



**The City of Buena Vista
Request for Proposals:
Information Technology (IT) Managed Services Provider**

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The City of Buena Vista
Attention: Tom Roberts
2039 Sycamore Avenue
Buena Vista VA 24416

Proposal Responses Due:
4:00 PM, Wednesday June 17th 2020

1. Introduction

The City of Buena Vista (“City”) is seeking proposals from qualified, knowledgeable, and experienced companies to serve as a managed information technology (IT) service provider (“managed service provider” or “MSP”) (“Vendor”). The nature of the service will be ongoing support and coordination to ensure proper implementation of new technology, general management, and operation; along with maintenance and/or troubleshooting of existing systems. Vendor will also recommend improvements to existing systems and provide technical support for future purchases of equipment, software, and license agreements. The Vendor chosen will need to work closely with City staff to provide support as needed or instructed.

The selected Vendor will provide monitoring for the network 24/7 as well as all maintenance, monitoring, and support for hardware (server, desktop, laptop, mobile); software; help-desk; back-ups; remote access support; cloud and email; inventory control and management (hardware and software); security; and disaster recovery.

Background & Objectives

The City of Buena Vista, with a population of about 6,400, is one of the smallest independent cities (county-equivalent) in the Commonwealth of Virginia. The City provides the full range of local government services, employing over 70 individuals based at six locations.

Managed IT services were provided to the City by one firm from 2008 to 2019, at which point that firm changed its business structure and ceased providing managed services to clients. In 2019 through an emergency procurement process the City contracted with another firm as MSP. This RFP is to secure a MSP contract through public bid process.

2. Current Technology Configuration

- a. 8 physical locations/facilities located within the City
- b. 5 Windows servers
- c. Multiple networked printers, some with 3rd party maintenance agreements
- d. Approximately 80 Windows workstations. Both laptops and desktops; multiple models and operating systems.
- e. Office 365

3. Firm Requirements

If selected, Vendor must possess or obtain the following and be able to provide documentation to the City:

- a. All staff with access to City systems must clear a background check in their employment process and pass other screening; 3rd-party security certification preferred.
- b. Relevant certification to manage Microsoft Office 365
- c. The successful bidder will, at all times during the term of the contract term, at their own expense, carry commercial general liability insurance and property damage insurance in the amount of \$2,000,000 naming the City as additional insured, and, as required, professional liability insurance in the amount of \$5,000,000. Excess policies

can be used to meet required limits. Other insurance requirements may be required and negotiated as a part of the contract with the successful bidder

4. Scope of Services

Below is the range of services the selected Vendor must provide to the City. The submitted proposal should address all of these items, providing details on particular approaches, policies, practices, and software as applicable.

- a. Comprehensive IT documentation, asset management, and system reporting accessible by authorized City staff including
 - i. Hardware configuration information and status
 - ii. Network topology and status
 - iii. Credential/password management
 - iv. Performance reporting
- b. General support and helpdesk including
 - i. Work order/ticketing system to track reported issues, accessible to authorized City staff
 - ii. Business hours support and after-hours support as needed (please specify response time, staff capacity, etc.)
 - iii. On-site and remote support including remote support agents on workstations
 - iv. Configuration and setup of new equipment on site
- c. Network (LAN/WAN) Administration
 - i. Installation, configuration, administration, and maintenance of all network equipment including switches, firewalls, routers, cabling, wireless access points, and other devices.
 - ii. Regular analysis, routine configuration changes, and installation of patches and upgrades.
 - iii. Proactive monitoring of network equipment including bandwidth utilization, and other performance indicators and report when specified thresholds are reached.
 - iv. Active Directory management
- d. Application support
 - i. Management of Office 365 applications, including email
 - ii. Support of standard business applications and assistance with specialized application
- e. Security and Backup
 - i. Full suite of anti-malware solutions across all City systems.

- ii. Routine review of software, endpoints, servers, and network for potential security weaknesses and recommendations of corrective actions.
 - iii. Full backup and recovery system for servers and client-identified individual workstations
 - iv. Development and implementation of data and system recovery plans.
- f. System Upgrades and Maintenance
 - i. IT hardware lifecycle management and replacement recommendations.
 - ii. Ensure all patches and system updates are applied effectively.
 - iii. Ongoing review of hardware, software, and network architecture to proactively identify upgrades and changes to optimize security, cost, and efficiency.
 - iv. Partner with City staff and third parties to review, select, and implement new software solutions for key City systems.
- g. Voice Over IP (VOIP) Phone Solution
 - i. Assist City in selection of VOIP vendor to replace (where possible) existing POTS. Currently all service is POTS.
 - ii. Manage transition of phone system to VOIP

5. Proposal Contents

- a. Approach and Methodology
 - i. The Proposer's overall support strategy/philosophy
 - ii. Proposer must address the items listed in the Scope of Work
 - iii. Assumptions, i.e. requirements, risks, and expectations used to develop the proposal
 - iv. An explanation of the problem reporting and resolution process that describes the Proposer's support plan, including tiers, reach-back capability, service levels, the person(s) authorized to close problem reports, etc.
- b. Management Deliverables and Reports
 - i. Include descriptions of any reports used to summarize and provide detailed information for managed services customers. Include sample reports as attachments to the proposal to provide an example of the types of reports that will be provided for this engagement.
- c. Detailed and Itemized Pricing
 - i. Include a fee breakdown based on your pricing model.
 - ii. What is the pricing model? Fixed fee, hourly rate, hybrid, other?
 - iii. What services are included in the pricing? Address specifically the following (and feel free to include anything not included in this list):
 - 1. On-site time

2. Help-desk support (via phone, email, remote shared desktop)
3. Response time/problem resolution time
4. Travel time
5. Vendor management
6. Training
7. Regular in-person business review
8. Regular reporting on system health in business terms
9. Response to major system problems or outages

d. References

- i. Provide three (3) current corporate references for which you perform similar work. At least one of the references should be comparable to the City in size and requirements. It is also advisable to include at least one (1) nonprofit social service agency, if you have any such clients.

e. Company Overview. Provide the following for your company:

- i. Official registered name (Corporate, D.B.A., Partnership, etc.), Dun & Bradstreet Number, address, main telephone number, toll-free numbers, and facsimile numbers.
- ii. Key contact name, title, address (if different from above address), direct telephone and fax numbers.
- iii. Person authorized to contractually bind the organization for any proposal against this RFP.
- iv. Brief history, including year established and number of years your company has been offering managed services and/or applications support.
- v. Disclosure of any actual or potential conflicts of interest and any pending lawsuits.
- vi. Include biographies and relevant experience of key staff and management personnel. Describe the qualifications and relevant experience of the types of staff that would be assigned to this project by providing biographies for those staff members.

6. General Terms of Proposal Process

- a. Proposal Preparation Costs. All expenses incurred by the Vendor in preparation and submission of this Proposal are to be borne by the Vendor, with the express understanding that no claims for reimbursements against the City will be accepted. The City shall not be responsible for any costs involved in or associated with any meetings, discussion or negotiation following submission that could lead to acceptance of the Proposal and award of a contract.
- b. Proposal Evaluation

The City recognizes that “Best Value” is the essential part of purchasing a product and/or service and therefore the City may prefer a Proposal with a higher price, if it offers greater value and better serves the City’s interests, as determined by the City, over a Proposal with a lower price. Proposals will generally be evaluated based upon the following criteria:

- i. Company and Project Team Qualifications
 1. Technical and management experience and skills of Vendor and other team members.
 2. Quality of Vendor work, based on recent and relevant project experience on similar assignments, demonstrating suitability to undertake work.
 3. Minimum 3 references relating to project experience, including contact name and project details; past performance appraisals if available.
- ii. Service Capability
 1. Client relationship approach
 2. Service levels and staff capacity
 3. Management
- iii. Presentation of Services
 1. Demonstrated understanding of requirements, scope of work and deliverables.
 2. Clarity and completeness of submission.
 3. Addressing work effort and team member participation and role in delivering work.
 4. Identifying any potential options or changes to outlined requirements that could be advantageous to the City.
- iv. Fees
 1. Amount of fees relative to services provided
 2. Pricing structure

The City shall be the sole judge of each candidate’s conformance with the requirements and the merits of the individual proposals. The City reserves the right to waive any conditions or modify any provision of this process with respect to one or more candidates, to negotiate with one or more of the candidates, to require supplemental statements and information from any candidate, to establish additional terms and conditions, or to reject any or all candidates, if in its judgment it is in the best interest of the City. If all candidates are rejected, the City may seek additional candidates. The timing of the conditional selection may depend upon the degree to which further information on individual candidates must be obtained or due to other factors that the City may consider pertinent.

- c. The City, at its sole discretion, reserves the right to:
 - i. Reject any or all Proposals whether complete or not;
 - ii. Reject any Proposal it considers not in its best interests;
 - iii. Waive any minor irregularity or insufficiency in the Proposal submitted;
 - iv. Not be liable for misunderstandings or errors in the Request for Proposals;
 - v. Issue addenda to the Request for Proposals;
 - vi. Contact references provided by the Vendors;
 - vii. Retain independent persons or contractors for assistance in evaluating Proposals;
 - viii. Request points of clarification to assist the City in evaluating Proposals;
 - ix. Negotiate changes with the successful Vendor; and
 - x. Withdraw the Request for Proposal.
- d. Proposal Presentation. The City reserves the right to request one or more of the Vendors whose submissions are of particular interest to the City, to make oral presentations to the City.
- e. Proposal Confidentiality and Proprietary Information. All submissions become the property of the City and will not be returned to the Vendor. The City will consider all Proposals submitted as confidential but reserves the right to make copies of all Proposals received for its internal review and for review by its financial, accounting, legal, and technical consultants.
- f. Conflict of Interest. A Vendor shall disclose in its Proposal any actual or potential conflicts of interest and existing business relationships it may have with the City, its elected or appointed officials or employees, any property ownership direct or indirect in the jurisdiction. The City may rely on such disclosure.
- g. Acceptance Of Proposal. The acceptance of a Proposal will be made in writing from the City and will be addressed to the successful Vendor at the address given in the submitted Proposal. Following acceptance and approval to proceed with the Proposal, the Vendor is expected to enter into a contract with The City to perform the works or services set out and agreed upon in the Proposal.
- h. Subcontractors
 - i. The Proposal shall include the company name of all sub-contractors and sub-consultants proposed to be used in the performance of the Work with a description of the work they would be performing.
 - ii. The sub-contractors and sub-consultants listed in the Proposal may not be changed without the written consent of the City. If the City so requires, the Vendor shall be prepared to confirm to The City the competence of sub-contractors and sub-consultants prior to acceptance of the Proposal.
- i. Proposal Content & Innovation

- i. The Vendor shall address in the Proposal submission all the information as requested in the RFP documentation. The Vendor is also encouraged to include innovative, alternative, or unique solutions to the Proposal subject that may, along with other things, indicate cost initiatives, improved environmental impacts, better public relations and/ or project acceptance, reduced risk, improved management or administrative efficiencies, etc. Any alternative Proposals submitted should include all the requirements of the original RFP with costs identified for comparative purposes.
- j. The City of Buena Vista does not discriminate against race, color, religion, sex, national origin, age, disability, political affiliation, belief or faith-based organizations.

7. Site Visit

The City will host a site visit for Vendors interested in submitting proposals on Tuesday, June 2nd 2020 at 10:00 AM. Vendors will be shown each City facility.

8. Instructions for Submission

a. Submittal

Written proposals must be received no later than **Wednesday, June 17th 2020 at 4:00PM**. Proposals should be sent in electronic format via email to troberts@bvcity.org.

If Vendors desire to provide a paper copy as well as electronic, it may be mailed or delivered to

Thomas Roberts
Director of Community & Economic Development
City of Buena Vista
2039 Sycamore Ave
Buena Vista VA 24416

b. Questions

All questions must be submitted to Thomas Roberts no later than **Wednesday, June 10th 2020** in writing at the address above or troberts@bvcity.org. Questions and answers will be posted as addenda to the RFP document at <https://www.buenavistava.org/business/bid-opportunities/>.