



REQUEST FOR PROPOSALS
INFORMATION TECHNOLOGY (IT) MANAGED
SERVICES FOR THE CITY OF MORGAN HILL

Sealed submissions responsive to this Request for Proposals, plainly marked: “RFP IT Managed Services for City of Morgan Hill” on the outside of the mailing envelope, addressed to the City of Morgan Hill, Human Resources, 17575 Peak Avenue, Morgan Hill, CA 95037 will be accepted until **12:00 p.m. on Friday, October 29, 2021**.

The City is interested in receiving proposals from qualified information technology firms specializing in comprehensive managed services. Ideally, the City prefers firms with some familiarity with a municipal environment however will entertain a company or companies that can supply specific needs in the requested IT areas. Such providers should be able to provide responsive, high-quality services that are specific to the criteria listed or can show strengths in all criteria.

The City seeks to hire a vendor to provide a comprehensive team capable of enhancing the current City infrastructure, cybersecurity, business systems, promote resiliency, ensure a maximum return on its technology-related investments, and run daily operations.

This Request for Proposals may be obtained by visiting the Bid Posting section of the City of Morgan Hill website at <https://www.morgan-hill.ca.gov/bids.aspx>. Addenda to this request, if any, including written answers to questions, will be posted on the City of Morgan Hill website under the project heading. Please submit all questions in writing to the Chief of Police, Shane Palsgrove at PoliceChief@morganhill.ca.gov.

The City of Morgan Hill reserves the right to reject any or all submissions, to waive technical or legal deficiencies, to proceed or not with any proposal or process, and to negotiate such terms and conditions of any proposal, agreement, lease, or other contract that may be in the best interest of the City.

The City reserves the right to terminate or amend this process at any time.

A. Summary of the City's Objectives

The City of Morgan Hill is pleased to invite qualified Information Technology (IT) Service Providers to assist with IT related functions that are to include, **Endpoint and Printer Management, Server Management, Network Maintenance & Monitoring, Helpdesk support and on-site support, Cyber Security, Vendor Management Network Architecture and Design and Enterprise GIS.**

The City currently uses a hybrid in-house/outsourced approach to implement these services. Working knowledge and experience with municipal operations is preferred; the City currently uses approximately 35 applications to supports its operations, including but not limited to: Microsoft Office 365; Central Square (formerly Superior) One Solution Finance; Stone Hill Municipal Solutions Payment Center, Vision, Kronos, Enterprise GIS, ArcPro, PublicEye, Rec Pro, Cityworks, as well as a significant number of legacy applications.

The current firm providing managed services to the City supplies two on-site personnel to respond to daily network and user needs, in addition to off-site 24/7 monitoring and patching. The preferred vendor will provide comprehensive support and expertise needed to ensure the City's information technology systems enable municipal operations daily, as well as providing overall guidance for network enhancements and future growth. Proven diagnosis and assessment capabilities, expert technical skills, availability, and strong customer service are required.

Regular communication, collaboration and coordination with the City's IT Director is critical to the success of the chosen vendor. Preferred vendors must be able to illustrate experience working in dynamic, high-paced environments, including strategies used to ensure work is properly coordinated and deployed.

Proposals will be evaluated on all qualification criteria, including cost.

The ideal vendor will resolve computer systems and network issues in accordance with standards and acceptable maintenance and support benchmarks. The successful vendor will be expected to organize Help Desk service calls efficiently and to ensure that there is NO significant computer downtime during normal working hours, generally 7:30 a.m. to 5:30 p.m., 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 departments.

B. Background Information

The City of Morgan Hill provides municipal services to approximately 47,000 residents, and is in South Silicon Valley, just 10 miles south of San Jose. Morgan Hill's ideal location offers Residents and visitors a vibrant Downtown, year-round outdoor recreational activities, including cycling, golfing, swimming, and boating.

The City currently uses a hybrid in-house/outsourced approach to implement management and development of its information technology resources. Working knowledge and experience with municipal operations is preferred. Additionally, experience in Public Safety Systems and Criminal Justice Information Systems (CJIS) Security Policy preferred. This experience can be noted in the response. Additionally, all IT vendors having access to the City of Morgan Hill Public Safety Servers must submit to a fingerprint and criminal history check conducted by the California Department of Justice. Information Technology services is supervised by the Police Chief or his/her designee and under the administrative authority of the City Manager.

The City depends upon a technology infrastructure that provides information technology services across 11+ locations throughout the City and include essential and emergency response functions that require 24/7 service such as Police, Fire, and Community Services. These locations are connected via the Spectrum Broadband network. The City also owns and operates several point-to-point wireless connections. Additionally, the City currently provides multiple independent business functions that collect significant customer payments through various payment gateways and point of sale locations, including annual multi-million-dollar operations in the Water/Wastewater Enterprise, the Recreation Division, and Development Services Department.

Current in-house personnel that fulfill technology-related support needs include:

- One full-time Programmer Analyst Manager responsible for managing the direction of all out-sourced IT providers; management of the City Government Access Television Station, management of all telephones (Cisco VOIP and various mobile providers).
- Overall coordination between City departments regarding IT related matters.
- One full-time IT personnel located in the Police Department who is primarily responsible for end user support, LAN management, and maintenance of software and communications equipment integral to Police operations.

The City is currently relying upon a single vendor to provide day-to-day operational and long-term development support for the bulk of its information technology needs. With the ongoing technology changes, the City is open to working with more vendors who can specialize in one area even if they do not have Municipal knowledge.

Current IT set up is vendor supplied on-premises IT support personnel who are dedicated to IT services with remote Help Desk and network monitoring and maintenance provided during regular business hours.

The City seeks a firm or firms that has the technical expertise, breadth of experience, and availability to support its information technology needs in a municipal organization, and provide advice to guide its critical infrastructure, security, and software decisions into the future.

C. SCOPE OF WORK

The scope of services is intended to ensure proper operation of the City's networked computer system, equipment, related network infrastructure and business systems. It is anticipated to include, but not be limited to the following:

1. ENDPOINT AND PRINTER MANAGEMENT

The City maintains over 250 Desktops, Laptops and Tablets in various locations throughout the City. The City is requiring the following for endpoints:

- Inventory Control & Reporting
- Warranty Management
- Asset Tracking
- Purchasing new computers and peripherals and advising on specs related to purchases
- Setting up new computers for users with a wide variety of needs
- Patching and compliance for Operating Systems and Installed Applications
- Mobile Device Management
- Endpoint Encryption
- Anti-virus & Anti-malware management and remediation
- Security Policy Management
- Remote Monitoring of hardware and software for errors, warnings, or non-compliance
- Installation and maintenance of UPS units
- Troubleshoot printer/scanning issues; interface with vendors to coordinate repairs

2. SERVER MANAGEMENT

The City currently hosts 30 physical and virtual servers; most of these servers are in the City Hall server room, with some servers located in off-site locations. Some servers are owned by third parties for applications running for specific clients and running specific programs.

Providers should have at least two senior level, long-term, employees holding certifications in one or more of the following: Microsoft Server, Microsoft Endpoint, or VMware vCenter.

The scope of work includes, but is not limited to:

- Inventory Control & Reporting
- Warranty Management
- Asset Tracking
- Patching and compliance for Operating Systems and Installed Applications
- Endpoint Encryption for offsite servers
- Anti-virus & Anti-malware management and remediation
- Security Policy Management

- Remote Monitoring of hardware and software for errors, warnings, or non-compliance
- 3x weekly backup audits provided to Chief of Police
- Off-site backup storage & Disaster Recovery of City's data and applications
- Management of City's Virtualization Servers

3. NETWORK MAINTENANCE AND MONITORING

The City has a vast network that spans over 11+ locations with a core switch located in City Hall. A fiber Metropolitan Area Network connects most locations. The City also finds itself relying more heavily on wireless technologies as time goes on. This network and wireless technology are mission critical and needs to be monitored 24/7/365. 24/7 Hour support with a 1-hour SLA is required for all network related outages.

Providers should have at least two senior level, employees holding certifications in one or more of the following: Cisco CCENT, Cisco CCNA Routing & Switching, Cisco CCNA Wireless or CWNA.

The scope of work includes, but is not limited to:

- Inventory Control & Reporting
- Warranty Management
- Asset Tracking
- Patching and compliance for Operating Systems, appliance upgrades and all network equipment including firewalls, switching, routing and wireless infrastructure
- Security Policy Management
- Remote Monitoring of hardware for errors, warnings, or non-compliance
- Monthly change control reporting
- Monthly reporting on configuration backup

4. HELP DESK SUPPORT AND ON-SITE SUPPORT

The City supports over 300 End Users, who use approximately 35 applications. The vendor is expected to provide full-time on-site support in administering to the City's IT needs. This includes end user support and training, department level systems and capital needs planning and input into major system enhancements. Vendor will participate collaboratively with various departments to fulfill service needs and will make recommendations for future purchasing and technology upgrades when advisable. Personnel providing services under this contract resulting from the RFP must be fully qualified to perform the required work. A designated engineer is preferred.

Help Desk Support Remote must include:

- Service Call Tracking
- Monthly reports on problems, issues, affected users, problem categories
- Application and operating system help desk services

- Guidance and user support pertaining to proper use of city applications and systems
- Guidance and user support pertaining to proper response to security concerns such as websites, emails, and application behavior.
- Construction of a knowledge base of Support Resolutions and Instructional How-To articles. The platform housing this data, and the data within the platform shall be owned by the City.
- Support during Business Hours: Support during business hours must include on-site support as well as phone or remote support as needed to meet the requirements below. Business Hours are Mondays through Friday from 7:00 a.m. until 5:30 p.m. City Holidays are excluded.
- Provide after-hours emergency support to the needs of Department and Division's routinely operating outside normal business hours (Police, Fire, Utilities, Maintenance and Recreation).
- On-site support staff available to assist in user training and orientation on the first day of any newly hired City Employee.
- On-site support of City Hall Employees by 7:30 a.m. each morning.
- On-site location of at least 1 support person located within City's IT office for "drop-in" support requests from users
- On-site support for basic phone problems.
- On-site support to trouble shoot basic network issues with the use of the City's remote monitoring system.
- On-site support should have a good understanding of all the Internet connections and providers.
- On-site support to rollout new computers/laptops
- On-site support to rollout replacement switches
- On-site support for reviewing cyber security logs
- On-site support for reviewing current IT Management systems (Switches, Network, Wi-Fi)
- On-site support staff will report to the Police Chief or his/her designee.

5. CYBER SECURITY

The City has deployed a robust, multilayered approach to security-focused technologies: DNS Security and content filtering, Anti-malware software deployed to all Endpoints, Next-Gen Anti-virus & Security software deployed to Servers, Standard Anti-virus software deployed to Endpoints and end user training via a Learning Management System (LMS). The City will require the selected vendor develop Cyber Security and PCI Compliance plans in partnership with City Departments, which ultimately ensure training is distributed to end-users via an LMS system up to twice monthly.

- Monitoring & Management of the existing DNS Security and content filtering system.
- Monitoring & Management of the existing Anti-malware System.
- Monitoring & Management of the existing Next-Gen Anti-virus and Security system.

- Provide standard Anti-virus software, and management of said software to all end point devices.
- Provide a Learning Management System for City’s employees, curate the trainings provided to end users.

6. VENDOR MANAGEMENT

The City hosts various municipal vendor software applications that require at least one dedicated resource to become proficient in supporting the application’s internal operations (application subject matter experts). The City also works with several vendors providing services to the City that fall under the scope of IT Management. The successful firm will be required:

- To meet with all City application vendors
- To read owner’s manual and training manual for all city Line of Business Applications
- To take vendor recommended in-person or online training pertaining to Line of Business applications used by the City.
- To work with vendors in jointly resolving issues or problems with vendor supplied software and to schedule updates and upgrades to provided services.
- Monitor vendor provided services and proactively reach out to vendors when and if those services stop working.
- To create and curate a Knowledge Base of Problem Resolution and How-To documentation for all line of business applications and for all vendor provided services. The platform housing this data, and the data within the platform shall be owed by the city, and the city shall retain this information in the event of a severance of services by provider at a future date.

7. NETWORK ARCHITECTURE AND DESIGN

The City’s network architecture (components, technologies, etc.) and design (layout and organization) must evolve to meet several larger objectives and long-term goals in our unique environment(s). The Police Chief or his/her designee will work closely with the selected vendor to discuss, design, develop, and implement various improvements regarding network topologies, hosting, services, security, redundancy, and disaster recovery (DR). This is in response to the requirements for continuity of operations for critical government operation during various types of disaster events.

- These include natural disasters, technological, biological, nuclear, or other situations where the city government needs to function days, weeks, or months in a state where one or more facilities are off-line or disconnected from the main network.
- Each location with critical services must have an alternate ISP connection from the city MAN, and automatically failover.
- Help design and plan for new technologies, network upgrades, and evolving security standards, and assist current City IT resources implement evolutions to the current network up to an architecture that supports more redundancy and overall, less

- dependence on any one physical location.
- Plan for strategic improvements regarding hosting, services, data storage, security, and the DR issues discussed above.
- Help plan testing of DR operations on a regular schedule.

8. SUPPORT OF BUSINESS APPLICATIONS/SOFTWARE

The City relies on 35+ business applications to provide services for a significantly diverse business functions (examples: recreation programs, facility rentals, water and wastewater utilities, infrastructure management, communications, human resources, payroll, finance, etc.). Department Directors and Managers will work with the selected vendor to ensure business applications are implemented efficiently, cost effectively, and reliably.

Management of these diversion business applications includes significant time and investment, and includes but is not limited to the tasks outlined below:

- Software updates and installation
- Coordination with third party software vendors to resolve
- Database maintenance
- Integration of systems
- Developing reporting functions for business applications
- Hardware integration with software systems
- Support business application uptime and availability at 99.8%

9. ENTERPRISE GIS

The City is in the process of deploying a fully integrated, modern Enterprise GIS system. The requirements of Enterprise GIS are driving the need for City IT improvements that have been made recently, such as single sign-on for business applications and standardized usernames compatible with web applications.

The vendor will be required to assist the City GIS Administrator with the IT aspects of enterprise, desktop, and web GIS. This will involve regular communication, collaboration, planning for future needs, and problem-solving as issues arise.

This will include the following tasks particular to the GIS enterprise system:

- Assisting with network, application, and data access for GIS users
- Assisting with integration of legacy and new business systems with GIS such as Cityworks and Central Square
- Managing single sign-on authentication (Azure) for integrated business systems
- Working with GIS vendor technical support and GIS consultants as needed to solve technical issues
- Updating/migrating desktop software to next generation software
- Setting desktop hardware standards that support current GIS technology
- Managing SQL GIS database backup and recovery
- Certificate & domain purchasing, renewal, and application

- Service account administration
- GIS server management

10. PUBLIC WI-FI NETWORK

The City owns and operates a public Wi-Fi network that provides internet services to the community at various City owned facilities and include its Civic Center, 4 Recreation Facilities, Downtown Facilities, and 3 Parks. The selected vendor is expected to work closely with the Community Services Department to plan, maintain and expand this network. The vendor will need to work with the Department to implement a cost-effective system that is secure and consistently available.

D. Submittal Content Requirements

Proposers should address each component of the scope of work, indicating how they meet the minimum standards set forth therein, and demonstrating how their personnel, experience, and expertise can best fulfill the City's specific needs.

The City will take into consideration the requirements for each topic, and the City's desire to move from reactive support model.

Submittal requirements are intended to enable the City to make an objective comparison of each proposal, and to select a partner or partners that best meets the City's stated objectives.

The selected partner or partners will be expected to execute a services agreement with the City immediately following selection.

1. COVER LETTER

The cover letter is the proposer's official letter transmitting the complete proposal to the City. The cover letter must include:

- The full name and address of the proposer's organization(s).
- The state of incorporation or in which it is licensed to operate
- The form of business, and the name and contact information for your organization or team for this proposal.
- A concise statement indicating whether the proposer is prepared to supply all services set forth in the Scope of Work or only some. State clearly which sections of the Scope of Work are included in your proposal with reference to the numbering above.

If the proposer consists of a team or joint venture, an authorized representative of each of the participating organizations is required to sign the letter. Respondents must include a chart or diagram explaining the intended form and structure of any proposed partnership or joint venture.

2. COMPANY PROFILE

Please provide detailed information regarding the proposer's company, including:

- Organizational structure
- Number and tenure of all employees, including key staff that will fulfill services contained in this proposal
- A list of personnel certifications (including those held by key staff)
- A list of the number of full-time personnel qualified to support each element of the scope of services (e.g., cybersecurity, 1 FTE)
- Total number of current clients
- Total number of current municipal clients

- A list of three current references (including contact information) with similar networks.
- Financial information – the city may elect after reviewing proposals to ask for financial information, to be submitted confidentially, from vendors to ensure financial resources and stability prior to further consideration.

3. PROJECT NARRATIVE

Provide a detailed narrative description of your approach to each component of the Scope of Work. Information to be provided should include experience with the task, quality and experience of specific personnel proposed to fulfill each respective function (include resumes), project management skills and quality control strategies, and estimated cost/range of cost options, by task. The proposal should identify the personnel that will be dedicated specifically to supporting the City of Morgan Hill and the shared resources that will be provided by the vendor, but not solely dedicated to the City.

The City seeks IT support services that are responsive, reliable, proactive, and forward-looking, while maximizing cost effectiveness.

4. COST OF SERVICES

The City anticipates entering a monthly cost for services engagement, with a minimum term of one year; the City will also consider a multiple-year term if advantageous to the City. Please provide a total monthly fee and associated breakdown by task. For the Help Desk/On-site Support Scope, please break down your proposed fee for each element separately (e.g., on-site support should be a stand-alone item).

While the City requests this contract be all inclusive, it recognizes that there may be instances where services may exceed those considered in a basic monthly scope of work. Please provide your firm's opinion on what types of services might fall into this category and provide appropriate pricing – examples could include: site visits outside of prescheduled visits; after hours, emergency response visits; additional discounts for multi-year agreements; other special circumstances.

Cost proposals shall be submitted in a separate, sealed envelope labeled "Cost Proposal".

E. Submittal Process

Two (2) hard copies and 1 electronic copy (on a thumb drive) of the proposal must be delivered to the address indicated above by **Friday, October 29, 2021, by 12:00 p.m.** Late proposals will not be opened. Proposers are encouraged to avoid the use of synthetic report covers and partitions. The Cost Proposal shall be submitted in a separate sealed envelope, clearly marked, with the proposal.

F. SELECTION PROCESS

Proposals will be evaluated according to the following criteria:

- Responsiveness to submission requirements
- Comparable managed services experience
- Strength of entity members/completeness of the team
- Senior Level Engineering or Support staff retention rates
- Demonstrated ability to assist in the role of information technology integrator
- Demonstrated ability to work with multiple, diverse departments
- Understanding the goals and direction set forth by the IT manager as expressed in the Scope of Work and through the interview process
- Staffing capacity
- The extent to which the overall proposal meets or is likely to meet the City's objectives, as outlined in Scope of Work

The City may select one or more entities to interview; the selected firms will be expected to introduce senior engineering and support staff, present the proposal, and respond to questions. Interviews will be a factor in the overall qualitative evaluation of Proposals. In addition, the City reserves the right to make a site visit to the proposer's place of business as part of its interview process.

Based upon all the evaluation criteria and interview, the City will select the highest-ranking firm or firms and attempt to negotiate final proposals/scopes of work and contracts.

If the City is unable to reach agreement with its preferred firm(s), the City may enter negotiations with that firm(s) whose proposal was deemed to be next highest ranking and most advantageous to the City.

G. ADDITIONAL INFORMATION

All requests for additional information and/or questions should be directed, in writing, to Shane Palsgrove, Chief of Police at PoliceChief@morganhill.ca.gov no later than **October 15, 2021, at 5:00 p.m.** All requests will be reviewed on a weekly basis as a whole and answers will be posted to City of Morgan Hill web page <https://www.morgan-hill.ca.gov/bids.aspx> at the end of each business week.

H. RESERVATION OF RIGHTS

The City reserves the right to undertake such investigation as it deems necessary to evaluate the proposers and to evaluate its submittal.

The City reserves the right to request additional information as part of this selection process.

The City of Morgan Hill also reserves the right to reject any or all submissions, to waive technical or legal deficiencies, to proceed or not with any proposal or process, and to negotiate such terms and conditions of any proposal, including cost, or contract that may be in the best interest of the City.

The City reserves the right to terminate or amend this process at any time.