City of Springfield, TN

REQUEST FOR QUALIFICATIONS

Information Technology Services

Issue Date: February 7, 2020

Proposals Due: March 10, 2020

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1. PURPOSE

The City of Springfield, TN is soliciting proposals from qualified professional vendors for Information Technology support services. The qualified vendor will enable the city to:

a. Improve information technology (IT) effectiveness in all areas;
b. Enhance its quality of service to all of its employees and ultimately the citizens;
c. Minimize downtime and technical support costs;
d. Ensure security of data and compliance with State of Tennessee Records Retention requirements;
e. Maximize return on investment in IT hardware and software;
f. Maintain 24 hours a day, 7 days a week network monitoring;
g. Make recommendations as needed to IT staff for infrastructure improvements.

Vendors are encouraged to provide as much detail as possible in this proposal regarding their capability, expertise, scope of services, and approach to protecting and securing the technology used by city users. This RFQ requests specific information and vendors are encouraged to provide any additional information they believe is relevant.

Preliminary Timeline

Task	Date	Time
Issue RFQ	February 7, 2020	N/A
Deadline for questions	February 25, 2020	4:00 P.M.
Questions/addendum issued	March 3, 2020	4:00 P.M.
Responses due	March 10, 2020	4:00 P.M.
Proposal evaluation	March 11-13, 2020	N/A
Vendor presentations (if necessary)	March 30 – April 10, 2020	TBD
Present to board for award	April 21, 2020	6:00 P.M.
Contract effective date	June 1, 2020	N/A

All times are reflected in local Central Standard Time. The award date is subject to change at the discretion of the city. The effective date of the contract is tentative, and is dependent upon the length of time required for contract negotiation.

2. GENERAL BIDDING REQUIREMENTS

a. This solicitation is for the purchase of information technology goods and services. The contract shall be awarded to the vendor that submits the best overall proposal.

b. Proposals submitted shall not be subject to public inspection until a contract is awarded. Proposals will be received by the Assistant City Manager at the time and place so stated in this document. At that point, the Assistant City Manager will close the receipt of proposals

and the city will begin the evaluation process.

c. Respondents are asked to not contact any city staff or elected official in reference to the process. As information becomes available for release, that information will be shared with the respondents. Any and all information submitted in conjunction with this RFQ and the evaluation process will not be returned to the respondent.

d. Vendors must specifically identify portions, if any, of their submittals deemed to contain confidential and proprietary information or trade secrets. The vendors may be required to justify why the City of Springfield should not, upon request, disclose such materials.

e. All questions concerning this Request for Qualifications are to be submitted in writing to Andy Smith, IT Systems Analyst, no later than 4:00 P.M. on February 18, 2020. Responses will be issued in written form no later than 4:00 P.M. on February 27, 2020 via email. Questions may be submitted via email to asmith@springfield-tn.org.

f. The City of Springfield reserves the right to reject any or all proposals and to waive any informalities as may be permitted by law. The city reserves the right to request oral interviews or request additional written information from any or all vendors. The city also reserves the right to award a contract based on proposals received without further discussion or negotiation. Vendors should not rely upon the opportunity to alter their qualifications during any presentation or discussion.

g. Submissions

    i. Hardcopy and digital copy: Three (3) hardcopies and one (1) digital copy of the full proposal and all supporting documentation as required in this RFQ must be submitted in a sealed opaque envelope. The RFQ Number and the proposal title must be included on the outside of the envelope, then addressed to:

        City of Springfield, TN
        Attn: Ryan Martin, Assistant City Manager
        IT Services Response Enclosed
        405 North Main St.
        Springfield, TN 37172

    ii. Proposals will be opened by city staff and will not be made public until after award. This RFQ and any contract resulting from shall be governed by and construed according to the laws of the State of Tennessee. The successful bidder must be prepared to begin providing service on or before June 1, 2020.

h. Vendor warrants that his proposal is genuine and not collusive nor sham and that he has not conspired nor agreed in any manner to fix any bid or any element of such bid price, payment or agreement for commission percentage, brokerage, or any other compensation for the procurement of this contract.

i. Either party may cancel any resulting contract by providing the other party a thirty (30) day

written notice of cancellation.

j. All proposals shall be signed by an authorized officer or employee of the submitting organization. The name of the company, contact person, telephone number, fax number, and address shall be included.

k. The City of Springfield shall have the right to reject or accept any proposal or offer, or any part thereof for any reason whatsoever, at its sole discretion.

l. The RFQ neither commits the city to award nor to pay any cost incurred in the submission of the proposal, or in making necessary studies or designs for the preparation thereof. Further, no reimbursable cost may be incurred in anticipation of a contract award.

m. The City of Springfield reserves the right to terminate this RFQ at any time prior to contract execution.

n. No prior, current, or post award verbal conversation or agreement(s) with any officer, agent, or employee(s) of the City of Springfield shall affect or modify any terms or obligations of this RFQ or any contract resulting from this procurement.

3. BACKGROUND INFORMATION

The City of Springfield is a full-service city with general fund departments and all major utilities (gas, water, wastewater, and electric). The city has one IT Systems Analyst to provide strategic support for all city departments, and is currently using an outside vendor to backup that effort. The city is seeking proposals for an outside vendor to provide 24/7 monitoring and maintenance as well as serve as a support safety net to assist with desktop/network issues, project planning, and implementation assistance.

The needs for each department, the evaluation of potential solutions, and implementation of software or hardware comes from the recommendation of the IT Department.

The Springfield Police Department and Springfield Fire Department must work closely with the Robertson County Dispatch Center to maintain communication between CAD systems and additional software.

Total Number of City Employees
Full-time employees   254
Part-time employees   4

Domains/Servers
The city currently operates twelve (12) servers, on two (2) different domains, for police and a general domain. Each domain employs two Active Directory servers. One main AD server at each location, as well as a backup AD server. The Police Department has their own server as noted below for security purposes, as required by the Tennessee Bureau of Investigation. Updates are monitored and completed

during afterhours and on the weekends, unless immediately critical. City Hall operates three (3) of the servers in a Virtual Machine atmosphere.

All locations use a cloud based, Office 365 solution for their email platform. Email is also archived off site for retention purposes. The city hosts a running total of 260 email addresses, between all locations, elected officials, boards and shared mailboxes.

Domains
Springfield-tn.org
Spdtn.org
Springfieldtn.gov (FY 2020 Initiative)

Servers

Location	Purpose	Mfg. Platform	OS
City Hall	Primary Domain Server (VM)	Dell	WIN2019
City Hall	Backup Domain & Local Backup	Custom Built	WIN2008 R2
City Hall	Document Managing (VM)	Dell	WIN2019
City Hall	General Accounting/ ERP/Network Printers (VM)	Dell	WIN2012 R2
City Hall	Data Storage/Permits Software	Dell	WINDOWS 10 PRO
Engineering	Data Storage/Local Backup	Dell	WIN2012 R2
Public Works	Data Storage/Local Backup	Dell	WINDOWS 10 PRO
Police	Primary Domain Server	Lenovo	WIN2012 R2
Police	Carfax Server	Custom Built	WINDOWS 10 PRO
Police	Camera Server (Currently Migrating)	Asus Server	WIN2008 R2
Police	RECORDS (VM)	DELL	WIN2012 R2
Police	Patrol Server	Custom Built	WIN2012 R2
Electric	Fiber Circuit (2020)	Planning	N/a

Anti-virus protection
The City of Springfield holds a site license for 250 seats of Avast cloud base anti-virus and content filtering software. The Police Department utilizes 75 of those licenses. This software is maintained by the city IT department.

Disaster recovery/backup schemas
Currently, the servers at city hall are backed up to an in-house NAS, external hard drive stored off site, and key folders are backed up to a cloud-based account. All computers, laptops, servers, and devices attached to the network citywide run a nightly backup to the cloud service.

The police department executes their own backup following the same scheme as city hall. They are hosted on a separate account due to required certifications and security needs.

Communications
The City is served with eight (8) Comcast VPN's, one to each of our larger departments back to city hall. These are monitored in-house by the IT Department. Current high-speed network throughput is at a minimum of 75/15 mps at each location. The Police Department has three active VPN's. One is to city hall, another to Robertson County 911 Center, and the third is a software VPN to the Metro Nashville

Police Department for NCIC capabilities.

City Website
The city utilizes CivicPlus, Inc. to host the city website and SSL certificate. Management of the website is done by city staff and is not part of this proposal/contract. However, the domain name and renewal are handled by the network support vendor and should be transferred with this contract.

Desktop and Laptops
Based on current inventory database, the city has 158 active workstations and servers. Including undisposed property and reserve, the citywide total is approximately 185 devices. The IT Department centrally manages its inventory with a self-hosted database and monitoring software loaded on each device used for desktop support. Devices are running Windows 10. Dell has been a standard manufacturer of the desktops and most laptops. A three-year replacement plan has been put into place to maintain current and fresh equipment. The city uses Apple iPad & Microsoft Surface units for workflow-based software. The city has a strong stance against Bring Your Own Device (BYOD) and Macintosh workstations attached to the network.

Printers
The City utilizes a mixture of networked and local printers. There are approximately 50 networked printers controlled by the ERP server. Most of the departments utilize Canon Image Runner network printers that are under a state maintenance contract and not part of this contract. The finance department utilizes 4 Epson T675 receipt which are maintained by the IT department.

Switches/Routers/WAP (wireless access point)
Each department contains an individualized switch and firewall for their location. There is a total of thirteen (13) Aruba 1GB switches, eight (8) Cisco 881 firewalls, and two (2) SonicWALL firewalls across the city. All of the equipment is installed and programed in-house.

Nearly half of the departments utilize Ubiquiti WAP (Wireless Access Points). With the exception of two locations, the remainder use high-speed Comcast modems with WAP access. We plan to convert every location to the Ubiquiti setup in the future.

VoIP Phone Service
Over the 15 locations, we have 185 phones, 11 ATA's, 160 users, and over 200 phone lines. Nearly every department has a fax line which is utilizing the ATA's. All maintenance to the network and system which supports the phone is handled by the city.

Software Usage Summary
The software applications run/accessed by each department vary, but the most critical/common include:

- ScreenConnect (ConnectWise)
- Avast
- Chrome
- Firefox
- Microsoft Office 2007, 2010, 2013, 2016, 2019 (Home & Business or Professional)
- Adobe Acrobat DC & Pro

- ArcGIS for Desktop
- AutoCAD
- Zortec Financials ERP (Local Government Corporation, Columbia, TN)
- NextGen Financials (Local Government Corporation, Columbia, TN)
- Permits (Local Government Corporation, Columbia, TN)
- Dropbox
- Cityworks
- Southern Software (RMS and MDIS for Police Department)
- Omni Court Software for Police Department
- Titan – Tennessee accident reporting system
- FireHouse
- Special Departmental applications or cloud-based solutions for door and camera security are regularly installed on managers' devices.

4. SCOPE OF SERVICES

The successful vendor will provide the city with all of the following services. The vendor shall not subcontract any portion of the services to be performed under the contract without the prior written agreement of the City of Springfield.

Vendor shall perform the Scope of Services as outlined in the RFQ, which will be integrated into the final contract. The Scope of Services shall not be deemed to be all-inclusive and may be changed from time to time to meet the business needs of the City of Springfield.

Initial Assessment
Compile/update inventory of all information technology related assets, assess system assets and make recommendations for improving the city-wide IT system performance.

An asset/inventory management system must be provided by the vendor that will allow the city to quickly capture a view of the primary computer systems on the network along with their configuration, patch and antivirus status.

Help Desk Support
Assist with managing, monitoring, and tracking all support-related issues in coordination with the city IT department and provide monthly reports to the City of Springfield noting significant support patterns or issues. Online ticket submission, commenting, and tracking must be provided. Historical support data should be available by user or issue type. Remote support must be available 24 hours per day for and on-site support must be provided during business hours as requested. Support must also be available for significant issues including disaster recovery at any time. The city also hosts an internal help desk which the vendor must be willing to be part of in the event of absence of IT personnel. The current setup that is used is a ticket forward to the vendor when those situations arise.

Desktop Support
Perform basic support functions including installing PC's, laptops, printers, and software. This includes but is not limited to diagnosing issues, correcting desktop application problems, configuring laptops,

tablets, smartphones and desktops (or equivalent) for standard applications and identifying, correcting hardware problems, performing advanced troubleshooting, and providing assistance with software and hardware purchases when requested by designated city personnel.

Support, Management & Monitoring of Servers and Infrastructure
Provide 24x7x365 virus monitoring and alerting, Windows patching and updates, remote and onsite remediation for all server/infrastructure related issues as needed. Ensure scheduled preventive maintenance for equipment is promptly performed. Develop and test backups, disaster recovery plans, and procedural documentation. Set up new users and edit/disable existing users when requested. Assist with managing the computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Install new servers, software, hardware and transfer data as needed when acquired.

Support Services Response
Support personnel need to be available to meet all the needs associated with the parameters outlined in this request. In the event a problem needs to be escalated, a prescribed escalation process must be in place along with a time frame for resolving issues. Any service issue that needs to be escalated to the city must be started promptly and must be completed within a time discussed between the vendor and the city to the satisfaction and approval of the city. Statistical measures and approaches for performance evaluation should be included. The proposal must include a detailed response time for each type of service issue.

After Hours and Emergency Services
The vendor must be able to provide IT support services in the event of emergency situations or outside of normal business hours, 24x7x365. The proposal should clearly outline how various levels of support are defined, and how the vendor handles a situation in which multiple customers are affected by the same emergency, whether it be geographic, technical, or something else.

Security
The vendor shall conduct a review of the city antivirus software and make recommendations for improvements as necessary. The vendor will review and enhance the security of the city's network and wireless devices including examining the city's firewalls and antivirus protection mechanisms. The vendor shall perform security audits as requested and notify city personnel immediately of suspected breaches of security or instruction detection.

Software/Third-Party Applications Services
Includes oversight, management, and support of the city's software; oversight, management and supervision of third-party desktop, server, and web-based applications and act as the city's representative when dealing with third-party application support, when directed by IT staff. Vendor will review invoices as requested for verification of services upon request of the city.

Strategic Planning and Budgeting
Provide technical and organizational consulting for technology issues. Make recommendations for future purchasing and technology needs for the organization and specific departments when requested. The city may or may not purchase any or all hardware or software from the services vendor selected in this RFQ. The vendor may be requested to provide technical specifications for software or hardware to

assist in the bid process at the discretion of the city.

Microsoft Server/User License
Selected vendor shall provide management of all Microsoft server and users licenses and provide upgrade services as required.

Support Clearance
The support technicians for the vendor must comply with all federal, state and local laws with regard to privacy, proprietary information, sensitive data, and any other information stored or accessed. In accordance with state law, the vendor must show proof of CJIS certification to whomever maybe the primary technician or anyone else who is working in the system. The City of Springfield also, requires all employees to have a thorough background and credit check on file with the vendor. This information must be provided to the City of Springfield as requested for periodical verification.

These clearance regulations and requirements are subject to change based on law. At which point the City of Springfield will notify the vendor of such changes, to request compliance.

City's IT Liaison/Representative
The vendor should provide a primary point of contact within the company, recognizing that other vendor employees may work on specific issues or projects. The primary point of contact will act as the city's liaison/representative for all IT related matters with other vendors and city departments under the scope of the agreement. The vendor will be available for any meetings as directed by the city manager.

5. PROPOSAL FORMAT

The proposal shall be organized as outlined below. Responses should be complete and unequivocal. In instances where a response is not required, or is not applicable or material to the Proposal, a response such as "no response is required" or "not applicable" is acceptable.

Letter of Intent
The Letter of Intent is to be signed by an officer of the company authorized to bind the vendor to the proposal. It should also contain the following information:
- Company name, address, telephone number(s), and website.
- Name, title, email address, and telephone number of proposals contact person(s) who are authorized to represent the firm and to whom correspondence should be directed.
- Federal and State taxpayer identification numbers of the firm.
- A brief statement of your understanding of the services to be performed, and an understanding that the terms of this RFQ will be incorporated in the final contract.

The Letter of Intent is to contain a statement indicating the period during which the Proposal will remain valid. A period of not less than ninety (90) calendar days from the bid date is required.

Proposer's Statement of Organization and Experience
A vendor must demonstrate considerable relevant experience (minimum of 7 years) with this type of work, and should emphasize their experience, technical qualifications, working knowledge of Information Technology Services, and capability of the particular principal and personnel who will

actually be assigned to the City.

A proposer must include a brief profile of the firm, including, at a minimum:

- Length of time in business.
- Length of time in providing proposed services.
- Number of clients.
- Number and List of local government and public sector clients, and scope of services provided to those clients.
- Number of full-time employees and area of involvement: Technical Support, Consulting,
- Sales Support, Administrative Support
- Location of office to serve the City
- Relevant technical certifications and/or partnerships
- Resumes for all individuals employed in a full-time or part-time capacity who shall provide services sought in this RFQ. If resumes are not available, the Proposer shall provide information indicating the name, job title, education and years employed with the firm.

A vendor shall demonstrate that it has at least three (3) local government clients that have contracted with it for the same or similar services within the last three years, preferably with at least one client represented within Tennessee and shall provide the City with contact information for those clients to allow the City to obtain their recommendations as to the services rendered by the vendor.

A vendor must be CJIS certified for the National Crime Information Center and Tennessee Information Enforcement System requirements of IT support of a law enforcement agency.

Description of Services

Vendor shall include a description and synopsis, including sample deliverables where appropriate, detailing its methodology and approach to providing the Scope of Services as described in Section 4 of this RFQ. (The scope of work indicates "what" the vendor is supposed to do; the description of services should show "how" the vendor intends to perform the services).

The description of services should also be accompanied by:

- Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.
- Proposal must include a description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services.

The proposal must include a detailed response time for each type of service issue. A draft contract and vendor's terms and conditions. Payment schedule should also be included (i.e. monthly, quarterly – *not proposed cost*). The vendor must describe the method of obtaining the fee for service (i.e. fixed fee, per device, per location) and describe any cost increases throughout the contractual term.

Litigation History

Vendors shall provide a summary of any litigation or arbitration that the vendor itself, its parent company, or its subsidiaries have been engaged in during the past three (3) years against or involving (1) any public entity for any amount, or (2) any private entity for an amount greater than One Hundred Thousand Dollars ($100,000.00). The summary shall state the nature of the litigation or arbitration, a brief description of the case, the outcome or projected outcome, and the monetary amounts involved.

Insurance Requirements

Workers' Compensation: Coverage to apply for all employees for statutory limits in compliance with the

applicable state and federal laws. The policy must include employer's liability with a limit of $100,000 for each accident, $100,000 bodily injury by disease each employee and $500,000 bodily injury by disease policy limit.

Comprehensive General Liability: Shall have minimum limits of $1,000,000 per occurrence combined single limit for bodily injury liability and property damage liability. This shall include premises and/or operations, independent contractors, products and/or completed operations, broad form property damage and explosion, collapse and underground damage coverage, sudden and accidental pollution losses, and a contractual liability endorsement.

6. SELECTION PROCESS

According to the preliminary schedule discussed earlier, proposals will be reviewed by the Assistant City Manager and IT Systems Analyst. Submissions will be narrowed down based on all factors listed in this RFQ for interviews via phone or in-person, and a recommendation will be made to the City Manager.

If approved by the City Manager, the contract will be submitted to the Board of Mayor and Aldermen for acceptance.