



**CITY OF GRASS VALLEY
INFORMATION TECHNOLOGY**

Request for Proposal

FOR

IT Managed Services

**City of Grass Valley
125 E. Main St.
Grass Valley, CA 95945**

**DATE:
September 1, 2020**

**Proposals Due:
October 2, 2020 by 12:00pm**

INTRODUCTION

The City of Grass Valley, herein referred to as the “City” or “COGV”, is interested in receiving proposals from qualified information technology firms specializing in comprehensive managed services. Ideally, the City has a preference for firms with some familiarity with a municipal environment. Such providers should be able to provide responsive, high quality services and have the ability to show strengths in all criteria. The City wishes to select a single organization to provide a comprehensive Information Technology program.

The City seeks to maintain the current infrastructure where possible, enhance the current infrastructure where needed, promote resiliency, plan for the future, and ensure a maximum return on its technology-related investments. The City is looking for a partner that will guide and enable the City to become the premier municipality of the foothills.

BACKGROUND

The City of Grass Valley is located in Nevada County, California, United States. Nestled in the heart of the Sierra Nevada Foothills, Grass Valley is truly a postcard town. Rich in history and outdoor adventure, our City offers community members and visitors captivating nostalgia as well as innovative and exciting entertainment. The City Council consists of five(5) members elected at-large to four-year terms, and a Mayor elected by the council for a two-year term. The City is comprised of the following departments: General Government, Finance, Community Development, Police, Fire, Engineering, Human Resources, Parks & Recreation and Public Works.

The City currently contracts with a third-party IT managed services provider who provides a range of day-to-day IT services supporting of the City's Information Technology. The selected proposer will replace this contract. The City employs a full-time Information Technology Analyst – IT in the Police Department who will provide oversight of contracted IT services and will assist, on a part-time basis, projects and day to day IT support.

Information technology services are needed across the eleven (11) locations throughout the City, and include essential and emergency response functions that require 24/7 service such as Police, Fire, and Public Works. The City depends upon the technology infrastructure that is linked between those locations, connected via AT&T ASE Circuits and a couple of point to point wireless connections.

The City’s current information technology consists of
Servers

On Premise

Hyper V Hosts – 3

VM’s – 10

Security/Access Control Servers - 10

Azure Government Cloud

VM’s – 5

Tenants - 2

Workstations

Desktops – 57+/-

Laptops – 43+/-

Peripheral devices, accessories, switches, routers etc.

PURPOSE OF THE REQUEST

The purpose for this Request for Proposals (RFP) is to evaluate qualified firms for providing a comprehensive set of IT managed services necessary for day-to-day IT operations and the ongoing implementation of the strategic goals and objectives. It is the City's desire to act affirmatively over the next several years to align itself with best practices in government information technology.

Qualified firms are asked to prepare a proposal that addresses all value-added service requirements as outlined below. The initial contract is anticipated for a period of 3 years with the option to renew for two additional one-year periods.

SCOPE OF SERVICES

The successful proposer will provide a comprehensive full-service Information Technology program for the City of Grass Valley including Endpoint and Printer Management, Server Management, Server Backups on and off site, Network Maintenance & Monitoring, Helpdesk support and on-site support, Cyber Security awareness/training and prevention, Vendor Management and Network Architecture and Design. The proposer will ensure the following service requirements for City:

1. Reliable, Secure Infrastructure and Services

- A. Security Infrastructure/Edge Device Management – Maintaining effective policy enforcement and functionality across different environments; creating consistent security policies that can be coordinated across all edges i.e. cloud, endpoint, WAN; manage routers, switches, firewall.
- B. Device security - managing computing security policies, users, groups, and permissions; mobile device management services, including; laptops, smartphones, tablets and/or other mobile devices.
- C. Business Continuity and Disaster Recovery – protecting critical data and applications no matter where they reside to prevent business interruption;

2. Technology-Capable Workforce

- A. Technology Innovation, Strategic Planning, Project Planning and Implementation – Working with current IT staff to continue to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.

3. Proactive, Accountable IT Service

- A. Solution design – Solution packages (e.g., hardware, software, licensing) and associated consolidation of data; software licensing control – oversight of automatic renewal of software applications and maintenance of appropriate documentation
- B. Managed Network Services – network monitoring and management – 24/7 monitoring of City’s network with proactive communication and escalation protocols based on the severity of any unscheduled outage
- C. Server Management – server monitoring and management – 24/7 monitoring of hardware and software for errors, warnings, or noncompliance. Patching and compliance for operating systems and installed applications. Data protection with on site and off site disaster recovery
- D. Software and application management - installation, managing settings, software license compliance, and deployment and upgrading of applications and patches
- E. Desktop Services Support - remote assistance, on-site or emergency assistance or repairs, ongoing maintenance, scheduled repairs, and remote resource monitoring

4. Collaborative Decision Making

- A. IT Governance – Implement a collaborative IT governance structure that promotes understanding among stakeholders of how departmental priorities fit with the overarching Citywide priorities and available resources.
- B. IT Steering Committee – The establishment of a leadership team to prioritize City-wide IT projects and report to City leadership on IT initiatives will be a critical component of our IT governance and oversight effort.

5. Compliance

- A. State and Federal Compliance – support efforts to comply with regulatory mandates, compliance and standards, including Criminal Justice Information Systems(CJIS) and Payment Card Industry(PCI).
- B. Background Checks – Staff of selected proposer that will have access to systems, devices, data or network related to the police department will have to successfully pass a fingerprint and background check.

CONTRACT SCHEDULE

This contract is a priority for the City. Below is a desired schedule for initiating this contract; however, dates may be subject to change and adjusted as necessary.

Posting of RFP	September 1, 2020
Site Walk (In-person or Virtual)	September 10, 2020 at 9am
Request for Clarifications Due	September 18, 2020
Clarification Responses Provided	September 25, 2020
Proposal Submittal Deadline	October 2, 2020 (noon)
City Staff Evaluation of Proposals	October 5-9, 2020
Interview Top Candidates	October 12-16, 2020
Notice to Successful Proposer	October 19, 2020

INSURANCE

Insurance Required. Selected proposer ("Consultant") shall maintain insurance as described in this section and shall require all of its subcontractors, consultants, and other agents to do the same. Approval of the insurance by the City shall not relieve or decrease any liability of selected proposer. Any requirement for insurance to be maintained after completion of the work shall survive this Agreement.

1. Documentation of Insurance. City will not execute this agreement until it has received a complete set of all required documentation of insurance coverage. However, failure to obtain the required documents prior to the work beginning shall not waive the Consultant's obligation to provide them. Consultant shall file with City:
 - Certificate of Insurance, indicating companies acceptable to City, with a Best's Rating of no less than A
 - Documentation of Best's rating acceptable to the City.
 - Original endorsements effecting coverage for all policies required by this Agreement.
 - Complete, certified copies of all required insurance policies, including endorsements affecting the coverage.
2. Coverage Amounts. Insurance coverage shall be at least in the following minimum amounts:
 - Professional Liability Insurance: \$1,000,000 per occurrence, \$1,000,000 aggregate
 - General Liability:
 - General Aggregate: \$2,000,000
 - Products Comp/Op Aggregate \$2,000,000
 - Personal & Advertising Injury \$1,000,000
 - Each Occurrence \$1,000,000
 - Fire Damage (any one fire) \$50,000
 - Medical Expense (any 1 person) \$5,000
 - Workers' Compensation:
 - Workers' Compensation Statutory Limits
 - EL Each Accident \$1,000,000
 - EL Disease - Policy Limit \$1,000,000
 - EL Disease - Each Employee
 - \$1,000,000 Automobile Liability
 - Any vehicle, combined single limit \$1,000,000

Any available insurance proceeds broader than or in excess of the specified minimum insurance coverage requirements or limits shall be available to the City as additional insured. Furthermore, the requirements for coverage and limits shall be the greater of (1) the minimum coverage and limits specified in this Agreement, or (2) the broader coverage and maximum limits of coverage of any insurance policy or proceeds available to the named insured.

3. General Liability Insurance. Commercial General Liability Insurance shall be no less broad than ISO form CG 00 01. Coverage must be on a standard Occurrence form. Claims-Made, modified, limited or restricted Occurrence forms are not acceptable.
4. Worker's Compensation Insurance. Consultant is aware of the provisions of Section 3700 of the Labor Code which requires every employer to carry Workers'

Compensation (or to undertake equivalent self-insurance), and Consultant will comply with such provisions before commencing the performance of the work of this Agreement. If such insurance is underwritten by any agency other than the State Compensation Fund, such agency shall be a company authorized to do business in the State of California.

5. Automobile Liability Insurance. Covered vehicles shall include owned if any, nonowned, and hired automobiles and trucks.
6. Claims-Made Policies. If any of the required policies provide coverage on a claims-made basis the Retroactive Date must be shown and must be before the date of the contract or the beginning of contract work.
7. Additional Insured Endorsements. The City, its City Council, Commissions, officers, and employees of Grass Valley must be endorsed as an additional insured for each policy required herein, other than Professional Errors and Omissions, for liability arising out of ongoing and completed operations by or on behalf of the Consultant. Consultant's insurance policies shall be primary as respects any claims related to or as the result of the Consultant's work. Any insurance, pooled coverage or self-insurance maintained by the City, its elected or appointed officials, directors, officers, agents, employees, volunteers, or consultants shall be non-contributory. All endorsements shall be signed by a person authorized by the insurer to bind coverage on its behalf. General liability coverage can be provided using an endorsement to the Consultant's insurance at least as broad as ISO Form CG 20 10 11 85 or both CG 20 10 and CG 20 37.
8. Failure to Maintain Coverage. In the event any policy is canceled prior to the completion of the project and the Consultant does not furnish a new certificate of insurance prior to cancellation, City has the right, but not the duty, to obtain the required insurance and deduct the premium(s) from any amounts due the Consultant under this Agreement. Failure of the Consultant to maintain the insurance required by this Agreement, or to comply with any of the requirements of this section, shall constitute a material breach of this Agreement.
9. Notices. Contractor shall provide immediate written notice if (1) any of the required insurance policies is terminated; (2) the limits of any of the required policies are reduced; (3) or the deductible or self-insured retention is increased. Consultant shall provide no less than 30 days' notice of any cancellation or material change to policies required by this Agreement. Consultant shall provide proof that cancelled or expired policies of insurance have been renewed or replaced with other policies providing at least the same coverage. Such proof will be furnished at least two weeks prior to the expiration of the coverages. The name and address for Additional Insured Endorsements, Certificates of Insurance and Notices of Cancellation is: City of Grass Valley, Attn: Andy Heath, Finance Director, 125 E. Main Street, Grass Valley, California 95945.
10. Consultant's Insurance Primary. The insurance provided by Consultant, including all endorsements, shall be primary to any coverage available to City. Any insurance or self-insurance maintained by City and/or its officers, employees, agents or volunteers, shall be in excess of Consultant's insurance and shall not contribute with it.
11. Waiver of Subrogation. Consultant hereby waives all rights of subrogation against the City. Consultant shall additionally waive such rights either by endorsement to

each policy or provide proof of such waiver in the policy itself.

12. Report of Claims to City. Consultant shall report to the City, in addition to the Consultant's insurer, any and all insurance claims submitted to Consultant's insurer in connection with the services under this Agreement.
13. Premium Payments and Deductibles. Consultant must disclose all deductibles and self-insured retention amounts to the City. The City may require the Consultant to provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within retention amounts. Ultimately, City must approve all such amounts prior to execution of this Agreement.
City has no obligation to pay any premiums, assessments, or deductibles under any policy required in this Agreement. Consultant shall be responsible for all premiums and deductibles in all of Consultant's insurance policies. The amount of deductibles for insurance coverage required herein are subject to City's approval.
14. Duty to Defend and Indemnify. Consultant's duties to defend and indemnify City under this Agreement shall not be limited by the foregoing insurance requirements and shall survive the expiration of this Agreement.

REQUIREMENTS OF PROPOSAL

The following materials at minimum should be submitted with the proposal:

- Cover Letter - The cover letter should briefly state the firm's understanding of the work to be performed, the firm's commitment to perform quality and timely work under the contract, and why the firm believes it is best qualified to perform the duties and achieve the goals outlined and described in scope of work contained in this request.
- Qualifications - The proposal should include the following information and materials:
 - *Qualifications and Related Experience of Personnel Who Will Perform Work.* Resumes of all personnel who are proposed to provide professional services to the City of Grass Valley within the Scope of Work outlined and described in this request should be included. Resumes should include all relevant experience, education, and other qualifications over the past 3 years.
 - *Prior Relevant Experience.* A description of prior work experience and projects relevant to the Scope of Work outlined and described in this request should be included.
 - *References of local clients.* Please include a list of at least three (3) current and/or previous clients located in California for which the consultant has rendered professional services relevant to the scope of work outlined and described in this request.
- Approach to Completing Work - Provide proposed approach to conduct services anticipated in the Scope of Work. Include any performance or timing commitments that proposer is prepared to make (e.g. help desk response times, network up time, and other measures).
- Value Add Services – Provide detailed descriptions on all value-added services and benefits.
- Cost -
 - Cost Structure and annual Cost Estimate with justification

- Justification of hours and costs may be required prior to final selection and will be required prior to execution of a contract.
- Proposal shall include hourly rates for personnel who will provide work under the contract.
- Proposal should include options for reducing or adding services.

General Information

1. The City reserves the right to cancel or reissue the RFP or extend the timeline at any time.
2. The City reserves the right to reject any and all proposals. The City may accept any proposal if such action is determined to be in the best interest of the City in the sole and exclusive discretion of the City Council.
3. The City is not liable for any costs incurred by the proposer.
4. The contract term is subject to the approval of the City. The City will have the right to review and approve any changes in the contract term.
5. Proposer's personnel as determined by the City, may be subject to successfully completing background checks before being allowed access to the City's systems and information. The City reserves the right to request and limit personnel from having access to City systems and information.

Questions During Proposal Period

All questions should be directed via email to:
Bradford Kalstein, IT Analyst, Grass Valley Police Department
bkalstein@gvpd.net

DEADLINE FOR PROPOSAL SUBMITTALS

Submittals are due by 12:00 PM PST on Friday, October 2, 2020.
Please submit proposals electronically to bkalstein@gvpd.net