

REQUEST FOR PROPOSALS
INFORMATION TECHNOLOGY (IT) MANAGED SERVICES FOR
THE TOWN OF LINN

Sealed submissions responsive to this Request for Proposals, plainly marked "RFP 20-2 Town of Linn" on the outside of the mailing envelope, addressed to the Town of Linn will be accepted until 4:00 p.m. on June 30, 2020. Submissions shall be mailed to P.O. Box 130, Zenda, WI 53195.

The Town is interested in receiving proposals from qualified information technology firms. Ideally, the Town has a preference for 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 have the ability to show strengths in all criteria.

The Town seeks to maintain the current infrastructure, enhance the current infrastructure, promote resiliency, and ensure a maximum return on its technology-related investments. This Request for Proposal may be obtained by visiting the Town of Linn website at townoflinn.com. Added to this request if any, including written answers to questions, will be posted on the Town of Linn website under the project heading. If you have any questions, please contact the Administrator-Treasurer at (262)275-6300 ext. 12.

The Town of Linn reserves the right to reject any or all submissions, to waive technical or legal deficiencies, 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 Town. The Town reserves the right to terminate or amend this process at any time.

SUMMARY OF THE TOWN'S OBJECTIVES

The Town of Linn is pleased to invite qualified Information Technology (IT) Services Providers to assist with IT related functions that are to include, Endpoint & Projector Maintenance, Server Management, Network Maintenance & Monitoring, On-call support, Cyber Security, Vendor Management and Network Architecture and Design.

The Town currently uses a hybrid in-house/outsourced approach to implement these services. Working knowledge and experience with municipal operations is preferred; currently, the Town's applications include but are not limited to: Microsoft Office suite; Microsoft 365; Quickbooks; Propheonix; Firehouse, Ring Central, TiPPS.

The preferred firm will provide on-call personnel to respond to daily network and user needs, in addition to monitoring and patching.

The preferred firm will provide comprehensive support and expertise needed to ensure the Town's information technology systems enable municipal operations on a regular basis, 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 Town's staff is critical to the success of the chosen firm. Preferred firm should be able to illustrate experience working in a similar environment. Proposals will be evaluated on all qualification criteria, including cost.

BACKGROUND INFORMATION

The Town implements a hybrid in-house/outsourced approach to management and development of its information technology resources. Information technology services are provided at Linn Town Hall and the Fire Department and include essential and emergency response functions that require 24/7 service such as Police, Fire and EMS.

Current in-house personnel that fulfill technology-related support needs include:

- Management of the Town website by the Town Clerk, Administrator-Treasurer, and Police Department
- Server and network management
- Applications such as Propheonix and TiPPS
- Management of all telephones (Ring Central VOIP and various mobile providers)
- overall coordination between Town departments in regard to IT related matters
- Personnel located in the Police Department who are primarily responsible for end user support, and maintenance of software and communications equipment integral to Police operations.

The Town seeks a firm 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.

SCOPE OF WORK

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

1. ENDPOINT & PROJECTOR MANAGEMENT

The Town maintains approximately 30 workstations to include desktops, laptops and tablets in various locations of the Town. There are projectors at the Town Hall and Fire Department. Staff need assistance with installed applications, device management, endpoint encryption, AntiVirus & AntiMalware management and remediation, security policy management, remote monitoring of hardware and software for errors, warnings, or noncompliance.

2. SERVER MANAGEMENT

The Town currently hosts two physical servers. Firm should at least have experience in one or more of the following:

- Microsoft Windows Server, Group Policy, DNS, Active Directory
- Patching and compliance for Operating Systems and Installed Applications
- Endpoint Encryption for offsite servers
- AntiVirus & AntiMalware management and remediation
- Security Policy Management
- Remote Monitoring of hardware and software for errors, warnings, or noncompliance

3. NETWORK MAINTENANCE AND MANAGEMENT

The Town has several networks that span the Town Hall and Fire Department.

The Town also finds itself relying more heavily on wireless technologies as time goes on. This network and wireless technology are mission critical and need to be monitored regularly. Firm should have experience with:

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

- Inventory Control
- 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

4. ON-SITE SUPPORT

The Town supports approximately 20 users who use approximately 10 applications. The firm is expected to be available on-call and provide on-site support in administering to the Town's IT needs. This includes end user support, department level systems, and input into major system enhancements. Firm will participate collaboratively with various departments to fulfill service needs and will make recommendations for future purchasing and technology upgrades when advisable.

All personnel on-site and remote will be required to pass a criminal background check before performing any work.

On-Site and Remote Support must include:

- Application & operating system support services
- Guidance and user support pertaining to proper use of town applications and systems
- Guidance and user support pertaining to proper response to security concerns such as emails and application behavior
- 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. Except for Thursdays, business hours are weekdays from 8am until 4:00pm. Thursdays from 8-11am. Town Holidays are excluded.
- Onsite support staff available to assist in user training and orientation on the first day of any newly hired Town Employee
- Onsite support of Town employees within 24 hours (regular business hours)
- Onsite support to troubleshoot basic network issues with the use of the Town's remote monitoring system
- Onsite support should have a good understanding of all the Internet connections and providers
- Onsite support to rollout new laptops. New devices will be Microsoft Surface laptops and tablets.
- Onsite support to rollout replacement switches
- Onsite support for reviewing current IT Management systems (Switches, Network, Wi-fi)

5. CYBER SECURITY

The Town utilizes cloud based two-factor authentication via DUO to authenticate the user to a mobile device. Endpoint virus and malware detection and mitigation is achieved Crowdstrike's cloud-based Falcon platform.

- Monitoring & Management of the existing Crowdstrike antivirus and antimalware platform.

6. VENDOR MANAGEMENT

The Town hosts various municipal vendor software applications.

The successful firm will be required:

- To read owner's manual and training manual for all town Line of Business Applications
- To take vendor recommended in-person or online training pertaining to applications used by the Town, if necessary
- 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

7. NETWORK ARCHITECTURE AND DESIGN

The successful firm will work with staff to discuss, design, develop, and implement various improvements in regard to network hosting, services, security, redundancy, and disaster recovery. 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, infectious diseases, or other situations where the town government needs to function days, weeks, or longer in a state where staff must work remotely.
- Help design and plan for new technologies, network upgrades, and evolving security standards, and assist current Town 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, and security/

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 Town's specific needs.

The Town will take into consideration the requirements for each topic, and the Town's desire to move from reactive support model. Submittal requirements are intended to enable the Town to make an objective comparison of each proposal, and to select a partner or partners that best meets the Town's stated objectives.

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

1. COVER LETTER

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

- the full name and address of the proposer's firm;
- the state of incorporation or in which it is licensed to operate; and
- 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
- a list of three current references (including contact information)

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

4. COST OF SERVICES

The contract for IT support is based upon Board approval of the proposal, will be for a three-year period with two additional two year options for a potential to perform IT support for up to five years. Town of Linn will have the sole discretion to exercise the options.

Please provide a total hourly fee and any additional expenses that the Town should consider.

SUBMITTAL PROCESS

Two (2) hard copies and 1 electronic copy of the proposal must be delivered to the address indicated in the invitation by June 30, 2020.

SELECTION PROCESS

Proposals will be evaluated according to the following criteria:

- Responsiveness to submission requirements
- Comparable managed services experience
- Strength of entity members/completeness of the team
- Senior Level Engineering or Support staff retention rates
- Demonstrated ability to assist in the role of information technology integrator
- Demonstrated ability to work with multiple, diverse departments
- Understanding the goals and direction set forth by the IT manager as expressed in the Scope of Work and through the interview process
- The extent to which the overall proposal meets or is likely to meet the Town's objectives, as outlined in Scope of Work.

The Town may select one or more entities to interview; Interviews will be factor in the overall qualitative evaluation of Proposals. Based upon all of the evaluation criteria and interview, the Town will select the highest-ranking firm or firms and attempt to negotiate final proposals/scopes of work and contracts. If the Town is unable to reach agreement with its preferred firm(s), the Town may enter into negotiations with that firm(s) whose proposal was deemed to be next highest ranking and most advantageous to the Town.

ADDITIONAL INFORMATION

All requests for additional information and/or questions should be directed, in writing, to Jim Hurley, Administrator-Treasurer, at admin@townoflinn.com or 262-275-6300 ext. 12 no later than Monday, June 22, 2020.