



REQUEST FOR PROPOSAL

TO PROVIDE

INFORMATION TECHNOLOGY MANAGED SERVICES

FOR

CITY OF WILLIAMSTON

COUNTY OF INGHAM, STATE OF MICHIGAN

September 8, 2021

Request for Proposals

General Description

The City of Williamston is requesting proposals for a qualified firm for Information Technology Managed Services. The City is requesting proposals for an annual, all-inclusive fee for three years, with the option to extend the contract for an additional two years. The City does not have any dedicated IT staff, the Treasurer will be the contact point and will coordinate all work and services with the chosen IT provider.

Principal Contact

Rachel Piner, Treasurer
161 E. Grand River Ave.
Williamston, MI 48895
517-655-2774 x 103
treasurer@williamston-mi.us

Bid Information

Bids are due at 2:00 p.m. on Thursday, September 30, 2021, and will be opened at that time. Late proposals will not be accepted and will be returned to the Vendor unopened. Proposals must be endorsed with the signature of a responsible official having the authority to bind the Vendor to the execution of the proposal.

Any questions regarding this RFP should be emailed to the principal contact listed above. Written responses to all questions received will be furnished through an addendum to all Vendors by September 20, 2021, at 2:00 p.m. No oral questions will be entertained prior to or after the deadline for written questions specified above.

Please submit your sealed proposals to:

City of Williamston
Information Technology Managed Services
Attn: City Clerk
161 E. Grand River Ave.
Williamston, MI 48895

The City staff will review submitted proposals and make a recommendation to the City Council for approval at the October 11, 2021, City Council meeting. The City reserves the right to accept or reject any proposal for any or no reason and to waive any minor irregularity if determined to be in the best interest of the City of Williamston.

Required Company Information

Name and contact information for the firm and primary contact including email address and phone number.

Profile of firm (how long has the firm been in business, office locations, number of employees, number of government clients etc.)

Provide references of three government clients for whom you have acted as Information Technology Consultant and provided Network and Information Technology Support Services.

Describe education, experience, credentials, and certifications of staff that will be working with the City.

Certified of Compliance with PA 517 of 2012 (form attached)

Scope of Work

The City of Williamston is seeking proposals for Information Technology Managed Services to serve as a business partner in the delivery of managed IT services. Qualified Vendors must be:

1. Insured to the City's requirements
2. Experienced and qualified IT managed services Vendor
3. Certified in Microsoft and Cisco products administration where appropriate
4. Certified in LEIN FIPS 140-2
5. Have the names of all personnel on file with LEIN Services of Michigan State Police as having passed background check

Managed Services Categories:

Interested Vendors shall provide a proposal for a turnkey solution. If Vendors are not proposing for all services included in the RFP, proposals must clearly identify which services are proposed. Vendors are asked to hold pricing submitted for a minimum of 90 days after the proposal due date.

1. Service Desk Support:

Required Services for Service Desk Support:

1. Vendor shall provide end user and backend application support that is based in the United States. The Vendor will enter into a Service Level Agreement (SLA) meeting business needs as outlined by the City. Support can be received via phone or e-mail.
2. Vendor Support technicians must possess relevant knowledge, certifications, manuals, and troubleshooting guides in order to determine if the issue can be resolved at their level or if the issue needs to be escalated to a Level II/III.
3. Vendor shall provide a monthly status report updating the services provided. This report must include a narrative of the provided service(s) and time spent for resolution.

2. Network Infrastructure Monitoring and Network Administration:

The network consists of the following devices:

- 4 Managed switches (Various models)
- 3 Firewalls (Cisco ASA)
- 18 Workstations
- 8 Laptops
- VPN capabilities
- Wi-Fi APs and Controller
- 1 Digium Phone System

Required Services for Network Infrastructure Monitoring and Network Administration:

a. Network Infrastructure Monitoring:

1. Vendor shall provide a managed service solution that ensures visibility into the entirety of IT infrastructure operations.
2. Vendor must include the entire network fabric, for both wired and wireless networks, and should monitor traffic at every level. These tools shall monitor:
 - Switches
 - ASA - firewall
 - Wireless Access Points
 - Network LAN switches and bandwidth
3. Vendor monitoring must be available 24x7x365 and personnel will be expected to participate in monitoring. Vendor shall respond to critical alerts.
4. Vendor shall remotely manage all equipment.

b. Network Administration:

1. Vendor shall provide a network managed service that ensures visibility into the entirety of IT infrastructure operations.
2. Vendor shall provide Cisco-certified engineers to provide their expertise to design, implement, and maintain City networks.
3. Vendor shall also manage the network for security concerns, growth and changing infrastructure requirements.
4. Vendor shall provide the following professional services:
 - Network Administrator
 - Network Architect
 - Chief Information Officer

3. Microsoft Servers, VMware, and SQL Server Administration:

Vendor shall administer City's Microsoft servers.

The City currently has:

- 4 Servers
 - 3 Windows 2019
 - 1 Windows 2016
- Number of SQL DBS
 - SQL version SQL 19 (ver 15) 1db, SQL 17 (ver 14) 2 db's, SQL14 (ver 12) 2db's+
 - Number of SQL databases – 5 instances running various versions of SQL

Required Services for Microsoft Services and SQL Server Administration:

Required services include the following but not limited to:

- Windows servers
- Active Directory
- Backup and Disaster recovery

1. Microsoft Server Administration:

- Vendor shall provide certified Windows Server administration, including performance troubleshooting and optimization.

2. SQL Database Server Administration:

- Vendor shall provide certified Microsoft SQL Server database administration (or equivalent experience) resources to keep database resources up to date and assist with database creation, migration, troubleshooting, performance optimization, high availability configuration and maintenance as well as general database maintenance.

3. Vendor shall provide monitoring of Servers to include:

- Storage levels with appropriate warning alerts

4. Vendor shall provide the following professional services:

- Microsoft Server Administrator
- Storage Administrator
- Microsoft SQL Administrator
- Microsoft Office 365 Administrator

4. Backup- As-a-Service

Vendor shall provide backup of City's Servers. The City is looking for a Vendor to provide backup-As-a-Service through an external As-a-Service solution. The backups are

incremental daily following an original full backup. The incremental backups are kept for a rolling 6-month period. The Vendor must comply with the City's retention schedule.

Required Services for Backup As-a-Service:

1. Vendor shall provide Backups for all servers:
 - Full at contract start date
 - Daily Incremental
 - Remediation of daily unsuccessful backups
 - Test restoration of backups on a quarterly basis

2. Vendor shall provide the following professional services:
 - Backup / Restore Administrator
 - Backup Architect

5. Desktop-As-a-Service

The City currently has 18 desktop workstations.

Required Services for Desktop As-a-Service:

1. **Workstation provisioning and readiness**
 - Vendor must provide desktop services including imaging, support, patching, software packaging/deployment, antivirus, troubleshooting of desktop environment.
 - Proposals must support the City's workstation rotation model; (to be determined). Vendor must work with the City to determine workstation make and models selected.

2. **Physical deployment of workstations and peripherals**
 - Support for the following related services below. This service is for "last mile deployment" only to end-users of the peripherals and services related to workstations.
 - Workstations/laptops - Including physical deployment and setup of devices, new workstations, re-deployment of existing workstations, and rotation (decommission) of existing workstations, and deployment of MDCs in patrol cars.
 - All Printers/Scanners

3. **Vendor shall provide the following professional services:**
 - Desktop technician
 - Level 1 – basic troubleshooting and install

6. Security & Compliance:

Required Services for Security & Compliance:

The Vendor should have capabilities in multiple security areas, including:

1. Vendor shall perform ongoing Information Security assessments and document findings and recommendations for improvement and remediation to the City's environment.
2. Network and Application Security testing and monitoring
 - Incidence Response: Identifying and responding to threats and issues in the City's environment including those within its data regardless of whether it's on-premise, in-cloud or in a hosted solution such as Office365 and other hosted environments.
3. Security Policy reviews including but not limited to:
 - Access Management
 - Password Management
 - Remote Access/Multifactor authentication
 - Active Directory Management
 - Personnel Training/Guidance
 - Internet Content Filtering
 - Software Deployment Standards
4. Intrusion Testing and Systems Hardening
 - Review and recommend system hardening procedures
 - Annual policy and procedure compliance testing for:
 - Payment Card Industry (PCI)
 - Health Insurance Portability and Accountability Act (HIPAA)
 - Criminal Justice Information Services (CJIS)
5. Annual Penetration/vulnerability testing of internal and external applications, systems, and networks
6. Annual Security, penetration and vulnerability testing for wireless networks

7. Professional Services:

The City as part of the bid, requires the successful bidder to be proficient in the following areas:

- Desktop support
- Infrastructure support
- Network support

Required Services for Professional Services:

Vendor shall provide on-site or remote engineers/technicians as required to perform City migrations, system administration, network infrastructure administration, database administration, server/storage administration, desktop administration and report building, projects and planned maintenance, documentation, and data collection.

CERTIFICATE OF COMPLIANCE WITH PUBLIC ACT 517 OF 2012

I certify that neither _____ (Company), nor any of its successors, parent companies, subsidiaries, or companies under common control, are an "Iran Linked Business" engaged in investment activities of \$20,000,000.00 or more with the energy sector of Iran, within the meaning of Michigan Public Act 517 of 2012. In the event it is awarded a Contract as a result of this Request for Proposals, Company will not become an "Iran Linked Business" during the course of performing the work under the Contract.

NOTE: IF A PERSON OR ENTITY FALSELY CERTIFIES THAT IT IS NOT AN IRAN LINKED BUSINESS AS DEFINED BY PUBLIC ACT 517 OF 2012, IT WILL BE RESPONSIBLE FOR CIVIL PENALTIES OF NOT MORE THAN \$250,000.00 OR TWO TIMES THE AMOUNT OF THE CONTRACT FOR WHICH THE FALSE CERTIFICATION WAS MADE, WHICHEVER IS GREATER, PLUS COSTS AND REASONABLE ATTORNEY FEES INCURRED, AS MORE FULLY SET FORTH IN SECTION 5 OF ACT NO. 517, PUBLIC ACTS OF 2012.

(Name of Company)

By: _____

Date: _____

Title: _____

Subscribed to and sworn before me,
a Notary Public, on this ____ day of _____, 20__.

_____, Notary Public
_____, County, State of Michigan
Acting in _____ County, Michigan
My Commission Expires: _____