

REQUEST FOR PROPOSAL
TO PROVIDE INFORMATION TECHNOLOGY SUPPORT
SERVICES

City of Angels
Request for Proposal
Issued June 9, 2022
Proposals are due 5:30 p.m., June 30, 2022

Submit Completed Application To
City of Angels
Administration Department
Attn: Rebecca Callen
200 Monte Verda Street, Ste B
PO Box 667
Angels Camp, CA 95222

RFP Contact: Rebecca Callen
Phone: 209-736-2185
rebeccacallen@angelscamp.gov
www.angelscamp.gov

INSTRUCTIONS AND ADMINISTRATIVE REQUIREMENTS

I. Issuing Agency

This Request for Proposal (RFP) is issued by the City of Angels, California, subsequently referred to as the "City."

II. IT Services Request for Proposal (RFP) Specifications

To contract with the City of Angels, applicants must be an established legal entity, which includes compliance with all the Federal, State, and City business regulations.

III. Tentative Procurement Schedule (subject to change)

The following Time Table will be utilized for the awarding of a contract for the City's IT services and support:

- Proposal Application Available June 9, 2022
- Onsite Visits at 10 am or 2 pm on June 22, 2022
- RFP Applicant's Inquiries Due June 30, 2022, by 5:00 p.m.
- Answers to Applicants' Inquiries Released by June 24, 2022
- Deadline for Submission June 30, 2022, at 5:30 p.m.
- Evaluation Proposals, reference checks, and selection July 2022
- Contract Award Recommended to Council July 25, 2022
- Contract Services Begin August 2022

IV. General Instructions

a. Applicants' Inquiries

All applicants' inquiries are due on Friday, June 23, 2022, by 5:00 p.m. Questions must be sent via email to: rebeccacallen@angelscamp.gov or submitted via Public Purchase online. No inquiries, written or oral, will be accepted after this date.

For all potential Contractors to be treated equally, all questions raised regarding the Request for Proposal process and the responses made by the City of Angels will be made available to all applicants.

Written responses to questions received through Friday, June 24, 2022, will be posted online on the [City of Angels Public Purchase Page](#) no later than 5:30 pm Wednesday, June 24, 2022. No further questions will be taken after that time.

b. Onsite Visits

An onsite visit is optional for applicants; if an applicant would like to have an onsite visit it will take place on Wednesday, June 22, 2022. Applicants are asked to RSVP what time they would like to attend the onsite visit; the two-time options are 10 am or 2 pm. Email rebeccacallen@angelscamp.gov.

c. Deadline for Submittal

All proposal documents must be completed and received no later than 5:30 pm Thursday, June 30, 2022, at the following address or uploaded to the City of Angels Public Purchase page:

City of Angels
Attention: Rebecca Callen
200 Monte Verda St, Ste. B
Angels Camp, CA 95222

c. Format

Proposal documents may be submitted in any reasonable format, as long as all information requested is included.

d. Period of Performance

The period of performance for contracts issued as a result of this RFP process will be for three years with an option of two one-year extensions at the City's discretion.

GUIDELINES FOR APPLICANTS

I. Introduction

The City of Angels, California, is soliciting proposals from qualified professional vendors for Information Technology support services. The qualified vendor will maintain and improve information technology (IT) effectiveness, enhance its quality of services, minimize downtime and support costs, ensure the security of data, and maximize return on investment in IT. The City does not have a professional IT staff. The vendor will work in conjunction with the City of Angels City Administrator, as the main point of contact for the general city infrastructure, equipment, security, monitoring, and employee needs, and all related equipment, backup, and other needed IT requirements.

II. Background Information

The City of Angels has approximately 40 full-time employees and 8 part-time staff working at locations within the city that require support. We also have five council members and six planning commissioners that require remote assistance with their mobile devices. Below is an approximate breakdown of system information.

System Count		Make	Operating System
Desktop systems	35	Various makes	MS Windows 7, 10
Laptops	5	HP, Dell, Lenovo	
Tablets		Various makes	
Servers		HP	Server 2008, Server 2012
Network Firewalls	1	Cisco	PIX OS
Network Switches	5	Cisco	

The City also has a VOIP phone system and we use a VPN for remote server contact.

IV. Scope of Work

The City of Angels desires a fully outsourced IT management provider to provide proactive maintenance, support, and other IT-related functions. The following details are the minimum services to be provided to the City of Angels in the area of information services:

a. Initial Assessment

With the assistance of city staff, compile an inventory of all information technology-related assets, assess system assets, and make recommendations for improved city-wide IT system performance.

b. Desktop Applications Support

Perform basic support functions including installation of PCs, laptops, tablets, and telephone setup, printers and software installation, installation, and upgrades.

Diagnose and correct desktop application problems; configure laptops, tablets, cell Phones, and desktops for standard applications. Identify and correct hardware problems, performing advanced troubleshooting. Assist designated City personnel with hardware and software purchases as needed. Assist with warranty and other technical support.

c. Server Administration Services

Manage computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Monitor server performance backup schedule and capacity management services. Ensure scheduled preventive maintenance and backup for equipment is promptly performed; develop backup and disaster recovery plans and procedural documentation for archive backup. Confidentiality of the information is vital. The selected vendor and their employees will be required to sign and adhere to a confidentiality clause that information in the system must remain confidential under penalty of law. All vendor employees with access to the City network will be required to undergo fingerprint background checks at the vendor's expense, training, and be expected to maintain CJIS security standards at all times.

d. Network Administration Services

Scope of activity includes all City network equipment including switches, firewalls, routers, collaboration with VoIP phone system vendor, and other security devices. Manage backup and disaster recovery systems. The scope also includes primary installation and maintenance of printers, network copiers/ scanners, group policy, software updates, etc. as deemed necessary. Monitor network performance and capacity management services. Maintain city-wide network diagram.

e. Security

Maintenance of virus/ malware detection and spam reduction programs on City servers, email, and all other City computers, laptops, and tablets. Perform security audits as requested and notify City personnel immediately of suspected breaches of security.

f. Strategic Planning

Provide technical leadership for all technology issues. Make recommendations for future purchasing and technology needs. Keep City up to date on new technology changes and uses that will enable the City to increase efficiency and reduce costs. Install equipment including new servers, software, and hardware, and transfer data when required. Assist with policy formulation and application.

g. Help Desk Support

End-user support must be timely, friendly, and professional. Urgent and emergent support must be available 24/7/365. Routine support must be available Monday – Friday from 7:00 a.m. to 4:00 p.m.

h. End User Training

Provide training for various techniques as needed. This would normally be for common software or hardware used in a business setting or new equipment installed. This can be at the request of the City or when a need is identified by the vendor.

i. Onsite Support

Provide regularly scheduled and dedicated onsite support for sixteen (16) hours each month or provide a recommendation of needed onsite support hours; to address city-wide and/or departmental hardware and software issues. Additional onsite support may be needed for special or major projects.

j. Public Records

Assist in public records keyword searches through active and archived e-mail and network files of current and former employees. Preserve original metadata of e-mails and network files while saving contents to electronic files. The vendor must be knowledgeable in California State Public Record Laws.

k. Computer Inventory and Disposal

The vendor must provide biannual hardware inventory reporting and proper and legal electronic disposal of surplus electronic equipment.

IV. Submittal Requirements

The following information shall be required in the RFP submittal:

- Letter of Transmittal, to include:
 - Company name, address, and telephone number of the firm submitting the proposal.
 - Copy of current W-9.
 - Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.
 - Provide a statement that includes the language “proposal and cost schedule shall be valid and binding for ninety (180) days following proposal due date and will become part of the contract that is negotiated with the City.”

- General Vendor Information, to include:
 - Length of time in business.
 - A total number of clients and a total number of public sector clients.
 - A number of full-time personnel and number specifically assigned for customer support. Identify names and major certifications of key personnel who will provide the information technology services. Summarize the experience and technical expertise of these staff. The

local availability of the staff providing these services will be an important consideration.

- Location of the office that would service our account.
- Describe your approach to providing these services and your methodology for providing ongoing support.
- Provide the name, title, address, and contact information of three (3) references of clients for whom you have provided similar services. Please provide information referencing the actual services provided, customer size (number of users), and the length of time you have provided services to this client.
- Provide availability to be onsite when needed, under 2 hours.
- Support Services – Please answer the following:
 - Is help desk support available?
 - When is support available? (Indicate xx a.m. to xx p.m. and the days of the week.)
 - How are charges for support structures documented and tracked?
 - Describe your problem escalation process, including:
 - Initial problem identification.
 - Determination of priority and severity of the problem.
 - Steps for resolving problem escalation when a solution is not forthcoming or an implemented solution is unsatisfactory.
 - Indicate your response time goals and your statistics regarding meeting that goal.
- As a municipal government, City departments include those of Finance, Planning and Building, Administration, Public Works, Police, Fire, Water, and Wastewater. Explain your familiarity and experience in the support of the specialized technology requirements of these departments. With the understanding that some of our departments operate on a 24/7, 365 days per year schedule, what would your availability be in the event of any technical issues requiring immediate attention during any non-routine business hours?

- Beyond the scope of the RFP, what services (related or otherwise) does your organization provide that could benefit and/or may be of interest to the City?
- Cost of Services:
 - The proposal must include a fee schedule that indicates either hourly rates or a flat monthly rate for the proposed services.
 - Describe how your services are priced, and any specific pricing you can provide.
 - Define any additional charges (e.g. travel expenses).
 - Define any tiers of service and costs associated with those tiers.

V. Evaluation and Criteria Process

Staff will make a recommendation to the City Council for their review and award of the contract. Staff will evaluate and rate each submittal based on the following criteria:

Evaluation Table	% of Points
Experience and personnel experience	20%
Understanding of the City's needs and services to be provided	20%
Compatibility with end-users and City staff needs	10%
Satisfaction of clients/ end users	10%
Availability	10%
Cost	30%

VI. Contract

The City anticipates a three-year contract that will be renewable for an additional (2) two one-year periods. Renewal of the contract will require City Manager authorization. All fees should be set for an annual term and clearly state in the proposal. The City expects all submitting firms to consent to the City Scope of Work and Specifications. Exceptions desired must be noted in the proposal submittal. The City reserves the right to revise the stated contract terms and conditions before the contract signature.

VII. Termination of Contract

The contract may be terminated by mutual agreement in writing or it may be terminated at any time by either party by delivery of a sixty (60) day written notice to the other party.

VIII. Inquiries

Inquiries regarding this RFP should be directed to
City of Angels
Administration Department
Attention: Rebecca Callen
200 Monte Verda St. Ste. B
PO Box 667
Angels Camp, CA 95222
Phone: (209) 736-2185
Email: rebeccacallen@angelscamp.gov

IX. Submission Instructions

The City reserves the right to request additional written or oral information to supplement all written statements of qualifications or proposals.

Submit all material no later than June 30, 2022, at 5:30 p.m. to:
City of Angels
Administration Department
Attention: Rebecca Callen
200 Monte Verda St. Ste. B
PO Box 667
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Or upload to the City of Angels Public Purchase Portal

X. RFP Amendments

The City reserves the right to change the schedule or issue amendments to the RFP at any time. The City also reserves the right to cancel or reissue the RFP.

XI. Vendor's Cost to Develop Proposal

Costs for developing proposals in response to the RFP are entirely the obligation of the vendor and shall not be chargeable in any manner to the City.

XII. Withdrawal of Proposals

Proposals may be withdrawn at any time before the submission time specified in this RFP, provided notification is received in writing. Proposals cannot be changed or withdrawn after the time designated for receipt.

XIII. Rejection of Proposals

The City reserves the right to reject any or all proposals. The City reserves the right to award a contract to the firm that the City feels best meets the requirements of the RFP process. The City reserves the right to reject any proposals before execution of the Agreement, with no penalty to the City.

The City of Angels reserves the right to cancel, postpone, extend or revise the RFP or the RFP process at any time. If it becomes necessary to revise any part of this RFP, an addendum will be provided on the City's Public Purchase Page.

XIV. City Taxation

The contractor awarded the contract will be required to obtain a City of Angels Business License.

XV. Public Records

All Proposals submitted in response to this RFP become the property of the City of Angels, and under the California, Public Records Act (PRA), the records of local agencies are generally available to the public upon request. The Proposal you submit will become a public document after it is officially awarded, and any related contract will be a public document.

The PRA allows the City to withhold documents, or parts of documents that reveal trade secrets or information that is confidential or proprietary, or information that would invade personal privacy.

If you believe that portions of your proposal include such information, you must specify by, at a minimum, stamping in bold red letters the term "CONFIDENTIAL" on that part of the proposal which you believe to be protected from disclosure, and include specific detailed reasons, including any relevant legal authority, stating why it is not to be made public. The City of Angels reserves the right to make the final determination of whether to withhold or produce a document or portion of a document in response to a PRA request. If the City of Angels withholds information at your request, you may be required to litigate any claim of a trade secret that you assert.

XVI. Contract Award and Execution

The City reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favorable terms the vendors can offer. It is understood that the proposal will become a part of the official file on this matter without obligation to the City.

The City reserves the right to request clarification of the information submitted and to request additional information from any proposer.

The general conditions and specifications of the RFP and as proposed by the City and the successful vendor's response, as amended by agreements between the City and the vendor, will become part of the contract documents. Additionally, the City will verify vendor representations that appear in the proposal. Failure of

the vendor's products to meet the mandatory specifications may result in the elimination of the vendor from competition or in contract cancellation or termination.

The selected vendor will be expected to enter into a contract with the City. The City reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFP, and which is not approved by the City Attorney.

XVII. Comments on Standard Agreement

The city's Consultant Services Agreement is attached to this RFP as Attachment A. A copy of the City's Consultant Services Agreement that the selected consultant will be required to sign is provided as Attachment A. Please note that any consultant selected will be required to comply with the standard provisions outlined in this agreement; if there are any exceptions to these provisions that the consultant must address, please do so in the RFP.

Evidence of ability to comply with insurance requirements

The selected consultant must provide insurance certificate(s) for Commercial General Liability, Automobile Liability, Workers' Compensation, Employer's Liability, and Professional Liability Insurance for this project. Endorsement(s) signed by an authorized representative of the insurance carrier will also be needed for Commercial General Liability and Automobile Liability insurance, with language included in the endorsement(s) that the City, its officials, employees, and volunteers shall be covered as additional insured.

XVIII. Equal Opportunity Compliance

The City is an equal opportunity employer and requires all Proposers to comply with policies and regulations concerning equal opportunity.

The Proposer, in the performance of this Agreement, agrees not to discriminate in its employment because of the employee's or applicant's race, religion, national origin, ancestry, sex, sexual preference, age, or physical handicap.

XIX. Other Compliance Requirements

In addition to nondiscrimination and affirmative action compliance requirements previously listed, the Proposer awarded a contract shall comply with federal, state, and local laws, statutes, and ordinances relative to the execution of the work. This requirement includes, but is not limited to, the protection of public and employee safety and health, environmental protection, waste reduction, and recycling, the protection of natural resources, permits, fees, taxes, and similar subjects.

XX. Ownership of Documents

Any reports, studies, conclusions, and summaries prepared by the Proposer shall become the property of the City.

XXI. Confidentiality of Information

All information and data furnished to the Proposer by the City, and all other documents to which the Proposer's employees have access during the term of the contract, shall be treated as confidential to the City. Any oral or written disclosure to unauthorized individuals is prohibited.

XXII. Background Approval of Responding Staff

Staff that is assigned to the City and is required to pass a DOJ background check to provide IT Service for the Police Department.

ATTACHMENTS

The attachments below are included with this RFP for your review:

A. City Standard Professional Services Agreement