

# CITY OF EAGLE LAKE, TEXAS

## REQUEST FOR PROPOSAL IT Managed Services Provider



Proposals are due by 5:00 PM, Friday, February 12, 2021

## **INTRODUCTION**

The City of Eagle Lake is a rural community located in southeast Colorado County, on U.S. Highway 90A, about 60 miles west of Houston, 140 east of San Antonio and 100 miles southeast of Austin. Highways serving the community are U.S. 90A, and Texas FM 102, FM 3013 and FM 1093, and 12 miles to the north is Interstate 10. Population is an estimated 3,739. Eagle Lake is about 2.79 square miles.

## **RFP OBJECTIVE**

This Request will be used to obtain proposals from qualified IT managed service providers. This information will allow the City of Eagle Lake to review proposals and enter into negotiations with the vendor whose proposal is the most advantageous to the City with price and other factors considered.

The overall goal of this RFP is to procure comprehensive, reliable, timely, proactive, affordable IT management and support that will promote the mission of the City of Eagle Lake.

## **PROJECT DESCRIPTION**

The selected provider will provide 24/7 services including: Network, Email, Application Management, Infrastructure Support, Disaster Recovery, On-Site and Remote Client Service, 24/7 System Monitoring and Response. The selected provider will also assist the City in preparing written Network and Computer policies and procedures.

## **SUBMITTAL OF PROPOSAL**

Proposals should be submitted following the guideline listed in this RFP. Additional information, options, fee alternative, and materials are welcomed but should be submitted following the specifics listed in this RFP. Proposals become public record, so proposers should be careful when submitting proprietary information.

The City of Eagle Lake, Texas will accept proposals at PO BOX 38 or City Hall at 100 E. Main Street, Eagle Lake, Texas 77434. Proposals received later than the above referenced time/date will not be accepted for consideration. Please submit proposal in a sealed envelope clearly marked "IT SUPPORT SERVICES" to the City Manager, City of Eagle Lake, P.O. Box 38 or 100 East Main, Eagle Lake, Texas 77434. The deadline is 5:00 PM, Friday, February 12, 2021.

SEVEN (7) PAPER COPIES OF YOUR RESPONSE TO RFQ SHALL BE SUBMITTED AND RETAINED BY THE CITY OF EAGLE LAKE. ADDITIONALLY, ONE (1) FLASH DRIVE OR CD CONTAINING RESPONSE TO RFP IN PDF FORMAT IS REQUIRED.

The envelope shall be marked: PROPOSAL FOR IT MANAGED SERVICES PROVIDER





## **Security**

Describe your strategy for securing your clients' data. Include your company's policies as well as any security certificates that you possess. Explain how you will insure that the security clearances required for CJIS are adhered to. Describe your company's security certification and expertise.

## **Client Relationship Management**

Describe how you would manage customer relationship within the city "clients".

- Resumes (including dates of all relevant experience) of all staff expected to support the City of Eagle Lake and an organization chart explaining the reporting relationships.
- Describe how will you propose changes in technicians assigned to the contract and seek approval to such changes from the City.
- Describe your training program.
- Describe all support staff that would be expected to serve the City, including executive, project, and account staff.
- Describe the responsibilities of each individual proposed to be assigned to Eagle Lake' account.
- Describe the hours of operation for on-site staff as well as help desk staff.
- Describe how afterhours support would be available.
- Describe how you would report to City contacts and users about status of systems, elicit needs of users, needs for change, etc.

## **4. Service Levels**

Describe service levels you will provide to The City of Eagle Lake. Note that penalties may be assessed for not meeting service level response times identified.

- Describe your work order/trouble ticket system.
- Describe availability of key staff during normal business hours.
- Describe how staff is available 24/7.
- Provide your guaranteed response time for issues dependent upon severity and time of day.
- Provide your average response time for after-hours issues.
- Scheduled down times for routine maintenance.
- How are scheduled down times determined; how communicated?
- How do you propose that the service level agreement be enforced?
- Describe your communication strategy for keeping clients informed of system conditions and changes.
- Describe how you would assist the City's management team in ensuring that the City's IT system retains its usefulness, viability, compatibility, and dependability.
- Describe your plans for disaster recovery.
- Describe how major software upgrades would be applied and what upgrades would require additional fees.

## **5. Change Control**

The City of Eagle Lake requires preapproval by the City Manager or in hHUabsence the City Secretary of any changes made to the computing environment.

- Please demonstrate how you would institute change control in Eagle Lake's computing environment.

## **6. Monitoring**

- Describe your monitoring tools and strategies to monitor and insure the stability of the computing environment in Eagle Lake.
- Describe how these monitoring results would be communicated to the City.

## **7. Documentation and Records**

- Describe how you would document and record maintenance, installation, performance, and changes to the system.
- Describe the documentation that you would make available to the City at the end of the contract period.
- Describe how you would maintain confidentiality in strict conformance with HIPPA and other confidentiality laws and regulations.

## **8. Fees**

Please provide all fees associated with the proposed contract for services. The following should be included in your base bid:

- Fees for service initiation.
- Ongoing monthly fees and what is included and excluded.
- Fees for connectivity to support site.
- Onsite vs. Remote fees.

Optional fees:

- Extra work which is outside the proposal.
- Optional ongoing services.
- Ad-hoc services.
- Escalation fees.
- Off site disaster recovery.
- Response and emergency fees.

## **Significant Evaluation Factors**

**Responses shall be reviewed on these critical factors with the indicated relative importance factors.**

- 1. Company experience, certifications, expertise, references from similar agencies. 20%**
- 2. Client Relationship approach 15%**
- 3. Service levels 30%**
- 4. Management (Change Control, Monitoring, Documentation) 15%**
- 5. Fees 15%**
- 6. Primary Place of Business is within 65 miles of Eagle Lake 5%**