REQUEST FOR PROPOSALS

INFORMATION TECHNOLOGY (IT) MANAGED SERVICES FOR

THE CITY OF PORTSMOUTH

Sealed submissions responsive to this Request for Proposals, plainly marked "RFP 46-21 Information Technology (IT) Managed Services for the 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 June 14, 2021.**

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 proactively 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 City's website at https://www.cityofportsmouth.com/finance/purchasing-bids-and-proposals. 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, Cybersecurity, Vendor Management, Cloud Infrastructure and 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 44 applications to support its operations, including but not limited to: Microsoft Office suite, CentralSquare (formerly Superion) One Solution Finance, Stone Hill Municipal Solutions Payment Center, Vision, Kronos, Arcview, PublicEye, Rec Pro, OpenGov, Vision, Drupel, etc.

The current firm providing managed services to the City supplies one on-site person to respond to daily network and user needs, as well as a remote helpdesk to assist in overflow and escalations. In addition, the current provider includes 24/7 monitoring, remediation, and ongoing 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 Manager are 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 and Expectations

The City of Portsmouth provides municipal services to approximately 22,000 residents, and is a regional economic hub where jobs outnumber available workforce by a ratio of close to 2.2 to 1.

The City implements a hybrid in-house/outsourced approach to the management and development of its information technology resources. Section 7.23 of the City Charter maintains that Information Technology services are to be provided under a single umbrella and the administrative authority of the Information Technology Manager[1].

Information technology services are provided across 19 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 fulfills technology-related support needs includes:

- 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 (FirstLight VOIP and various mobile providers) and overall coordination between City departments in regards to IT related matters
- One full-time IT person 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
- One full-time GIS Manager and 2 GIS Technicians located within the Department of Public Works
- Three 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 multiple vendors to provide the services needed.

The current IT setup 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.

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

The City seeks a firm or firms that have 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.

It is expected that firms can carry out all of the requests stated in each section below with their own staff and without using a third party, contractor, or outsourced entity. The use of a third-party NOC is only acceptable if it is US-based and has read-only access to the provider's tools in regards to the City of Portsmouth environment. If the provider is making any changes in their own environment, they must communicate and seek approval from the City of Portsmouth before the changes are made. The result of changes being made without approval from the City of Portsmouth can lead to the termination of services.

Consequently, the envision that the successful firm(s) shall limit access to the Servers, Network and any Cyber Secuirty features to employees of that firm.   Any employee with access must have a unique identifier and two factor authentication. The use of a main admin password for any access will be prohibited. An Access Auditing System will be required to monitor work, which is either City Owned or to which the City has full access.

The City of Portsmouth has the right to hire a third-party vendor to do any work that it deems fit in any of the below areas and it is expected that the provider cooperates to the fullest extent.

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:

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 and Lifecycle Management
- Documentation and Password Management
- Patching and compliance for Operating Systems and Installed Applications
- Mobile Device Management
- Endpoint Encryption
- Antivirus & Anti-malware management and remediation
- Security Policy Management

- Remote Monitoring of hardware and software for errors, warnings, or non-compliance
- Installation, monitoring, and maintenance of UPS units
- Troubleshoot printer/scanning issues; interface with vendors to coordinate repairs
- Real-time dashboards and reporting for the City IT Manager including Antivirus Status, Patching Status, Ticket Status, Service Level Agreement (SLA) Status per ticket, and other Key Performance Indicators (KPI)

2. SERVER MANAGEMENT

The City currently hosts 38 virtual servers and two physical servers; the virtual servers are hosted in the City Hall server room, along with some physical servers located in off-site locations. The virtual Dell hosts are clustered and using a centralized Dell SAN. There is a proposed additional offsite disaster recovery center that might utilize a Dell VxRail cluster and /or might use Dell EMC RecoverPoint or VSphere replication. The parking 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 with certifications or proven history working with all of the following: Microsoft Windows Server, Active Directory, DHCP, DNS, NPS, IIS, Print, File/DFS, , Microsoft Exchange, VMware and vSphere.

The senior-level employees should also have a proven history of working with Dell EMC technologies including but not limited to Dell EMC PowerEdge, PowerVault, and VxRail.

If there is a critical problem with a need for emergency server, network, or backup work, then the IT Manager should be notified as soon as possible. If time allows a notification will be sent out to City Employees by the IT Manager.

If a non-critical problem is identified in the City of Portsmouth environment, including but not limited to Servers, Networks, or Backups then the City IT Manager must be notified within a reasonable period of time but no later than 48 hours after discovery.

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

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

- Remote Monitoring of hardware and software for errors, warnings, or non-compliance
- Remote Desktop Gateway management
- Real-time dashboards and reporting for the City IT Manager including onsite and offsite backup status, Antivirus Status, Patching Status, Ticket Status, Service Level Agreement (SLA) Status per ticket, and other Key Performance Indicators (KPI)
- Onsite and offsite backup jobs, backup storage, and Disaster Recovery (DR) of the City's data and applications
- Management of the City's Virtualization Servers and Clusters

3.   NETWORK MAINTENANCE AND MANAGEMENT

The City has a vast network that spans over 24 campuses with core switches located in City Hall. A fiber Metropolitan Area Network connects all of the 23 locations with the 24th being connected by Comcast Internet (Prescott Park).

The City also finds itself relying more heavily on wireless technologies as time goes on and has implemented a managed UniFi solution in most locations. This network and wireless technology is mission-critical and needs to be monitored 24/7/365. Support with a 1 Hour SLA is required for all network-related outages.

Providers should have at least two senior-level, long-term employees with certifications or proven history of working with: SonicWALL and all integrated security services, Ubiquiti (switches, controller and access points), Single and Multi-mode Fiber, BiDi, VPN, Load-balanced WAN, and Rapid Spanning Tree Protocol (RSTP).

The City may during the contract term deploy its own Network Specialist. The final contract entered into with the selected firm will allow for this potential with the possibility of some sharing/division of responsibilities.

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

- Inventory Control & Reporting
- Warranty Management
- Asset Tracking and Lifecycle Management
- Documentation and Password Management
- Ongoing 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 REMOTE AND ON-SITE SUPPORT

The City supports over 450 End Users, who use approximately 44 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.

The vendor will participate collaboratively under the direction of the City's IT Manager with various departments to fulfill service needs and will make recommendations to the City's IT Manager 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 and resumes of all onsite employees will be vetted/approved by the City's IT Manager.

A designated mid-level engineer is preferred for the onsite resource. All personnel on-site and remote will be required to pass a criminal background check before performing any work in the Police Department and be vetted/approved by the City's IT Manager before handling any City accounts.

The City may during the contract term deploy its own in-house helpdesk support staff. The final contract entered into with the selected firm will allow for this potential with the possibility of some sharing/division of helpdesk responsibilities.

Helpdesk Support Remote must include:

- Service Call Tracking
- Real-time dashboards and reporting for the City IT Manager including Ticket Status, Service Level Agreement (SLA) Status per ticket, and other Key Performance Indicators (KPI)
- Monthly reports on problems, issues, affected users, problem categories
- Application & operating system helpdesk services
- Guidance and user support pertaining to the proper use of city applications and systems
- Guidance and user support pertaining to the proper response of security concerns such as websites, emails, and application behavior
- Construction of a knowledge base of Support Resolutions and Instructional How-To articles. The data within the platform shall be owned by the city, and the city shall retain this information in the event of severance of services by the provider at a future date. The platform shall also include unrestricted access for the City's IT Manager to the city-owned data.
- 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 requirements must include:

- 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 the City's IT office for "drop-in" support requests from users
- Onsite support for basic phone problems
- Onsite support to troubleshoot 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 cybersecurity logs
- Onsite support for reviewing current IT Management systems (Switches, Network, Wi-Fi)
- Onsite support should understand the basic knowledge of the City's VLAN structure
- The 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, 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 cybersecurity and PCI Compliance training is distributed to end-users via an LMS system at least monthly.

The City may during the contract term deploy its own Cyber Security. The final contract entered into with the selected firm will allow for this potential with the possibility of some sharing/division of responsibilities.

Cyber security must include:

- Managing and ensuring the remediation of all findings from third-party Risk Assessments and Penetration Tests that are performed under the coordination and management of the City of Portsmouth IT Manager
- Advising on all IT related projects ensuring they are security-centric

- Monitoring and reporting upon security vulnerabilities and hacking threats to the network through MS-ISAC and CISA (https://cyber.dhs.gov/) or an automated threat intelligence platform
- Emergency and tailored remediation of critical security threats and vulnerabilities
- Creation, modification, and ongoing testing of disaster recovery and continuity plans
- Drafting, review, and updating cyber-governance policies and processes
- Developing, testing, and revising cyber-incident response plans
- Monitoring & Management of DNS Security and content filtering system
- Monitoring & Management of Anti-Malware System
- Monitoring & Management of Next-Gen Antivirus and Security system
- Provide Next-Gen Antivirus software, and management of said software to all endpoint devices
- Real-time dashboards and reporting for the City IT Manager including Antivirus Status and Patching Status
- Provide a Learning Management System for City's employees and curate the training provided to end-users
- Reimdeate any issues

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. A 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 the software
- To work with Vendors that require updates from other vendors and ensure a plan is implemented for smooth transitions (example: Vision – OpenGov Databases)
- 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 data within the platform shall be owned by the city, and the city shall retain this information in the event of severance of services by the provider at a future date. The platform shall also include unrestricted access to the city-owned data by the City of Portsmouth IT Manager.

7.   CLOUD INFRASTRUCTURE AND MANAGEMENT

The City hosts various applications in the cloud under their own account and has plans of utilizing cloud services more with Microsoft 365 GCC, Microsoft Azure Gov, and Amazon AWS GovCloud. Providers should have at least one senior-level employee with cloud certifications and/or proven history of designing, building, and securing cloud-based systems. The provider should also have multiple team members proficient in managing and troubleshooting Office 365.

 In regards to access, the City requires that all granted access be carried out by an employee of the successful firm. That employee must access the network with a unique identifier and have two factor authentication.. The use of the main admin password for any access will be prohibited. An Access Auditing System will be required to monitor work, which is either City Owned or the City has a full access. At no point is it allowed that the provider outsources work, without the prior written consent of the City's IT Manager.

The City may during the contract term deploy its own Clooud infrastructure specialist. The final contract entered into with the selected firm will allow for this potential with the possibility of some sharing/division of responsibilities.

 Cloud requirements include:

- Optimization, cost-savings, and management of cloud resources
- Securing cloud systems and applications
- Designing and implementing highly available and load-balanced cloud systems
- Migration of on-premise legacy systems to services based cloud systems
- 24/7/365 Cloud resource and up-time monitoring with proactive and reactive support
- Office 365 Hybrid and Directory Sync Management
- Office 365 Technical and Security Management

8   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 operations 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 offline or disconnected from the main network

- Each location with critical services must have an alternate ISP connection from the city MAN and include automatic failover
- Proactively help design and plan for new technologies, network upgrades, and evolving security standards, and assist current City IT Manager to 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 the cloud, hosting, services, data storage, security, and the disaster recovery issues discussed above
- Test of disaster recovery 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 a reactive to a proactive 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 meet 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, 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 personnel qualified to support each element of the scope of services (e.g. cybersecurity)
- 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 on which you intend to propose. 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).

The City 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

Three (3) hard copies and 1 electronic copy (USB Drive) of the proposal must be delivered to the address indicated in the invitation by **June 14, 2021 by 10:00 a.m.** Late proposals will not be opened. Proposers are encouraged to avoid the use of synthetic report covers and partitions. The Price Proposal shall be submitted in a separate sealed envelope, clearly marked, with the proposal.

F. SELECTION PROCESS

Proposals will first be evaluated according to the following criteria:

- • Responsiveness to submission requirements
- • Qualifications of the Firm which this will inclue comparable managed services experience 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
- • Qualifications of the Team Assigned which will include strength, depth and completeness of the team to be assigned to do the work
- • Understanding the goals and direction as expressed in the Scope of Work and through the interview process
- • 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.

After the initial ranking of the firms based on qualifications and the submitted proposal, the price proposals will be opened and evaluated.   Price is a factor but not the determinative factor in the selection process. The ranking of the firms may be adjusted at this point based on price.

Thereafter, 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 an agreement with its preferred firm(s), the City may enter into negotiations with that firm(s) whose proposal was deemed to be the 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 Alan Brady, IT Manager at RFPITCityofportsmouth@gmail.com, no later than **June 7, 2021 by 1:00 p.m**.   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.