



The City of Half Moon Bay Request for Proposal

INFORMATION TECHNOLOGY MANAGED SERVICES

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1. REQUEST FOR PROPOSAL

The City of Half Moon Bay is requesting proposals from qualified Information Technology Firms specializing in comprehensive managed services. The qualified firm would provide superior technical services for the following areas of services:

- Protect and secure physical and virtual technologies
- Ensure efficient operation of internal networks and computer systems
- Provide high quality and knowledgeable technical support to submitted employee tickets
- Minimize spending while maximizing ROI of technology purchases
- Manage Cloud services and integrations with on-prem services.
- Provide 24/365 emergency support
- Provide dedicated phone number for emergency support with ≤ 1 hr. response
- Ensure technician(s) can arrive within 1 hr. for onsite support in catastrophic emergencies.
- Ensure ≤ 4 hr. response to non-emergency tickets
- Maintain quality communication and follow-up on all tickets

2. INTRODUCTION TO THE CITY OF HALF MOON BAY

Half Moon Bay sits on the Pacific Coast between forested hills and some of the most beautiful coastlines of California. It is located approximately 25 miles south of San Francisco and an easy 45-minute drive from almost anywhere in the Bay Area, within the western portion of San Mateo County. Half Moon Bay's climate is usually mild throughout the year.

Half Moon Bay is considered a rural coastal community and is home to approximately 13,000 people. Featuring the best of Northern California all in one place, visitors to Half Moon Bay enjoy miles of white sandy beaches, redwood forests, a historic downtown filled with local artisan shops, beautiful state parks, field of wildflowers, and trails along ocean bluffs and mountain ridges as far as the eye can see.

3. OVERVIEW OF THE CURRENT CITY IT ENVIRONMENT

The City maintains a hybrid on-premise and cloud network and hardware environment consisting of the following components:

- Networked IBM Compatible Desktop & Laptop Computers
- VMware Based Virtual Servers
- Microsoft 365 Cloud Services
- Microsoft Office
- Windows 10/11
- Local & Remote Backup & Recovery Solutions
- Partially Managed iOS & Android Devices

4. SCOPE OF SERVICES

The City wishes to contract with a firm that will serve under the direction of the Administrative Services Department. The firm will be required to competently support and maintain the following components of the City Information Technology infrastructure:

1. Technology Support:
 - a. The firm will be required to provide on-site and remote support to the City at the City's primary facilities in Half Moon Bay.
 - b. An average of 24 hours but no less than 16 hours of on-site service will be provided weekly.
 - c. Unlimited support will be provided.
 - d. Support will be required 24x7 with a 1-hour response time for emergencies and not greater than next-day response for non-emergencies.
 - e. Remote support may consist of phone calls, e-mails, online chat, and remote desktop control as appropriate.
 - f. The base agreement must accommodate an average of 64-96 hours of on-site support per month. Additional hours of support may be requested and will be billed separately at the Firms hourly rate.
 - g. The Firm will be required to support the following technology, including installation and maintenance:
 - i. HP DL-Series servers
 - ii. Dell, Lenovo, & Microsoft workstations
 - iii. Various makes and models of local and network printers and plotters
 - iv. Windows Active Directory

- v. Windows 10/11 Pro Operating Systems
- vi. Android and iOS smartphones and tablets
- vii. Windows Server 2016/2019/2022 operating systems
- viii. Microsoft Office 365
- ix. Microsoft SQL Server
 - x. Microsoft Exchange (Hybrid Hosted Exchange)
- xi. Juniper EX-series switches
- xii. Juniper SRX firewalls and Mist WiFi
- xiii. Sophos SG-series firewalls and WiFi
- xiv. Standard TCP/IP networking
- xv. Sophos EndPoint
- xvi. Sophos Intercept X
- xvii. Sophos Server
- xviii. VMware ESX 6.x and higher
 - xix. VMware vSAN and replication
 - xx. VMware vCenter
 - xxi. VMware HA, DRS, dvSwitch
- h. Break/fix service for hardware to include:
 - i. Remove hardware from service.
 - ii. Install/configure temporary replacement hardware when needed.
 - iii. Liaise with hardware vendor to arrange for warranty service.
 - iv. Back up data on device to be repaired when applicable and if possible.
 - v. Supervise and validate remediation by vendor
 - vi. Restore the configuration to the previous operational state.
 - vii. Return the equipment to its assigned location.
 - viii. Restore operation and assist users with verification of the system integrity.
 - ix. Firm may implement maintenance, upgrades, and/or repairs per agreement with the direction of the City.
 - x. For equipment where the City is unable to maintain manufacturer's support and/or warranties for the equipment, the Firm will be expected to make a best effort attempt to repair failed hardware using industry best practices, dependent on the availability of parts and guidance or instructions for making repairs.

2. Data Center Management

a. General Facilities

The City's servers, storage, and core networking components, reside in an enclosed, environmentally controlled cabinet at City Hall. The firm will be expected to perform a physical inspection at least once a week to identify conditions requiring attention; such as warning lights, unusually high noise

levels coming from the environmental equipment or infrastructure components, temperature, cabling management/replacement or other issues.

The enclosed cabinet and environmental systems including HVAC and fans will be maintained by City staff but will be monitored by the Firm. The Firm may be required to assist the City in contracting with others for the maintenance and support required but the Firm will not be expected to provide maintenance and repairs for fans, HVAC, and other components of the enclosed cabinet. The Firm will have unrestricted access to the building, the enclosed cabinet and the equipment installed in the cabinet for the purpose monitoring, supporting, maintaining, replacing, and upgrading of equipment.

b. Virtualization

In the interest of mitigating downtime due to physical hardware failure, the City requires that their Windows Servers be virtualized. The City will review the Firm's recommendations for any changes to the current platform but the specific virtualization platform chosen must include disaster recovery and high availability options providing for automatic recovery from individual component or even complete physical server failure. The City is currently hosted on VMware and is well served by the capabilities of that platform. VMware is the City's preference for virtualization. A selected Firm must be able to fully support the current virtual server environment and any decision to change to another virtual environment will be at the City's sole discretion.

c. Physical Host Servers

The hardware used for server virtualization must consist of multiple physical servers managed as a single cluster by the virtualization software. The configuration must be based on a capacity including a minimum of N+1, meaning that the overall capacity includes resources of at least one more server than is required to support the full load of physical machines so that routine maintenance, failure or other event that causes a physical server to be offline will not impact operations.

The City currently maintains a configuration consisting of 2 physical hosts, each capable of supporting the full server load required to maintain operations.

d. Storage

The City's primary storage is hosted securely with Microsoft 365 SharePoint servers with additional redundant backup of server data utilizing a third-party backup solution.

The City's legacy storage is a virtualized Storage Area Network (SAN) that resides on the server hosts utilizing VMware vSAN.

The SAN is comprised of multiple redundant storage modules on separate physical hosts that do not share any common physical hardware such as chassis, power supplies or backplane. Each physical component includes a high level of fault tolerance including but not limited to power supplies, network interfaces and disk arrays.

All data must use 2-way replication so that data is replicated at the time data is written ensuring that all data resides on multiple redundant physical components.

The SAN must include automated failover such that the failure of any module does not result in a failure of the SAN and does not disrupt access to servers, applications and content stored on the SAN

e. Local Area Networking

WiFi within the City's local facilities must accommodate protocols including 802.11 G, N, AC, and AX on the 2.4 & 5 GHz frequencies.

The LAN components within the City's local facilities must accommodate a minimum speed of 1GB between nodes and switches and 10GB between switches and servers.

f. Business Continuity/Disaster Recovery Plan

- i. All components deployed in the City's main infrastructure including switches, firewalls, servers and storage must be designed and deployed with redundancy capable of preventing failure due to minor components such as network interface, disk drive, power supply, or other areas where redundancy is easily provided at a viable cost.
- ii. The Firm will provide all necessary software to facilitate local data backups. The Firm will provide standby compute and networking as needed to facilitate emergency operations in a disaster recovery event using the off-site replicas of the City's infrastructure. Local replication and off-site data backups would be recommended but would be at the discretion of the Firm with agreement by the City based on cost/benefit.
- iii. Loss of data impacting a single user must be remediated within one business day. Loss of data or systems impacting multiple users must be remediated within four business hours.
- iv. The Firm will collaborate with the City to define a local backup strategy and policies including targets, destination, retention cycles, restore point objectives and recovery time objectives. Policies and procedures will be modified as necessary to

accommodate changes in the City's infrastructure or risk management objectives.

- v. The City requires Direct Restore capability that can accommodate a complete loss of the primary hosting facilities with a restore point objective of less than 24 hours. This means that the City's technology platform will be operational in less than 24 hours with no more than 24 hours of lost data in a catastrophic event requiring recovery of the City's entire infrastructure on an alternate platform
- vi. The Firm will be required to establish and pre-configure connectivity required for the City to access the backup location in a disaster recovery event. This connectivity may be VPN, private layer 2 ethernet or other.

g. Software

Except where expressly stated that the Firm will provide, the City owns all software installed on City servers, workstations, and mobile devices owned by the City. The Firm will be required to install and maintain all software on request

h. Subscriptions & Services

The Firm will track renewals for software subscriptions, hardware warranties, support agreements and all other technology-related termed services. The Firm will maintain a calendar of renewal dates for those services and will advise the City every 30 days starting 90 days from the date of termination of any service.

3. Communications

a. Lan

The Firm will be required to support Layer 3 networking on the City's Juniper switches including standard Ethernet, VoIP, VLAN's and access points.

b. Local WiFi

The City uses public and private SSIDs for their WiFi network with appropriate security on each. WiFi connectivity and management is provided by a Sophos UTM device located in the City's main facility. The Vendor will be expected to manage WiFi and WiFi security, currently based on Sophos and Juniper.

c. Private WAN

- i. The City owns the fiber network connecting City Hall, the City Hall Annex, the Recreation Center and Police Station/Emergency

Operations Center. The fiber is aggregated at City Hall with individual fiber runs to each of the other locations.

- ii. The Firm will be required to support private fiber connectivity between the City's buildings including City Hall, City Hall Annex, Police Station/Emergency Operations Center, and the Recreation Center.

d. Firewalls

- i. The City has currently deployed Sophos SG-series firewalls with a redundant pair installed in the enclosed cabinet, configured in HA mode with carrier diversity using Comcast and ATT Internet Services.
- ii. The current firewalls are at the end of their expected lifecycle and are due for replacement. If replacement has not been done at the start of the service engagement being solicited, the Firm will be expected to make a recommendation for a suitable replacement, including installation and configuration of the replacement.
- iii. The Firm will be required to monitor network security 24/7 and respond to significant events and/or alerts.
- iv. The Firm will be required to remediate any conditions as necessary to mitigate the risk of disruptions to the City's operations or loss of data due to any vulnerability posed by access from the public internet or the City's LAN.
- v. The Firm will maintain firewall firmware and configurations.
- vi. The Firm will review firewall configurations monthly to ensure no unauthorized access or modifications have occurred and to delete any accounts no longer needed due to personnel changes.

e. Internet and Carrier Services

- i. The Firm will liaise with carriers as required to support internet services and hosted VoIP services. Current carriers include Comcast, AT&T, Mitel, and Verizon.
- ii. The Firm will have access to portals and will manage services upon request, including adds and changes to the phone system.
- iii. The Firm will provide monitoring for communications services and equipment used by the City for access to the internet and hosted/cloud services. The monitoring will generate alerts for events causing performance degradation or outage.
- iv. The Firm must handle all aspects of the internet service including all communication and interface with the carriers. The City will not be required to contact anyone other than the Firm for issues related to internet services.

- v. Should a failure occur, the Firm will contact the carrier within 1 hour of receiving an alert to diagnose, assist and remediate issues causing disruption or performance degradation.
- vi. The Firm will assist the City as necessary should the City need to recover fees defined in a carrier SLA for any service outages.

4. Networking

- a. Switches
- b. Firewalls
- c. Physical Cabling plant

5. Software

- a. Operating Systems – Server
The Firm will be expected to support Windows Server operation systems including versions 2016 and higher.
- b. Operating Systems – Workstations
The Firm will be expected to support Windows Desktop operating systems including Windows 10 and higher.
- c. Operating Systems - Mobile
- d. Applications – Server (Veeam, SQL, Laserfiche, Caselle ERP, Other TBD)
- e. Applications – Workstation (Office 365, other TBD)

6. Security

- a. The Firm will develop and document plans for prevention, incident response and recovery for security events resulting in disruption of operations, loss of access, loss of data, or other service degradation caused by those events.
- b. The Firm will be required to manage all aspects of system security including firewalls, switches, servers, WiFi, malware prevention, ransomware prevention, remote access, and Windows Active Directory.
- c. The Firm will provide, install, and maintain security software for installation on servers and workstations to protect the City from all types of malware including but not limited to ransomware.

7. Purchasing Support

The Firm will assist the City with the acquisition and purchase of hardware and software products as follows:

- a. Provide a needs analysis to determine what products are suitable to fulfill technology requirements.
- b. Perform product research to identify potential products to meet City requirements.

- c. When requested, arrange and/or attend 3rd party presentations for products.
- d. When requested and when possible, arrange for demonstration/evaluation units to be installed in the City platform for a trial period.
- e. Provide recommendations based on use case, product features/capabilities, integration with existing City platform, and pricing.
- f. Assist with ordering or products and provide consolidated billing to City with 30-day net terms.

8. Management

- a. The Firm will maintain a record of all work performed in a ticket system that allows the City access to their tickets within that system and to manage the priority of tickets directly within that system.
- b. On request, the Firm will provide reports of services performed including metrics for response times, time to close, and other specifics.
- c. The Firm will provide and install software on workstations and servers to track warranty status, hardware specifications, network identity, and software inventory to be used for asset and lifecycle management.
- d. The Firm will provide a monthly report of system warranty status to be used for budgeting replacements.
- e. The Firm will provide and install software on all workstations and servers to monitor system health, automatically remediate known issues that do not require manual intervention, generate alerts for critical system issues, generate service tickets for issues requiring attention and allow moderated remote access for technicians to provide support.
- f. The Firm will attend meetings or otherwise collaborate with the City's management personnel and designee to review technology issues, respond to questions, provide guidance based on industry trends and events, and participate in planning for new initiatives. The requirements will be determined by the City and are expected to change over the term of the engagement.

9. Other

The City expects that through the course of its engagement with the selected Firm, needs will change and evolve. The Firm will be expected to take on new projects from time to time within the general scope of the agreement. Projects requiring significant on-premises hours may be billed at the contract hourly rate in addition to the standard contract rate. No additional costs resulting from additional hours, purchase of supplies or other hardware or software will be paid unless authorization received from the City management or the designee.

The City may additionally, request additional or reduced services during the course of the agreement. The Firm will be expected to comply with the increased

or reduced services and adjust billing according to contracted rates for those services during the contract period.

10. Modification

The City reserves the right to modify the Scope of Work outlined in this section during the Request for Proposal acceptance period if it deems necessary.

5. SELECTION CRITERIA

The City will use multiple criteria to select the most appropriate Firm. Respondents are encouraged to be as aggressive and creative as possible in their proposals. The following list summarizes the major qualitative areas that will be evaluated, along with their overall weighting.

- Responsiveness to submission requirements
- Industry expertise and experience
- Demonstrated customer service quality and support
- Ability to adequately provide competent services fully satisfying the Scope of Work
- Understanding of the goals and direction set forth by the IT division as expressed in the Scope of Work and through the interview process
- Location of business and its ability to provide services in a timely manner
- Previous relevant experience (Municipal Government work preferred)
- Vendor strength and stability
- Account management
- Reporting capabilities
- Compatibility with end users
- Financial considerations

The City will review the submitted responses and evaluate them by a committee consisting of representatives from each Department and Division.

Unsatisfactory proposals which do not meet all the minimum requirements indicated in the Scope of Work or which do not comply with the requirements of submission will not be considered. If no Firm meets all minimum requirements, the next highest-ranking Firm with the most minimum requirements will be considered. If a Firm meeting a sufficient number of minimum requirements with a high enough ranking is not identified, the City reserves the right to withdraw the RFP or re-issue it to find alternative candidates.

The City will select one or more Firms to interview; the selected Firm(s) will be expected to introduce senior and support staff, present the proposal and respond to questions. Interviews will be a factor of the overall qualitative evaluation of proposals. In addition, the City reserves the right to visit the Firms business as part of its interview process.

Based upon all of the evaluation criteria and interview, the City will select the highest-ranking Firm and attempt to negotiate final proposals/scope of work and contracts.

If the City is unable to reach agreement with its preferred Firm, the City may enter into negotiations with the Firm or Firms with the next highest ranking.

6. CONTENT, FORMAT, AND PROCESS REQUIREMENTS

Firms wishing to submit a proposal 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 City's specific needs.

Submittal requirements are intended to enable the City to make an objective comparison of each proposal, and to select a Firm that best meets the City's stated objectives.

The selected Firm will be expected to execute a professional services agreement with the City immediately following selection with an effective date to be determined but not later than January 1st, 2023. While not anticipated the City reserves the right to postpone the effective date of the executed agreement if it is deemed necessary.

1. Cover Letter

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

- The full name and address of the proposer's organization
- The state of incorporation or in which it is licensed to operate
- 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 each item

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 firm 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
 - Total number of current clients
 - Total number of current municipal clients
 - A list of at least three current references (including contact information) with similar technology infrastructure.
 - Financial information – The City may after reviewing proposals elect to review the financial information, submitted confidentially, from firms to ensure financial resources and stability prior to further selection. If financial information is requested the City will reach out at that time and proposers should not include this information with the initial proposal
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 specified personnel proposed to fulfill each respective function (including resumes), project management skills, and quality control strategies, as well as estimated cost/range of cost options, by task. The City seeks IT support services that are responsive, reliable, proactive, communicative, and forward-looking, while maximizing cost effectiveness.
4. Cost of Services
- The City anticipates entering into a monthly cost for services engagement, with a minimum term of three years; the City may consider single year terms if advantageous to the City. Please provide a total monthly fee and associated breakdown by task. For Help Desk and On-Site support portions of the Scope of Work, please break down your proposed fee for each element separately (e.g. On-site support should be a stand-alone item divisible by cost per hour)
- While the City requests this contract be all inclusive, it recognizes that there may be instances where services may exceed those considered in a basic monthly scope of work. Please provide your firm’s opinion on what types of services might fall into this category, and provide appropriate pricing – Examples could include: site visits outside of prescheduled visits; after hour emergency response visits; additional discounts, etc.)
- Cost of Services should be clearly identified in its own section of the complete proposal
5. Format and Process
- Proposals must be submitted by email and received by the due date indicated in the “Key Dates & Contact Information” section. Proposals received after the due date will not be considered. Email submissions must state the business name & “RFP Proposal” in the subject line.

Submitted proposals must also:

- Contain font no smaller than 11pt and no larger than 14pt.
- Must not exceed 20 pages front and back including all proposal content.
- Must be considered public information or have identified confidential material in a separate file submitted along with the proposal as indicated in the section “Public Information”.
- Must be complete and address all aspects of the RFP. Partial submissions will not be considered.
- Must be valid for a period of no less than 180 days from the proposal due date.

7. PUBLIC INFORMATION

All proposals received by the City are subject to Public Records Act Request and are considered Public documents. Information that is confidential in nature must be marked as confidential and separated from the main proposal. The City will not be liable for disclosure of confidential information included in a proposal and not clearly marked as confidential and separated from the main proposal documents. Financial documents requested by the City for review after receipt of the initial proposal will be considered confidential.

Proposals including confidential information should state within the section of the proposal that a portion of that content is confidential, and the confidential information should be identified by its section and included in a file with confidential in the name of the file.

8. NOTIFICATION OF INTENT TO RESPOND AND CLARIFICATION QUESTIONS

Please indicate your intention to respond to this Request for Proposal and submit your clarifying questions, by email. Please see the section “Key Dates & Contact Information” for the contact email address and due dates. Questions not submitted by email to the email address listed in the “Key Dates & Contact Information” section will not be answered.

Clarifying Questions will be held unanswered until the answers provided date and will be posted on the City website as indicated in the “Key Dates & Contact Information”. Duplicate or similar questions may be combined when posting answers. Responses will not be provided by phone or email and will only be posted to the website.

9. VENDOR INTERVIEWS & PRESENTATIONS

It is the City's intention to hold interviews and receive presentations with one or more firms with the highest score selected by committee. Firm(s) selected for interviews will be notified and an interview date and time will be scheduled. Firm(s) selected for an interview should be prepared to answer questions related to their proposal and provide a presentation outlining how they plan to fulfill the requested scope of work.

10. KEY DATES & CONTACT INFORMATION

Key Dates:

RFP Released	4/28/2022
Notice of Intent to Propose Due	5/26/2022
Clarifying Questions Due	5/26/2022
Responses to Clarifying Questions Posted to Website	6/16/2022
Proposal(s) Due	6/30/2022
Interviews & Presentations	TBD
Final Selection and Negotiation	TBD
Council Approval	TBD
Contract Adoption	Not later than 1/1/2023

*City reserves the right to modify or changes these dates if required

Contact Information:

Questions and submissions should be directed to:

Bryan Lopez, Senior Management Analyst
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