

**REQUEST FOR PROPOSAL
FOR
INFORMATION TECHNOLOGY (IT)
SUPPORT SERVICES**



Proposal Opening Date: 5/26/2022

Proposal Opening Time: 2:00 P.M.

**City of Covington
Administration
(Issued: April 27, 2022)**

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REQUEST FOR PROPOSALS FOR INFORMATION TECHNOLOGY (IT) SUPPORT SERVICES

A. PURPOSE

City of Covington is seeking proposals from qualified vendors with municipal client experience for Information Technology (IT) support services. The winning vendor will provide 24/7 hardware (server, desktop/laptop), network (both wireless and wired), and software support and monitoring, helpdesk, back-ups, remote access and on-site support, website maintenance, email maintenance and support, inventory control and management (hardware and software), anti-virus\security, camera surveillance planning/management, and disaster recovery. To accomplish this, it is expected that the winning vendor will be able to work effectively with other City of Covington vendors (such as proprietary software vendors and internet service providers) to make the IT System a seamless process to the end user.

It is also expected that the winning vendor will assist management with long-term planning to keep systems current and functional in the most cost-effective manner possible. Additionally, they will work with City of Covington IT Supervisor and Technician to develop and implement a day- to-day tracking and prioritization system for work order requests from the various departments.

The overall goal of this RFP is to procure long-term, comprehensive, reliable, timely, proactive IT management and support that will promote the mission of City of Covington in serving its citizens. It is anticipated that the contract term will be three (3) years with an option for two one-year extensions for a maximum of five (5) years.

B. AGENCY BACKGROUND

The City of Covington, located in western St. Tammany Parish, Louisiana has a population of 11,564 according to the 2020 census. On typical weekdays, it is estimated the population doubles as people travel into Covington for local services or employment.

The City of Covington government currently includes approximately 160 users, including employees and elected officials. The City is divided into 4 major departments: Administration, Fire Department, Police Department, and Public Works, all of which are located in separate facilities. IT needs will vary by department based on complexity of functions and software needs. The City also has multiple parks, a trailhead and a small event center that will all require support.

Until recently, the City had an Information Technology Department that was responsible for planning, management and procurement of all equipment. The City currently has an interim contract with a firm providing support service until a contractor is procured and activated.

In March of 2021 the City was the victim of a ransomware attack. The Louisiana Cybersecurity Investigators Alliance responded to investigate and provide support in rebuilding the City's network via the National Guard. The rebuild effort included the provision of a new server system that is located in the Police Department. A diagram of the City's network is provided on Page 12 of this document.

C. DEFINITIONS

1. Shall – The term “shall” denotes mandatory requirements.
2. Must - The term “must” denotes mandatory requirements.
3. May – The term “may” denotes an advisory or permissible action.
4. Should – The term “should” denotes a desirable action.
5. Contractor – Any person having a contract with a governmental body.
6. City – Any department, council, board, office, committee or other establishment of the executive branch of the City of Covington authorized to participate in any contract resulting from this solicitation.
7. Discussions- For the purposes of this RFP, a formal, structured means of conducting written or oral communications/presentations with responsible Proposers who submit proposals in response to this RFP.
8. RFP – Request for Proposal

D. SCHEDULE OF EVENTS

- | | |
|--|--------------------------|
| 1. RFP and posted to website | 4/27/22 |
| 2. Advertisements placed in official journal | 4/27/22, 5/4/22, 5/11/22 |
| 3. Deadline to receive written inquiries | 5/16/22 |
| 4. Deadline to answer written inquiries | 5/20/22 |
| 5. Proposal Opening Date (deadline for submitting proposals) | 5/26/22 |
| 6. Notice of Intent to Award to be mailed | TBD |
| 7. Contract Initiation | TBD |

NOTE: The City of Covington reserves the right to revise this schedule. Any such Revision will be formalized by the issuance of an addendum to the RFP.

E. PROPOSAL SUBMITTAL PROCESS

1. General Information:
Award of the contract resulting from this RFP will be based upon the most responsive and responsible vendor whose offer will be the most advantageous to the City of Covington as outlined in this RFP.

City of Covington reserves the right to:

1. Reject any or all offers and discontinue this RFP process without obligation or liability to any potential vendor
2. Accept other than the lowest priced offer
3. Award a contract on the basis of initial offers received, without discussions or requests for best or final offers, and
4. Award more than one contract, if necessary
5. Request an in-person presentation or interview as part of the RFP evaluation process. If an interview is requested, the proposed key project staff, as identified in the proposal, must be in attendance.
6. Change the Schedule of Events or issue Addenda to the RFP at any time. The City also reserves the right to cancel or reissue the RFP.

In order to address the needs of the procurement, Vendors may choose to work cooperatively to present a fully integrated solution. The City of Covington will recognize the integrity and validity of Vendor team arrangements provided that:

1. The arrangements are identified, and relationships are fully disclosed, **and**
2. The prime Vendor is designated that will be fully responsible for all contract performance.

The Vendor's proposal in response to this RFP will be incorporated in the final agreement between City of Covington and the selected Vendor.

2. Submittal Process:

This complete and detailed RFP is available for public inspection and downloading in electronic form at the city's website at www.covla.com or at Central Bidding www.centralbidding.com. Electronic Bids may be submitted at Central Bidding www.centralbidding.com. For questions related to the electronic bidding process, please call Central Bidding at 225-810-4814. It is also available in PDF format or in printed form by submitting a written request to the Purchasing Agent of the City of Covington at ssharp@covla.com, by calling for a copy at (985) 898-4733 option 2 or by requesting a copy in person at Covington City Hall, 317 N Jefferson Avenue, Covington, LA 70433. It is the Proposer's responsibility to check the city's website frequently for any possible addenda that may be issued. The City of Covington is not responsible for a proposer's failure to download any addenda documents required to complete a Request for Proposal.

All proposals must be **SEALED** and shall be received by Purchasing Agent of the City of Covington **no later than the date and time shown in the Schedule of Events.**

Important - - Please attach to the outside of envelope, box or package with the following Information:

ATTN: Purchasing Agent: Stacey Sharp

Proposal Name: RFP for Information Technology (IT) Support Services

Proposal Opening Date: 05/26/22

Date Received:

Time Received:

Signature of City Employee

Proposals may only be sent via certified mail, hand-delivery or courier service to our physical location at:

Stacey Sharp - Purchasing Agent
City of Covington
317 N. Jefferson Avenue
Covington, LA 70433

Proposer is solely responsible for ensuring that its courier service provider makes inside deliveries to our physical location. The City of Covington is not responsible for any delays caused by the proposer's chosen means of proposal delivery. Proposer is solely responsible for the timely delivery of its proposal. Failure to meet the proposal opening date and time shall result in rejection of the proposal. No faxed or emailed bids will be accepted or considered. Proposals shall be opened publicly at the physical location identified above.

Each Proposer shall submit one (1) signed original response. Four (4) additional copies of the proposal should be provided, unless submitted electronically through the Central Bidding website www.centralbidding.com. For questions related to the electronic bidding process, please call Central Bidding at 225-810-4814.

Responses to the requirements of this RFP in the formats requested are desirable with all questions answered. Proposals prepared simply and economically, providing a straightforward, concise description of the Proposer's ability to meet the requirements of the RFP is also desired. Each Proposer is solely responsible for the accuracy and completeness of its proposal.

3. **RFP Inquiries:**

The City shall not and cannot permit an open-ended inquiry period, as this creates an unwarranted delay in the procurement cycle and operations of our City customers. The City reasonably expects and requires responsible and interested proposers to conduct their in-depth proposal review and submit inquiries in a timely manner.

An inquiry period is hereby firmly set for all interested proposers to perform a detailed review of the proposal documents and to submit any written inquiries relative thereto. All inquiries must be received by the close of business on the Inquiry Deadline date set forth in the Schedule of Events of this RFP. Only those inquiries received by the established deadline shall be considered by the City. Inquiries received after the established deadline shall not be entertained.

Inquiries concerning this solicitation must be submitted by e-mail to:

City of Covington
Attention: Stacey Sharp
Purchasing Agent
E-Mail: ssharp@covla.com

An addendum will be issued and posted at the City of Covington website, to address all inquiries received and any other changes or clarifications to the solicitation. Thereafter, all proposal documents, including but not limited to the specifications, terms, conditions, plans, etc., will stand as written and/or amended by any addendum. No negotiations, decisions, or actions shall be executed by any proposer as a result of any oral discussions with any City employee or City consultant. It is the Proposer's responsibility to check the City website, www.covla.com and Central Bidding website, www.centralbidding.com frequently for any possible addenda that may be issued. The City of Covington is not responsible for a proposer's failure to download any addenda documents required to complete a Request for Proposal. For questions related to the electronic bidding process, please call Central Bidding at 225-810-4814.

Any person aggrieved in connection with the solicitation, or the specifications contained therein, has the right to protest. Such protest shall be made in writing to the Chief Administrative Officer (CAO) at least two days prior to the deadline for submitting proposals.

4. Proposal Changes:

If the proposer needs to submit changes or addenda, such shall be submitted in writing, signed by an authorized representative of the proposer, cross-referenced clearly to the relevant proposal section, prior to the proposal opening, and should be submitted in a sealed envelope. Such shall meet all requirements for the proposal.

F. PROPOSAL RESPONSE CONTENT

Proposals submitted for consideration should be signed by an authorized representative, be written in ink or typewritten and should follow the format and order of presentation described below. Pencil and/or photocopied signatures disqualify the bid.

1. Cover Letter:

The cover letter should contain a summary of Proposer's understanding and ability to provide the services described in the RFP and confirm that Proposer is willing to provide those services and enter into a contract with the City.

The cover letter should also include:

1. Identify the submitting Proposer and provide their federal tax identification number;
2. Identify the name, title, address, telephone number, fax number, and email address of each person authorized by the Proposer to contractually obligate the Proposer;
3. Identify the name, address, telephone number, fax number, and email address of the contact person for technical and contractual clarifications throughout the evaluation period.
4. Provide a brief history, including year established and number of years proposing company has been offering IT support services

5. Disclose of any actual or potential conflicts of interest any pending lawsuits

2. Approach and Methodology:

The Proposer must respond to each task / deliverable in the Scope of Work section and include:

- The Proposer's overall support strategy / philosophy
- The approach proposer will take to carry out the work objective
- Assumptions, i.e., requirements, risks, and expectations used to develop the proposal.
- Support Services – Please answer the following:
 - a) What is the normal response time for support and/or help desk requests?
 - b) How are emergency issues requiring support outside of regular weekday hours addressed?
 - c) What is your problem escalation process, including: initial problem identification; determination of priority and severity of problem; steps for resolving problem escalation when a solution is not forthcoming, or an implemented solution is unsatisfactory.

3. Detailed and Itemized Pricing:

Include a fee breakdown based on your pricing model. In addition, please include an hourly rate schedule to be used for additional services should those services be requested and added.

What is the pricing model? Fixed fee, hourly rate, hybrid, other?

What services are included in the pricing? Address specifically the following (and feel free to include anything not included in this list):

- On-site time
- Help-desk support
- After hours support
- Response time/problem resolution time
- Travel time
- Vendor management
- Training
- What hardware/software (if any) is included in the pricing? The city will reserve the right to make purchase of hardware/software through the RFP or through other means as it sees fit. If proposing hardware/software be included in the contract in lieu of the City purchasing equipment, what is the proposal for the transition?
- Regular in-person business review
- Regular reporting on system health in business terms
- Response to major system problems or outages
- City-wide security camera program development and management

Prices proposed shall be firm for the duration of the contract. This financial proposal shall include any and all costs the Proposer wishes to have considered in the contractual arrangement with the Parish.

4. Additional Services:

Beyond the scope of the RFP, please outline any additional services (related or otherwise) that your organization provides that could benefit and/or may be of interest to the City of Covington.

5. References:

Proposer should provide "letters of reference" which include clients' names, addresses, telephone numbers and contact persons for three (3) other public jurisdictions for which you actively

provide IT support services for, including a description of the services provided. The “letters of reference” should indicate the Proposer’s ability to successfully provide Information Technology services.

6. Staffing:

Include biographies and relevant experience of key staff and management personnel. Describe the qualifications and relevant experience of the types of staff that would be assigned to this project by providing biographies for those staff members.

Background checks will be required for staff assigned to our site and may be required for staff with temporary access to City property.

Please describe bonding process and coverage levels of employees. Affirm that no employees working on the engagement have ever been convicted of a felony.

G. EVALUATION AND SELECTION

All responses received as a result of this RFP are subject to evaluation by the Evaluation Committee for the purpose of ranking respondents, negotiating rates with ranked respondents, and selecting the Proposer with whom the City shall contract.

To evaluate all proposals, a committee whose members have expertise in various areas will be selected. This committee will determine which proposals are reasonably susceptible of being selected for award. If required, written or oral discussions may be conducted with any or all of the Proposers to make this determination. Any such written or oral discussions shall be initiated by the Evaluation Committee.

Results of the evaluations will be provided by the Evaluation Committee to the Chief Administration Officer (CAO). Written recommendation for award shall be made by the Chief Administration Officer (CAO) to the Mayor for the Proposer whose proposal, conforming to the RFP, will be the most advantageous to the City, price and other factors considered. The City reserves the right to negotiate pricing and/or other terms with any or all Proposers in order to reach the most advantageous arrangement.

The committee may reject any or all proposals if none is considered in the best interest of the City.

The evaluation committee shall assign points to its evaluation of each proposal as follows:

Evaluation Criteria	Possible Points
Overall understanding of the City of Covington’s needs and services to be provided	20%
Quality of the technical services approach	20%
Quality of the customer service approach	20%
Staffing plan and qualifications/experience of assigned staff	20%
The vendor’s stability, experience, and record of past performance in delivering similar services	20%
Total	100%

The top three Proposers with the highest overall score will be selected based on the criteria above. Next the financial proposal will be opened and evaluated by the committee. The evaluation committee will then recommend one or more Proposers to the Mayor from the top three proposals and the Mayor will make the final selection.

H. CONFIDENTIAL INFORMATION, TRADE SECRETS, AND PROPRIETARY INFORMATION

The cost proposal will not be considered confidential under any circumstance. Any proposal copyrighted or marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

For the purposes of this procurement, the provisions of the Louisiana Public Records Act (La. R.S. 44.1 et. seq.) will be in effect. Pursuant to this Act, all proceedings, records, contracts, and other public documents relating to this procurement shall be open to public inspection.

The City reserves the right to make any proposal, including proprietary information contained therein, available to City personnel, the Office of the Mayor, or other City agencies or organizations for the sole purpose of assisting the City in its evaluation of the proposal.

I. CONTRACT NEGOTIATIONS

If for any reason the Proposer whose proposal is most responsive to the City's needs, price and other evaluation factors set forth in the RFP considered, does not agree to a contract, that proposal shall be rejected, and the City may negotiate with the next most responsive Proposer. Negotiation may include revision of non-mandatory terms, conditions, and requirements. City must approve the final contract form and issue a purchase order, if applicable, to complete the process.

J. SCOPE OF SERVICES

The City of Covington desires a fully outsourced IT management vendor to provide proactive and regular IT management and support that supplement and supports the operations of city government. The selected vendor will support all City departments and will report directly to the Chief Administrative Officer (CAO).

1. Desktop Applications Support:

Perform basic support functions including installation of PC's, laptops, printers, and software; diagnose and correct desktop application problems in a timely manner; configure laptops and desktops for applications; and identify and correct hardware problems, performing advanced troubleshooting in a timely manner. Assist designated SRCAA personnel with hardware and software purchases as needed. Assist with warranty and other technical support.

2. Server Administration Services:

Manage computer network and associated hardware, software, communications, and operation system(s) necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Monitor server performance and capacity management services. Ensure scheduled preventive maintenance for equipment is promptly performed.

3. Network Administration Services:
Scope of network administration services includes all City network equipment including switches, firewalls, routers, phone system and other security systems. Manage backup and disaster recovery systems for server, e-mail, and telephone system. Information on these systems must be backed up in a secure fashion following industry standards and the City of Covington must have access to the backed-up information. The scope also includes primary installation and maintenance of printers, software, and system updates (Windows, Office 365, firewall, anti-virus, etc.)
4. Audio Visual Equipment Support:
The City of Covington has several facilities throughout the city with a variety of audio/visual needs, including projectors, display televisions, audio system in the Council Chambers. Assist with upgrades to equipment as requested. Assist with troubleshooting and technical support.
5. Security:
Maintenance of virus/malware detection and spam reduction programs on city servers, emails, telephone system, and all computers and laptops. Perform security audits as requested and notify city leadership of suspected breaches in security. Assist the City in complying with best practices.
6. Telephone System and Building Access Controls:
Management and maintenance of the phone system and access controls, including server, switches, and phones. Ensure voicemail to email function is working properly. Maintain building access control permissions based on employee function / need. Assist city personnel with technical support.
7. Information Technology Strategic Planning:
Provide technical leadership for all technology issues. Make recommendations for future purchasing and technology needs. Keep City leadership up to date on new technology changes and uses that will enable the city to increase efficiency and reduce costs. Install equipment including new servers, software, and hardware and transfer data when required. Assist with policy formulation and application.
8. Help Desk Support:
End user support must be timely, friendly and professional. Urgent and emergency support must be available 24/7/365. A minimum of one person must be available and on-site to assist employees during regular work hours Monday – Friday 8:00 am to 4:30 pm except on city-designated holidays. A ticketing system for reporting and monitoring progress of IT requests must be established and always available for review by the CAO.
9. End User Training:
Provide training for various technologies as needed, either at the request of the City or based on the Vendor's recommendation.
10. Public Records Request:
Assist with completion of public records requests as needed in accordance with Louisiana State Laws.
11. Computer Inventory and Permissions:
Vendor must maintain an updated inventory of all IT assets and permissions. The list must be always accessible by the CAO and HR Director.

