



CITY OF HANAHAN

Managed Service Provider
Request for Quotes
COH# - 9112023

Procurement Officer:

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City of Hanahan
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1255 Yeamans Hall Rd. Hanahan, SC 29410
rbrown@cityofhanahan.com

Issued Date: 9/11/2023



City of Hanahan
PURCHASING
PRICE PROPOSAL SUBMITTAL FORM

Solicitation
 Number
 #COH-9112023

Managed Service Provider Request for Quotes
 Robyn Brown
 Purchasing Agent
 1255 Yeamans Hall Road
 Hanahan, SC 29410
 RBrown@cityofhanahan.com

*******INSTRUCTIONS*******

AWARD&
 AMENDMENTS

SUBMIT: Two originals (2) plus a COPY, please use this page (**page 3**) as your **SUBMITTAL FORM**, this form **must** be signed. Please show Contract solicitation number on envelopes. List of solicitations and award can be requested by email to RBrown@cityofhanahan.com.

NAME OF VENDOR (Full legal name of business submitting the offer)

OFFEROR'S TYPE OF ENTITY: (Check one)

- Sole Proprietorship Partnership Corporation ____ State of Inc.
- Government entity (federal, state, or local) Other
- DBE/MBE **SC RESIDENT VENDOR**
- CERTIFICATE OF INSURANCE ENCLOSED**

AUTHORIZED SIGNATURE

Person signing must be authorized to submit binding offer to enter Contract on behalf of Bidder named above. My signature indicates my agreement to be bound to the terms and conditions contained herein.

TAXPAYER ID

DUNS Location

TITLE (Business title of person signing above)

DATE

PRINTED NAME (Printed name of person signing above)

VENDOR'S ADDRESS CITY/STATE

ZIP CODE

PHONE

FAX

E-MAIL

I hereby certify that my below price includes cost for labor, materials, and equipment required for **Managed Service Provider Request for Quotes FOR THE CITY OF HANAHAN** in accordance with all terms, conditions and specifications contained herein.

PROPOSED TOTAL:

COST: \$ _____

My signature indicates that this offer may not be revoked or withdrawn after the time set for the opening of quotes but shall remain open for acceptance for a period of sixty (60) days following the quote date.

Signature of Vendor:

ACCEPTED BY: _____

Robyn Brown
 Purchasing Agent, City of Hanahan

DATE

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1. Introduction

The city of Hanahan is pleased to invite you to respond to this Request for Quotes (RFQ) for Managed IT Services. The intention of this RFQ is to solicit responses and formal quotes from qualified Managed IT Services Providers (MSPs) and select a single organization to provide IT services to City of Hanahan.

1.1 *About City of Hanahan*

The city's mission is to strengthen the qualities that define the spirit of Hanahan. These include family values, an authentic hometown feeling, inclusivity, award-winning schools, neighbors helping neighbors, safe communities, and seizing opportunities to improve the city for future generations.

1.2 *Purpose*

With this RFQ, the City of Hanahan is requesting information about your company and the IT products and solutions you provide as outlined in the Service Requirements section. This information will be gathered from several different organizations and used to evaluate provider options for the City of Hanahan.

This RFQ is issued solely for information and planning purposes. This document does not commit City of Hanahan to contract for any service, supply, or subscription whatsoever. The city of Hanahan will not reimburse any information or administrative costs incurred because of participation in response to the RFQ. All costs associated with response will solely reside at the responding party's expense.

1.3 *Confidentiality Statement*

All information included in this RFQ is considered confidential and intended only for use by responders. No information included in this document, or in discussions related to City of Hanahan Managed Service Provider selection effort, may be disclosed to another party or used for any other purpose without the express written or verbal consent.

2. Environment Overview

The information below outlines the general demographics of the City of Hanahan and our current technical environment.

Office Locations:

- City Hall – 1255 Yeamans Hall Rd.
- Fire Station 1 – 5826 Campbell St.
- Fire Station 2 - 1200 S Basillica Ave.
- Fire Station 3 – 1100 Williams Ln.
- Public Works – 1102 Williams Ln.
- Hanahan Recreation Complex – 3100 Amphitheater Ave.
- 53 Acre Park / Animal Control – 1177 Williams Ln.

Number of Employees: Fully staffed The City has 115 employees with an average of 100 network / computer users.

Remote Employees: 0

Current Technical Environment:

- **Core Hardware** *[Servers, switches, firewalls, routers, etc.]*
 - Cameras & NVR - Ubiquiti
 - Switches & AP's - Ubiquiti
 - Firewall - Sophos
- **Software Systems** *[Email platform, security programs, other software used.]*
 - SmartFusion by Harris – on Prem
 - LawTrak by Nicholson Business Systems – on Prem
 - ESO by ESO – Cloud hosted
 - ERIN by ERIN Technology – on Prem
 - CAD by Southern Software – on Prem / hosted hybrid
 - Authlite by Authlite – on Prem
 - O365 Government Tennent – Cloud hosted
- **Connectivity** *[Internet information]*
 - Fiber into all locations but 1. Project underway for Fiber upgrades to all locations
 - Remote locations are connected through data center via VPN
 - RDWeb Applications are deployed for use by Police Department accessed via VPN over private APN
- **Remote Access / VPN**
 - See above
- **Backups, Antivirus and Remote Support Software**
 - Sophos Endpoint Protection
 - Sophos Managed Threat Response SOC
- **Workstations and other Devices**
 - 3 Hosts
 - 9 servers
 - 35-50 Workstations
 - 50-60 Laptops

3. Service Requirements

As part of this RFQ, the City of Hanahan has requirements for the following services. We realize that not every MSP will be able to provide all the services listed below, but we encourage you to respond regardless.

- **Help Desk Support** - The MSP should offer superior 24x7x365 Help Desk support from Tier One to Three services utilizing industry best practice processes and procedures.
- **Server & Network System Monitoring** – The MSP must provide 24x7 monitoring of City of Hanahan’s server & network system with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- **Patch Management Services & Preventative Maintenance** – The MSP must provide management of critical security and system patches to all servers and systems on the network to ensure City of Hanahan’s IT systems and resources are properly managed and maintained.
- **Business Continuity and Disaster Recovery** – The MSP must be able to support City of Hanahan ability to recover based on the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) agreed upon by organizational constituents. In addition, backup and redundancy should be used to support this need.
- **Remote Backup** – The MSP must execute a nightly backup plan for the critical servers, including a regularly-tested recovery process.
- **Email / O365 Management** - City of Hanahan requires the management and administration of City of Hanahan’s email system for all users.
- **Antivirus, AntiSpam & Antispyware Protection** – City of Hanahan requires the management and continued support of the existing Sophos platform.
- **On-Site Support** – When needed, the MSP should have the ability to deploy onsite resources to assist in issues which cannot be resolved through remote access to in-house systems.
- **Networking Support** - City of Hanahan requires proactive management and monitoring of our switches, firewalls, routers and Wi-Fi systems, and other networking equipment as identified by City of Hanahan.
- **Security Systems Monitoring** – MSP must provide proactive monitoring and management of City of Hanahan’s security systems, including firewalls, intrusion prevention, secure remote access, and any implementations of advanced security solutions City of Hanahan may utilize. This will primarily consist of being the primary point of contact for Sophos MTR – but may include other items as well as agreed upon by both parties.
- **Vendor Management** – The MSP should be able to manage other vendors which may be contracted for by the City of Hanahan and serve as the key point of contact unless escalated.
- **Warranty and Asset Inventory Management** – City of Hanahan expects the MSP to maintain a hardware and asset inventory that includes Desktops, Laptops, Servers, Printers/Scanners, and notify City of Hanahan of any potential service or warranty issues. The MSP must also assist with managing the lifecycle of City of Hanahan’s devices and maintain an equipment inventory to ensure our systems are always current. (Most printers/copiers have service agreements and will not require the MSP to provide any service other than network related.)

- **Software Licensing Control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation.
- **Procurement Management** – The MSP must assist with the selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.
- **PC Deployment** – Delivery and setup of machines on-site.
- **Desktop and Laptop Support** - MSPs must include their ability to support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning of new equipment as needed.
- **Printers, Copiers, and Scanners** -The MSP must be able to support existing printers, copiers and scanner-related network-printing issues.
- **Desktop Software Standardization and Software Licensing and Upgrades** – MSP must have a process for identifying standardization and management of desktop images and ensuring that staff are using current products as well as current OS and browser versions.
- **Lifecycle Management of Hardware Units** – The MSP should have processes for end-of-life notification, replacement, and asset decommissioning/disposal.
- **Break Fixes and Installation** – The MSP should offer planned and on-call break/fix services, including emergency response to server issues.
- **Move, Add, Change (MAC)** – City of Hanahan is looking for the MSP to help with any changes to the location, configuration of existing equipment or software, and installation of additional equipment or software as needed.
- **Mobile Device Support** - In addition to laptops and desktops, some staff use mobile phones and tablets. The MSP will need to support secure provisioning (and ongoing support of that provisioning) of any mobile device into the company network. In the event the device is lost, the corporate mail and contact data should be able to be easily wiped from the device while preserving individual's personal information. (Office 365 is in place for this. MSP would only need to manage and execute)
- **Reporting** – The MSP should provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.
- **Technology Strategy Planning** – The MSP will work with City staff to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
- **Account Management** – The MSP must offer an internal escalation process in tandem with City of Hanahan to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered.
- **Project Management** – The MSP should be able to offer project management and technical engineering resources to assist with technical projects as identified by the MSP or City of Hanahan with the understanding that the MSP has the right to

propose billable hours related to the project and the City has the right to bid out parts or all of a project to other vendors based on need.

- **Solution Design** – The MSP must provide solution packages (e.g., hardware, software, licensing) and associated consolidation of data.
- **Service Levels** – The MSP should identify service level agreements or objectives and report back on a regular basis to the City of Hanahan on their ability to meet these agreements or objectives.
- **IT Policy Review and Development** – The MSP should be able to assist in the development of customized policies related to the use of technology.
- **Onboarding and Offboarding Staff** - The MSP must have process and procedure in place to onboard or offboard team members in a timely and efficient manner.
- **Compliance** – The MSP must use systems that comply with published Payment Card Industry Security (PCI) Standards. In addition, the MSP should also support rules and regulations as provided by relevant governing organizations as identified by regulatory or grant based requirements. The MSP must also be familiar with CJIS and HIPPA guidelines and be part of ensuring compliance as it relates to IT.
- **Multi-Factor Authentication (MFA)** – MSP must be able to manage the City of Hanahan’s Multi-Factor Authentication (MFA) solution (Authlite for Domain Controller and SMS based for O365) to provide an easy-to-use method to verify user identities at login and to protect logins with multi-factor authentication.
- **Vulnerability Testing** - The MSP could offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of City of Hanahan’s business network. Any costs associated with this testing would have to be agreed upon before testing.

4. Response Process

4.1 Primary RFQ Contact

Please contact Tyler Dempsey: (843)-639-4089 with any questions.

4.2 Response Delivery Questions

All quotes shall be *hand delivered* or mailed via *U.S. Mail* or *UPS/FedEx*. Quotes must be submitted with two (2) originals and one copy addressed to:

City of Hanahan –

Managed Service Provider Request for Quotes COH# - 9112023
Purchasing Department
Attn: Robyn Brown
1255 Yeamans Hall Road
Hanahan, SC 29410

5. Key Dates

Submissions due by 2p.m., October 9, 2023.

The COH reserves the right to interview all or any of the responding firms to this RFQ. All quotes must provide satisfactory evidence of ability to furnish services in accordance with the terms and conditions outlined in the solicitation.

Upon award of Contract, the COH will supervise and authorize payments and acceptance of the Contract.

DEADLINE TO SUBMIT: Quotes must be received by: **Monday, October 9th, 2023 at 2pm.**

NOTE: Interested parties may download **PACKAGE** from COH website at <https://www.cityofhanahan.com/administration/page/bids-rfps-rfqs>

Submittal Guidelines

Proposed Timeline*

Distribute RFQ:	September 11, 2023
RFQ Response Deadline:	October 9, 2023
Review of Quotes:	October 18, 2023
City Administrator Approval of Contract:	October 20, 2023
Project Start/Notice to Proceed:	October 23, 2023

***All dates are subject to change depending upon meeting schedules.**