

**REQUEST FOR QUALIFICATIONS (RFQ) For Information Technology Services
City of Medicine Lodge, Kansas**

1. INTRODUCTION OF PROJECT:

The City of Medicine Lodge, Kansas invites qualified providers to submit a proposal and statement of qualifications for professional information technology services for an initial period of November 1, 2020 to December 31, 2021 with two (2) optional one year extensions if agreed by both the City and the selected firm. 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.

2. PURPOSE AND OBJECTIVES:

Purpose – The City has a Microsoft based computer network infrastructure. The City is seeking a business partner to provide technical support for this infrastructure, in the form of break fix, routine maintenance and project related services. The City will also look to the successful firm to act as a “Virtual CIO” for special projects and consulting such as server and software deployment, short and long range IT planning, and disaster recovery.

Objective – Our primary objective is to help better manage the cost of maintaining this network, while also improving end user satisfaction with the system.

Current technology infrastructure serves five buildings:

Hardware

- Approx. eighteen (18) computers
- Approx. 10 Tablets
- 1 Server running Windows SBS 2011
- 1 Server running Windows SBS 2008
- 1 Server running Windows 2003 Server
- 1 Server running Linux Enterprise Server
- 4 wireless access points of varying brands
- Fiber-optic network between buildings (provided by third-party)

Specialized Software

- Accela Springbrook Finance & Administration
- Digital Ally – VUVault
- Pro-Vision — SecuraMax
- Huber & Associates - Enterpol
- Thompson Reuters - Manatron (legacy software)
- SCADA Software
- Sensus- Flexnet

Server Software

- Symantec Backup Exec
- ESET Anti-Virus
- Terminal Services

- Outlook Web Access
- Exchange 2007 and 2010
- SQL

Security

- Zyxel Unified Security Devices

Network Printers

- Approx. 5 Networked printers and multifunction devices

Non-Network Printers

- Approx. 4 stand-alone desktop printers and multifunction devices

3. SCOPE:

A. General Scope

The following services shall be provided:

- 24x7 monitoring of denoted servers and critical network components
- 24x7 response to critical servers and infrastructure failures
- 24x7 monitoring of firewall and denoted devices
- 24x7 monitoring of the following applications:
 - o Microsoft SQL Servers
 - o Microsoft Exchange Server
 - o Backup software
- Server and Network Administration
- Management of Microsoft Service Packs and Security Patches
- Management of onsite and offsite backup systems
- User Administration
- Regular inspection of Network and File Server
- Regular/periodic cleaning and testing of backups
- Disaster Recovery Planning and Management

Firewall Administration

- Provide support for new/replaced servers
- Provide labor and support for migration of network operating systems/files
- Provide labor for server support
- Monthly reports of network health and vitality
- Web access to reports on current status of service calls and projects
- Spyware monitoring, removal and cleaning
- Server down emergencies shall have a 2 hour or less response time
- Research for software and hardware solutions
- Provide as needed, research of technology needs for future growth essential to the City of Medicine Lodge

B. Special Projects

Under the CARES Act the City anticipates funding to upgrade IT systems for enhanced remote

work and service delivery. The City wishes to make additional system enhancements to maximize leverage of this outside infrastructure investment grants.

Proposed projects:

- Server, firewall, and access point upgrades to enhance remote services
- IP Phone System installation
- Office 365 Migration
- Installation of remote meeting and hearing capabilities (partnership with WAV Services)
- Upgrade and Migration of remote meter reading and control system (partnership with Xylem and Core and Main)

These projects will be subject to funding from the State of Kansas and various federal agencies. The City anticipates funding decisions from the relevant agencies by the end of September 2020.

4. INVOICING PROCEDURES:

The City requests that invoicing occur on a monthly basis. Although the City utilizes an expedient process, vendors are advised that it could take up to thirty (30 days) to process invoices for payment.

5. PRICING:

- a. Describe the pricing model(s) that you typically employ for your standard services.
- b. Please indicate the charges associated with each of the following services, including the key driver of each cost and whether it is included in a standard per-unit cost vs. bundled fee vs. charged on an ad hoc basis.
 - i. Remote backup/Disaster Recovery plan
 - ii. Technology strategy planning
 - iii. Service Level Agreement
 - iv. Solution design
 - v. Security
 - vi. Network and email system monitoring
 - vii. Procurement management
 - viii. Move, Add, Change (MAC)
 - ix. Warranty, break fixes and installation
 - x. Technical support, including remote user support
 - xi. Proactive Support
 - xii. Reporting and communication
 - xiii. IT policy review and development
 - xiv. Unit evaluation and testing
 - xv. Implementation planning and guidance
 - xvi. Image development and management services
 - xvii. Configuration
 - xviii. PC deployment
 - xix. On-site implementation of business applications
 - xx. Asset inventory management
 - xxi. Life cycle management of hardware units

- xxii. Software licensing control
- xxiii. Warehousing
- c. All prices offered herein shall be firm against any increase for the first term of the agreement, from the effective date of the proposed contract. Any contract price revisions shall be based on industry price changes and supported by adequate detail to document same.
- d. Price revisions shall not be allowed or implemented without the prior consent of the City.

6. CONTRACT TERM:

The City of Medicine Lodge intends to issue an one-year award, or portion thereof to align future renewals with the City’s calendar year fiscal period. Upon the mutual agreement of the provider(s) and the City, the award may be extended for up to two (2) additional one year renewals. This may result in a total of up to three (3) years. The renewal option is at the sole discretion of the City, and subject to the State of Kansas Cash Basis Law. City reserves the right to not renew this agreement.

7. PROPOSAL 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 and 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 45 days following proposal due date and will become part of the contract that is negotiated with the City.”

Please limit the letter to two (2) pages in length.

2. General Corporate Information – Please provide a brief overview of your organization’s involvement in providing value added services to Kansas municipalities. Please highlight the following information:
 - a. Length of time in business
 - b. Length of time in business of providing proposed services
 - c. Total number of public sector clients
 - d. Number of full-time , part time, and contract personnel of the company in:
 - i. Consulting
 - ii. Account management, training, and technical support
 - iii. Sales and marketing
 - e. Location of headquarters and any field offices

- f. Location of office which would service this account
- g. Describe how your firm is positioned to provide the services listed in the Scope section above and provide a history of experience on providing similar services.
- h. Describe your approach to providing these services and your methodology for providing ongoing support.
- i. If you plan to subcontract any aspect of the required elements of the contract, provide the name of the partner(s) and examples of successful projects.

3. Staff Resources

- a. Identify names of principals and key personnel who will actually provide the information technology services.
- b. Summarize the experience and technological expertise of these staff.
- c. Describe the role and responsibilities that each of these individuals will have.
- d. Full resumes of these individuals should be appended to the proposal.
- e. Please also provide documentation that those assigned to the account will meet the requirements of the Kansas Bureau of Investigation to support devices connected to the Criminal Justice Information System.

4. Migration and Onboarding

- a. Please provide a proposed work plan for City of Medicine Lodge migration to your organization as a preferred vendor. Specifically, provide the following information:
 - i. Key activities
 - ii. Timing
 - iii. Deliverables
 - iv. Key milestones and other decision points.
- b. If chosen, what City resources would you require? (e.g., information, data, staff resources, communication) during migration and on an ongoing basis?

4. Additional Services

Beyond the scope of this RFP, what services (related or otherwise) does your organization provide that may be of interest to the City?

5. References

Provide the name, title, address and telephone number of five (5) references for clients whom you have provided similar services. At least three of these references must be a municipal or governmental agency of similar size and complexity. Please provide information referencing the actual services provided, customer size (number of users), and the length of tenure providing services to this client. Proposer agrees that references may be contacted as part of the City's due diligence.

6. 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. Please limit this

section to two (2) pages.

8. EVALUATION CRITERIA AND METHOD OF AWARD:

It is the intent of the City of Medicine Lodge to conduct a comprehensive, fair and impartial evaluation of proposals received. Award shall be made to the provider that is believed by staff and Governing Body to be the best fit for the City. The City reserves the right to reject any and all proposals for any reason or no reason. Final selection will be based on a combination of relevant experience, available qualified staff, schedule of rates and ability to meet the City's needs. Final approval will be made by the Medicine Lodge City Council. Any ex parte communications about the content of proposals with members of the selection committee or the governing body will result in debarment of the bidder.

9. TIMELINE FOR RFP PROCESS:

The timeline listed below is the City's estimation of time required to complete the RFQ process. All efforts shall be made to abide by this schedule but it may change due to different circumstances. All proposals must be delivered to City Hall (114 W First Avenue Medicine Lodge, KS 67104) in a sealed envelope labeled "IT Services Proposal." This will not be a public bid opening. Proposals received after the deadline will not be considered.

Advertise RFQ Notification: September 7, 2020

Receive Proposals: September 25, 2020 at 1:00 PM

Staff review and Firm Interviews: September 28, 2020-October 9, 2020

City Council Recommendation: October 19, 2020

Notice to Proceed: October 20, 2020

Proposals shall be submitted in a sealed envelope labelled "IT Service Proposal" Proposals may be delivered by postal mail, courier service, or in person.

Proposals should be mailed to:

City of Medicine Lodge
114 West First Avenue
Medicine Lodge, KS 67104

For questions related to this procurement contact:

Jeffrey Porter

City Administrator

Phone: 620.886.3908

Email: jeffp@medicinelodge.ks.gov