REQUEST FOR PROPOSALS

INFORMATION TECHNOLOGY (IT) MANAGED SERVICES

FOR NORTH LOGAN CITY

Sealed submissions responsive to this Request for Proposals, plainly marked "RFP IT Services North Logan City" on the outside of the mailing envelope, addressed to the Finance/Purchasing Department, will be accepted until 3:00 pm, Friday, November 3rd, 2023.

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.

NLC seeks to maintain the current infrastructure, enhance the current infrastructure, promote resiliency, and ensure a maximum return on its technology-related investments.

NLC 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 NLC.

NLC reserves the right to terminate or amend this process at any time.

A. SUMMARY OF THE CITY'S OBJECTIVES

NLC 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, remote support and on-site support, Cyber Security, VoIP Phone Service (VoIP should include a phone app for cell phone usage), 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 the Google Suite as its primary software support, however, there are multiple other applications to supports its operations, including but not limited to: Microsoft Office suite; Pelorus Accounting Software; Google Workspace, Civic Rec, City Inspect, Civic Plus. Our City Council meetings are also streamed through Zoom and into a live Youtube feed.

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 Manger is 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

North Logan City provides municipal services to approximately 347 non residential & 3702 residences. NLC 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 more vendors who can specialize in one area even if they do not have Municipal knowledge.

The City seeks a firm or firms that has 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.

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. A new city office is currently under construction, along with a large library expansion that includes a conference center. IT support is also needed at our Recreation Building, The Hansen Sports Center. The successful bid will include a plan to assist with the IT design, layout and installation oversight, as the interior of the structure is completed. Vendor will also provide support in the transfer of hardware services from the old building to the new. Additional scope is anticipated to include, but not be limited to the following:
 • Asset Tracking
 • Patching and compliance for Operating Systems and Installed Applications
 • Mobile Device Management
 • VoIP Management (telephone system with call routing to 3CX mobile app or similar)
 • Audio / Video Setup and Support for Council Chambers and City Center.
 • Endpoint Encryption
 • AntiVirus & AntiMalware management and remediation
 • Security Policy Management
 • Remote Monitoring of hardware and software for errors, warnings, or non-compliance
 • Installation and maintenance of UPS units
 • Troubleshoot printer/scanning issues; coordinate repairs
 • Provide remote work software and support, including a VPN
 • Warranty Management
 • Support in assuring PCI compliance when necessary.
 • Assist with State of Utah and ULGT annual cyber reporting requirements.

NETWORK MAINTENANCE AND MANAGEMENT

The City currently hosts 2 servers; these servers are located in the City Hall server room and at the North Logan Library (server room). The City also finds itself relying more heavily on wireless technologies as time goes on. This network and wireless technology is mission critical and needs to be monitored 24/7/365. 24x7 Hour support with a 1 Hour SLA is required for all network related outages. Providers should have at least one senior level, employees holding certifications in one or more of the following: Routing & Switching, Wireless Networking.

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

• Inventory Control & Reporting
• Warranty Management
• Asset Tracking
• Patching and compliance for Operating Systems and Installed Applications
• Endpoint Encryption for offsite servers
• AntiVirus & AntiMalware management and remediation
• Security Policy Management
• Remote Monitoring of hardware and software for errors, warnings, or non-compliance
• Weekly backup audits provided to City IT Manager
• Nightly offsite backup storage & Disaster Recovery of City's data and applications
• Management of City's Virtualization Servers
• Secure backup for the City Servers, Google Gmail, Drive, Workspace, Backup of Google Gmail, and others including but not limited to Library, Recreation and Public Works data based.

HELPDESK SUPPORT AND ON-SITE SUPPORT

The City supports 40+ End Users. The vendor is expected to provide full-time 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. Vendor will participate collaboratively with various departments to fulfill service needs, and will make recommendations 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. A designated engineer is preferred. All personnel on-site and remote will be required to pass a criminal background check before performing any work.

Helpdesk Support Remote must include:

• Service Call Tracking
• Monthly reports on problems, issues, affected users, problem categories • Application & operating system helpdesk services
• Guidance and user support pertaining to proper use of city applications and systems • Guidance and user support pertaining to proper response to security concerns such as websites, emails, and application behavior
• 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 Monday through Friday from 7:00 am until 6:00 pm, additional support may be required until 10:00 pm for City Council and Planning Commission meetings. (City Holidays are excluded).

• Support staff available, if needed,to assist in user training and orientation on the firs day of newly hired City Employees.

• Support of City Hall Employees by 7am each morning

• Support for basic phone problems

• Support to troubleshoot basic network issues with the use of the City's remote monitoring system

• Support should have a good understanding of all the Internet connections and providers

• Periodic onsite support to rollout new computers/laptops

• Periodic onsite support to rollout replacement switches

• Periodic onsite support for reviewing cyber security logs

• Periodic onsite support for reviewing current IT Management systems (Switches, Network, Wi-fi)

• Support should understand basic knowledge of the City's LAN structure.

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, Next-Gen Antivirus & Security software deployed to Servers, Standard Antivirus software deployed to Endpoints and end user training. The City would like to ensure that end-user Cyber Security and PCI Compliance training is distributed to end-users.

North Logan City is looking for a strategic partner that can help them create and nurture a more effective security awareness program. More than anything else, a security training partner should understand that improving security awareness starts with empowering employees. Employees will feel empowered when we stop treating them like they're the problem and instead show them how they can be part of the solution. Show employees at all levels why they matter, how they'll actually be attacked and the impact a breach could have on the organization and its users. Presenting industry or business-relevant examples will accentuate each role's importance and encourage employees to take a proactive approach to cybersecurity. The successful vendor will include education AND bi-annual in person training. Educating employees — defining terms, identifying concepts, explaining the threat landscape, and training engaging employees in real scenarios to measure their level of competence at identifying threats and preventing attacks. Successful awareness programs combine education and training.

• Monitoring & Management of the existing DNS Security and content filtering system.

• Monitoring & Management of the existing Anti-Malware System.

• Monitoring & Management of the existing Next-Gen Antivirus and Security system.

• Provide standard Antivirus software, and management of said software to all endpoint devices.

•Provide periodic training for City's employees.

•Assist the City IT manager in utilizing government cyber security resources.

VENDOR MANAGEMENT

The City hosts various municipal vendor software applications. The City also works with a number of vendors providing services to the City that fall under the scope of IT Management. The successful firm will be required:

- • To work with vendors in jointly resolving issues or problems with vendor supplied software, and to schedule updates and upgrades to provided services
- • Monitor vendor provided services and proactively reach out to vendors when and if those services stop working

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 operation during various types of disaster events.

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- •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 off-line or disconnected from the main network.
- • Each location with critical services must have an alternate ISP connection from the city MAIN, and automatically failover.
- • Help design and plan for new technologies, network upgrades, and evolving security standards, and assist current City IT resources 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 hosting, services, data storage, security, and the DR issues discussed above.
- • Help plan testing of DR 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 reactive 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 meets 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 or joint venture, 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 full-time personnel qualified to support each element of the scope of services (e.g. cybersecurity, 1 FTE)
- 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. 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.

This RFP, while detailed, is not exhaustive. If a vendor has other services that they feel are relevant, this may be included as long as these services are clearly marked as such and are

included in a file separate from the proposal and cost of proposal.

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).

While the City requests this contract be all inclusive, it 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 pre scheduled 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

One electronic copy (emailed or on a thumb drive) of the proposal must be delivered to the address indicated in the invitation by 3:00 pm on Friday, November 3, 2023. Late proposals will not be opened. The Cost Proposal shall be submitted in a separate file, clearly marked as "Cost Proposal", with the proposal.

F. SELECTION PROCESS

Proposals will be evaluated according to the following criteria:

- Responsiveness to submission requirements
- Comparable managed services experience
- Strength of entity members/completeness of the team
- 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
- Understanding the goals and direction set forth by the IT manager as expressed in the Scope of Work and through the interview process
- Staffing capacity
- Customer Service Experience and the ability to respond to concerns promptly.
- 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 provide a staff structure to include senior engineering and support staff, present the proposal and respond to questions. Interviews will be factored into 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.

Based upon all of the evaluation criteria and interview, 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 agreement with its preferred firm(s), the City may enter into negotiations with that firm(s) whose proposal was deemed to be next highest ranking and most advantageous to the City.

G. ADDITIONAL INFORMATION

All requests for additional information and/or questions should be directed, by email (preferred), to Scott Bennett at recorder@northlogancity.org, or delivered to the North Logan City Office located at 2076 N 1200 E North Logan, and marked Attention: Scott Bennett, no later than 5:00 pm on Tuesday, October 31, 2023.

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. North Logan City 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.