

REQUEST FOR PROPOSALS

Information Technology Services

Project Overview

The Village of Claycomo, Missouri is accepting proposals for information technology services. Individual or company must have proven experience in managing a municipal government network consisting of multiple departments at two physical sites. They will also provide support of the necessary software and equipment which are listed below. Proposals are due by July 22nd, at 5PM. The Village of Claycomo (VOC) does NOT have an IT Department and is currently using an outside vendor to provide maintenance and support.

The Village of Claycomo is a small municipality located in the northland of the Kansas City area. We server approximately 1,500 residents, a large automobile manufacturing plant, and assortment of businesses. We have about 48 full time and part time employees and 5 Board of Trustee members. We have a full time Fire Department (24/7/365 service), Police Department (24/7/365 service), City Hall, and Public Works.

Scope

We are migrating to a hybrid system consisting of single onsite server and Microsoft Office 365 Government Community Cloud (GCC) Platform. We will be using the following Microsoft accounts:

- 8 Office 365 Enterprise G3 GCC accounts – These will be for department heads and other key individuals. These people will be using the Office products on a more consistent and involved basis. They will save files to the cloud as well as the on-site server. Might have several products on mobile devices.
- 44 Office 365 F1 GCC accounts – These will be the normal employees and board members that need email access, ability to open word or excel files to create or fill out forms occasionally and print them off. These individuals will not have assigned desktops, they will be sharing desktops and laptops. Their data will be stored on the cloud.

We are looking forward to taking advantage of the different products that Microsoft has to offer such as; typical Office products, Sharepoint, Teams, OneDrive, Shifts, Lists, Forms, To-Do just to name a few.

Our existing IT systems include the following located at two physical sites.

City Hall

- Firewall with Wireless Access Point - we also have a wireless bridge to adjoining Community Building that has a public and VOC official access.
- Network – Controllable network switch, plus multiple simple switches. Wireless and cabled physical networking.
- Server(s) – Currently we have two servers at this location, but we are in the process of downsizing to a single server for the VOC.
- Computers/laptops/mobile devices
 - City Hall (Clerks & Public Works) – 4 desktops, 2 laptops, 2 mobile phones.
 - Police Department – 7 desktops, 1 laptop, 1 mobile phone, 4 Laptops (police cars)
- Data Backup System – On site Data Back-up with cloud backup.

- Printers
 - City Hall – 1 multi-function printer, 2 desktop printers
 - Police Department 1 multi-function printer, 4 desktop printers, 4 mobile printers

Fire Station

- Firewall with Wireless Access Point – We also have the Firefighter’s Association Wireless modem that physically runs through the Firewall but is not monitored by us.
- Static IP for Fire Alerting system.
- Network – Controllable network switch, plus multiple simple switches. Wireless and cabled physical networking.
- Server – Currently one server, but this will be migrated to single server at City Hall.
- Computers/laptops/mobile devices – 4 desktops, 2 laptops, 1 mobile phone.
- Data Backup system – This is also going away.
- Printers – 2 multi-function printers, 1 desktop (not networked), 2 label printers (not networked)

Qualifications

Please address if your firm meets or exceeds these qualifications/Requirements. Inability to meet qualification does not mean automatic disqualification. For any qualification that you would like to expand on, or explain “No” responses, you may give additional details, include qualification # with details.

Item #	Qualification	Meet/Exceed
1	Ability to provide on-site support for Hardware, and non-remote accessible issues.	<input type="checkbox"/> Yes <input type="checkbox"/> No
2	Ability to support from a remote location: Please describe types of service that can be supplied remotely.	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Microsoft Certified Systems Engineer certification	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	Microsoft Certified Solution Expert (MCSE) certification	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	Microsoft 365 GCC Platform Qualification and authorization	<input type="checkbox"/> Yes <input type="checkbox"/> No
6	Able to meet Criminal Justice Information System requirements for policies, procedures and reporting.	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Be able to address security, data governance and compliance to regulatory standards, including NIST Risk Management Framework.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Be able to address identity management and data security.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Demonstrated expertise with multi-vendor network and system environments related to a government environment	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	24/7 support for critical issues with defined fees for mileage, online support, trip fees and non-business hour charges.	<input type="checkbox"/> Yes <input type="checkbox"/> No

11	Experience in managing a municipal government system. List experience.	<input type="checkbox"/> Yes <input type="checkbox"/> No
12	Identify an individual technician who will be the primary IT service person for our organization	<input type="checkbox"/> Yes <input type="checkbox"/> No
13	Proven experience in managing systems software including but not limited to the following: <ul style="list-style-type: none"> • Quickbooks • Incode • Omnigo • Office 365 Government Enterprise 3, and F1 	<input type="checkbox"/> Yes <input type="checkbox"/> No
14	Proven experience in managing systems hardware equipment including but not limited to the following: <ul style="list-style-type: none"> • Computers (Desktops, Laptops) • Firewalls • Networked multi-functioning printer/copier/scanner/fax machines. • Remote Accessing • Mobile Data Terminals (Police Car Getac Laptops with Wireless access, and mobile printers) • Livescan • MULES Terminal 	<input type="checkbox"/> Yes <input type="checkbox"/> No
15	Proven experience with and authorized to work with the following law enforcement/agency systems: <ul style="list-style-type: none"> • Missouri State Highway Patrol • Federal Bureau of Investigation Criminal Justice Information Services • Missouri Uniform Law Enforcement System 	<input type="checkbox"/> Yes <input type="checkbox"/> No
16	Monthly review of inventory, service volume (tickets submitted/completed and by whom, patterns), security incidents, service health (patch updates, operating systems)	<input type="checkbox"/> Yes <input type="checkbox"/> No
17	Performance of basic support functions, including the installation of PCs, laptops, printers; diagnosis and correction of desktop application problems, configuring of PCs and laptops for standard applications; identification and correction of user hardware problems, advanced troubleshooting as needed; maintain and updated inventory of all related computer hardware to be available to Village personnel upon request.	<input type="checkbox"/> Yes <input type="checkbox"/> No
18	Management of networks and computer systems, including complex applications, databases, messaging, servers and associated hardware, software, communications and operating systems necessary for performance, security, reliability, and recoverability of the systems	<input type="checkbox"/> Yes <input type="checkbox"/> No

19	Configure management, including changes, upgrades, patches, etc; management of user logins and password security; and support of software products relating to servers and workstation; timely response to repair and maintenance work for the user	<input type="checkbox"/> Yes <input type="checkbox"/> No
20	Maintenance and support of the network equipment, including switches, firewalls, routers, and other security devices.	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	Maintenance of Village users accounts, adding, changing, and/or deleting employee accounts as requested, maintenance of virus detection programs on the Village server and user computers and laptops.	<input type="checkbox"/> Yes <input type="checkbox"/> No
22	Data backup policy, with procedures to handle daily, weekly, and monthly backup of the servers, data and information, e-mail and the like; program to restore systems and data if servers and/or computers do down, are required.	<input type="checkbox"/> Yes <input type="checkbox"/> No

SUBMISSION REQUIREMENTS

The submission package must include:

- A proposal describing your qualifications. Please address and provide supporting documentation for the items listed under Qualifications Section specifically.
- A firm estimate of fees to be charged, including what is covered and not covered.
- Contact information for references from at least three organizations that have been your clients during the last 18 months. References for municipalities and/or companies with 24/7 operations preferred.
- An original and eight (8) copies in an envelope clearly marked "IT RFP"
- Submitted by July 22nd, at 5PM. Late submissions will not be accepted

All questions to the RFP must be submitted to:

Eric Miles, Fire Chief
Village of Claycomo Fire Department
333 NE 69 Hwy
Claycomo, MO 64119
EricMiles@Claycomo.org

All responses to the RFP must be submitted to:

Jamie Wright, Village Clerk
Village of Claycomo
115 NE 69 Hwy
Claycomo, MO 64119
VillageClerk@Claycomo.org