



# Request For Qualifications

## Information Technology Managed Services

September 9, 2022

## **SECTION 1: GENERAL INFORMATION**

### **Introduction**

The City of Canton is seeking a qualified Information Technology firm (Firm) to provide professional IT Managed Services to support the operation, management and maintenance of the City's computer network and systems hardware, software and network connectivity functions

### **Background Information**

The City of Canton has a population of over 4000 and is located 60 miles east of Dallas, Texas. The City is comprised of multiple departments, located throughout the City. The City understands the importance of having effective IT infrastructure in place for security and continued progress. The City's IT functions are currently managed by a consultant. The City's IT consultants are responsible for the maintenance, updates, monitoring and service of our current server along with network monitoring, email archiving, antivirus software monitoring and updating as well as yearly renewal of the SSL domain certificates, and help desk.

### **Current Technical Environment**

The City of Canton utilizes a number of programs and applications specific to the individual department. There are approximately 56 desktops, 26 laptops, 22 iPads/tablets and 8 servers currently in service. Microsoft Office Suite and QuickBooks are used throughout the City

### **Scope of Work**

The City of Canton wishes to contract with a firm that will serve under the direction of the City Manager. The information providing in this RFQ should not be considered all inclusive. The actual services may include services not listed in this document.

The firm will provide a contracted IT Managed Service Program, performing routine maintenance and updates to the system, deployment of equipment and software, as well as providing a resource for both end users of the systems and management staff to ensure system integrity, reliability, and a strong and reliable security system. Strong emphasis will be placed on the firm's ability to provide excellent technical skills, a strong customer service focus, excellent help desk staffing skills and methodologies, and customer service-oriented deployment. The following comprises a summary, but not inclusive, list of services to be provided to the City:

- 1. Network Administration Services:** Scope of activity includes all City network equipment including switches, routers, firewalls, access points and cabling infrastructure. Primary installation and maintenance of all network equipment; Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades; monitoring and alert notifications to firm's IT staff on failure or potential failure of critical equipment; alert notifications to designated City personnel in the event of failure; manage and store network configuration information; maintaining WAN and LAN networks; maintaining relevant documentation, including policies and procedures.
- 2. Server Administration Services:** Managing computer systems and networks to

include application, database, messaging, file and print and other servers and associated hardware, Software, communications, operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Ensure scheduled preventative maintenance for equipment is properly and promptly performed; maintain the maintenance records on the equipment; develop operations, administrative, and quality assurance back-up plans and procedural documentation. Setup new users and edit or remove existing users on server. Monitor server performance and capacity management services. Configuration management, including changes, upgrades, patches, etc. Support of specialized software products as it relates to the server(s) and associated hardware. Management of user logins and security. Coordinate repair and maintenance work, ensuring work is conducted in a timely fashion. Notify designated City personnel in the event of any failure and provide 24/7 on-call support.

- 3. Desktop Administration Services:** Perform basic support functions including installation of personal computers, laptops, printers, copiers, and peripherals; diagnosing and correcting desktop application problems, configuring laptops and desktops for standard applications and network services, identifying and correcting end user hardware problems, and performing advanced troubleshooting. Maintain an up-to-date inventory of all City computer-related hardware and make available to City personnel upon request. Assist designated City personnel with software and hardware purchases to coordinate with the annual budget process. Create and maintain system images for deployment. Escalate desktop (and server) software issues when direct user contact with the firm is no longer productive.
- 4. Network Security:** Implement and maintain comprehensive and robust network security program to prevent unauthorized breaches, guard against malware and external threats, and ensure data and system integrity in routine and emergency environments. Maintenance of virus detection programs on City servers, email, and all other computers and laptops including antivirus/antispymware software. Maintain remote access in a secure environment and provide remote access administration as requested by designated City personnel. Additional tasks related to network security include maintaining the following: spam and virus firewall, secure, reliable and up to date Internet access, Internet content filtering and reporting, and duplicate off-site file backup and disaster recovery. Coordinate with City emergency management personnel regarding emergency operations, networking, and recovery environments and support and inform City's emergency management plans.
- 5. Reporting:** To effectively monitor the status of the proposed services, management level status reports will be prepared monthly and monthly meetings with the City will be held to review work performed, network availability, help desk ticket summary, security issues and concerns, and long-range planning. In addition, review meetings may be held to discuss service delivery and planning to ensure the IT needs of the City are being met.

6. **Strategic Planning:** Engineering, planning and design services for system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, design of backup systems, operating systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchasing and technology needs.
7. **IT Management:** Provide IT management services to prioritize the work effort, ensure project completion, and assist in short- and long-term planning. The designated IT Manager would possess the most overall understanding and knowledge of the City's network and would maintain a regular, once per month on-site presence.

Factors to be evaluated when selecting the Firm will include examination of the proposals for the following:

**Personnel:** Provide fully qualified personnel that can perform the required work under the contract resulting from this RFQ. Individuals shall be trained on the latest versions and releases of any product required to perform their services before they perform work for the City. Firm personnel assigned to the City shall be available during normal business hours (Monday-Friday 8:00 a.m. to 5:00 p.m.). Furthermore, firm personnel should be available outside of normal business hours for emergency purposes.

**Service Levels:** The City expects the IT support services firm to meet the minimum levels of services for help desk ticket resolution.

**Transition / On-Boarding Service:** To prevent disruption and ensure the continuity of City's information technology operations when a firm is selected, a transition period shall be allowed to orient the incoming firm. This involves providing relevant materials (e.g. system passwords, server rack keys, etc.) from City staff and/or the City's current IT firm.

#### **Selection Process:**

The selection process for the Firm will be divided into 3 steps:

1. Submittal of Qualifications Packet. This step will be open to any Firm wishing to submit Qualifications Packet. A cross-sectional team consisting of representatives from all City Departments will participate in the review and grading/ranking of the individual Firms. The top Firms will be invited to participate in the next step of the selection process.
2. On-site Presentations. Firms invited to participate in this phase of the selection process will be:
  - a. Asked to prepare a visual presentation, not to exceed 30 minutes.
  - b. Participate in a question-and-answer session not to exceed 45 minutes.
  - c. Firm(s) may be invited to participate in up to two (2) follow-up interview at the request of City.

3. Contract Pricing Negotiation. The most qualified Firm will be invited to enter into negotiations for a service agreement and pricing with the City. The initial length of the service agreement will be three (3) years, with the option for up to three (3) two-year period extensions if mutually agreed upon by City and Firm.

## SECTION 2: QUALIFICATIONS PACKET

Packets shall be bound such that pages remain securely attached.

- **Introduction**. Up to 20 points. Firms have up to 5 pages to introduce the firm, provide the firms experience with items listed in scope, above. Include local office and distance of local office from City of Canton City Hall.
- **Team Experience**. Up to 20 points. Firms have up to one (1) page per team member. Introduce the team member(s) and qualifications, credentials and special certifications that will be assigned to the City of Canton.
- **CJIS Certification**. Up to 10 Points. Identify all team members that are currently certified through CJIS or a local law enforcement agency.
- **Level of Service**. Up to 30 points. Complete the information in the table below and include with RFQ submittal

Severity Level	Response Time (minutes)	
	In-person	Remote
Critical (multiple systems/staffs affected; production halted)		
High (Single system/site affected; work stoppage at single site)		
Normal (Single system affected; performance issue or other non- critical request)		
Low (Minor performance-affecting issue; limited scope or affect)		

- **References**. Up to 20 points. List up to 5 State, County or local agencies the Firm has contracted with in the past 10 years. Include name of organization, years with organization, summary of services provided, contact name and phone number of individual familiar with agreement/services provided by Firm.

### **SECTION 3: SUBMITTAL INSTRUCTIONS**

Firms shall submit one (1) digital and nine (9) copies of the RFQ.

Question related to the preparation of the RFQ should be directed, via e-mail to Assistant City Manager Steve Ruppenthal at [sruppenthal@cantontx.gov](mailto:sruppenthal@cantontx.gov)

The RFQ packets must be submitted in a sealed envelope, clearly identified as “Information Technology Managed Services RFQ”. The sealed envelope may be mailed, or hand delivered to:

Steve Ruppenthal, Assistant City Manager  
City of Canton  
201 N. Buffalo  
Canton, Texas 75103

RFQ’s must be received by the City by:  
Friday, October 7, 2022, at 2:00pm, local time (City of Canton).

Each proposal must be submitted in a sealed envelope or similar container with the RFP name clearly marked on the exterior. If a Contractor uses an express mail or courier service, the proposal must be clearly marked on the exterior of the express mail or courier service envelope with the proposal name also marked on the inside of the envelope.

A proposal that is not properly and clearly marked and is inadvertently opened before the scheduled proposal submission deadline may be disqualified without additional consideration.

Firms accept all risks of late delivery of mailed proposals regardless of fault. Facsimile and other electronically transmitted proposals will not be considered. All proposals and accompanying documentation will become the property of the City and will not be returned.

Proposals shall be good for 180 days following the date of submission.

The City reserves the right to reject all submissions and re-issue the RFQ (with or without modification) if no suitable responses are received.