REQUEST FOR PROPOSAL
Managed Information Technology (IT) Services

City of Forest Acres South Carolina Police Department
April 26, 2022

Managed IT Services for the City of Forest Acres, SC Police Department

INTRODUCTION

The City of Forest Acres Police Department (PD) invites qualified IT companies to submit a proposal and statement of qualifications for professional Information Technology (IT) managed services.

The qualified IT partner will enable the PD to significantly improve operational effectiveness, enhance quality of services, minimize support cost, and maximize return on investment in IT. A contract will be awarded on a "best value" basis; price and ability to deliver services. The PD places greater emphasis on the experience and long-term viability of the partner. Following negotiations, the successful vendor will be asked to enter into a contract with the City of Forest Acres Police Department.

PURPOSE AND OBJECTIVES

Purpose

The PD has a Windows based computer network infrastructure. The PD is seeking a qualified partner to provide technical support for this infrastructure, in the form of general network support including 24/7 monitoring services, security services, maintenance of hardware, updates to software, troubleshooting & repair on all computer systems and network server equipment, as well as backup and disaster recovery services through a mix of remote and onsite efforts. The IT partner will also be responsible for supporting and maintaining in-car cameras and managing the backups of all associated in-car and body camera video files and data. The City is planning the purchase and installation of mobile data terminals in all police vehicles over the next 12 months. The IT partner will be expected to support and maintain this in-car laptops and any associated hardware. Also, of importance, is the ability of the partner to deliver high quality help desk support that recognizes the varying levels of technical aptitude of PD staff and provides said support in terms that can be understood by a layman. The PD may also look to the partner for special project consulting from time to time such as installation of software, short and long-range IT planning, and other related services.

Objectives

Our primary objectives are to better manage the cost of maintaining the network and improve user satisfaction with the system, while maintaining a robust network that ensures the security of sensitive data in compliance with Federal and State regulations.

Solution Preference

Based on the PD's research and municipal references, the PD has decided to implement an IT Managed Services Model. This is a fully outsourced solution where the company assumes responsibility for all aspects of IT services. The company must be the single point of contact for all staff, external vendors, and all IT related issues.

TIMELINE

The timeline listed below is the PD's estimation of time required to complete the RFP process. All efforts shall be made to abide by this schedule, but the PD maintains the right to change this schedule dependent upon evolving circumstances.

RFP Issued: 4-26-22
Proposals Due: 5-26-22 by 2:00 PM

One hard copy and one electronic copy on a thumb drive of your completed proposal, containing the requested information, must be received at the City of Forest Acres City Hall (5209 N Trenholm Rd, Columbia SC 29206) in a sealed envelope marked "City of Forest Acres Police Department - IT Services RFP" no later than:

May 26, 2022 by 2:00 PM

Submit your proposal by mailing or hand delivering to:

City of Forest Acres
ATTN: Andy Smith
5209 N Trenholm Rd, Columbia SC 29206

PROPOSALS RECEIVED AFTER THE SPECIFIED DATE AND TIME WILL NOT BE ACCEPTED. RESPONDING COMPANIES ARE RESPONSIBLE FOR PROMPT DELIVERY OF THEIR PROPOSALS.

OVERVIEW AND SCOPE

Overview

The City of Forest Acres Police Department has a Windows based computer network consisting of servers and workstations. All workstations are fully networked. The PD has contracts with several vendors for application specific support. The partner selected for IT Managed Services will be required to interface with the application specific vendors when necessary.

Scope of Environment

The PD's end users work within an on-site IT environment.

- 20 Workstations
- 24 Mobile Vehicle Laptops
- 2 Servers
- Internet Connectivity
- Law Enforcement Network Connectivity
- Manual Backups
- Email

- The qualified company must provide the following services and support items, covered in the **fixed monthly fee**:
- **Monitoring Services**
  - 7X24 monitoring & alerts

- 7X24 incident response services
- Managed anti-virus/anti-spam
- Virus incident reporting
- Malware filtering
- Endpoint Detection and Response
- Advanced Threat Protection
- Backup monitoring and management
- Management, monitoring, and installation of Microsoft security patches for both PCs and servers
- Performance data collection and reporting

- **Managed Services**
  - Overall, day-to-day management of the PD's IT infrastructure, including workstations and servers both on-site and virtual.
  - IT Director (VCIO) services
  - Single point of contact for all IT issues
  - Managed server support
  - Managed network support
  - 7X24 remote support
  - 7X24 onsite support availability
  - 3rd Party vendor management
  - Managed PC support
  - Email archiving
  - Remote/mobile access for all staff
  - Manage cloud-based backups
  - Manage cloud-based disaster recovery services
  - Office365
  - Supporting and maintaining in-car cameras
  - Managing the backups of all associated in-car and body camera video files and data.

IT Director (VCIO) Services

The selected partner **must include a Virtual CIO (IT Director)** as part of their managed service solution. This individual's function is dedicated to overseeing the successful management of the PD's IT operations. The VCIO must have significant CIO level experience in managing, planning, and budgeting IT operations for major entities.

References

Provide at least four (4) municipal references of similar size and scope. These should be active for at least the past 12 months and represent clients where your company provided fully outsourced IT managed services. Include a contact name, phone number, services provided, length of service, and email address.

Endorsements

List all Local Government Association endorsements the company currently has. Provide a name, telephone number, and email for a contact at each association.

Line-of-Business Application Experience

The company should have significant functional experience with a wide variety of different local government and PD specific line-of-business software applications where IT support and third-party vendor coordination has been provided.

CJIS Security Requirements and Background Checks

The selected vendor and staff must comply with all associated Criminal Justice Information Systems (CJIS) requirements. All vendor support engineers, and support staff must have:

- Successfully completed the FBI Criminal Justice Information System (CJIS) Security & Awareness Training Course for the CJIS Security Test with SLED.
- Passed the FBI CJIS / NCIC law enforcement background check to verify no pertinent criminal history.
- Complete a Federal Bureau of Investigation national fingerprint database search.
- Approval to access networks that connect to the Federal Bureau of Investigation's (FBI) National Crime Information Center (NCIC) Systems, therefore meeting the requirements needed for local law enforcement audits.

Client Relationship Management

Provide the number of support staff by function. Each support individual can only be listed once.

- # of VCIOs (IT directors)
- # of dedicated Help Desk Engineers
- # of System Engineers
- # of Technical Team Leads
- # of Level 3 Escalation Engineers (domain experts)
- # of Account Managers (primary business contact)
- # of Data Center Infrastructure Engineers
- # of Project Managers
- # of Application Development Engineers

Domain Expertise

Provide the number of individuals and their certifications with specific domain expertise, including but not limited to:

- PCs
- Microsoft Servers
- Microsoft 365
- Microsoft SharePoint
- Networking
- Virtualization
- Storage Systems

- Security
- MS Power BI

Hours of operation for Help Desk Support

The PD requires the company to staff its helpdesk function with engineers to answer trouble calls 7x24x365.

Monitoring, Alerting, and Management Tools

- Name of ITIL based **Help Desk System** that would be used to support the City
- Name of **RMM System** that would be used to support the City
- Name of **Network Monitoring System** that would be used to support the City

Breadth of Solution Offerings

The City is looking for a partner with broad solution experience, including multiple engineers with domain expertise in each relevant technology. Indicate the solution categories below where you have performed installations for at least the last 12 months.

___ Premise Based Managed Services
___ Hosted Desktop Cloud Based Managed Services
___ Managed Security Services & Solutions
___ Virtual Chief Information Security Officer (VCISO)
___ Cloud Based Backups
___ Cloud based full Solution Disaster Recovery
___ Hardware as a Service (HaaS)
___ Office365
___ Security Assessments
___ Certified SharePoint Design & Consulting Services
___ Application Development Services

COMPANY REQUIREMENTS

Companies submitting proposals are required to be specific about disclosing any part of proposal which will be carried out by any other parties, the specifics and materials regarding those parties' relationships and agreements with the proposal submitter, and provide contact numbers, one for each entity, to the PD.

CRITERIA FOR SELECTION

The City of Forest Acres Police Department will use multiple criteria to select the PD's IT services partner. While all reasonable proposals will be considered and weighed based on their merits, the PD reserves the right to reject any or all proposals and / or limit them to a portion based on what is deemed the best interest of the PD.

We invite applicants to be as creative and thorough as possible when submitting an RFP. We will be evaluating IT service companies based on the following areas:

- Meeting the PD's stated needs

- Documented applicable experience
- Satisfactory, appropriate references
- Availability of help
- Demonstrated capacity of delivering services
- Price

PROPOSAL REQUIREMENTS

The proposal must include, at a minimum, the following:

- Cover Letter containing the following:
    - Company/individual name, address, telephone number, and email address.
    - A summary of the company's understanding of the services to be performed.
    - A statement indicating that the proposal and cost schedule shall be valid and binding for sixty (60) days following the proposal due date and will become part of the contract that is negotiated with the PD.

The letter must be signed by an individual who is legally authorized to bind the proposed company stating that the vendor has read and will comply with all the terms and conditions of the RFP.

- General Company Information containing the following:
    - Number of full-time and part-time personnel.
    - Location of office(s).
    - Years in business.
    - Length of time in providing similar services.
    - A total number of existing clients broken down between private and public sectors.
    - Provide the name, title, address, telephone number, and email address of four reference clients, of the public sector, whom the vendor has provided similar services.
    - Describe how your company is positioned to provide the services listed above and include a brief history of experience of providing similar services.
    - Describe your company's approach to providing these services and the methodology for ensuring ongoing support including protocols for securing after-hours support, and your process for troubleshooting and addressing work orders.
    - Describe your guaranteed response time in the event of a significant crisis.
    - Describe your company's process for addressing server down or other critical issues that might interrupt PD operations. Include an overview of escalation provisions.
    - Describe your company's strategy for keeping the PD informed of system conditions, changes, scheduled down times for maintenance, and other items.
    - Describe your plans and strategy for securing the PD's data and providing for disaster recovery.
    - Describe how you would assist the PD to ensure IT systems remain efficient, dependable, adapting over time with the evolving IT landscape.
    - Describe your ability to monitor the PD's operations to ensure the stability of the IT environment.
    - Describe how your company will maintain coverage/support during holiday periods.

        o   Describe any additional services or information you believe may be required or worth consideration as part of your proposal.

Financial Proposal

Please submit a fixed price proposal covering all the services described within this document. Financial proposal to include:

- Complete costs of service per year
- A detailed breakdown of any on-boarding/set up fees.
- A detail of what is included and excluded with/from base monthly charge.
- A price list of any additional services the vendor offers.
- A fee schedule for emergency services provided during regular and off hours.
- A breakdown of any tiers of service and costs associated with those tiers.
- A listing of any services that will be offered to the City at no additional charge.
- A fee schedule of any additional charges (e.g., travel expenses).

QUESTIONS

Questions regarding the RFP must be submitted by Friday May 20, 2022 and can be directed to

Andy Smith

Assistant City Administrator

Asmith@forestacres.net

803-782-9475