



County of Ingham, State of Michigan
Request for Proposals

Information Technology Consultant
and
Network & Information Technology Support Services

September 10, 2018

Request for Proposals

General Description

The City of Mason is looking to select a qualified firm to serve as its Information Technology Consultant and provide Network and Information Technology Support Services. The City does not have any dedicated IT staff, The Finance Director will be the contact point and will coordinate all work and services with the chosen IT provider.

The City of Mason has 17 computers on-site and 2 Microsoft Windows virtual servers. We also have approximately 10 computers off-site at 4 locations.

Principal Contact

Paul Borle Finance Director / Treasurer
201 W. Ash
Mason, Mi. 48854
(517) 244-9031
paulb@mason.mi.us

Bid Information

Bids are due at 12:00noon Tuesday September 25, 2018 and will be opened at that time.

Any questions regarding this RFP should be directed to the principal contact listed above.

Please submit your sealed proposals. To:
City of Mason
Attn: City Clerk
201 W. Ash St.
Mason, MI. 48854

The City staff will review submitted proposals and make a recommendation to the City Council for approval at the October 8, 2018 City Council meeting. The City reserves the right to accept or reject any proposal for any or no reason and to waive any minor irregularity if determined to be in the best interest of the City of Mason.

Scope of Work

IT Services requirements:

Security Suite for all devices owned by the City: (Desktops, Laptops, Servers, Virtual Servers, Mobile Devices)

Antivirus

Web Content Filtration System

File Modification /Access Auditing System

Backup Continuity Suite:

All Desktops / Laptops: Backed up Nightly

All Servers / Virtual Servers: Backed up Hourly

All Networking Equipment (Firewalls, Wireless, Switches): Backed up Nightly and prior to any modification

Recoverability Suite:

Desktops / Laptops: 2 Day availability of replacement equipment

Servers / Virtual Servers: 1 Hour recoverability to backup appliances stored at City Hall (Provided as part of monthly service) – any server that fails will be up within 1 hour of failure detection.

Networking equipment: 2 hours on site replacement hardware available.

Security Suite for all users employed by the City:

Security Risk Avoidance Training (A platform to help City staff avoid becoming victims of common threats / attacks)

Password Management System (Web platform for City staff to be able to organize / store passwords)

E-Mail Security Software (Antivirus / Antispam software for all City E-Mails)

E-Mail Backup Software (Backup / Archiving for all City E-Mails)

Service Availability:

US – Based helpdesk for hours of City operations

After hours support for critical issues at no additional cost (remote and/or onsite)

Unlimited access to helpdesk and/or onsite support with no overage charges based on utilization (A fixed rate support program)

Support of any/all technology at City (Including A/V, PLC machines, ETC.) with the understanding that IT vendor may need to retain outside assistance (at additional cost to be presented to City for prior approval) to solve incidents/needs

Managed Services:

Managed patching for all City PCs/Servers

Monitoring of critical servers /PCs at City locations for failures

Monitoring of internet/phone services at City locations for failures

Ticketing system to track issues for City requests

Monthly reporting on security and backup items to be delivered to City point of contact for proof of service rendering

Business Services requirements:

Vendor Management:

Assistance with selection, retention, accountability, and planning with all City technology vendors

Management of technology issues with any line of business (LOB) software, including: troubleshooting, documentation of issue, and management of vendor software cases.

Budgeting Assistance:

Management of IT Asset replacement and selection cycles- City should know what assets will be replaced in what year for a 5-year projection

Management of yearly IT Budget (Annual budget for amount that will be spent in IT for the upcoming year and projections for the next 4 years)

License Management:

Management of all software licensing, including renewals, assurance, and all other items provider should establish partnerships with any software providers necessary to be able to provide this assistance

Management of software audits by software vendors as needed

Asset Management

Inventory of all devices (Servers, PCs, Network Equipment, Peripherals) for City that is kept up to date and provided on a yearly basis

Secured disposal of all retired City assets, including secure destruction of any City data on said devices

IT Consulting:

Pre-engineering for any/all projects (as able) that the City may be interested in pursuing, including bill material, scope of work, contractor selection, vendor selection, and project budget

Advise and counsel on appropriate actions for the City to pursue to meet its vision, mission, and goals

City Council participation:

IT provider should be ready, willing, and able to participate (as requested/required) in any City Council meetings

Professional Services:

Full cable management /organization of Network closets, to include color coded patch cabling, as well as Device to Patch Panel Port, to Switch Port Mapping

Required Company Information

Name and contact Information for the firm and primary contact including email address and phone number.

Profile of firm (how long has the firm been in business, office locations, number of employees, number of government clients etc.)

Provide references three clients that you have acted as Information Technology Consultant and provided Network and Information Technology Support Services.

Describe education, experience, credentials and certifications of staff that will be working with the City of Mason

Provide any additional information that may set your company apart as a preferred provider.

Business Based Requirements

\$1,000,000 of Errors /Omissions Insurance

\$1,000,000 of General Liability Insurance

Proof of Workman's Compensation Insurance pursuant to State of Michigan Requirements

At least MCSA /CCNA level staff employed at company (Minimum of 1 each)