



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

Sealed submissions responsive to this Request for Proposals, plainly marked "RFP 44-19 City of Portsmouth" on the outside of the mailing envelope, addressed to the Finance/Purchasing Department, City Hall, 1 Junkins Avenue, Portsmouth, NH 03801 will be accepted until **10:00 a.m. on March 20, 2019.**

The City is interested in receiving proposals from qualified information technology firms specializing in comprehensive managed services. Ideally, the City has a preference for 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 have the ability to show strengths in all criteria.

The City seeks to maintain the current infrastructure, enhance the current infrastructure, promote resiliency, and ensure a maximum return on its technology-related investments.

This Request for Proposals may be obtained by visiting the Finance/Purchasing Department section of the City of Portsmouth website at www.cityofportsmouth.com. Addenda to this request, if any, including written answers to questions, will be posted on the City of Portsmouth website under the project heading. If you have any questions please contact the Finance/Purchasing Department at: (603) 610-7227.

The City of Portsmouth 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 Portsmouth is pleased to invite qualified Information Technology (IT) Services 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** and **Network Architecture and Design**.

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 suite; Central Square (formerly Superior) One Solution Finance; Stone Hill Municipal Solutions Payment Center, Vision, Kronos, Arcview, PublicEye, Rec Pro, etc.).

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 on a daily basis, 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 Manger 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.

B. Background Information

The City of Portsmouth provides municipal services to approximately 21,000 residents, and is a regional economic hub where jobs outnumber available workforce by a ratio of close to 2.2 to 1.

The City depends upon a technology infrastructure that is linked between 20 locations¹, all connected via the City's own MAN dark fiber network. The City also owns and operates several point to point wireless connections.

¹ These include City Hall, DPW (4), Library, Fire (3), Recreation (4), Parking (3), and Schools (4).

The City implements a hybrid in-house/outsourced approach to management and development of its information technology resources. Section 7.23 of the City Charter maintains that Information Technology services is to be provided under a single umbrella under administrative authority of the City Manager².

Information technology services are provided across 21 locations throughout the City, and include essential and emergency response functions that require 24/7 service such as Police, Fire, and the Department of Public Works.

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

- A full-time IT Manager responsible for managing the direction of all out-sourced IT providers; management of the City's web site; management of the City Government Access Television Station, management of all telephones (Cisco VOIP and various mobile providers);
- and overall coordination between City departments in regards to IT related matters;
- Two full-time IT personnel located in the Police Department who are primarily responsible for end user support, LAN management, and maintenance of software and communications equipment integral to Police operations;
- One full-time GIS Manager and 2 GIS Technicians located within the Department of Public Works; and
- Two full-time SCADA systems specialists within the Department of Public Works.

The City has historically relied 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, and related network infrastructure. It is anticipated to include, but not be limited to the following:

² The School department operates with its own information technology division; nevertheless, the School and the City share certain components of IT-related services.

1. ENDPOINT AND PRINTER MANAGEMENT

The City maintains over 400 Desktops, Laptops and Tablets in various locations throughout the City. The City requires the following for endpoints:

- Inventory Control & Reporting
- Warranty Management
- Asset Tracking
- Patching and compliance for Operating Systems and Installed Applications
- Mobile Device Management
- Endpoint Encryption
- AntiVirus & AntiMalware 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 located 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.

- Inventory Control & Reporting
- Warranty Management
- Asset Tracking
- Patching and compliance for Operating Systems and Installed Applications
- Endpoint Encryption for offsite servers
- AntiVirus & AntiMalware management and remediation
- Security Policy Management
- Remote Monitoring of hardware and software for errors, warnings, or non-compliance
- 3x weekly backup audits provided to City IT Manager
- Offsite backup storage & Disaster Recovery of City's data and applications
- Management of City's Virtualization Servers

3. NETWORK MAINTENANCE AND MANAGEMENT

The City has a vast network that spans over 21 campuses 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 is mission critical and needs to be monitored 24/7/365. 24x7 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. HELPDESK SUPPORT AND ON-SITE SUPPORT

The City supports over 400 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. All personnel on-site and remote will be required to pass a criminal background check before performing any work in the Police Department.

Helpdesk Support Remote must include:

- Service Call Tracking
- Monthly reports on problems, issues, affected users, problem categories
- Application & operating system helpdesk 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 from 7am until 6:30pm and Tuesday-Friday from 7am until 4:30pm. City Holidays are excluded.
- Onsite support staff available to assist in user training and orientation on the first day of any newly hired City Employee
- Onsite support of City Hall Employees by 7am each morning
- Onsite location of at least 1 support person located within City's IT office for "drop-in" support requests from users
- Onsite support for basic phone problems
- Onsite support to trouble shoot basic network issues with the use of the City's remote monitoring system
- Onsite support should have a good understanding of all the Internet connections and providers
- Onsite support to rollout new computers/laptops
- Onsite support to rollout replacement switches
- Onsite support for reviewing cyber security logs
- Onsite support for reviewing current IT Management systems (Switches, Network, Wi-fi)
- Onsite support should understand basic knowledge of the City's Vlan structure
- Onsite support staff will report to the City's IT Manager

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 Antivirus & Security software deployed to Servers, Standard Antivirus software deployed to Endpoints and end user training via a Learning Management System (LMS). The City would like to ensure that end-user Cyber Security and PCI Compliance training is distributed to end-users via an LMS system at least 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 Antivirus and Security system.
- Provide standard Antivirus software, and management of said software to all endpoint 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 a number of 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 or all vendor provided services. The platform housing this data, and the data within the platform shall be owned 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 City's IT Manager will work closely with the selected vendor to discuss, design, develop, and implement various improvements in regards to 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.

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 aforementioned 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; and
- 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 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 into 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 any 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 in the invitation by March 10, 2019. 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 factor in the overall qualitative evaluation of Proposals. In addition, the City reserves the right to a make site visit the proposer's place of business as part of its interview process.

Based upon all of 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 into 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 Nancy Colbert Puff, Deputy City Manager and Alan Brady, IT Manager at RFPITCityofportsmouth@gmail.com, no later than March 12, 2019. All requests will be reviewed on a weekly bases as a whole and answers will be posted to Purchasing web page 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 Portsmouth 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.