



REQUEST FOR PROPOSALS FOR
Information Technology Managed Services

December 20, 2019

Proposals due by February 18, 2020, 12:00 PM PST
(POSTMARKS WILL NOT BE ACCEPTED)

**City of Goleta
Request for Proposal
Information Technology Services**

INTRODUCTION

The City of Goleta is requesting proposals from qualified firms or individuals interested in providing a comprehensive full-service Information Technology (IT) program for the City. The City currently contracts with a third-party IT services provider for technical support/helpdesk for users, equipment purchases and installation, software application licensing and installation, and network/server/firewall management. The City recently approved its first Information Technology Strategic Plan (“ITSP”), which establishes an ambitious set of goals and objectives designed to expand and enhance our IT infrastructure and service offerings. This will require new policy and practice development. It will also involve multiple software, hardware, and service purchases including business needs analyses, vendor selection, and implementation.

The City wishes to select a single organization to provide a comprehensive Information Technology program. The City will accept proposals under several models including but not limited to:

- 1) Full strategic and day-to-day IT services and support provided directly by the proposer;
- 2) Strategic services and support provided by proposer, with day-to-day IT service and support provided by proposer’s qualified subcontractor(s); or
- 3) Strategic services and support provided by proposer, and day-to-day IT services and support provided by a separate City-contracted vendor, with that vendor’s relationship management (selection, negotiation, contract management, vendor relations, and quality control services) provided by the proposer.

BACKGROUND

The City of Goleta is located on the Central Coast of California just north of Santa Barbara. Incorporated in 2002, the City has the warmth and charm of a small town. Beaches and well-maintained parks and open spaces add to its attraction. Contributing to this young community’s outstanding quality of life are the City’s low crime rate, mild coastal climate, and desirable location. The current population is just over 30,000. Residents enjoy several distinct neighborhoods, each with its own character. Goleta elementary and secondary schools have a reputation for high academic achievement and excellent instruction. The University of California at Santa Barbara, located to the south of the City, is a world class public university. The City Council consists of four members elected at-large to four-year terms, and a Mayor elected for a two-year term. The City is comprised of the following departments: General Government (which includes the offices of City Manager,

City Attorney and City Clerk) Finance, Public Works, Planning and Environmental Review, Neighborhood Services and Public Safety, and Library. The City's most recent Organizational Chart is included as Exhibit 1.

The City currently contracts with a third-party IT services provider who provides a range of day-to-day IT services including, but not limited to, comprehensive maintenance of the City's Information Technology inventory at City Hall and the off-site Corporate Yard, which consists of five (5) server units, one (1) NAS device and over one-hundred thirty-five (135) workstations, including a satellite office (Corporate Yard) with six (6) workstations which are connected to City Hall via a VPN. The third-party IT services provider also provides support to the Goleta Valley Library facility, which currently consists of over thirty (30) workstations, four (4) wireless access points; three (3) Self-Check-out Machines, and one (1) network switch. Support is provided to the smaller branch libraries in the north county cities of Buellton and Solvang as well. An inventory of the City's Computer Assets is included as Exhibit 2. A list of the City's current enterprise applications is included as Exhibit 3. The full contract scope of work for the City's current I.T. Provider is included as Exhibit 4.

In September 2019, the City adopted its first Information Technology Strategic Plan (ITSP) included herein as Exhibit 5. This document is designed to be a working document and is subject to amendment. Funds have been set aside to assist with the implementation of this plan.

The City is in the process of hiring a full-time Management Analyst- IT who will assist, on at least a part-time basis, with the implementation of the ITSP and the oversight of contracted IT services.

PURPOSE OF THE REQUEST

The purpose for this Request for Proposals (RFP) is to evaluate qualified firms for providing a comprehensive set of IT managed services necessary for day-to-day IT operations and the ongoing implementation of the strategic goals and objectives outlined in the ITSP. It is the City's desire to act affirmatively over the next several years to align itself with best practices in municipal government information technology for a city our size, and to provide a full suite of interactive technology services to the public.

Qualified firms are asked to prepare a proposal that addresses all value-added service requirements as outlined below. The initial contract is anticipated for a period of 3 years commencing on or before July 1, 2020 with the option to renew for two additional one-year periods.

SCOPE OF SERVICES

The successful proposer will provide a comprehensive full-service Information Technology program for the City of Goleta. The City will accept proposals under several models including but not limited to:

- 1) Full strategic and day-to-day IT services and support provided directly by the proposer;
- 2) Strategic services and support provided by proposer, with day-to-day IT service and support provided by proposer's qualified subcontractor(s); or
- 3) Strategic services and support provided by proposer, and day-to-day IT services and support provided by a separate City-contracted vendor, with that vendor's relationship management (selection, negotiation, contract management, vendor relations, and quality control services) provided by the proposer.

The successful proposer will ensure the following priority service requirements for City of Goleta:

1. Reliable, Secure Infrastructure and Services

- A. Security Infrastructure/Edge Device Management – Maintaining effective policy enforcement and functionality across different environments; creating consistent security policies that can be coordinated across all edges i.e. cloud, endpoint, WAN; manage routers, switches, firewall.
- B. Device security - managing computing security policies, users, groups, and permissions; mobile device management services;
- C. Business Continuity and Disaster Recovery – protecting critical data and applications no matter where they reside to prevent business interruption;

2. Accessible and Transparent Government

- A. E-Government Strategy - Developing an E-Government Strategy focused on benchmarking the City's website design, content, and online services to establish a more robust online service delivery model; refocus the City's website from an information dissemination tool to an online service delivery tool with interactive, transactional and online services integrated with the City's financial, enterprise, and departmental technologies.

3. Technology-Capable Workforce

- A. Technology Innovation, Strategic Planning, Project Planning and Implementation – Working with current IT staff to continue to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
- B. Training Prerequisite – Staff training is included as a vendor requirement in any RFP for new technology solutions to ensure that staff can fully leverage the benefits of the solution upon implementation.

4. Proactive, Accountable IT Service

- A. Solution design – Solution packages (e.g., hardware, software, licensing) and associated consolidation of data; software licensing control – oversight of automatic renewal of software applications and maintenance of appropriate documentation
- B. Managed Network Services - network and email system monitoring – 24/7 monitoring of City’s network and email services with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- C. Software and application management - installation, managing settings, software license compliance, and deployment and upgrading of applications and patches
- D. Desktop Services Support - remote assistance, on-site or emergency assistance or repairs, ongoing maintenance, scheduled repairs, and remote resource monitoring

5. Collaborative Decision Making

- A. IT Governance – Establish IT Governance Policy; implement a collaborative IT governance structure that promotes understanding among stakeholders of how departmental priorities fit with the overarching Citywide priorities and available resources.
- B. IT Steering Committee – The establishment of a leadership team to prioritize City-wide IT projects and report to City leadership on IT initiatives will be a critical component of our IT governance and oversight effort.

CONTRACT SCHEDULE

This contract is a priority for the City. Below is a desired schedule for initiating this contract; however, dates may be subject to change and adjusted as necessary.

Request for Clarifications Due	January 15, 2020
Clarification Responses Provided	January 23, 2020
Proposal Submittal Deadline	Feb. 18, 2020 (noon)
City Staff Evaluation of Proposals	February 3-6, 2020
Interview Top Candidates	February 17-21, 2020
Notice to Successful Proposer	February 27, 2020
Award Contract	March 17, 2019 (Council Meeting)
Kick-off Meeting	Week of March 30- April 3

SUBMISSIONS

Please submit your firm’s qualifications, identify key staff to be assigned to this

contract , provide resumes for each key staff member; provide at least three (3) professional references for work that was performed similar to that requested in this RFP, and provide a detailed description of your proposed approach to the contract work, estimated time commitments, and related fees.

SELECTION CRITERIA

The successful proposer will demonstrate:

- An understanding of the City's needs;
- The ability to provide a comprehensive information technology program to the City; and
- The ability to leverage its expertise and resources to implement the City's Information Technology Plan and guide the City through technology improvements that reflect best practices for a municipality of our size.

No single criteria will be weighted higher than others. Rather, the proposer's overall approach to meeting the City's needs will determine success.

An in-person presentation and interview with the key contract team members of the top 2-3 candidates will be required prior to selection.

Other criteria include:

- Completeness of response to the RFP
- Experience providing similar services to similar government agencies and reference feedback
- Oral communication skills
- Writing and formatting skills
- Cost

REQUIREMENTS OF PROPOSAL

The following materials should be submitted with the proposal:

- Cover Letter

The cover letter should briefly state the consultant's understanding of the work to be performed, the commitment to perform quality and timely work under the contract, and why the consultant believes it is best qualified to perform the duties and achieve the goals outlined and described in scope of work contained in this request.

Qualifications

The proposal should include the following information and materials:

- *Qualifications and Related Experience of Personnel Who Will Perform Work.* Résumés of all personnel who are proposed to provide professional services to the City of Goleta within the Scope of Work outlined and described in this request should be included. Résumés should include all relevant experience, education, and other qualifications over the past 3 years.
- *Prior Relevant Experience.* A description of prior work experience and projects relevant to the Scope of Work outlined and described in this request should be included.
- *References of local clients.* Please include a list of at least three (3) current and/or previous clients located in California for which the consultant has rendered professional services relevant to the scope of work outlined and described in this request.
- Include a similar demonstration of the qualifications of any proposed subcontractors.

Approach to Completing Work

Provide a proposed approach to conduct services anticipated in the Scope of Work. Include any performance or timing commitments that proposer is prepared to make (e.g. help desk response times, network up time, and other measures).

Cost

- Cost Structure and annual Cost Estimate with justification
- Justification of hours and costs may be required prior to final selection and will be required prior to execution of a contract.
- Proposal shall include hourly rates for personnel who will provide work under the contract.
- Proposal should include options for reducing or adding services.

General Information

1. The City reserves the right to cancel or reissue the RFP or extend the timeline at any time.
2. The City reserves the right to reject any and all proposals. The City may accept any proposal if such action is determined to be in the best interest of the City in the sole and exclusive discretion of the City Council.
3. The City is not liable for any costs incurred by the proposer prior to issuance

of a written notice to proceed to the successful consultant.

4. The contract team is subject to the approval of the City of Goleta. The City will have the right to review and approve any changes in the contract team.

Questions During Proposal Period

All questions should be directed in writing to Todd Mitchell, HR/Risk Manager
tmitchell@cityofgoleta.org

DEADLINE FOR PROPOSAL SUBMITTALS

Submittals are due by 12:00 PM PST on Monday, February 3, 2020.

One (1) original proposal with three (3) double-sided copies must be submitted along with an electronic copy on a CD or USB of the proposal in PDF format. Proposals shall be clearly marked "IT MANAGED SERVICES PROPOSAL" and enclosed in a sealed envelope. Proposals may be hand delivered or mailed to:

Deborah Lopez, City Clerk
Attn: IT Managed Services Proposal
City of Goleta
130 Cremona Drive, Suite B
Goleta, CA 93117

Proposals not received by the due date and time requested in the Project Schedule herein may be rejected without consideration.

NOTE: FAXED, E-MAILED, LATE OR "BY-POSTMARK DATE" PROPOSALS WILL NOT BE ACCEPTED.

List of Exhibits:

- 1) Organizational Chart by Position
- 2) Inventory of City Computer Assets
- 3) List of Current City Enterprise Applications
- 4) Scope of Work from Current I.T. Provider Contract
- 5) City's Information Technology Strategic Plan