



City of Oelwein

IT Managed Services – REQUEST FOR PROPOSAL

ISSUED DATE: 10/9//2023

SUBMISSION DATE: NOVEMBER 16, 2023 AT 4:30 PM
CENTRAL STANDARD TIME

RFP COORDINATOR:

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This RFP was created by a professional that is not in the information technology field. While staff have worked to create an RFP that will provide the best service for Oelwein, the city will rely on experts within the field of information technology to ensure all areas of need are being met.

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1 Request for Proposal (RFP)

The City of Oelwein 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 Oelwein over a three years period, beginning on January 1, 2024 and ending no later than December 31, 2026. Following the initial term, there is a possibility to renew this contract for multiple a two-year term.

2 Introduction to The City of Oelwein

The City of Oelwein is located within Northeast Iowa in Fayette County. Oelwein covers approximately 4.85 square miles with an estimated total population of 5,920. The city employs approximately 42 employees, including full-time, part-time, limited-term, volunteer, and seasonal. City operations include a public works department (street, water, and sewer), a law enforcement agency, a fire department, a parks and recreation department, cemetery services, a community development department (code enforcement), administrative services (city hall), and other governmental related functions.

3 Overview of Current City of Oelwein IT Environment

- Who is in charge of the environment?

The City Administrator oversees the IT functions for the City with assistance from our contracted provider and department managers. The City Council is responsible for approval of the funding and budget.

- How many users?

We have approximately 17 users. 25 users (mailboxes) in Exchange (mail server) and 21 users (mailboxes) through Gmail Business Suite.

- How many locations do users work from?

- | | | |
|--|----------------------|-----------------|
| 1) City Hall – Community Development (same building) | 2) Fire Department | |
| 3) Parks Department | 4) Police Department | 5) Public Works |

- Do users work remotely?

Yes, using SSL VPN

- How man PC’s and laptops?

Non-law enforcement -	18 managed PC’s	10 managed laptops
Law enforcement -	20 managed PC’s	13 managed laptops

- How many mobile devices?

12

Vendor may be asked to assist users with their smartphones for setting up e-mail but will not be asked to monitor or manage.

- **Is it a PC environment?**

This is a PC environment.

- **How many servers?**

Non-law enforcement - There are 2 virtual. This does not include 3rd party vendor servers.

Law enforcement - There are 4 virtual. This does not include 3rd party vendor servers.

Proposals may include the vendor coming on-site to scan server locations for accuracy of the above count and needs.

- **Where are those servers located?**

Servers are located at the Oelwein City Hall – 20 2nd Ave SW, Oelwein, Iowa 50662

Oelwein Police Department – 501 Rock Island Road, Oelwein, Iowa 50662

- **Explain the network environment.**

The network is a Windows network with most of the servers in the server room in a controlled environment. There are a few VLAN's, with the police department on a separate VLAN for security.

The phone system is presently maintained by Creative Planning and runs over the Ring Central platform.

All PCs and laptops are Windows.

- **What is the backup process?**

City Hall – Local backups on hard drives.

Police Department -- Most of the servers are virtual, and those servers are backed up using Veeam to a NAS located at the Oelwein Police Department. Some of the servers are maintained by different vendors, and those vendors are responsible for the backup solution or recovery.

4 Value Added Service Requirements

As part of this RFP, the following services are the current priority items for City of Oelwein:

- **Business Hours Onsite and Remote Support Services – Non-law enforcement departments**

- Telephone based and remote support via software agent
- Helpdesk service hours, 8:00 a.m. to 4:30 p.m., Monday – Friday,
- Onsite support and travel time
- After Hours and Emergency Support

- **24 x7x365 Onsite and Remote Support Services – Police Department**

Telephone based and remote support via software agent
Onsite support and travel time
After Hours and Emergency Support

- **Project Planning & Implementation Services**

Project planning and needs development with Department Managers and City Administrator
Project implementation services, including (but not limited to):
New server installations and current server upgrades/migration
Department new PC refresh installations
Server and software installation for 3rd party vendors
firewall/router configurations and installations

New

- **Proactive PC/Workstation Management and Monitoring**

Software agent based 24x7x365 PC monitoring
Service desk (Automatic/Proactive Management of Incidents)
Preventive Maintenance & Security – Windows Updates
Preventive Maintenance & Security – Software Updates (Adobe, Java, etc.)
Automated Hardware & Software Optimization (dis defrag, clear temp files, etc.)
Malware & anti-virus software protection monitoring and management
Rapid problem resolution
PC systems documentation and performance reporting
Automated weekly and monthly system status and performance reporting.
Reports can be sent to individuals.

- **Proactive Server Management and Monitoring**

Software agent based 24x7x365 Server monitoring
Preventive Maintenance & Security – Windows Updates
Preventive Maintenance & Security – Software Updates (Adobe, Java, etc.)

Automated Hardware & Software Optimization (disk defrag, clear temp files, etc.)
Monitoring and management of system backup jobs
Installation, configuration, and management of Server software Adds/moves/changes to server domain users
Active/Retired Asset Audit and Reporting
Server systems documentation and performance reporting
Malware & anti-virus software protection monitoring and management
Server license management
Automated weekly and monthly stems status and performance reporting. Reports can be sent to individuals, IT Committee, etc.

- **Proactive Network & Firewall Management and Monitoring**

Monitoring and management of critical firewalls Review of firewall security protocols and VPN access
Firewall software upgrades
Configuration of secured VPN access for remote users and to outside systems
Segregation of networks and systems as required for enhanced security
Ensuring appropriate security protocols and access methods for all wireless access points
Configuration and maintenance of network switches and other network infrastructure
Firewall configuration changes and updates
Configuration and implementation of Intrusion Prevention System and Web filtering

- **Proactive Environment Management and Administration**

License compliance monitoring and license management
Annual Technology Budget creation in conjunction with Department Managers and City Administrator
Management of technical vendor relationships and vendor communication
Asset management and tracking of in-service schedule for network and PC hardware
Assistance to Department Managers and City Administrator for cost effective and time efficient procurement of hardware and software
Assistance to the City Administrator for development of a comprehensive Disaster Recovery Plan

5 **Selection Criteria**

The City of Oelwein will use multiple criteria to select the most appropriate partner. Respondents are encouraged to be as aggressive and creative as possible in their proposals. The following list summarizes the major qualitative areas that will be evaluated, along with their overall weighting.

- Industry expertise and experience
- Demonstrated customer service quality and support
- Experience working in and being compliant in a CJIS environment (for law enforcement)
- Previous relevant experience
- Vendor strength and stability

- Account management
- Reporting capabilities
- Financial considerations

6 Response Contents and Format

Please complete all sections of the RFP. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Your response to this RFP will serve as the basis for the consideration of your potential as a partner.

7 Information Requirements

For the purposes of understanding more about your company and your ability to successfully fulfill this important City of Oelwein requirement, please provide the information below as part of your response, **clearly referencing each specific question**.

7.1 Corporate Information

1. Give a brief overview of your organization's involvement in providing IT value added services in the marketplace.
2. How long has the organization been in this business and what is your current market share?
3. In what cities do you maintain offices?
4. Indicate the number of employees in your organization. How many of those are dedicated to account management and/or technical support?
5. How many are full-time vs. contract?
6. What differentiates your organization from your competitors in the marketplace and how will this be relevant to us?
7. Will you subcontract any components of the proposed solution to third party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.
8. Please describe your organization's experience in transitioning clients to cloud-based technologies from more traditional IT service models.
9. Please provide details of three current customer accounts that are similar in scope and requirements to those of the City of Oelwein.

7.2 Proposed Approach and Solution

1. Please provide a proposed work plan for a migration to your organization as a City of Oelwein preferred vendor. Specifically, provide the following information:
 - i. Key activities
 - ii. Timing
 - iii. Information/resource requirements from the City of Oelwein
 - iv. Deliverables
 - v. Key milestones, checkpoints, and other decision points
2. If we elect to move forward with your organization, what City of Oelwein resources would you require (e.g., information, data, staff resources, communication) during the course of migration and on an ongoing basis?

3. Please identify the team that will be assigned to the account and describe how you plan to interact with us and any third-party providers that may provide services to City of Oelwein.
4. Please describe your experience in providing the following value-added services:
 - a. Technology Roadmap
 - b. Working in a CJIS compliant environment
 - c. Solution design
 - d. Network and email system monitoring
 - e. Remote backup
 - f. On-demand Technology Training
 - g. Managed Cyber Security
 - h. Procurement management
 - i. Technical support, including remote user support
 - j. Reporting and communication
 - k. IT policy review and development
 - l. Implementation planning and guidance
 - m. PC deployment
 - n. On-site implementation of business applications
 - o. Asset inventory management
 - p. Software licensing control
5. Please describe your experience in providing server technology and service for your customers, focusing on planning, implementation, and ongoing support.
6. Can you provide specific examples of how you have worked with customers that began with significant technology limitations and helped to successfully transform them into organizations with well planned and executed technology strategies? What were the critical success factors in this transformation?
7. How can we be confident that hardware pricing levels will be aggressive and will remain highly competitive over a multi-year period during which new models may be introduced?

7.3 Support

1. Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.
2. Please provide details on your standard reporting capabilities.
3. Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end user perspective.
4. What options are available for user training and technical training that may be required by our staff?
5. Describe any user groups, websites, newsletters, conferences, or any other means you support for sharing information and soliciting service feedback.
6. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?
7. City of Oelwein user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.

7.4 **Financials**

1. Describe the pricing model(s) that you typically employ for your standard services.
2. Please indicate the charges associated with each of the following services, including the key driver of each cost and whether it is included in a standard per-unit cost vs. charged on an ad hoc basis.
 - Technology Roadmap
 - Solution design
 - Network and email system monitoring
 - Remote backup
 - On-demand Technology Training
 - Managed Cyber Security
 - Procurement management
 - Technical support, including remote user support
 - Reporting and communication
 - IT policy review and development
 - Implementation planning and guidance
 - PC deployment
 - On-site implementation of business applications
 - Asset inventory management
 - Software licensing control
3. Do you offer service bundles and if so, describe the effect of this bundling on pricing?

8 **Communications and Response**

Dylan Mulfinger is the designated City of Oelwein representative for this initiative. For any information relative to this RFP, please direct all inquiries to his contact information as follows:

Dylan Mulfinger

City Administrator
319-283-5440

dmulfinger@cityofuelwein.org

9 **Notification of Intent to Respond and Clarification Questions**

Please indicate your intention to respond, by email, to the above email address by the *Intent to Respond and Questions Due* date outlined in the *Key Dates* table below. In addition, please provide the contact details of the individual responsible for coordinating your RFP response. At the same time, we ask that you submit any clarification questions regarding the RFP. Answers will be provided to all respondents by the *Answers Provided* date.

10 **Response Delivery Instructions**

Please submit an electronic copy of your proposal to the email address indicated in the *Communications and Response* section above. All responses must be received on or before November 16, 2023 at 4:30 PM. (CST) on the *Proposals Due* date indicated in the *Key Dates* table

below.

11 Vendor Presentations

Our intention is to hold presentations/demonstrations with one or more firms on the *Presentations* dates indicated in the *Key Dates* table below. The presentations will be held at Oelwein City Hall located at 20 2nd Ave SW, Oelwein, Iowa and we will endeavor to provide the successful firms with as much advance notice as possible.

12 Key Dates

Event	RFP Issued	Intent to Respond and Questions Due	Answers Provided	Proposals Due	Presentations
Date	October 9, 2023	October 18, 2023	November 1, 2023	November 16, 2023	December 4, 2023
Time	1:00 PM	4:30 PM	4:30 PM	4:30 PM	1:30 PM and 2:30 PM p.m.

13 No Obligation

The submission of a proposal shall not in any manner oblige the City of Oelwein to enter into a contract or to be responsible for the costs incurred by your organization in responding to this request. The City of Oelwein reserves the right to reject any and all proposals in its sole discretion, and to negotiate the terms of the contract, including the contract amount, with the selected respondent(s) prior to entering into a contract. If none of the proposals are deemed acceptable, the City of Oelwein reserves the right to seek additional proposals after the proposal date. The successful respondent will be required to comply with all Equal Opportunity laws and regulations as well as other federal, state, and local regulations.

14 Agreement of Non-Disclosure

This document is considered to be proprietary and shall not be disclosed to any other party. It is designed, developed and submitted to potential partners of the City of Oelwein solely for the benefit of the City of Oelwein.

15 No Guarantee

The City of Oelwein makes no guarantee of future volumes and offers volume information for directional purposes only, to assist vendors with proposal preparation.

16 Approval

The City of Oelwein will work toward approval with City Council in December of 2023. Once the contract is approved the City will implement the managed services in the winter and spring of 2023. The availability of the vendor and the city will dictate implementation.