



City of Essex Junction
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Essex Junction, Vermont 05452

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Request for Proposal Information Technology Services

The City of Essex Junction has issued a Request for Proposal (RFP) for Information Technology Services.

Pre-proposal site visits will be held on-site at the City Office from October 24, 2022, to November 21, 2022. The deadline to request a site visit is October 21, 2022.

Preliminary proposals are due on December 19, 2022, at 4 p.m. (local time) at the City Office, 2 Lincoln Street, Essex Junction, Vermont, 05452. Interviews with selected respondents will be held from January 3-23, 2023.

Final proposals are due on January 30, 2023, at 4 p.m. (local time) at the City Office, 2 Lincoln Street, Essex Junction, Vermont, 05452. Proposals will be opened at 9 a.m. (local time) on January 31, 2023, at the City Office. The anticipated award notification is February 6, 2023, with an agreed-upon start date of February 15, 2023.

Information for bidders and the complete RFP may be obtained, without charge, on the City of Essex Junction webpage at www.essexjunction.org/news/invitation-to-bid, at the City Office, or by calling (802) 878-6944. Questions concerning this RFP should be sent to Wendy Hysko, Library Director, City of Essex Junction, at 802-878-6955 or wendyh@brownelllibrary.org. The City of Essex Junction, through its Authorized Representative, reserves the right to waive any informalities in or reject any and all proposals, in whole or in part, or to accept any proposal deemed to be in the best interest of the City of Essex Junction.

Authorized Representative (Print Name)

Signature

Date

The City of Essex Junction is an equal-opportunity employer and is committed to equal opportunity in its contracting process. Auxiliary aids and services are available upon request to individuals with disabilities.

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1 Introduction

The City of Essex Junction is soliciting proposals from qualified service providers for Information Technology (IT) support services. IT is a critical component of the organization and is used daily by every employee, contractor, partner, and end-user to provide services to our clients. The qualified service provider will utilize a managed service provider approach to enable Essex Junction to significantly limit the footprint of on-site IT infrastructure, enhance IT effectiveness and quality of services, minimize its support cost, and maximize return on investment in IT.

The outsourcing strategy has been designed to secure a broad and reliable range of services from either one or multiple service providers prepared to take the defined responsibilities for the tuning, reliability, and integration of Essex Junction's information systems. The prospective service provider may provide in-house cloud services or act as in-house with cloud service providers. A key deliverable for this work is a high-level, scalable IT infrastructure with excellent customer service.

2 Current Environment

1. The City of Essex Junction would be assuming the ownership and management of three (3) current domains:
 - a. essexjunction.org (roughly 38 email accounts hosted with Office 365)
 - b. EJRP.org (roughly 20 email accounts hosted with Office 365)
 - c. brownelllibrary.org (roughly 12 email accounts hosted with GoDaddy)
2. The City of Essex Junction would be assuming the continued ownership of roughly 60 computers/laptops already in production.
3. The City of Essex Junction would be headquartered at 2 Lincoln Street, which is essentially a "campus" of buildings that would include the main Municipal Building, Library & Fire Department.
4. The City of Essex Junction has five (5) other remote sites that include the Wastewater Treatment Facility (WWTF), Public Works, and two (2) Recreation and Parks sites.
5. The City of Essex Junction has some phone systems supported by an outside vendor, other phone systems supported by the Town, and leased networked printer copiers at all sites, as well as some local printers.

Essex Junction became a city on July 1, 2022. We are now an independent municipality but previously was a Village within the Town of Essex. The Town has provided IT services for our municipality with three full-time employees. They continue to provide IT services today and will through June 30, 2023. Effective July 1, 2023, the City will need to provide its own IT services, which we intend to do through a third-party managed services provider.

From February 15, 2023, through May 31, 2023, we are seeking a managed services provider to identify our existing IT infrastructure and identify our needs effective July 1, 2023, when we are no longer serviced by the Town of Essex, and to create a transition plan to be accomplished by the vendor by July 1, 2023, at the latest. The vendor will then need to work with Town IT personnel to implement this plan and to begin transitioning services or preparing things to be transitioned effective July 1, 2023. We anticipate that some things will gradually transition throughout the winter and spring of 2023 in anticipation of the full-service changeover on July 1. Proposals should note the differences in the scope of work and pricing in the Letter of Transmittal.

3 Services Required

The following details the services that prospective service providers should consider providing to the City of Essex Junction in the area of information technology services. The prospective service provider may propose to provide either a set of services or all of the services described below:

3.1 Assessment

Compile/update inventory of all information technology-related assets. Assess system architecture and current processes and make recommendations for improved IT system performance.

The assessment would include the needs of each department. Several departments run off cloud-based services. WWTF has a local server managing systems. The main campus may need a server to connect work across departments. Currently, City Office IT operations are based on a server in the Town Office that will be turned over to the City.

3.2 Hosting

Hosted environment will be private cloud or dedicated hosting to meet data security requirements of the City of Essex Junction. The City of Essex Junction's hosted services cannot be in the public cloud. The hosting facility will have appropriate security environment and redundant internet connectivity and power. The environment will include current services and be easily expandable.

3.3 Helpdesk

Diagnose and correct desktop application issues; identify and correct end-user hardware problems and perform advanced troubleshooting; respondent shall have access and be available during normal business hours (7 a.m.-5 p.m., Monday through Friday) with after-hours support as required (additional costs may apply).

3.4 Application Support

Performs basic support functions, including installing desktops, laptops, printers, peripherals, and office automation software; training and educating users; configuring all computers for standard applications; diagnosing and correcting application problems; configuring laptops and correcting end-user hardware problems; and performing advanced troubleshooting. Maintain an up-to-date inventory of the City of Essex Junction computer-related hardware.

3.5 Server Administration

Managing computer systems and networks to include complex applications, database, messaging, web and other servers and associated hardware, software, communications, and operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Ensure scheduled preventive maintenance for equipment is properly and promptly performed; maintain the maintenance records on the equipment; develop operations, administrative, and quality assurance backup plans and procedural documentation. Set up new users and edit or remove existing users in the environment. Server performance and capacity management services with reporting when specified thresholds are reached. Configuration management, including changes, upgrades, patches, etc. Support of other specialized software products of the City of Essex Junction as it relates to the server(s) and associated hardware. Management of user logins and security. Coordinate repair and maintenance work with contracted repair vendors and ensure repairs are conducted in a timely fashion.

3.6 Network Administration

The scope of activity includes all the City of Essex Junction's equipment, including switches, firewalls, routers, and other security devices. Primary installation and maintenance of printers, network copiers/scanners, etc. Primary maintenance, including regular analysis, routine configuration changes, and installation of patches and upgrades. Alert notifications to designated personnel in the event of failure. Complete proactive monitoring of network equipment, including bandwidth utilization and other performance indicators, with reporting when specified thresholds are reached. Network performance and capacity management services and network troubleshooting. Maintain network documentation and procedures.

3.7 Backup and Disaster Recovery

The scope of activity should include backup storage services which provide onsite and offsite backup. Provide detailed DR services if the primary hosted solution should be unavailable.

3.8 Security

Maintenance of virus detection programs on the City of Essex Junction's servers, email, computers, and laptops. Perform security audits as requested and notify personnel immediately of suspected breaches of security or intrusion detection. Configure the City of Essex Junction's system to enable remote access in a secure environment and provide remote access administration as requested.

3.9 Strategic Planning

Engineering, planning, and design services for major system enhancements, including purchases, installations, and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc. Provide technical leadership. Make recommendations for future purchasing and technology needs, including replacement and system upgrades. Install new servers, software, and hardware and transfer data when acquired. Strategic planning, design, and installation/upgrade of core network systems.

3.10 Alternatives

Vendors may propose alternative services if the vendor can demonstrate alternatives will significantly improve IT effectiveness, enhance its quality of services, minimize its support cost, and maximize return on investment in IT.

4 Submittal Requirements

4.1 Letter of Transmittal

The letter is not intended to be a summary of the proposal itself. The letter of transmittal must contain the following statements and information:

4.1.1 Company name, address, and telephone number(s).

4.1.2 Name, title, address, e-mail address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.

4.1.3 Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.

4.1.4 The letter must be signed by a corporate officer or other individual who is legally authorized to bind the applicant to both its proposal and cost schedule.

4.1.5 Statement which indicates proposal and cost schedule shall be valid and binding for ninety (90) days following the proposal due date and will become part of the agreement that is negotiated.

4.2 General Vendor Information

Please provide the following information:

4.2.1 Length of time in business

4.2.2 Length of time in business of providing proposed services

4.2.3 Location of owners/stakeholders and area (County/State) of primary residence

4.2.4 Total number of clients

4.2.5 Staff to client ratio

4.2.6 Number of full-time personnel in: consulting, installation, training, sales, marketing, and administrative support

4.2.7 Staff to systems ratio

4.2.8 Office location(s) which would service this account

4.2.9 Location of data storage/servers

4.3 Positioning & Experience

4.3.1 Describe how your firm is positioned to provide either a set of services or all the services listed above. Provide a history of experience on providing similar services.

4.3.2 Describe security steps your firm takes that would differentiate it from competitors.

4.4 Approach & Methodology

Describe your approach to providing these services and your methodology for providing ongoing support, including how Help Desk Support is provided and tracked by the customer, time spent on-site, if on-site support includes proactive maintenance, and if remote support is available.

4.4.1 Describe the process of providing services, including a schedule and budget

4.4.2 Describe your approach to providing installation, configuration management, patching, monitoring, and ongoing maintenance for network devices.

4.4.3 Define standard service hours during regular business hours, weekends, and holidays. Any applicable Service Level Agreement (SLA) for response time options should be included.

4.4.4 Describe services included by the vendor and clearly state if services are inclusive, if change requests are permitted and how changes in service are accounted for.

4.5 Provide References

Provide three (3) references for clients you have provided similar services. Please provide information referencing the actual services provided, customer size (number of users), and the length of tenure providing services to this client.

4.6 Staff Resources

Identify names of principals and key personnel who will actually provide the information technology services. Summarize the technological expertise of these staff. Describe the role and responsibilities that each of these individuals will have. Resume/s of the primary individual(s) who will be responsible for the City of Essex Junction account is required.

4.7 Nonperformance

If your company has had a contract terminated for default during the past five years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the vendor's nonperformance or poor performance, and the issue was either (a) not litigated or (b) litigated, and such litigation determined the vendor to be in default. If a default occurred, list the complete name, address, and telephone number of the party.

4.8 Other Services

Beyond the scope of this RFP, what services (related or otherwise) does your organization provide that may be of interest?

4.9 Summary

Summarize your proposal and your firm's qualifications. Additionally, you may articulate why your firm is pursuing this work and how it is uniquely qualified to perform it. Include other pertinent information that may help the City of Essex Junction determine your overall qualifications. Your proposal summary is not to exceed three pages.

4.10 Cost of Services

4.10.1 The proposal must include a breakdown of costs to migrate IT services, and provide managed IT services and support. A clear fee schedule that includes fixed-rate business hours support and hourly rates for additional services must be included.

4.10.2 Define any additional charges (e.g., travel expenses).

4.10.3 Outline all provisions, termination clauses, and/or penalties for closing or changing the amount of services as needed.

5 Evaluation Criteria & Process

A selection committee will conduct an evaluation of qualifications and will rate each submittal based on the following criteria:

1. Experience
2. Understanding of services to be provided
3. Personnel expertise
4. Compatibility with end users
5. Project approach
6. Satisfaction of clients/end users
7. Cost

6 Miscellaneous

The City of Essex Junction reserves the right to reject any and all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in the City of Essex Junction's sole judgment, best meets the requirements of the project.

This RFP creates no obligation on the part of the City of Essex Junction to award a contract or to compensate the proposer for any costs incurred during the proposal presentation, response, submission, or presentation.

The City of Essex Junction reserves the right to award a contract based upon proposals received without further discussion or negotiation.

The City of Essex Junction further reserves the right to make such an investigation as it deems necessary to determine the ability of proposers to furnish the required services, and proposers shall furnish all such information for this purpose.

Proposers must specifically identify any portions of their submittals deemed to contain confidential or proprietary information or trade secrets. Those portions must be readily separable from the balance of the proposal. Such designations will not necessarily be conclusive, and proposers may be required to justify why the City of Essex Junction should not, upon written request, disclose such materials.