



October 19, 2022

Request For Proposal – IT Analysis and Support Services

The City of Oregon City has prepared this request for proposal (RFP) to solicit proposals from qualified professional Contractors for an Information Technology analysis and continuing support services.

The City intends to enter into a Personal Services Agreement with the selected vendor for two (2) years starting February 1st, 2023, with the option to renew for an additional two (2) year period.

Applications may be submitted digitally or in hardcopy. If hardcopy, three (3) sealed copies of the proposal for this work should be submitted no later than **4:00PM**, local time, Friday, November 18, 2022 and be clearly identified as "**Sealed Bid - Oregon City Information Technology Analysis and Support Services**". Hardcopies should be provided to: David Knoll, IT Manager at 625 Center Street, Oregon City Oregon 97045. If submitting digitally, email to: dknoll@orcity.org David Knoll, IT Manager, City of Oregon City; Questions concerning this RFP should be directed to dknoll@orcity.org or submit as a question to the Bids/RFPs web site: www.bids.orcity.org. Answers will be compiled and provided to all through the Bids site.

Attachments:

Exhibit A	Personal Services Agreement
Exhibit B	Standard Conditions to Personal Services Agreement

CITY OF OREGON CITY
INFORMATION TECHNOLOGY DEPARTMENT
REQUEST FOR PROPOSALS

SECTION 1: PROJECT SUMMARY

The City of Oregon City is soliciting proposals from qualified professional Contractors for an Information Technology analysis and continued support services. The qualified Contractor will provide the City with strategic direction and best-practices recommendations; server hardware, software, and related network support; expertise in specific, city-utilized applications; and remotely-managed and on-the-ground IT support services. The Contractor proposals should address:

1. Server support and maintenance. This includes patching, remote monitoring, virus protection, and security management. Address ability to support and manage a VMware/VSphere infrastructure and Virtual server management including optimization, expansion and decommissioning.
2. IT Network Analysis - Strategic direction and recommendations. The Contractor should consider and detail, at a minimum, the reliability, resiliency, scalability, and manageability (remote and onsite) of our current IT environment and provide guidance for improving these postures.
3. Consulting Services to support design and implementation of technical projects. The successful Contractor will demonstrate familiarity and ability to support/recommend solutions including client, web, and cloud services for City Departments. Ability to support third-party and internal applications, including specific CJIS and other applications.
4. Management and support for Virus, Security, Firewall, VPN, switches, vendor applications and other network components. The proposal should provide a plan to manage, maintain, and improve the City's network security posture and confidentiality.

SECTION 2: BACKGROUND

The City of Oregon City currently has 35 Windows Server 2016-2022 servers with approximately 300 workstations / laptops running Windows 10. The City is standardized on a Dell Storage, server, and switching configuration. We also use Cisco switches for our Core routing. The City has a City-owned fiber backbone, and City-owned fiber connections to all other facilities. We employ and support mobile technology including an MDM/phone/tablet fleet, and expect this usage to increase. We run MSSQL servers and work in an O365 hybrid environment,

User devices connect via network shares to database, application, and web servers. The City desires to employ an outside contractor for support services and maintain a relationship that supports proactive network monitoring/support, quick response time including onsite support as needed, remotely managed helpdesk/troubleshooting, and strategic consultation.

SECTION 3: SCOPE OF WORK

3.1 IT Network Analysis

The contractor will perform an initial audit and analysis of City Systems to include:

- Compile/update inventory of all Network and server related assets
- Assess system architecture (network, LAN, WAN, VLAN's, wireless) and update network diagrams
- Assess current processes using these criteria: reliability, scalability, manageability, efficiency, remote accessibility, and security; and provide recommendations for addressing improvements.
- Security.
- Make recommendations for improving IT security and performance. Specifically:
 - Network, AD, and Group Policy optimization
 - Cloud and Virtual infrastructure development and support.
 - Server support and monitoring

3.2 Monthly Managed Service Support

The Contractor will work with City IT staff to provide a flat monthly rate to include:

3.2.a Server Administration Services - Manages computer systems and networks including:

- Manage critical application, SQL database, application web servers, and associated hardware
- Monitoring of network events in support of the quality, security, performance, availability, recoverability, and reliability of the system
- Ensure preventive maintenance or needs for replacement equipment is identified and performed according to City specifications
- AD, Azure, and Exchange administration
- Manage VMWare and VSphere cluster and environment
- Configuration management, including changes, upgrades, patches, etc.
- Coordinate repair and maintenance work with contracted service and ensure repairs are conducted in a timely fashion

3.2.b Network Administration Services – Scope of activity includes all City network equipment including, but not limited to, switches, firewalls, routers, and other security devices.

- Primary server maintenance including monitoring, 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

3.2.c Security –

- Maintenance of virus detection programs on City servers
- Maintain vendor best practices for security
- Perform security audits as requested and notify City personnel immediately of suspected breaches of security or intrusion detection
- Support City systems for remote access in a secure environment. Provide VPN administration as requested by designated City personnel
- Oversee Public Safety security connections for use with outside agencies. Our Public Safety services include connections to County dispatch services and require CJIS compliant management.

3.2.d Strategic Planning –

Regular engagement with City IT Staff for Strategic Services. Some projects may fall outside of the flat monthly rate and would be considered an additional project cost.

SECTION 4: CONTRACT

The City intends to enter into a Personal Services Agreement with the selected Contractor. This agreement will commence once signatures by both the City and the Contractor are obtained, and will be in effect for two (2) years. The City reserves the right to renew the agreement, with the consent of the Contractor, under the same terms and conditions for two (2) additional years.

Should the City choose to renew the Agreement, all prices at the time of the renewal may be adjusted on the anniversary date of the Agreement, based on the Portland Consumer Price Index (CPI-U, http://www.bls.gov/eag/eag.or_portland_msa.htm) for the immediate twelve (12) month period preceding the renewal of the Agreement. The Agreement shall automatically be renewed for two (2) additional years unless the City provides the Contractor written notice that it does not intend to renew the contract thirty (30) calendar days prior to the ending of the term then in effect.

SECTION 5: COST

The City is requesting a flat-monthly rate for the above services in this RFP. The City is also requesting rates for any Time and Materials or Project cost development outside the scope of monthly services. The City may accept a vendor Scope of Work if proposed as part of the flat rate, provided it covers the requested provided it covers the services listed in this RFP. Vendors will provide a proposal to include:

1. **IT Network Analysis**
2. **Monthly Managed Support Services** – Contractors will submit a flat monthly bid price for the services outlined in Sections 3.1 and 3.2.
3. **Project Rates** for items outside this scope.

SECTION 6: SUBMITTAL REQUIREMENTS

The Contractor shall submit three (3) copies of their proposal; which must include the following information:

- An introductory letter with the company's name, address, phone, and fax numbers

included. A name, email address, and phone number of the company point of contact for this project is also required.

- A statement which indicates the proposal and bid price shall be valid and binding for ninety (90) days following the proposal due date.
- A statement of the qualifications and experience of the firm on projects similar in scope and nature, including the firms organization staffing.
- Names, contact information, and qualifications of personnel to be assigned to the project. Local availability of staff will be an important consideration in the selection process.
- Client reference from three (3) recent related projects, including name, address, and phone number of individuals to contact. Reference actual services provided, customer size (number of users), and the length of time providing services to each. The above information must not exceed 3 pages.
- Project Proposal and Summary of Support Services plan for the project not to exceed 7 pages. The plan shall include:
 - Server and Network Services outlined in the Scope of Work
 - Available of on-site assistance if required.
 - Hours and Days of Support Desk support
 - Rates and availability of after hours support. Include an hourly rate schedule (if applicable) for each classification of personnel to be assigned to the project.
 - Project rates and fees for items outside this scope.
 - Service Level Agreement (SLA) information to include:
 - Critical, enterprise-wide issue – work stoppage
 - High priority: Work stoppage
 - Normal: resolution required; normal work flow impacted
 - Low: No immediate workflow impact, low priority

SECTION 7: SUBMISSION PROCESS

Proposals must be submitted in an envelope clearly marked on the outside as "**Sealed Bid –Information Technology Analysis and Support Services.**"

Bids may be mailed or delivered personally; however, if mailed, the responsibility of their delivery on time to Oregon City City Hall 625 Center Street, Oregon City, Oregon, 97045 is wholly upon the bidder. Bid proposals received after the designated date and time will be returned unopened.

Three (3) hard copies of the Proposal must be submitted to: David Knoll, IT Manager, City of Oregon City.

The Proposal must be received no later than **4:00 PM**, local time, on Friday, November 18th, 2022.

Each proposal shall be double-sided and printed on recycled paper wherever possible. All proposals become part of the public file for the project, without obligation to the City of Oregon City.

The City reserves the right to reject any or all submittals for good cause, in the public interest, and is not

liable for any costs incurred by the Contractor in the submittal preparation.

A City of Oregon City Business License is required. Chapter 5.04 of the City Code states no person shall do business within the City without a current, valid City license. No contracts shall be signed prior to the obtaining of the City of Oregon City Business License.

Questions regarding this RFP should be directed to the City's Bids/RFPs web site: www.bids.orcity.org. Similar questions may be combined into one answer. Interpretations or clarifications considered necessary by the City in response to such questions will be issued by Addenda, posted to the City's Bids/RFPs web site and made available to all parties recorded by the City as having received the bid package. Questions received less than five calendar days prior to the date of bid opening may not be answered. Only questions answered by formal written Addenda will be binding. Oral statements and other interpretations or clarifications may not be relied upon and will not be binding or legally effective.

If discrepancies or omissions are found or there is doubt as to the true meaning of any part of this bid package, a request for clarification or interpretation shall be submitted to the City no later than five calendar days prior to the date of bid opening.

SECTION 8: EVALUATION/SELECTION CRITERIA & PROCESS

From the proposals received, the City will select the most qualified firm using the factors in the chart below. The most qualified firms selected may be interviewed by the City prior to final selection.

- Project Approach (30%)
- Experience (30%)
- Cost (30%)
- References (10%)

The contractor selected for consideration must be able to provide staff with demonstrated capabilities to provide the service listed above. In addition, the selected Contractor must show they have the staffing capabilities to meet all scheduling requirements.

A vendor meeting may be scheduled with City Staff as a final step in this process.

As part of the consideration for entering into a personal service agreement with the successful firm, the firm is required to sign an agreement including the indemnification and hold harmless language and to obtain insurance with an insurer or insurers satisfactory to the City as set forth in Exhibit B. Failure to meet the insurance regulations as set forth shall result in the proposer's loss of contract award.

Attachments:

1. Exhibit A – Draft Personal Services Agreement
2. Exhibit B - Standard Conditions to the Oregon City Personal Services Agreement