



One Detjen Drive
Crestwood, MO 63126
(314) 729-4780

OFFICE OF THE CITY ADMINISTRATOR

NOTICE OF REQUEST FOR PROPOSALS FOR INFORMATION TECHNOLOGY (IT) SUPPORT SERVICES

The City of Crestwood, Missouri (the "City") is accepting sealed proposals for Information Technology (IT) Support Services for the City's computer network (hardware, software and connectivity).

Three (3) hard copies of the proposal shall be submitted in a sealed envelope or package to Sarah Belcher, Assistant to the City Administrator, at 1 Detjen Drive, Crestwood, Missouri 63126 by **4:30 p.m. on October 30, 2020.**

I. Summary

The City seeks the assistance of a consulting firm to provide Information Technology (IT) Support Services for its computer-based technologies system. The nature of the service will be ongoing support and coordination of this system to ensure proper implementation of new technologies, general management and operation, and maintenance/troubleshooting of the system for the City. It is the general intent of the City that the consultant will become the City's adjunct IT staff, performing routine maintenance and updates to the system, as well as providing a needed resource for both end users of the system and management staff.

II. General Overview

The City is a full service organization consisting of 90 full time employees across three main sites. Administration, Finance, City Clerk, Municipal Court, Public Works Administration, Police Department, and the Fire Department operate out of the Crestwood Government Center (City Hall). Public Works Maintenance operates out of the Public Works Facility and Parks and Recreation operates out of the Crestwood Community Center. Most employees operate out of City Hall. There are also elected officials using the network on a frequent basis.

The City's IT network runs on a Windows platform. The network consists of three (3) physical servers, two of which are Hyper-V hosts, and a total of six (6) virtual servers. The City utilizes Datto as part of its backup and disaster recovery solution. Approximately sixty (60) desktop/laptop workstations, approximately sixteen (16) laptops utilized in police vehicles, routers and a Mitel VoIP phone system.

The city utilizes multiple layer 2 and layer 3 POE switches with both fiber and copper connections between IDF closets.

The Mitel VoIP telephone system is used in the facilities and does not fall under the support requirements of this RFP.

The workstation OS standard is Windows 10 Pro. The Finance Department utilizes Financial Edge for its general ledger, payroll, accounts payable, accounts receivable, cash receipts, purchase orders, and billing. The Court Department utilizes Show Me Courts and REJIS IMDS software. The Fire Department utilizes Firehouse Software, Public Works Maintenance utilizes Fleetwise Software, and Public Works utilizes iWorQ Systems (cloud based software). The City also utilizes Global and Rectrac software.

The City currently utilizes Microsoft Outlook 2013 with a hosted Exchange Server for its email system.

There is a wireless network installed and endpoint security is provided via Webroot and network security is provided via SonicWall Firewall with Advanced Gateway Security Suite. There is a “City Guest” WiFi account set up for public access at City Hall and the Crestwood Community Center.

III. Scope of Work

The successful consulting firm will be on-site and on call to provide technical assistance and system administration to the City. The consulting firm will be responsible for troubleshooting computer problems and maintaining the PC Network to prepare for future needs and to prevent technical difficulties. Specific responsibilities include, but are not limited to, the following:

- Provide professional services on-site during normal business hours on Monday – Friday between the hours of 8:00 am to 4:30 pm when needed. The City also requires a 2-hour guarantee response time for all emergency situations.
- Provide on-site monthly check in visits at least twice per month during normal business hours.
- Evaluate the City’s IT system and develop a prioritized order of recommended hardware and software upgrades to keep it current.
- Design, implement and support the City’s Local Area Network
- Troubleshoot (either remotely or on-site) hardware and software problems.
- Perform minor cabling work and maintain hardware/software inventory and license documentation.
- Support all local and network printers and peripherals.
- Perform the repairs and necessary maintenance of the PC network.

- Implement and manage a robust file backup procedure that covers end users and computers and all servers.
- Monitor the network 24x7x365 with software tools that automatically alert support personnel of potential errors; monitor server performance and capacity management services.
- Perform security audits annually or as requested by City's designated point of contact, or immediately following suspected breaches of security.
- Assist the City in development of disaster recovery plan.
- Manage backup and disaster recovery systems.
- Implement and maintain system for email storage, archiving, filing, search and retrieval. (The system should address complexity of secure, accessible email archiving. It should be highly secure and provide fast efficient searching for legal discovery, regulatory compliance or organizational policy. It should give the City central control of email retention policies and search capabilities).
- Document information system processes and procedures and assist with network security.
- Assist users with operational problems.
- Perform general maintenance on all software packages.
- Coordinate problem-solving with software vendors.
- Install files, directories, and security to accommodate department needs.
- Install hardware, software and peripherals.
- Provide recommendations on solutions to issues, including cost estimates for repairs and/or replacements.
- Research, evaluate and advise management of enhancements/new releases of hardware and software technology.
- Set up new user accounts, email and required computer programs.
- Maintain City email accounts using the City domain; adding, changing and/or deleting City employee accounts as requested.
- Maintain virus detection programs on the City servers and user workstations.
- Perform periodic security audits, including notification of suspected breaches of security to the City's designated point of contact.
- Maintain virus/malware detection and spam reduction programs for City servers, email and all other City workstations and laptops.
- Implement and configure the City systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by the City's designated point of contact.
- Coordinate the hardware and software purchases and assist in budget preparation for the IT function.
- Provide, as requested, training for the City staff software applications.
- Deliverable Reporting – Provide City's designated point of contact with reports as follows:

- Initial Report (within 30 days of contract award): Inventory of all information technology assets, assess system assets, software, maintenance agreements, hardware warranties and any recommendations for immediate action.
Initial security assessment with recommendations.
- Monthly Reports (due at the beginning of each month): Summary reports on server administration duties performed, network administration duties performed, and security duties performed.
- Annual Reports (due by August 1 of each year): Annual reports on asset inventory assessment and recommendations, security assessment, and strategic planning.

IV. Submission of Proposals

Qualified consultants must submit three (3) copies of their proposal by 4:30 p.m. on October 30, 2020.

Proposals must be submitted in a sealed envelope labeled: Information Technology Support Services Proposal.

Proposals must be submitted to:

Sarah Belcher
 Assistant to the City Administrator
 City of Crestwood
 1 Detjen Drive
 Crestwood, MO 63126

Proposals shall contain the following information:

1. Approach and Methodology – A description of how the consultant will complete the scope of work described in this RFP document.
2. Work Plan and Availability – Details on approach to provide required support, how staff will be assigned, etc.
3. Profile – A profile of the consulting firm, including a brief description of business history, objectives and clients.
4. Primary Contact – Identification of the person who will serve as the primary contact for the project, specifically their name, mailing address, location, phone number, fax number, and email address.
5. Project Staffing – Identification of the qualifications and experience of key staff who will be directly involved providing this service. Indicate specific software and hardware familiarity, education and knowledge level.
6. Conflict of Interest – Indicate whether the Firm or any of its employees have any business interest or family relationship with any City officer or employee. If so, describe the nature of the interest or relationship.
7. Fees – Provide a rate schedule that would be utilized to carry out the required scope of work. Where possible, include a fixed monthly rate for

areas of service and/or services that can be accomplished by a fixed rate. Describe how each component part is to be charged. Provide a rate schedule that would be utilized to carry out the required scope of work for areas that fall outside of the fixed fee, if any.

8. References – Provide the names and contact persons of at least three client organizations where similar work has been provided as contained in this RFP.
9. State of Material Litigation – Provide a statement on whether or not the consulting firm is currently involved with any material litigation, arbitration, or bankruptcy proceedings, or has been within the past three years directly or indirectly.
10. Compliance with General Terms and Conditions – As a point of information, the successful contractor will be required to meet the following conditions for a contract award: EEOC statement, Certificate of Insurance for Liability and Workman’s Compensation Insurance, and a Sexual Harassment Policy.

V. General Provisions and Disclaimers

This Request for Proposal (RFP) is not a commitment or contract of any kind. The City reserves the right to pursue any and/or all ideas generated by this request. Costs for developing submissions are entirely the responsibility of the respondents and shall not be reimbursed. The City reserves the right to reject any and all submissions. The City reserves the right to waive any requirements of this RFP when it determines that waiving a requirement is in the best interest of the City. Submittals are public records subject to disclosure under Missouri law; thus, the City cannot guarantee that any information submitted in response to the RFP will remain confidential.

All successful proposers on City contracts for services in excess of \$5,000 must provide the City with documentation and a sworn affidavit, substantially in the form of the Federal Work Authorization Program (“FWAP”) Affidavit attached hereto as Exhibit A, with respect to employees working in connection with the contracted services, affirming enrollment in a Federal Work Authorization Program (“FWAP”). The affidavit shall also provide that the firm does not knowingly employ any person in connection with the contracted services who is an unauthorized alien. Such affidavits must be provided with a proposal. Subcontractors must provide similar affidavits to its general contractors when the general contractor hires the subcontractor. A contractor or subcontractor is not required to perform an electronic verification check on employees hired before January 1, 2009.

The City will follow the Missouri Sunshine Law, section 610, and therefore all documentation, proposals, bids, contracts and other documentation submitted to the City in response to this Request for Proposals may be subject to disclosure pursuant to Missouri law.

The Firm will not be permitted to use, to its advantage, any omission or error in this RFP, the specifications, requirements, or the contract documents and the City

reserves the right to issue new instructions for such error or omission if originally specified. Through submittal Firm states that they have examined the information and conditions surrounding the operation of the service contemplated by the Proposal, and is familiar with the requirements as to equipment, supplies, and labor of such undertaking; and that Firm has carefully prepared, examined and checked the Proposal to ascertain that no mistake or error is contained in the Proposal; and that Firm will make no claim for correction or modification after the closing time for receipt of proposals.

The successful Firm shall have a valid business license, hold all applicable certifications, and agree to maintain them throughout the terms of the anticipated agreement. Firm shall at all times observe and comply with all Federal and State laws, all local laws, ordinances, and regulations existing at the time of or enacted subsequent to the execution of the contract, which, if in any manner, affect the prosecution of the contract.

VI. Review of Proposals and Contract Award

The City will review and evaluate the proposals received in response to the Request for Proposals. Firms may be selected for interviews or questioned for clarification by the City; however, the City may choose to proceed without interviewing any Firms.

The City reserves the right to reject any and all proposals; waive formalities, technical requirements and/or deficiencies and irregularities; or solicit new proposals, if such actions are deemed reasonable and in the best interest of the City.

The selected Firm shall be required to enter into a written contract with the City. The final contract is subject to approval of the City Board of Aldermen. This RFP and the Firm's Proposal will be incorporated as part of the contract. In addition, the terms and conditions listed in this section will be incorporated into any contract awarded as a result of this RFP. In submitting a Proposal, the Firm agrees to the terms and conditions in this section, unless a statement is made to the contrary. Acceptance of any proposed alternate language, terms and conditions is at the sole discretion of the City.

The contract shall be awarded to the Firm, judged in the sole discretion of the City, as submitting the best overall proposal based on the factors set forth herein. Recommendation for contract award will be contingent on successful negotiation of contract terms. If a contract cannot be successfully negotiated with the selected Firm at a price determined to be fair and reasonable, the City reserves the right to negotiate with another proposer.

VII. Contract Terms and Conditions

1. Insurance

The selected Firm shall be required to provide the City with certificates of insurance for the duration of the contract for insurance coverages

specified below:

a. Professional Liability

The Firm must carry professional liability insurance protection for the duration of the contract including errors and/or omissions with the following minimum coverages:

| | |
|-------------------|-------------|
| Each Occurrence | \$2,000,000 |
| General Aggregate | \$2,000,000 |

b. Commercial General Liability

Minimum Limits:

| | |
|--------------------|-----------------------------|
| Each Occurrence | \$2,000,000 |
| General Aggregate | \$2,000,000 |
| Additional Insured | City of Crestwood, Missouri |

c. Automobile Liability

Policy shall protect the Firm against claims for bodily injury and/or property damage arising out of the ownership or use of any owned, hired, and/or non-owned vehicle(s) and must include protection for any vehicle, owned vehicle, or non-owned vehicles which shall be used by the Firm's personnel while on City property.

Limits and additional insured for of auto insurance shall be the same as required in the Commercial General Liability section.

d. Workers Compensation

This insurance shall protect the Firm against all claims under applicable State Workers' Compensation Laws. The Firm shall also be protected against claims for injury, disease, or death of employees which, for any reason, may not fall within the provisions of a Workers' Compensation law. The policy limits shall not be less than the following:

Workers Compensation Statutory

Employers Liability:

| | |
|---------------------------|-------------------------|
| Bodily Injury by Accident | \$100,000 Each Accident |
| Bodily Injury by Disease | \$500,000 Policy Limit |
| Bodily Injury by Disease | \$100,000 Each Employee |

2. Indemnification

The Firm agrees to indemnify, defend, and hold harmless the City, and its board members, officers, employees and agents from and against any and

all liabilities, losses, damages, costs and expenses of any kind (including, without limitation, reasonable attorneys' fees) which may be suffered by, incurred by or threatened against the City, or its board members, officers, employees or agents on account of or resulting from injury, or claim of injury, to a person or property arising from the Firm's actions or omissions relating to this agreement, or arising out of the Firm's breach or failure to perform any term, covenant, condition required by the contract.

3. Immunity Retention

By execution and performance of this Agreement, the City does not intend to, nor shall it be deemed to have waived or relinquished any immunity or defense on behalf of the City, and the City's board members, officers, directors, servants, employees, agents, successors or assigns.

4. Ownership Rights

The City shall own all right, title and interest, including without limitation, all copyrights and intellectual property rights, to all documents and work product of Firm created in performance of or relating to the contract.

5. Independent Contractor

The Firm shall perform all services as an independent contractor and not as an employee of the City. The City shall not assume any liability for the direct payment of any salary, wage, workers compensation, income tax withholding, or any other type of compensation to the Firm for the services. The Firm shall obtain as necessary and pay for all permits, fees, licenses and taxes applicable to the Firm and the services for the project.

VIII. Contact Information

Notifications of award will be made by the Assistant to the City Administrator following approval from the Crestwood Board of Aldermen accepting the proposal.

It is the intent of the City of Crestwood to have a contract in place by January 1, 2021.

Questions concerning this RFP document may be directed to Sarah Belcher, Assistant to the City Administrator, 314-729-4712, or via email at sbelcher@cityofcrestwood.org.

EXHIBIT A

AFFIDAVIT OF COMPLIANCE WITH SECTION 285.500 RSMo et seq.
(REQUIRED FOR CONTRACTS FOR PROVISION OF SERVICES IN EXCESS OF \$5,000)

STATE OF _____)
COUNTY OF _____)) ss.

Before me, the undersigned Notary Public, _____ (Name) personally appeared who is _____ (Title) of _____ (Company Name), and after being sworn did depose and say:

- (1) that said company is enrolled in and participates in a federal work authorization program with respect to the employees working in connection with the contracted services; and
- (2) that said company does not knowingly employ any person who is an unauthorized alien in connection with the contracted services.

The terms used in this affidavit shall have the meaning set forth in Section 285.500 RSMo, et seq.

Documentation of participation in a federal work authorization program is attached to this affidavit.

Signature (Person with Authority)

Printed Name

Title

Date

Subscribed and sworn to before me this ____ day of _____ (Month, Year).

My commission expires: _____

Signature of Notary Date