



CITY OF DODGEVILLE
REQUEST FOR PROPOSAL
INFORMATION TECHNOLOGY SERVICES
NETWORK SUPPORT/OFFICE SUPPORT

Timeline:

05-26-2023	Notice of RFP
06-19-2023	Public BID Opening (noon)
06-19-2023	Admin Review
07-05-2023	Council Action
08-01-2023	Transition
09-01-2023	Contract Commencement (or sooner if agreed upon by both parties)

I. **Introduction**

The City of Dodgeville (Municipality) is seeking proposals for its Information Technology (IT) needs. The objective of this Request for Proposal (RFP) is to identify qualified IT service providers that can provide the highest quality service at the best value to meet the specific needs of the Municipality. This RFP intends to cover all necessary information that a bidder may need to complete a comprehensive proposal; however, if there are products or services that the bidder's organization can offer that may add value to the relationship and/or improve current processes, please ensure that they are outlined in the submission.

The purpose of this RFP is to:

- Evaluating existing and additional network support services the Municipality needs.
- Clearly establish a cost for those services.
- Clearly define hourly, monthly, or annual rates for all relevant IT products and services for a one-year municipal agreement with the option to expand to a multi-year agreement.
- Evaluate latest products and services.
- Assess implementation capabilities and support offered as it pertains to the complete services within the government of the City of Dodgeville.

II. **Instructions and Schedule**

- All proposals in response to this RFP **must be sealed** if received via mail/delivery and all email submissions **must be marked as confidential** and will not be opened until the Public BID Opening.
- **Proposals must be submitted by June 19, 2023 at 12:00 PM to:**

Lauree Aulik
Clerk/Treasurer
100 E Fountain St
Dodgeville, WI 53533
clerk@dodgevillewi.gov
Direct: 608-930-2441

- Proposals received prior to the submitted deadline will be treated as confidential up to the proposal submittal deadline.
- Please list services, pricing, and any additional details with the corresponding items listed within this RFP.
- The sealed proposals will be opened on the 19th day of June, 2023 at 12:00 PM (noon).
- Proposals received after the deadline will not be considered in the evaluation process.
- The Municipality will provide an opportunity for vendors to walk through our Municipal Buildings including (City Hall, Police Department, Public Works facilities and Ambulance Garage). Vendors may ask any questions they have at that time. The Point of Contact shall be the City Clerk as listed above.

- If the bidder takes exception to any statements or requests herein, it must be clearly stated in the proposal.
- The Municipality reserves the right to request additional information about any bidder as reasonably required and the right to request and conduct interviews.
- The Municipality will not be liable for any costs incurred by any Bidder in connection with this RFP or any proposal by any bidder. The expenses incurred by bidders in preparation, submission, or presentation are the sole responsibility of the bidder.
- The Municipality shall not be liable for any costs not included in the proposal nor contracted for subsequently.
- The specifications stated in this RFP are the minimum level of services required and bids submitted must include services that meet or exceed the minimum level of all features listed. The Municipality welcomes proposals showcasing additional or different information technology solutions, provided the minimums are met.
- It is the responsibility of all bidders to examine the entire RFP and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting a proposal. Negligence in preparing a bid confers no right of withdrawal after the submission deadline. Bidders are strongly encouraged to:
 - consider applicable laws and/or economic conditions that may affect cost, progress, and performance.
 - correlate bidder's knowledge and observations with the RFP document and other related data.
 - Promptly notify the Municipality of all conflicts, errors, ambiguities, or discrepancies which a bidder has discovered in or between this RFP and such other related documents.
- The Municipality reserves the right to:
 - waive any immaterial defect or informality.
 - reject any or all bids or portions thereof.
 - split the award among the individual groups of items to different institutions.
 - reissue the solicitation.

III. **Current Technology Structure**

The included list provides a simplified breakdown of City of Dodgeville's municipal electronic equipment. The list is comprehensive and is representative of the equipment utilized. It is a good faith effort to detail all likely services necessary and all attempts have been made to show the system in its entirety. Any omitted equipment is accidental and not intended to undermine this RFP process.

Device and Network Details

1. Locations: 3 primary (City Hall, Police Department, Ambulance Garage) and auxiliary shops (Recreation, Pool, Parks, Streets Department, Water Department & Cemetery Locations)
2. Networks: 2
3. Firewalls: 3
4. Switches: 5
5. Access Points: 7

6. Host Servers: 1
7. Virtual Servers: 0
8. Workstations (Physical or Virtual): 50
9. NAS: 1 PD, 1 proposed at City Hall
10. NVR: Separate System1
11. Other Network Clients: (TV's, Tablets, Printers, Scanners, etc.): 100+
12. Misc: Patch Panel at City Hall, Ambulance Wi-Fi Vehicle Routers (4)

Support

1. Included: Helpdesk ticketing system during regular business hours; weekend and after hours support as needed
2. Administrative services: Budgeting with forecasts, consulting, strategic planning, IT policy development; enterprise or workgroup software consolidation
3. Remote support preferred. Onsite visits as needed.
4. Website Domain management as needed.

Cyber Security

1. Modern Cyber Security: Advanced Cyber Protection Suite, End User Security Management, Business Security Policies, Cyber Threat Focused Network Administration, Endpoint Protection Detection Response, Zero-Trust Policy Security, Trusted Experience Platform, Dark Web Monitoring & Scanning, AI Email Filtering & Security, Security Awareness Training, and Next Generation Firewall. The City current uses Acronis.

Compliance

1. Regulatory Compliance: CJIS + FBI (FIPS 140-2, NIST CSF CSP 5_9 over 13 security policies), WI Privacy Law, WI Breach Law, WI Sunshine Law (open record law). Meet or exceed CJIS and Local Government/Municipality requirements (13 Security Policies established for CJIS)
2. Remote Access: Needs to meet or exceed FIPS140-2 for PD remote access (certified solution - compliant is not acceptable).
3. Email: Email archiving

File, Folder, and Image Backups

1. Local to Cloud Backups: Server backups, Workstation User Profile backups, and Network device backups (firewalls, switches, and APs)
2. Cloud to Cloud Backups: Microsoft Emails, Teams, SharePoint, One Drive
3. Cloud Storage and Backups should be US Based

Business Continuity and Disaster Recovery

1. Onsite Appliance: The City would entertain proposals.

Current Software

1. Microsoft Office: Plan E3, Exchange Plan 2 (2019); would
2. Secure Remote Access via Panarama9 Endpoint Management

3. Bitwarden Password Management
4. Cisco Umbrella DNS Insights Network Protection
5. Acronis Cyber Protect – Cloud and Workstation
6. Caselle Connect (Civic Systems) Accounting Software/SQL Server
7. Dropbox Business (would like to migrate away from)

Reporting

1. Monthly: Vulnerability Scanning, Dark Web Scanning, Security Awareness Training

IV. Current Scope of Technology Needs

Summary of IT service needs.

Support for the existing services and equipment as listed in section III is requested within this proposal. Additional services include:

- 24 x 7 x 365 real-time status monitoring and notifications to Municipality personnel of computers, servers, switches, wireless access point, and firewalls at all City of Dodgeville locations.
- Supporting Office 365 Exchange and 2019.
- Coordinate and schedule as required server software and hardware updates with Municipal personnel and police staff.
- Vendor should be certified or a certified vendor partner in all necessary equipment and services.
- Support and maintain network security and device configurations such as firewall rules, digital certificates, VLANs, and VPN tunnels and make changes or repairs as needed.
- Provide a contact number and helpdesk assistance 24 x 7 x 365 for after-hours network support to all users as needed.
- Provide responsive 24 x 7 x 365 hands-on support in urgent situations, such as network outages or cyber-security incidents.
- Provide VPN and remote access support for all users.
- Provide the ability to remotely access municipality network resources and remote users from any location outside the Municipality network, if needed.
- Provide employees that are capable of passing simplified background checks as required by the Municipality and its police department.
- Provide a helpdesk ticketing system to document and track support requests that allow Municipality personnel to clearly locate and see the quantity and status of open tickets using a monthly reporting system.
- Provide timely monthly invoicing with net 30 terms.

V. Please include the following information in a spreadsheet with your RFP:

- Services and Fees – It is the responsibility of the responding institution to clearly identify which service requests will be fulfilled by the proposal and any fees or costs associated with the service. Specifically, include the costs for:
 1. Monthly services and support for the City of Dodgeville computer and technology system as listed above.
 - a. If separate: Helpdesk or onsite support during normal business hours, 8:00 AM to 4:30 PM.

- b. If separate: Helpdesk or onsite support outside of normal business hours, 4:30 PM to 8:00 AM, evenings, weekends, holidays.
- 2. Cost of project labor rates that fall outside the scope of the RFP.
- 3. The cost of any required digital storage for Municipal data.
- 4. Any additional fees for any of the above listed services not covered under the RFP.
- Provide three reputable references and any relevant governmental and law enforcement experience or a resume that outlines current clients.
- Proposed service level agreements, such as response time, or call to repair times during normal or after business hours.
- Please provide a service transition and implementation strategy.

VI. **Other Considerations**

- The bidder is welcome to propose additional services for the Municipality that may provide added value. Those items should be listed separately on the RFP. The Municipality is not obligated to accept any of these additional services.
- The proposed contract term for the RFP is for a 1-year trial period with 1-year or 3-year renewal options to be negotiated after the trial period. The Municipality reviews all contracts before signing and moving forward with any agreement.
- The Municipality may at its discretion request additional information or interviews in order to properly clarify and review said proposals.
- Once a contract for the requested services has been signed, implementation of the agreed upon services will begin immediately or no later than September 1, 2023.
- **Customer Service** – For smooth and efficient operations, the Municipality needs to have dedicated project support staff that can quickly become familiar with our technology structure. We will be requesting service within normal business hours and occasionally after hours as well. In your proposal, please describe the level of service that will be provided and provide a primary point of contact.
- The bidder must be able to provide a Certificate of Liability Insurance naming the City as Insured with a minimum of \$1,000,000 coverage.
- All information of the City's computer system must remain confidential. No information can be shared without the express written consent of the City of Dodgeville.

VII. **Evaluation of Proposals**

The Municipality will consider the following criteria in evaluating proposals:

- Relevant qualifications of service personnel and their ability to pass a criminal background check.
- Cost and Flexibility of Services.
- Ability to provide the services the Municipality is requesting.
- Industry experience with governmental and law enforcement organizations.
- Responsiveness to the RFP.
- Certification or Partnership with equipment manufactures.
- Any other criteria deemed appropriate by the Municipality in its sole discretion.
- If necessary, oral interviews may be required after the evaluation is completed.
- The Municipality is not required to accept the lowest cost proposal.