

# **Request for Proposal**

## **Managed Information Technology Services**

The City of Camden invites qualified Information Technology Support service companies to submit a proposal and statement of qualifications for professional Information Technology (IT) managed services.

The qualified IT partner will provide ongoing software, hardware and network support Services, improve operational effectiveness, enhance quality of services, minimize support cost, and maximize return on investment in IT. Additionally, we would require assistance in procuring new hardware and software as well as vendor management. Following negotiations, the successful vendor will be asked to enter into a contract with the City of Camden.

### **I. Scope of Work**

This Request for Proposals (RFP) is being widely distributed to attract a diverse group of firms that are most suited to performing work for the City. The City is seeking firms who are known for their quality of work and cost effectiveness. It is preferable that firms have successfully provided similar services for comparable government entities. The vendor shall not subcontract any portion of the service to be performed under the contract without prior approval and written agreement from the City.

The City has ongoing Information Technology needs that require more staff, expertise and time than is available to handle the workload. Through this RFP process, the City seeks to engage the services of one or more consulting firms with proven track records for providing network support, hardware, software, and vendor management. Based on the City's research and municipal references, the City has decided to implement an IT Managed Services Model. This is a fully outsourced solution where the company assumes responsibility for all aspects of IT services. The company must be the single point of contact for all staff, external vendors, and all IT related issues.

Currently the best estimate, the City of Camden is comprised of the following:

- Approximately 124 workstations
- Approximately 218 users
- 15 Virtual Servers, 4 Hypervisors, 26.39TB of storage in use
- 32TB of backups
- Approximately 131 desk phones

\*Please note the successful bidder will be responsible for evaluating the system as a whole

Preferred areas of expertise include the following:

- Hardware and Software Procurement Recommendations

The City is looking to protect and fortify our existing systems and acquire new ones to improve our processes. To that end, we will need assistance from the successful bidder in evaluating and procuring new hardware and software. This includes, but is not limited to,

providing technical and organization leadership for technology issues, making recommendations for annual budgeting and future purchasing and technology needs for the City, including individual departments as needed. Additionally, providing recommendations for potential savings in IT related matters and coordinating all IT and communication related support.

- Third Party Software Support

The City uses multiple software suites including Microsoft Office, AS400 transitioning to BS&A, ArcGIS, Paycom and LawTrak, among others. The City is in the process of updating our financial software and implementing Advanced Metering Infrastructure. The successful bidder will be required to provide support for these products and interact with first party support departments and review invoices as requested for verification of services. The successful bidder must be familiar with Windows Operating Systems.

- Cybersecurity

Local governments are increasingly at risk of cyberattacks. To this end, the successful bidder will be required to ensure adherence to our existing cybersecurity policy, implement actions to improve cybersecurity and make recommendations to improve the policy. The successful bidder will be responsible for the following: maintenance of virus detection programs on the City servers, email and all other City computers and devices, provide the City with the appropriate anti-virus software as part of their contract fees, identifying the technology platform they are using to provide the City with anti-virus protection, review and enhance the security of the City's network and devices, notify the City's personnel immediately of suspected breaches of security or intrusion detection, develop and implement a method to track and identify IT assets by location or user and characteristics of each device. Devices should be tracked to match their electronic record. This should be updated whenever a new device is added or removed. The successful bidder will need to be familiar with CJIS compliance.

- Help Desk and End User Administrative Services

The successful bidder will be required to provide administrative services for end user accounts and workstations. The proposal will clearly detail how bidder will meet this requirement. This includes creating new accounts, resetting passwords, record retention and the like. It is expected that there will be some level of support available 24/7/365 for end users in the event of hardware or software issues. All technical support staff that deliver service to the City must be able to pass a background check to obtain Criminal Justice Information Services (CJIS) and must have completed CJIS training prior to working with the City.

- Desktop Support

The successful bidder will be required to provide support for a variety of devices including laptops, desktop stations and tablets. This includes but is not limited to initial configuration, installation of new software, installation of printers, troubleshooting of various hardware devices and software programs and identifying and correcting hardware and software issues to include contacting any third party vendors.

- Effective Communication of Existing Issues and How to Resolve Them

The successful bidder must maintain and operate a ticket tracking, issue tracking or similar software which is accessible to City employees. Additionally, the successful bidder must provide substantial and informative updates upon request about current issues and estimated resolution times to be in the form of a monthly IT status report.

- Network Engineering and Administration

The successful bidder will be required to provide network administration support to include hardware support, network configuration and optimization of network architecture. The successful bidder will also provide 24/7/365 monitoring and alerting, patching and updates, remote and onsite remediation for all server/infrastructure related issues as necessary. The successful bidder must ensure scheduled and preventative maintenance for equipment is promptly performed, develop and test back-up and disaster recovery plans and procedural documentation. The successful bidder will be required to set up new users and edit or remove existing users when requested by authorized personnel, managing the computer network and associated hardware, software, communications, and operating systems necessary for the quality, security, performance, availability, recoverability and reliability of the system. The successful bidder will install new servers, hardware, and software as well as transfer data when acquired. The successful bidder must have experience with open and closed network.

- Server and Database Management

The City operates numerous servers which provide access to records, software, and other information. The successful bidder will be required to provide backup services, database management services and server administration for all servers operated by the City.

- After Hours, Disaster Situations and Emergency Services

Occasionally, the City has need of access to software or hardware support outside of regular business hours. The successful bidder will be required to provide access to these services around the clock.

- As Needed Preventative Maintenance

Updates are frequent across various software programs and hardware items. Backup

maintenance and storage will be required as well. The successful bidder will demonstrate the ability to provide day to day operations for the maintenance of all information technology under the City's control.

- **Assessment of Existing Technology**

The City has need of an assessment regarding our current capabilities and what is available on the market. The successful bidder will be willing and able to review our existing system and provide options regarding updates to improve efficiency of City operations and add new capabilities.

- **Communications Support (Desk Phones, Cellular Phones, Voicemail etc.)**

Prepare recommendations and provide management and coordination of the City's communications system including, but not limited to desk phones, communication devices, voicemail systems, satellite phones, and authorized BYOD devices.

## **II. Submission Requirements**

Proposals will be reviewed for their completeness, attention to detail, content, qualifications, cost, effectiveness, and overall presentation. The proposal should describe how the proposing firm is specially qualified to effectively perform the work. Interested firms should structure and submit the response, with the following sections:

- **Cover Letter**

- **Areas of Expertise**

Please describe the areas of expertise for which your firm would like to be considered (see categories above). Describe competencies in any of these areas as well as the expertise pertaining to any additional services provided.

- **Service Level Agreement Proposal**

Please describe the quality, availability, and responsibilities proposed in your RFP response. The service section should include services provided and excluded (if anything is excluded), conditions of service availability, standards such as time window for each level of service (prime time and non-prime time may have different service levels but some service must be available at all times), responsibilities of each party (including the City), escalation procedures, and cost/service tradeoffs if multiple price levels are available.

Management section should include definitions of measurement standards and methods, reporting processes, contents and frequency, a dispute resolution process, an indemnification clause protecting the City from third-party litigation resulting from service level breaches and a mechanism for updating the agreement as required.

- Team Composition and Structure- please limit to one page.

Please provide an organizational chart, including a description of the probable work team including the names and roles of the key personnel assigned and any sub-consultants. Include all key team members and explain their roles and responsibilities. Identify the team leader who is the primary contact for day-to-day correspondence with City employees.

- Resumes- please limit to one page per team member.

For each team member please provide a resume including the items listed below:

- a. Professional Qualifications- Individuals shall provide any permits, licenses, professional memberships, awards, offices held, etc., which make your firm uniquely qualified to be considered for Information Technology Support services.
- b. Educational Experience- Indicates degrees obtained, date obtained and from what institutions. Please indicate relevant coursework and/or projects, and any awards or scholarships.
- c. Relevant Work Experience- Please indicate previous employers, positions held, years of work at each position, prior projects, project locations, and project ownership. Indicate experience that most closely aligns with the City's anticipated Information Technology Support needs. For each project submitted please include the following:
  - i. Identify the relevant professional service with accompanying descriptive
    - a. information.
  - ii. Client (unless confidential).
  - iii. Scope of the firm's involvement (identify the firm's primary support engineer
    - a. designated for the project and/or other roles held by your firm, timeframe
    - b. of the involvement, deliverables produced, etc.).
  - iv. Experience working with local government.

- References

Provide a list of at least three current references that have relevant knowledge concerning the firm's ability to work on similar sized organizations, including names, affiliations, addresses, and current telephone numbers.

- Fee Proposal- please limit to one double-sided page.

The fee proposal should include the charge rates of the bidder for all services provided and multiple options for service levels if available.

- Insurance and Indemnification

A statement of the firm's acceptance of the City's insurance and indemnification requirements or any reservations the firm has with the requirements.

### **III. Proposal Evaluation**

The City will select a consultant(s) based on the responsiveness of the firm or individual to the RFP and information contained in the proposal, including:

- Demonstrated knowledge of programs and hardware specific to the City.
- Demonstrated proficiency in providing general Information Technology Support.
- Demonstrated capabilities of issue tracking, effective communication, and resolution.
- Consultants' qualifications and experience.
- Consultants' staff qualifications.
- Cost of services.
- Other information provided by the Consultant.
- Proximity to Camden.
- References.

The City reserves the right to reject any or all proposals received and to request additional information as deemed necessary and appropriate.

### **IV. Proposal Requirements**

Proposals should be submitted to the following:

City of Camden

Attn: Caitlin Young

1000 Lyttleton Street

P.O. Box 7002

Camden, South Carolina 29021

Deadline for Submission: The deadline for submission is 2:00 p.m., April 21, 2025. Proposals must be received at 1000 Lyttleton Street, Camden, South Carolina 29020 in a sealed envelope.

Sealed envelopes must be clearly marked "Request for Proposal (RFP) City of Camden Information Technology Support 2025" and include one hard copy and one electronic copy in PDF Format on a thumb drive of your completed proposal containing the requested information. It is the responsibility of the proposer to verify and confirm receipt by the City. The deadline for questions is 2:00 p.m., April 14, 2025.

Proposals may be delivered by hand or by mail, but no bid shall be considered if it is not physically received by the City at the place, date and time previously outlined by the City and the City shall not be responsible for any failure, misdirection, delay or error resulting from the selection by any proposer of any particular means of deliver of bids.

If an addendum is used, proposers must acknowledge receipt of the addendum with their bids.

Proposers acknowledge and agree that the City will not be liable for any costs, expenses, losses, damages (including damages for loss of anticipated profit) or liabilities incurred by the respondent or any member of the respondent's organization as a result of, or arising out of, submitting a bid, negotiating changes to such bid, or due to the City's acceptance or non-acceptance of the bid or the rejection of any and all bids. Respondents are responsible for submission of accurate, adequate and clear descriptions of the information requests. Neither issuance of the RFP, preparation and submission of a response, nor the subsequent receipt and evaluation of any response by the City of Camden will commit the City to award a contract to any respondent even if all requirements in the RFP have been met.

By signing its bid, the proposer certifies that it will comply with the applicable requirements of Title 8, Chapter 14 of the South Carolina Code of Laws and agrees to provide to the City, upon request, any documentation required to establish either: (a) that Title 8, Chapter 14 is inapplicable to both proposer and its subcontractors or sub-subcontractors; or (b) that the proposer and its subcontractors or sub-subcontractors are in compliance with Title 8, Chapter 14. Pursuant to Section 8-14-60, "A person who knowingly makes or files any false, fictitious, or fraudulent document, statement, or report pursuant to this chapter is guilty of a felony, and, upon conviction, must be fined within the discretion of the court or imprisoned for not more than five years, or both." The proposer agrees to include in any contract with its subcontractors language requiring its subcontractors to (a) comply with the applicable requirements of Title 8, Chapter 14, and (b) include in their contracts with the sub-subcontractors language requiring the sub-subcontractors to comply with the applicable requirements of Title 8, Chapter 14.

If the proposer is a corporation, state your correct corporate name and state of incorporation. If the proposer is a partnership, state names and addresses of any and all partners. If the proposer is a trust or other legal entity, state names and addresses of any and all trustees or names and addresses of any and all of those legally authorized to enter into contracts.