



CITY OF GUADALUPE

REQUEST FOR PROPOSALS (RFP)

Information Technology Services

Release Date: September 25, 2020

Deadline for Submission: Wednesday, October 14, 2020 at 11:00 am

Contact person: Lorena Zarate, Finance Director

Responses are due no later than: Wednesday, October 14, 2020 at 11:00 a.m.

Address all responses to:

City of Guadalupe
Attn: Lorena Zarate, Finance Director
918 Obispo Street
P.O. Box 908
Guadalupe, CA 93434
Phone: (805) 356-3895
Facsimile: (805) 343-0542

1. INVITATION TO SUBMIT PROPOSALS

With this Request for Proposal (RFP), the City of Guadalupe (City) seeks to review the proposals of individuals or firms qualified to provide overall technical computer support services for the City of Guadalupe. The City is interested in a two (2) year contract with options for three (3) additional years. Cost of services should be provided in both an hourly format as well as the provision of options for a set monthly rate for any/all services. The City is also interested in proposals that suggest any/all services that the proposer feels are appropriate.

2. PROJECT INFORMATION AND DESCRIPTION

The City of Guadalupe seeks to contract with a qualified technical computer support services provider capable of handling all the current operations of the City and to provide additional services that allow the city to maintain a strong cybersecurity network. The city is looking for a company with five plus years of significant experience in computer hardware/software maintenance and related experience. Services including installation and training on all existing and any newly purchased equipment. The current City systems include 30-50 workstations at various locations.

3. SCOPE OF TECHNICAL SERVICES

The successful Respondent will provide the following services:

1. Perform basic system support including the installation and configuration of new equipment and software, onboarding and offboarding of users, diagnosing and troubleshooting application and hardware problems.
2. Configuring the city system to enable remote access in a secure environment.
3. Ensure scheduled preventative maintenance for equipment is properly and promptly performed.
4. Overall inspection of servers and system to address any errors or potential issues which may degrade or impact overall performance, including secure network devices. Provide asset and inventory management.
5. Support of Microsoft Outlook and Microsoft Office 365 through the addition and/or deletion of user profiles, creation of email groups and shared calendars, general troubleshooting and resolution of user issues.

6. Special projects as needed, such as the purchase and installation of new desktop units, servers, network switches, printers, warranties, new software and software licenses. Provide support as the City migrates into a new Accounting Software.
7. Remote help desk support for OS, application support, and network and email problems, including an online system of service requests that can be accessed by City staff as needed.
8. Provision and management of anti-spam and anti-virus applications for workstations and the City's email system, including Microsoft and application security updates, firewalls, risk assessment, vulnerability scanning, identity and password management, data and email encryption. In addition, provide security awareness training. Cybersecurity is a priority.
9. Response to request for service within one to two hours for urgent matters, with resolution of routine request between four (4) to 48 hours.
10. Provision of backup systems, including Microsoft Office 365 Cloud backup, backup, continuity and disaster recovery management.

4. RFP PROCESS OVERVIEW

The Finance Director will review proposals submitted pursuant to this RFP. The Finance Director may choose to interview a limited number of the respondents. After analysis of the responses, the Finance Director will make a recommendation for award of the contract for services to the City Council.

5. APPLICATION INSTRUCTIONS AND INFORMATION

A. DATE AND PLACE FOR SUBMISSION OF PROPOSAL

The response to this RFP is to be received no later than Wednesday, October 14, 2020, at 11:00 a.m. Each Respondent shall submit an original and one (1) copy of his/her proposal to provide the services described in this RFP in a sealed envelope addressed to:

City of Guadalupe
Attn.: Lorena Zarate, Finance Director
918 Obispo Street
P.O. Box 908
Guadalupe, CA 93434

B. CLARIFICATION OF THE RFP

Any Respondent requiring clarification of the RFP may address questions to:

Lorena Zarate, Finance Director
City of Guadalupe
918 Obispo Street
P.O. Box 908
Guadalupe, CA 93434
Phone: (805) 356-3895
Facsimile: (805) 343-0542

All clarifications made by the City will be in writing and will be provided to all Respondents. If deemed necessary, an Addendum to the RFP may be delivered to all individuals or firms having received the RFP. The Addendum shall have the same binding effect as the remainder of the RFP. However, no other instructions given to Respondents by City staff shall bind the City.

C. REJECTION OF RESPONSES

The City reserves the right to reject any or all responses to the RFP.

D. COST OF PREPARATION OF PROPOSAL

Costs incurred by any Respondent in the preparation of the response to this RFP are the sole responsibility of the respondent, and will not be reimbursed by the City.

E. CANCELLATION

The City reserves the right to cancel further proceedings pursuant to this RFP for any reason. In no event shall the City have any liability for such cancellation.

6. MINIMUM INFORMATION REQUIRED FROM RESPONDENTS

A. IDENTIFICATION OF THE RESPONDENT

Please state the name and address of the Respondent, and the name, address, title, telephone number, fax number, and email address of the person who may be contacted regarding the Respondents qualifications.

B. GENERAL EXPERIENCE

Required Qualifications should include a response which demonstrates the knowledge, experience, and capability that will enable the Respondent to provide all or a portion of the services summarized in the project description. Where relevant, key individuals or entities that

may be involved in providing or developing such services should be identified or listed. Please provide resumes for all principals and for proposed key personnel.

C. REFERENCES

Please provide at least three references that may be contacted for verification of the Respondents experience and qualifications. Identify similar projects on which the Respondent has worked, and contact information.

D. INSURANCE CERTIFICATE

The successful Respondent shall maintain a general liability insurance policy, broad form, of at least \$1,000,000. The Respondent shall provide a certificate naming the City as an additional insured for liability and workers compensation. Additionally, the successful Respondent shall provide proof of the required professional liability policy and workers compensation policy. Respondent shall procure and maintain Cyber Liability insurance with limits of \$1,000,000 per occurrence/loss which shall include the following coverage:

- a. Liability arising from the theft, dissemination and/or use of confidential or personally identifiable information; including credit monitoring and regulatory fines arising from such theft, dissemination or use of the confidential information.
- b. Network security liability arising from the unauthorized use of, access to, or tampering with computer systems.
- c. Liability arising from the failure of technology products (software) required under the contract for Consultant to properly perform the services intended.
- d. Electronic Media Liability arising from personal injury, plagiarism or misappropriation of ideas, domain name infringement or improper deep-linking or framing, and infringement or violation of intellectual property rights.
- e. Liability arising from the failure to render professional services

If coverage is maintained on a claims-made basis, Consultant/Contractor shall maintain such coverage for an additional period of three (3) years following termination of the contract.

7. EVALUATION AND INTERVIEW PROCESS

A. EVALUATION OF RESPONDENTS

The Finance Director will evaluate all proposals received from Respondents. The Finance Director will either meet with or conduct a conference telephone call with the Respondent deemed to have the technical knowledge and experience to offer the services. It is possible

that not all Respondents will be interviewed. Only those Respondents selected by the Finance Director will be interviewed.

B. SELECTION OF RESPONDENTS FOR INTERVIEW

The Finance Director, before determining whether to interview a Respondent, reserves the right to perform such additional investigation as he/she considers necessary to obtain full information regarding the Respondents being considered.

The City also reserves the right to:

1. Request clarification or additional information from any respondent(s) at any time.
2. Modify, remove, or add requirements to the RFP and to suspend or reopen the RFP process.
3. Reject any or all responses and terminate the RFP. Final selection of Respondents for interview is solely within the discretion of the City. The City has the right to terminate or suspend the RFP process without notice.