



October 22, 2021

**REQUEST FOR PROPOSAL**  
Outsourced IT & Managed Services

Carefully review this Request for Proposals (the “RFP”). It provides specific information necessary to aid participating firms in formulating a response. Should firms elect to participate, all responses must be submitted to the City of Bel Aire **by email no later than 5:30pm on November 19, 2021**, and subject line as “Response to Outsourced IT & Managed Services RFP”:

Ted Henry  
[thenry@belaireks.gov](mailto:thenry@belaireks.gov)  
316-744-2451 ext. 220

**Request for Proposal (RFP)**

The City of Bel Aire invites you to respond to this Request for Proposal (RFP). The focus of the RFP is to select a single organization to provide IT managed services to the City of Bel Aire.

The City seeks a full IT services partner to act as its Technology Department to manage a full range of technology services including but not limited to technology and communications hardware and software, onsite and offsite monitoring and repair, backups, disaster recovery (DR), networking and monitoring, emergency response and proactive improvements for efficient service delivery.

**Background**

The City of Bel Aire, Kansas has an estimated population of 8,500. The City has 41 full time employees and maintains offices at three locations including City Hall, Recreation Center and Public Works. All locations should be included in a service agreement.

**Network Summary**

- Approximately 70 devices (desktops, laptops, servers)
- 3 physical sites, connected via SonicWALL site to site VPN
- 1 Windows Server running to Hyper-V guests
- 1 Windows Server for PD in car videos
- VOIP phone system (managed by vendor)
- Cox fiber Internet with AT&T backup
- Offsite backup for approximately 12TB of data.

## **Scope of Work**

As part of this RFP, the following details the minimum services to be provided to the City of Bel Aire:

### **1) 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.

### **2) Desktop Applications Support**

Perform basic support functions including installation of PC's, laptops, printers, and software; diagnose and correct desktop application problems; configure laptops and desktops for standard applications; and identify and correct hardware problems, performing advanced troubleshooting; Manage Cloud back-up software for specific workstations. Assist designated City personnel with hardware and software purchases as needed. Assist with warranty and other technical support.

### **3) Server Administration Services**

Manage computer network and associated hardware, software, communications, and operation system necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Monitor server performance and capacity management services. Ensure scheduled preventative maintenance for equipment is promptly performed; develop back-up plans and procedural documentation for active servers. Confidentiality of 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. *The selected vendor and their employees working on our system will be required to pass a KBI background check.*

### **4) Network Administration Services**

Scope of activity includes all City network equipment including switches, firewalls, routers, 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.

### **5) Security**

Maintenance of virus/malware detection and spam reduction programs on City servers, email and all other City computers, laptops. Perform security audits as requested and notify the Assistant City Manager of suspected breaches of security. Assist the City of Bel Aire in complying with best practices as well as CJIS requirements.

### **6) 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.

**7) Onsite and Held 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 7:30 a.m. to 5:00 p.m.

**8) End User Training**

Provide training for various technologies as needed. This would normally be common for 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.

**9) Public Records**

Provide assistance in public records key word searches through active and archived email and network files of current and former employees. Preserve original metadata of emails and network files while saving contents to electronic files. Vendor must be knowledgeable with requirements of the Kansas Open Records Act.

**10) Computer Inventory and Disposal**

Vendor must maintain an inventory of PC's and related hardware with recommended replacement dates to assist with the City's asset management program. Vendor must provide monthly hardware inventory and proper and legal electronic disposal of surplus electronic equipment.

**Submittal Requirements**

The following information shall be required in the RFP submittal:

**11) General Vendor Information, to include:**

- a. Length of time in business
- b. Total number of clients and total number of public sector clients
- c. Summarize the experience and technical expertise of these staff. The local availability of the staff providing these services will be an important consideration.
- d. Will you subcontract any components of the proposed solution to third party organizations? If so, please describe the components to be subcontracted.

**12) Describe your approach to providing these services and your methodology for providing ongoing support.**

**13) Provide the name, title, address, and contact information of three (3) references (preferably municipalities) 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.**

14) Support Services – Please answer the following:

- a. Is help desk support available?
- b. When is support available? (Indicate XX a.m. to XX p.m. and the days of the week)
- c. How are support requests documented and tracked?
- d. Describe your problem escalation process, including:
  - i. Initial problem identification
  - ii. Determination of priority and severity of problem
  - iii. Steps for resolving problem escalation when a solution is not forthcoming, or an implemented solution is unsatisfactory.
- e. Indicate your response time goals and your statistics regarding meeting that goal.
- f. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?

15) As a municipal government, City departments include Police, Public Works, Utility Billing, Water and Sewer. Explain your familiarity and experience in the support of the specialized technology requirements of these departments. With the understanding that these departments operate on a 24/7/365 day per year schedule, what would your availability be in the event of any technology issues requiring immediate attention during any non-routine business hours?

16) What differentiates your organization from your competitors in the marketplace and how will this be relevant to us?

17) 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?

18) Cost of Services:

- a. The proposal must include a fee schedule that indicates either hourly rates and/or a flat monthly rate for the proposed services.
- b. Define any additional charges: startup or onboarding costs, antivirus, patch management, spam filtering, anti-phishing protection, offsite backup for approximately 12TB of data, and travel time.

### **Selection Criteria**

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:

- Industry expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Reporting capabilities
- Financial considerations

**Contract**

All fees should be set for an annual term and clearly state that 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 prior to contract signature. 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 30 day written notice to the other party.

**Rules of Preparation**

The submitted proposal must follow the rules and format established within this RFP. Adherence to these rules will ensure a fair and objective analysis of all bids. Failure to comply with any portion of this request may result in rejection of a proposal.

**Vendor Inquiries**

For any information relative to this RFP, please direct all inquiries to the contact information as follows:

Ted Henry  
Assistant City Manager/ Director of Finance  
[thentry@belaireks.gov](mailto:thentry@belaireks.gov)  
316-744-2451 ext. 220

**Notification of Withdrawal of Proposal**

Proposals may be modified or withdrawn by an authorized representative of the vendor by formal written notice prior to the final due date and time specified for proposal submission. Otherwise, proposals, to include pricing schedule, will be considered valid for at least ninety (90) days from the proposal submission deadline. Submitted proposals will become the property of the City of Bel Aire after the proposal submission deadline.

**Contractual Obligations**

The successful vendor will be required to accept a purchase order from the City of Bel Aire in which the vendor will undertake certain obligations. These obligations include, but are not limited to, the following:

*Insurance* – The successful vendor shall maintain and shall require all of its subcontractors to maintain general aggregate insurance with limits of not less than \$1,000,000.

*Costs* – All costs are to be stated in exact amounts. All costs must be detailed specifically in the vendor cost summary section of the proposal; no additional charges (e.g. for sales tax, container packing, installation, training, out-of-pocket expense, etc.) will be allowed unless so specified in the bid.

*Selection* – The final award is subject to the City of Bel Aire's purchasing policy.

**Right of the City of Bel Aire to Reject Proposals**

The City of Bel Aire reserves the right to reject any and all proposals or any part of any proposal, to waive minor defects or technicalities, or to solicit new proposals on the same project or on a

modified project which may include portions of the originally proposed project as the City of Bel Aire may deem necessary in its best interest. The City also reserves the right to negotiate with any vendor, all or part of any proposal that is in the best interest of the City.

#### **Non-limitations to RFP**

The format of the RFP must be followed and all requested information must be submitted as indicated; however, the City of Bel Aire is receptive to any additional suggestions pertaining to services development, additional related capabilities, and any alternative methods for providing related services. Any exceptions to the RFP terms and conditions must be included in writing in the proposal.

#### **Interpretations and addenda**

No interpretation made to any respondent as to the meaning of the RFP shall be binding on the City of Bel Aire unless repeated in writing and distributed as an addendum by the City of Bel Aire. Interpretations and/or clarification shall be requested in writing.

#### **Confidentiality of Documents**

All responses to the RFP submitted by vendors shall be deemed public documents at the time opened by the City of Bel Aire. The RFP is intended to be worded in a manner so as not to elicit proprietary information from the vendor. If proprietary information is submitted as part of the proposal, such information is to be labeled proprietary and be accompanied with a request that the information is to be returned by the City of Bel Aire to the submitter. Any proposal that is submitted with a blanket statement or limitation that would prohibit or limit such public inspection shall be considered non-responsive and shall be rejected.

#### **Legal Notice**

The City of Bel Aire reserves the right to reject any and all proposals and waive any or all technicalities, as determined by the Assistant City Manager of the City of Bel Aire.

The City of Bel Aire expects a professional job, done commensurate with the standards and practices of the profession and/or business.

All persons awarded and/or entering purchase orders with the City of Bel Aire shall be subject to and required to comply with all applicable City, State and Federal provisions.