operation of the computer systems and data processing networks, minimize spending and maximize ROI for expenditures on technology support, enhance the quality of TS support service, and ensure the security of the City's computer system infrastructure.

BACKGROUND

Currently, the City of Sturgeon Bay contracts with the County of Door for technology services as described above. The contract between the City and County expires on December 31, 2022. The migration from the County may be a multi-year process as both entities are fairly entwined. It is likely the City will still share hardware (servers, switches, etc.) for a period of time but the day-to-day helpdesk activity, software licensing, and future infrastructure planning will be of immediate concern upon the contract expiration date.

Currently the City has 66 full-time employees and 19 part-time employees not counting seasonal DPW staff. Based upon the information from the County of Door, the City requires roughly 1,500 hours of helpdesk service. It is unclear at this time how many hours are required for planning, engineering, design and infrastructure acquisition as the City moves forward.

The City has roughly 48 desktop computers, 18 thin clients, 20 tablets, 5 copiers, and several networked desktop printers.

The City holds 59 Microsoft Office 365 licenses, 23 Microsoft Exchange licenses, 22 VDA licenses, and a handful of other specialized software licenses.

PROPOSAL TERMS
The City reserves the right to reject any and all proposals received as a result of this RFP. If a proposal is selected, it will be the most advantageous regarding the quality of service, the consultant’s qualifications and capabilities to provide the specified services, and other factors the City deems necessary.

The City reserves the right to reject any or all proposals, to waive or not waive irregularities in proposals or proposal procedures, and to accept or further negotiate cost, terms, or conditions of any proposal determined by the City to be in the best interests of the City even though it may not be the lowest bid.

SCOPe OF SERVICES

The successful firm will be required to meet with the City Administration Team at the initiation of the contract to discuss a deployment plan. The City expects ongoing and open communication between designated City representatives and the firm over the course of the contract.

During the evaluation process, the City reserves the right to request additional information or clarifications from proposers, or to allow corrections of errors or omissions. At the discretion of the City, firms submitting proposals may be requested to make oral presentations as part of the evaluation process.

Services to be provided:

- Design and implement a strategy to migrate from the City's current TS provider to a standalone system which is likely to be a multiyear process, including working cooperatively with the County of Door during the migration process and in the future with any jointly owned or operated hardware or software programs.
- Facilitate strategic and capital planning. Engineering, planning, and design services for system enhancements and/or upgrades to existing systems; recommendation for future purchasing and technology needs including, but not limited to, networking infrastructure, hardware acquisition and installation, software acquisition and installation, and licensing.
- Install, program, and maintain a multitude of hardware as required. This includes but is not limited to personal computers (PCs), servers, printers, wired and wireless phones, mobile devices, tablets, switches, routers, and various other network components and storage systems. Performs software/hardware troubleshooting to isolate, diagnose, and correct problems.
- Manage computer systems and networks to include complex applications, databases, messaging, web and other servers and associated hardware, software, firewalls, communications, operating systems necessary to maintain the quality, security, performance, availability, recoverability, and reliability of the system.
• Assist as needed in maintenance of all structured wiring used to connect or interconnect clients to the network.
• Network management and maintenance.
• Manage camera infrastructure (Port Security and other City facilities).
• Scheduling of preventative maintenance.
• Program phone switch and its associated voice mail system (internal or external) for any type of special call features (i.e. call rerouting, call forwarding, hunt groups, voice mail, direct inward dial, and integrated voice mail faxing).
• Install and maintain a multitude of software and licensing as required. This includes organization wide such as Microsoft Office and department specific such as Spillman, Arbitrator, Axon, Tracs, Salient, Market Drive, Adobe, and MSI Financial.
• Install, develop, and maintain various storage including RAID / mirroring / redundancy / replication and NAS / SAN technology, or technology of the like. Provide backup redundancy, storage and archiving.
• Maintain all network security to industry standards.
• Install and maintain various Microsoft related technologies including but not limited to SQL, Exchange, Active Directory, operating systems both desktop and server, terminal server, WSUS, NTFS, and file sharing.
• Install, develop, and maintain security including firewall rules, VPNs, remote access, web/email filtration, anti-virus, patching, door control, wireless, ACLs, and proper directory structure with share/file permissions.
• Install, maintain, and develop virtual solutions including hypervisors VMWare/Citrix Xen and desktops/applications including XenApp and XenDesktop, or of the like.
• Maintenance of City email accounts using the City domain, adding, changing, and/or deleting City employee accounts as requested.
• Maintains a 24/7 enterprise operation including helpdesk type calls (technician), and backup/recovery systems.
• Firm must be able to provide service and support internally without outsourcing and comply with a 30 minute call back time.
• Must have a support facility within a two-hour travel time for when onsite support is required.
• Must have a CISCO certified (or equivalent) Engineer on staff who has experience in switching infrastructure.
• Must have a MS certified tech on staff with at least five years of experience.
• Firm must have worked with CJIS requirements (Criminal Justice Information Systems)
• Firm must have experience and maintain HIPPA compliant requirements.
• Train city staff on the proper use of software and hardware.
• Provide end user setup/onboarding and technical support.
• Evaluate current hardware and software capabilities and make recommendations for improvements.
• Responsible for working with City staff to keep computer and supply inventory up to date.
• Assist staff with annual budgeting, and purchases of computer equipment, hardware devices, cabling, licenses, and software. Additionally, manage service/warranty issues and returns.
• Provide service reports on a quarterly basis at the minimum and be available to meet with City staff periodically to review and discuss the reports.

SELECTION CRITERIA

In addition to an acceptable Financial Proposal, the successful firm will be the one that most successfully demonstrates the following:

1. Evidence of positive client interaction/service from previous or existing municipal clients.
2. Previous relevant experience of both the firm and the individuals of the team performing the services.
3. The firm’s ability to customize their services to meet the City’s needs and cost capacity.
4. Demonstrated ability to strategically plan and implement a TS support program including infrastructure acquisition, set up, and ongoing maintenance. This criterion may include working with third parties or spinning off to standalone program.
5. Demonstrated ability to strategically plan and install software, acquire appropriate licensing, and provide ongoing software support.
6. Demonstrated ability to provide high quality help desk support.
7. Demonstrated ability to work with other third-party providers such as the County of Door in which the City may work jointly in terms of hardware infrastructure and software programs (protective service software in particular).
8. Demonstrated ability to maintain a 24/7 enterprise operation including helpdesk type calls (technician), and backup/recovery systems.

SUBMISSION REQUIREMENTS

Letter of transmittal must contain the following:
• Company name, address, phone number, and website.
• Name, title, email address, and phone number of the proposal contact person.
• A brief statement of your understanding of the services to be performed.
Profile Information:
  o Length of time in business.
  o Length of time providing proposed services.
  o Number of clients.
o Number of municipal clients.
o Number of full-time employees and area of involvement: Technical support, Programming, Consulting, Planning, Designing, and Administrative Support.
o Location of office to service the account.

Proposal:

- Firms should provide as much detail as possible in this proposal, regarding scope of services, approach of protecting and securing the technology used by City users, and their capability and experience.
- Description of the approach the firm will use in providing the services requested. Description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services.
- Experience and expertise of staff.
- Support availability (days of week and time, including how you will deal with after hours and weekend calls).
- Response time and goal for resolving problems.
- Structure and charges for support.
- Steps for resolving problem escalation.
- Scope of services beyond the RFP that your firm provides which may be of interest to the City.
- Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.
- Name, title, address, and phone number of three municipal references having been provided similar services.
- Provide a fixed fee service contract for ongoing maintenance items along with an hourly rate for trouble shooting, desktop maintenance, and other projects.
- As a bid alternate, vendor should provide a fixed fee service contract for an all-inclusive service and maintenance, with the understanding that major projects will be negotiated on an as needed basis.
- Define any costs or expenses that are not included in the fixed fee pricing structure.
- Provide a list of any services which would not be covered in the proposal price.
- Provide a description of how the services will be billed.

The City Council will award the contract to the vendor that provides the best value for the City. Any firm selected will be required to sign a contract with the City. The contract does not obligate the City to purchase computer equipment, hardware devices, cabling, licenses, software et al from the vendor.