



CITY OF ORTING

REQUEST FOR PROPOSALS

INFORMATION TECHNOLOGY SUPPORT SERVICES

Schedule for Selection Process:

- RFP Issue Date: 11/15/2023
- Response Due Date: 3:00 P.M., 12/1/2023
- Evaluations of Responses: 12/1/2023 – 12/31/2023
- Anticipated Award Date: 2/1/2024
- Expected Period of Contract: Three-year contract beginning 2/1/2024

I. Objective

The City of Orting is soliciting proposals from qualified professional vendors for Information Technology support services. The qualified vendor will enable the City to significantly improve information technology (IT) effectiveness, enhance its quality of services, minimize its support cost, and maximize return on investment in IT.

II. Background Information

The City of Orting currently runs two Microsoft Windows Domains (Domain “A” and Domain “B”) hosted virtually upon multiple on-site servers. The primary domain controller (Domain “A”) operates under the Windows Small Business Server platform and is primarily used by non-police staff. Workstations throughout the city run a mix of Windows 10 and 11. Users and workstations connect to the domain controller at their respective sites for basic file services, to access their user profiles, and City-wide mapped network shares. In addition, the primary domain controller hosts the primary Microsoft Exchange and SharePoint server instances for the organization. The city connects to the internet with Lumen fiber via cisco security/firewall devices to provide internet redundancy and failover. The server hosting (Domain “A”) also virtually hosts a secondary domain server that, in addition to being a backup domain controller for (Domain “A”), hosts a Microsoft SQL server database, multimedia storage, and various intranet websites for interacting with these databases that are available only to Police Staff.

(Domain “B”) is also hosted onsite and is exclusive to Police Department Employees. (Domain “B”) has security requirements beyond those required by (Domain “A”) to include segregated ip traffic, physical security access restrictions, and other operational requirements to comply with F.B.I. criminal justice information handling. Additionally, (Domain “B”) connects to outside agency criminal justice networks via site-to-site VPN connections in order to obtain access to additional services and applications that are hosted by those agencies.

Each site and domain requires network maintenance and upkeep in order to support both data communications, as well as IP based telephony service for a city wide PBX telephone system.

III. Services Required

The following details the services to be provided to the City of Orting in the area of information services:

1. Initial Assessment – Compile/update inventory of all information technology related assets, assess system architecture and current processes, and make recommendations for improved citywide IT system performance.
2. Assist the city in identifying and purchasing licensing for Microsoft 365 Government.
3. Exchange server/email – Migrate city's on premises exchange server to a Microsoft 365 Government environment. We will also need an archiving and indexing solution to manage public records discovery.
4. Domain Controller – The vendor will need to assist the city in migrating its domain controllers to Microsoft Entra ID and joining all devices to domain.
5. File Server – after email is migrated, assist the city in designing a solution and establishing a plan to migrate on premises files to Microsoft 365/Teams/Azure solution.
6. Consolidate Police Department Domain and City Hall Domains – The vendor will need to assist the City with migrating the Police Department Domain to the Microsoft Entra cloud domain in a way that complies with FBI CJIS security requirements. In addition, the vendor will need to assist the City with setting up a trust between an on-premise Domain Controller located at a partner agency's 911 Call center and the City Entra cloud-based Domain in order to allow Police Department users the ability to authenticate with Police Department applications that are hosted on the 911 center's internal network.
7. Cloud-Based Firewalls – The city currently has several firewalls to manage its local network security, including a site-to-site VPN used by the Police to access Police applications hosted at its 911 Center. The City would like to migrate as much of this infrastructure to the cloud as possible, and the vendor will be required to work directly with the Police Department partner agency in regard to planning and setting up these services.
8. Telephone Network environment – In addition to the data network topology previously described, the City of Orting utilizes a PBX IP based telephone system throughout the city. While maintenance of the telephone equipment is outside the scope of this RFP, the vendor will be required to maintain the network topology that the phone system requires for its continued operation. Currently, telephone IP connectivity utilizes the same physical network as data, but kept separate to its own dedicated layer3 subnet.
9. Mobile Devices – The city currently owns a mixture of apple and android mobile devices which are not managed. The selected vendor will need to identify a MDM solution to manage these devices as part of the service they provide the city.

10. Desktop Applications Support - Performs basic support functions, including managing domain group policies to automate the setup of operating systems on new computers or to manage printers and peripherals. In addition, provide basic troubleshooting to diagnose problems that arise with desktop applications to determine if problems are related to server-side malfunctions or if users should be referred to other vendor-specific help desk options that may be available to them.
11. Asset Inventory - Maintain an up-to-date inventory of ALL City computer related hardware and make available to City personnel upon request. Assist designated City personnel with software and hardware purchases. Assist in development of software/hardware policies and procedures.
12. Server Administration Services – Managing computer systems and networks to include complex application, database, messaging, web and other servers and associated hardware, software, communications, operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Ensure scheduled preventive maintenance for equipment is properly and promptly performed; maintain the maintenance records on the equipment; develop operations, administrative, and quality assurance back-up plans and procedural documentation. Setup new users and edit or remove existing users on server. Server performance and capacity management services with reporting when specified thresholds are reached. Configuration management, including changes, upgrades, patches, etc. Management of user logins and security. Coordinate repair and maintenance work with contracted repair vendors and ensure repairs are conducted in a timely fashion.
13. Network Administration Services – Scope of activity includes all City network equipment including switches, firewalls, routers, and other security devices. Primary installation and maintenance of non-leased printers, network copiers/scanners, etc. Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades. Alert notifications to designated City personnel in the event of failure. Complete proactive monitoring of network equipment including bandwidth utilization, and other performance indicators, with reporting when specified thresholds are reached. Network performance and capacity management services, and network troubleshooting. Maintain network documentation and procedures.
14. Security – Maintenance of virus detection programs on City servers, email and all other City computers and laptops. Perform security audits as requested and notify City personnel immediately of suspected breaches of security or intrusion detection. Configure City system to enable remote access in a secure environment and provide remote access administration as requested by designated City personnel.

IV. Submittal Requirements

The following information shall be required in the RFP submittal:

1. Letter of Transmittal–The letter is not intended to be a summary of the proposal itself. The letter of transmittal must contain the following statements and information:
 - a. Company name, address, and telephone number(s) of the firm submitting the proposal.
 - b. Name, title, address, e-mail address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should

be directed. c. Federal and state taxpayer identification numbers of the firm. d. Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified. e. The letter must be signed by a corporate officer or other individual who is legally authorized to bind the applicant to both its proposal and cost schedule. f. Statement which indicates “proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with the City.”

2. General Vendor Information – Please provide the following information: a. Length of time in business b. Length of time in business of providing proposed services c. Total number of clients d. Total number of public sector clients e. Number of full-time personnel in: Consulting Installation and Training Sales, marketing, and administrative support f. Location of headquarters and any field offices g. Location of office which would service this account
3. Describe your firm’s compliance with Criminal Justice Information Services (CJIS) requirements. Please attach CJIS certification documentation.
4. You will be required to comply with the Federal Bureau of Investigation CJIS standards pertaining to persons with access to, or who work with, sensitive law enforcement criminal justice information such as data located within the Police Department, passed through its network, and stored within server systems. Compliance with these standards serves as a basis for continued employment and/or eligibility to continue providing services to the City under final contract. In addition, if selected, those persons who will have access to, or work with, protected CJIS data must be able to pass a background investigation, be free of any felony convictions, and provide proof of ongoing compliance with F.B.I. C.J.I.S. standards. A copy of the standards established by the F.B.I for working with sensitive criminal justice data can be found here for reference: <https://www.fbi.gov/services/cjis/cjis-security-policy-resource-center>. You may be required to sign an ongoing confidentiality agreement as a condition of continued employment.

You must be able to work closely with representatives of the Police Department, when needed, in order to be granted physical access to secure areas within the police department, to access security monitoring systems, troubleshoot end user problems, or otherwise assist Police staff with various proprietary or applications containing confidential information that may be restricted to use by law enforcement officers only, and therefore may require you to work closely with staff present in order to ensure that access to sensitive systems is within the requirements prescribed by law. You may be required to sign non-disclosure agreements and/or agree to other terms or legal requirements regarding the confidentiality of information you witness while carrying out work with the department. Additionally due to the nature of work performed in conjunction with the City and/or Police Department, you may be subjected to, or expected to comply with court orders, subpoena’s or be required to appear to give courtroom testimony in regards to the duties which you perform. Additionally, you may be required to perform work within sight or speaking distance of prisoners being held for committing crimes, unruly persons using harsh or foul language, graphic data or images of persons injured by disaster, vehicle collisions, or other graphic content which may be unpleasant or upsetting to many.

5. Describe how your firm is positioned to provide the services listed above and provide a history of experience on providing similar services.
6. Describe your approach to providing these services and your methodology for providing on-going support.
7. Provide the name, title, address, and telephone number of three references for clients whom you have provided similar services. Please provide information referencing the actual services provided, customer size (number of users), and the length of tenure providing services to this client.
8. Staff Resources – Identify names of principals and key personnel who will actually provide the information technology services. Summarize the experience and technological expertise of these staff. Describe the role and responsibilities that each of these individuals will have. The local availability of staff that will be providing these services shall be an important consideration.
9. Support Services – Please answer the following: a. Is help desk support available? b. When is support available? (Indicate XX a.m. to XX p.m. in Pacific Time and the days of the week.) c. How are charges for support structured, documented, and tracked? d. Do you provide a toll-free support number? e. Please describe your problem escalation process, including: Initial problem identification (hand-off from help desk) Triage for priority and severity of problem Steps for resolving problem escalation when a solution is not forthcoming or an implemented solution is unsatisfactory Final authority regarding conflicts f. Indicate your response time and goal and also your statistics regarding meeting that goal.
10. If your company has had a contract terminated for default during the past five years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the vendor's nonperformance or poor performance; and the issue was either (a) not litigated or (b) litigated, and such litigation determined the vendor to be in default. If default occurred, list complete name, address and telephone number of the party. If NO such terminations for default have been experienced by the vendor in the past five years, declare that. The City will evaluate the facts and may, at its sole discretion, reject the vendor's proposal if the facts discovered indicate that completion of a contract resulting from this RFP may be jeopardized by selection of this vendor.
11. Beyond the scope of this RFP, what services (related or otherwise) does your organization provide that may be of interest to the City?
12. Proposal Summary – Summarize your proposal and your firm's qualifications. Additionally you may articulate why your firm is pursuing this work and how it is uniquely qualified to perform it. Include other pertinent information that helps the City determine your overall qualifications. Your proposal summary is not to exceed two pages.
13. Cost of Services – a. The proposal must contain a fee schedule for proposed services. b. Describe how your services are priced, and any specific pricing you are able to provide. c. Define any additional charges (e.g. travel expenses). d. Do you have any state contracts that the City of Orting would be able to utilize?

IV. Evaluation Criteria and Process

A selection committee will conduct an evaluation of qualifications and will rate each submittal based upon the following criteria: a. Experience and personnel expertise (20%), b. Understanding of services to be provided and project approach (20%), c. references (10%), and d. price including 1. implementation, 2. ongoing software licensing, and 3. IT help services (50%).

The selection committee may also invite the top two candidates to a short 30-minute interview before the final selection is made.

V. Deadline for Submissions of Proposals:

Please submit three (3) hard copies of your proposal to the Clerk listed below. The deadline for submission of all documents is 12/1/2023 at 3:00 pm. Please send documents to:

City of Orting – Kim Agfalvi, City Clerk
IT Support Services Proposal
104 Bridge St S, PO Box 489
Orting, WA 98360
360-893-9008
kagfalvi@cityoforting.org

Any questions regarding this proposal are to be submitted to:

Scott Larson, City Administrator
City of Orting
104 Bridge St S. PO Box 489
Orting, WA 98360
360-893-9006
clerk@cityoforting.org

VI. Miscellaneous

1. The City of Orting reserves the right to reject any and all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in the City sole judgment, best meets the requirements of the project.
2. The RFP creates no obligation on the part of the City to award a contract or to compensate the proposer for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews (if held). The City reserves the right to award a contract based upon proposals received without further discussion or negotiation. Proposers should not rely upon the opportunity to alter their qualifications during discussions.

3. The City further reserves the right to make such investigation as it deems necessary to determine the ability of proposers to furnish the required services, and proposers shall furnish all such information for this purpose as the City may request.
4. Proposers must specifically identify any portions of their submittals deemed to contain confidential or proprietary information, or trade secrets. Those portions must be readily separable from the balance of the proposal. Such designations will not necessarily be conclusive, and proposers may be required to justify why the City should not, upon written request, disclose such materials.
5. The vendor awarded said contract will be subject to City of Orting business license as required in the City of Orting municipal code.
6. Incorporation of Proposal into Contract. This and the vendor's response, including all promises, warranties, commitments, and representations made in the successful proposal, shall be binding and incorporated by reference in the City's contract with the vendor.
7. A vendor may not submit the vendor's own contract terms and conditions in a response to this. If a proposal contains such terms and conditions, City, at its sole discretion, may determine the proposal to be a non-responsive counteroffer, and the proposal may be rejected.
8. In submitting a response to this RFP, the Proposer agrees that in the event litigation concerning or arising out of the above-referenced agreement or this RFP, Proposals submitted in response to this RFP or related process, the sole venue of any legal action shall be Pierce County Superior Court, and the laws governing the interpretation of the agreement, this RFP or related process shall be Washington Law.
9. In submitting a Proposal, the Proposer agrees to indemnify and hold the City harmless of all liability, risks, costs, claims, actions, suits, demands, losses expenses, injuries and damages of any kind arising directly or indirectly out of, or in connection with, the City's handling of the RFP process, including, but not limited to, the rejection of any or all Proposals.

CITY OF Orting
REQUEST FOR PROPOSALS: IT SERVICES
CERTIFICATION

I have read the Request for Proposal (RFP) for IT Services and fully understand its intent. I understand that our ability to meet the criteria and provide the required services shall be reviewed by the City, which will develop a recommendation for City Council consideration regarding the selection of the most advantageous IT Services. It is understood that all information included in, attached to, or required by this RFP shall become public record upon delivery to the City.

With my signature, I certify the following:

1. I am authorized to commit my firm to this Proposal and that the information herein is valid for 90 days from this date.
2. That all information presented herein is accurate and complete and that the services and equipment can be delivered as presented in this Proposal upon the City's request.
3. That I have had an opportunity to ask questions regarding this RFP and that those questions have been answered.
4. That I understand that any material omission of required forms or information may result in rejection of this Proposal as non-responsive.
5. That this Proposal is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting an offer for this Proposal, and is in all respects fair and without collusion or fraud.
6. That the completion of the Proposal is a binding commitment to provide IT Services as proposed therein.

Certification Regarding Debarment, Suspension, and Ineligibility. The Contractor certifies that neither it nor its principals are presently debarred, declared ineligible, or voluntarily excluded from participation in transactions by any federal or state department or agency.

Proposer Signature	_____	Date	_____
Name (printed)	_____	Title	_____
Address	_____		_____
Phone	_____	Fax	_____
Email Address	_____		_____