REQUEST FOR PROPOSALS

INFORMATION TECHNOLOGY (IT) MANAGED SERVICES FOR

THE CITY OF UNIVERSITY HEIGHTS

Sealed submissions responsive to this Request for Proposals, plainly marked: "RFP IT Managed Services for City of University Heights" on the outside of the mailing envelope, addressed to the City of University Heights, Clerk of Council, 2300 Warrensville Center Road, University Heights, OH 44118 will be accepted until **12:00 p.m. on December 22, 2022.**

The City is interested in receiving proposals from qualified information technology firms specializing in comprehensive managed services. Ideally, the City prefers firms with some familiarity with a municipal environment however will entertain a company or companies that can supply specific needs in the requested IT areas. Such providers should be able to provide responsive, high-quality services that are specific to the criteria listed or can show strengths in all criteria.

The City seeks to hire a vender to provide a comprehensive team capable of enhancing the current City infrastructure, cybersecurity, business systems, promote resiliency, ensure a maximum return on its technology-related investments, and run daily operations.

Please submit all questions in writing to Michael Dylan Brennan, Mayor of the City of University Heights, info@universityheights.com.

The City of University Heights reserves the right to reject any or all submissions, to proceed or not with any proposal or process, and to negotiate such terms and conditions of any proposal, agreement, lease, or other contract that may be in the best interest of the City.

The City reserves the right to terminate or amend this process at any time.

A. SUMMARY OF THE CITY'S OBJECTIVES

The City of University Heights is pleased to invite qualified Information Technology (IT) Service Providers to assist with IT related functions that are to include both the Migration into the Cloud Service (Tasks 1 to 4 below) and the Subsequent Routine Maintenance, Service and User Support (the remaining tasks below):

Migration into the Cloud Services

1. Assess the scopes and feasibility of migrating as many as possible currently in-house services to the cloud.

2. Plan and Execute such a migration.

3. Plan and Execute the transition to a new phone services in collaboration with the City, possibly with VoIP as backbone.

4. Plan and Execute the migration of the current accounting and payroll system from VIP Analytics to VIP Cloud or to a Virtual Server running in the Cloud, whichever better facilitates longterm maintenance and is more cost effective. This shall be done with close cooperation with the Finance Director of the City.

Subsequent Routine Maintenance, Service and User Support

5. Endpoint and Printer Management and Backup
6. Server Management and Backup
7. Network Maintenance & Monitoring,
8. Helpdesk support and on-site support,
9. Cyber Security,
10. Vendor Management,
11. Network Architecture and Design
12. Microsoft Office License Management

The City currently uses a hybrid in-house/outsourced approach to implement these services. Working knowledge and experience with municipal operations is preferred; the City currently uses approximately 3 applications to supports its operations, including but not limited to: Microsoft Office 365; Adobe Creative Clouds; Microsoft Exchange, as well as a number of legacy applications, such as VIP Analytics accounting and payroll system.

The current firm providing managed services to the City supplies on-site personnel, as needed, to respond to daily network and user needs. The preferred vendor will provide comprehensive support and expertise needed to ensure the City's information technology systems enable municipal operations daily, as well as providing overall guidance for network enhancements and future growth. Proven diagnosis and assessment capabilities, expert technical skills, availability, and strong customer service are required.

Regular communication, collaboration and coordination with the City's Mayor and Council IT representative is critical to the success of the chosen vendor. Preferred vendors must be able to illustrate experience working in dynamic, high-paced environments, including strategies used to ensure work is properly coordinated and deployed.

Proposals will be evaluated on all qualification criteria, including cost.

74 The ideal vendor will resolve computer systems and network issues in accordance with standards and
75 acceptable maintenance and support benchmarks. The successful vendor will be expected to organize
76 Help Desk service calls efficiently and to ensure that there is NO significant computer downtime during
77 normal working hours, generally 8:00 a.m. to 4:30 p.m., Monday through Friday, in addition to 24-
78 hour operations for Public Safety. The vendor is expected to report on status of technology issues and
79 communicate effectively with City departments on a quarterly basis.

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B. BACKGROUND INFORMATION

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The City of University Heights provides municipal services to approximately 13,914 residents and is located about 10 miles east of Cleveland, Ohio. Home to John Carroll University, University Heights is an urban suburb that celebrates diversity. Our community's mosaic is replete with educational and religious institutions, walkable neighborhoods, local eateries, shopping and nearby amenities, offering residents the opportunity to build a life by design, find their forever homes and plant roots.

The City currently uses a hybrid in-house/outsourced approach to implement management and development of its information technology resources. Working knowledge and experience with municipal operations is preferred. Additionally, experience in Public Safety Systems and Criminal Justice Information Systems (CJIS) Security Policy preferred. This experience can be noted in the response.

The City depends upon a technology infrastructure that provides information technology services across 3 locations on a single campus and include essential and emergency response functions that require 24/7 service such as Police, Fire, and Community Services. These locations are connected via the Breezeline (formerly WOW!) network. The City also owns and operates several point-to-point wireless connections. Additionally, the City currently provides multiple independent business functions that collect significant customer payments through various payment gateways and point of sale locations, including annual multi-million-dollar operations.

The City is currently relying upon a single vendor to provide day-to-day operational and long-term development support for the bulk of its information technology needs. With the ongoing technology changes, the City is open to working with more vendors who can specialize in one area even if they do not have Municipal knowledge.

Current IT set up is vendor supplied on-call IT support personnel who are dedicated to IT services with remote Help Desk and network monitoring and maintenance provided during regular business hours.

The City seeks a firm or firms that has the technical expertise, breadth of experience, and availability to support its information technology needs in a municipal organization, and provide advice to guide its critical infrastructure, security, and software decisions into the future.

C. SCOPE OF WORK

The scope of services is intended to ensure proper operation of the City's networked computer system, equipment, and related network infrastructure and business systems. It is anticipated to include, but not be limited to the following:

1. ENDPOINT AND PRINTER MANAGEMENT

The City maintains 9 Desktops, 20 Laptops and about 50 Mobile Devices (Tablets and Smartphones) in various locations throughout the City. The City is requiring the following for endpoints:

- Inventory Control & Reporting
- Warranty Management
- Asset Tracking
- Purchasing new computers and peripherals and advising on specs related to purchases
- Setting up new computers for users with a wide variety of needs
- Patching and compliance for Operating Systems and Installed Applications
- Mobile Device Management
- Endpoint Encryption
- Anti-virus & Anti-malware management and remediation
- Security Policy Management
- Sensitive Data Tracking
- Remote Monitoring of hardware and software for errors, warnings, or non-compliance
- Installation and maintenance of UPS units
- Troubleshoot printer/scanning issues; interface with vendors to coordinate repairs

2. SERVER MANAGEMENT

The City currently hosts 1 physical and 6 virtual servers; most of these servers are in the City Hall server room, with some servers located in off-site locations. The physical server is rented from the current IT contractor.

The scope of work includes, but is not limited to:

- Inventory Control & Reporting
- Warranty Management
- Asset Tracking
- Patching and compliance for Operating Systems and Installed Applications
- Endpoint Encryption for offsite servers
- Anti-virus & Anti-malware management and remediation
- Security Policy Management

- Remote Monitoring of hardware and software for errors, warnings, or non-compliance.
- Firewall Monitoring and Management
- Off-site backup storage & Disaster Recovery of City's data and applications
- Management of City's Servers

3. NETWORK MAINTENANCE AND MONITORING

The City has a relatively small network that spans 3 closely located buildings, with a core switch located in City Hall. The City also finds itself relying more heavily on wireless technologies as time goes on. This network and wireless technology are mission critical and needs to be monitored 24/7/365. 24/7 Hour support with a 1-hour SLA is required for all network related outages.

The scope of work includes, but is not limited to:

- Inventory Control & Reporting
- Warranty Management
- Asset Tracking
- Patching and compliance for Operating Systems, appliance upgrades and all network equipment including firewalls, switching, routing and wireless infrastructure
- Security Policy Management
- Remote Monitoring of hardware for errors, warnings, or non-compliance
- Monthly change control reporting
- Monthly reporting on configuration backup

4. HELP DESK SUPPORT AND ON-SITE SUPPORT

The City supports about 100 End Users. The vendor is expected to provide SLA-based, remote support in administering to the City's IT needs. Onsite is expected when required to support the city. This includes end user support and training, department level systems and capital needs planning, and input into major system enhancements. Vendor will participate collaboratively with various departments to fulfill service needs and will make recommendations for future purchasing and technology upgrades when advisable. Personnel providing services under this contract resulting from the RFP must be fully qualified to perform the required work.

Help Desk Support Remote must include:

- Service Call Tracking
- Monthly reports on problems, issues, affected users, problem categories
- Application and operating system help desk services

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- Guidance and user support pertaining to proper use of city applications and systems
- Guidance and user support pertaining to proper response to security concerns such as websites, emails, and application behavior.
- Construction of a knowledge base of Support Resolutions and Instructional How-To articles. The platform housing this data, and the data within the platform shall be owned by the City.
- Support during Business Hours: Support during business hours must include on-site support as well as phone or remote support as needed to meet the requirements below. Business Hours are Mondays through Friday from 7:00 a.m. until 5:30 p.m. City Holidays are excluded.
- Provide after-hours emergency support to the needs of Department and Division's routinely operating outside normal business hours (Police, Fire, Utilities, Maintenance and Recreation).
- Support staff available to assist in user training and orientation on the first day of any newly hired City Employee.
- Support of City Hall Employees by 7:30 a.m. each morning.
- Support for basic phone problems.
- Support to trouble shoot basic network issues with the use of the City's remote monitoring system.
- Support should have a good understanding of all the Internet connections and providers.
- Support to rollout new computers/laptops
- Support to rollout replacement switches
- Support for reviewing cyber security logs
- Support for reviewing current IT Management systems (Switches, Network, Wi-Fi)
- Support staff will report to Mayor Michael Dylan Brennan

5. CYBER SECURITY

The City has deployed a robust, multilayered approach to security-focused technologies: DNS Security, Anti-malware software deployed to all Endpoints, Anti- virus & Security software deployed to Servers, and Endpoints.

- Monitoring & Management of the existing DNS Security.
- Monitoring & Management of the existing/or vendor provided Anti-malware System.
- Monitoring & Management of the existing/or vendor Anti-virus and Security system.

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- Provide standard Anti-virus software, and management of said software to all end point devices.

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6.   VENDOR MANAGEMENT

The City hosts various municipal vendor software applications that require a resource to become proficient in supporting the application's internal operations (application subject matter experts). The City also works with several vendors providing services to the City that fall under the scope of IT Management. The successful firm will be required:

- To meet with all City application vendors, as needed.
- To work with vendors in jointly resolving issues or problems with vendor supplied software and to schedule updates and upgrades to provided services.
- Monitor vendor provided services and proactively reach out to vendors when and if those services stop working.
- To create and curate a Knowledge Base of Problem Resolution and How-To documentation for all line of business applications and for all vendor provided services. The city shall retain this information in the event of a severance of services by provider at a future date.

7.   NETWORK ARCHITECTURE AND DESIGN

The City's network architecture (components, technologies, etc.) and design (layout and organization) must evolve to meet several larger objectives and long-term goals in our unique environment(s). The Mayor and City Council or designee will work closely with the selected vendor to discuss, design, develop, and implement various improvements regarding network topologies, hosting, services, security, redundancy, and disaster recovery (DR). This is in response to the requirements for continuity of operations for critical government operation during various types of disaster events.

- These include natural disasters, technological, biological, nuclear, or other situations where the city government needs to function days, weeks, or months in a state where one or more facilities are off-line or disconnected from the main network.
- Help design and plan for new technologies, network upgrades, and evolving security standards, and assist current City IT resources implement evolutions to the current network up to an architecture that supports more redundancy and overall, less dependence on any one physical location.
- Plan for strategic improvements regarding hosting, services, data storage, security, and the DR issues discussed above.
- Help plan testing of DR operations on a regular schedule.

8.   SUPPORT OF BUSINESS APPLICATIONS/SOFTWARE

The City relies on business applications to provide services for a significantly diverse business functions (examples: recreation programs, facility rentals, water and wastewater utilities, infrastructure management, communications, human resources, payroll, finance, etc.). Departments will work with the selected vendor to ensure business applications are implemented efficiently, cost effectively, and reliably.

Management of these diversion business applications includes but is not limited to:

281   • Software updates and installation
282   • Coordination with third party software vendors to resolve
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284   9.   Service Levels and Expected Response and Resolution Time

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286   The City expects the IT support service firm to meet the following service levels and targeted response
287   and resolution time for critical services interuption and help desk ticket resolution.
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Service Level	Response Time	Resolution Time
Critical (essential city functions interrupted, or multiple system/multiple users affected, no workaround)	One Hour Response	90% resolved within 4 hours
High (important city functions interrupted, single system/single user affected, no workaround)	Two hour response	90% resolved within 8 hours.
Normal (important city function suffer performance issue, single system/single user performance issue, important feature requests)	Four hour response	75% resolved within 16 business hours
Low (minor performance issue, routine feature requests.)	One business day response	75% resolved within a week

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D. SUBMITTAL CONTENT REQUIREMENTS

Proposers should address each component of the scope of work, indicating how they meet the minimum standards set forth therein, and demonstrating how their personnel, experience, and expertise can best fulfill the City's specific needs.

The City will take into consideration the requirements for each topic, and the City's desire to move from reactive support model.

Submittal requirements are intended to enable the City to make an objective comparison of each proposal, and to select a partner or partners that best meets the City's stated objectives.

The selected partner or partners will be expected to execute a services agreement with the City immediately following selection.

1.   COVER LETTER

The cover letter is the proposer's official letter transmitting the complete proposal to the City. The cover letter must include:

- The full name and address of the proposer's organization(s).
- The state of incorporation or in which it is licensed to operate
- The form of business, and the name and contact information for your organization or team for this proposal.
- A concise statement indicating whether the proposer is prepared to supply all services set forth in the Scope of Work or only some. State clearly which sections of the Scope of Work are included in your proposal with reference to the numbering above.

If the proposer consists of a team or joint venture, an authorized representative of each of the participating organizations is required to sign the letter. Respondents must include a chart or diagram explaining the intended form and structure of any proposed partnership or joint venture.

2.   COMPANY PROFILE

Please provide detailed information regarding the proposer's company, including:

- Organizational structure
- Number and tenure of all employees, including key staff that will fulfill services contained in this proposal
- A list of personnel certifications (including those held by key staff)
- A list of the number of full-time personnel qualified to support each element of the scope of services (e.g., cybersecurity, 1 FTE)
- Total number of current clients
- Total number of current municipal clients

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- A list of three current references (including contact information) with similar networks. These networks do not need to be city or municipal networks.
- Financial information – the city may elect after reviewing proposals to ask for financial information, to be submitted confidentially, from vendors to ensure financial resources and stability prior to further consideration.

3.   PROJECT NARRATIVE

Provide a detailed narrative description of your approach to each component of the Scope of Work. Information to be provided should include experience with the task, quality and experience of specific personnel proposed to fulfill each respective function (include resumes), project management skills and quality control strategies, and estimated cost/range of cost options, by task. The proposal should identify the personnel that will be dedicated specifically to supporting the City of University Heights and the shared resources that will be provided by the vendor, but not solely dedicated to the City.

The City seeks IT support services that are responsive, reliable, proactive, and forward-looking, while maximizing cost effectiveness.

4.   COST OF SERVICES

For the three transitions to the Cloud Services, the City anticipates one time cost upon the satisfactory completion of the services.

For the subsequent maintenance service, the City anticipates entering a monthly cost for services engagement, with a minimum term of one year; the City will also consider a multiple-year term if advantageous to the City. Please provide a total monthly fee and associated breakdown by task. For the Help Desk/On-site Support Scope, please break down your proposed fee for each element separately (e.g., on-site support should be a stand-alone item).

While the City requests this contract be all inclusive, it recognizes that there may be instances where services may exceed those considered in a basic monthly scope of work. Please provide your firm's opinion on what types of services might fall into this category and provide appropriate pricing – examples could include: site visits outside of prescheduled visits; after hours, emergency response visits; additional discounts for multi-year agreements; other special circumstances.

Cost proposals shall be submitted in a separate, sealed envelope labeled "Cost Proposal," and summarized on the attached RFQ-Bid-Sheet.

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E. SUBMITTAL PROCESS

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377 Two (2) hard copies and 1 electronic copy (on a thumb drive) of the proposal must be delivered
378 to the address indicated above by **December 22, 2022, by 12:00 p.m**. Late proposals will not be
379 opened. Proposers are encouraged to avoid the use of synthetic report covers and partitions. The
380 Cost Proposal shall be submitted in a separate sealed envelope, clearly marked, with the proposal.

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F. SELECTION PROCESS

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387 Proposals will be evaluated according to the following criteria:

388 • Responsiveness to submission requirements
389 • Comparable managed services experience
390 • Strength of entity members/completeness of the team
391 • Understanding the goals and direction set forth as expressed in the Scope of
392 Work and through the interview process
393 • Staffing capacity
394 • The extent to which the overall proposal meets or is likely to meet the
395 City's objectives, as outlined in Scope of Work

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397 The City may select one or more entities to interview; the selected firms will be expected to present
398 the proposal, and respond to questions. Interviews will be a factor in the overall qualitative
399 evaluation of Proposals. In addition, the City reserves the right to make a site visit to the proposer's
400 place of business as part of its interview process.

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G. ADDITIONAL INFORMATION, RFP TIMELINE AND CITY RESERVATION OF RIGHTS

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406 All requests for additional information and/or questions should be directed, in writing, to Michael
407 Dylan Brennan, Mayor of the City of University Heights, info@universityheights.com by no later
408 than **November 11, 2022 at 4:30 p.m.**

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412 ### RFP Timeline

RFP EVENTS	DATE/TIME
Issuance of RFP/Legal Notice	Tuesday, October 13, 2022
Deadline for Formal Proposal Questions	Friday, November 11, 2022, 4:30 p.m.
Pre-proposal Meeting and City's Response to Proposal Questions (details to be posted to City website at universityheights.com)	Friday, November 18, 2022, 1:00 p.m.
Proposal Submission Deadline/Demonstration	Thursday, December 22, 2022, Noon
Interviews and Evaluation Period	Through Friday, February 24, 2023
Notification of Selected Vendor	By Friday, February 24, 2023
Presentation of Selection to City Council	March 6, 2023
Award of Proposal and Contract Execution	Within 45 days of council approval

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417 The City reserves the right to undertake such investigation as it deems necessary to evaluate the
418 proposers and to evaluate its submittal.

419 The City reserves the right to request additional information as part of this selection process.
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421 The City of University Heights also reserves the right to reject any or all submissions, to waive
422 technical or legal deficiencies, to proceed or not with any proposal or process, and to negotiate such
423 terms and conditions of any proposal, including cost, or contract that may be in the best interest of
424 the City.
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426 The City reserves the right to terminate or amend this process at any time.