



Request for Proposal

Managed Security Services Provider

ISSUED DATE: **05-04-2018**

SUBMISSION DATE: **06-08-2018** BY **2:00 PM EST**

RFP COORDINATOR:

CHIEF STEVE CAMP
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Hardeeville Request for Proposal

I. Request for Proposal

The City of Hardeeville invites you to respond to this Request for Proposal (RFP). The focus of the RFP is to select a single organization to provide Managed Services and Network Security to the City of Hardeeville over a 3-year period, beginning on September 1st of 2018 and ending no later than September 1st of 2021. Following the initial term, there is a possibility to renew this contract for multiple 3-year terms.

II. About the City of Hardeeville

The City of Hardeeville is located in Jasper County, South Carolina, with an approximate population of 6000 residents. The City of Hardeeville encompasses approximately 56 square miles. The City of Hardeeville is proud to be the gateway of the Low Country, a connection to the islands, and the place across the Savannah River where Carolina awaits. The City of Hardeeville has rapidly grown in the past years, due in part to major new developments and investments within the community.

The City of Hardeeville provides a range of services to the public including General Administration, Public Works, Community Development, Parks and Recreation, Fire and Police, and Media. City Hall is located at 205 East Main Street, Hardeeville, South Carolina 29927. The City of Hardeeville's website address is www.cityofhardeeville.com.

III. Overview of Current Technical Environment

The City of Hardeeville's current network infrastructure is comprised of the following:

Servers (Hardware) 3
Servers (Virtual) 8
Switches 8
Endpoints (Desktop) 49
Endpoints (Laptops) 38
Endpoints (Tablets) 0

The City of Hardeeville plans for rapid growth and, in turn, the current Technical Environment to expand. The Organization must be able to manage the current Technical Environment as well as any expansions made within the future.

IV. Requirements

As a part of this RFP, the following services are the current priority items for the City of Hardeeville:

- **Remote backup** – Executing a nightly backup plan for the critical servers, including a regularly-tested recovery process.
- **Technology strategy planning** – Working with current IT staff 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 City to fulfill its overall mandate in the community.
- **Solution design** – Solution packages (e.g., hardware, software, licensing) and associated consolidation of data.
- **Network and email system monitoring** – 24/7 monitoring of the City of Hardeeville’s network and email services with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- **Procurement management** – Selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.
- **Move, Add, Change (MAC)** – Changes to the location or configuration of existing equipment or software, and installation of additional equipment or software.
- **Warranty, break fixes and installation** – Planned and on-call services, including emergency response to server issues.
- **Technical support** – Ability to support the City of Hardeeville’s inquiries as required, via help desk, including support for remote users.
- **Reporting and communication** – Ensuring monthly reporting on all purchases, assets, current activities and issues, and project status reports.
- **IT policy review and development** – Development of customized policies related to the use of technology.
- **Unit evaluation and testing** – Formal evaluation of new hardware
- **Implementation planning and guidance** – Assistance in deployment planning and execution.
- **Image development and management services** – Assistance in planning and designing standard images.
- **Image loading** – Prior to delivery and installation.
- **Configuration** – Full assembly of hardware and software, including testing and burn-in.
- **PC deployment** – Delivery and setup of machines on-site.
- **On-site implementation of business applications** – Installation of non-image software.
- **Asset inventory management** – Tagging, tracking, and management of warehousing and inventory.
- **Life cycle management of hardware units** – Process for end-of-life notification, replacement, and asset decommissioning/disposal.

- **Software licensing control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation
- **NOC and SOC 2.0** – Use of a United States based NOC and SOC 2.0.
- **CJIS Security Policy v5.6 Compliant** – Must be, and remain, compliant with the Criminal Justice Information System Security Policy v5.6 and updated as needed.
- **Sandbox Integration** – Integrate a Sandbox layer for added network infrastructure security.

V. Proposal Contact Information

For questions regarding this RFP please contact via e-mail:

Chief Steve Camp
Hardeeville Fire Department / IT Director
SCamp@HardeevilleSC.gov

No later than **5:00PM EST on MAY 18th, 2018.**

VI. Proposal Submission Information:

All proposals must be in conformance with the submittal instructions provided in Section VI of this RFP and received no later than **2:00 PM EST on June 6th, 2018.**

Mark the parcel with the following **“MSSP RFP RESPONSE”** to ensure proper receipt.

Please submit one (1) original response, three (4) copies, and one (1) electronic copy (CD/DVD or USB drive). The electronic copy shall be submitted in PDF format. The proposal containing the original signatures should be clearly marked “Original.” All responses must be submitted in the form set forth in this RFP, sealed, and delivered to:

Lori Pomarico
Hardeeville City Clerk
205 East Main Street
Hardeeville, South Carolina 29927

All proposals received after the deadline will be considered non-responsive. No faxed or emailed proposals will be accepted.

VII. Proposal Format and Evaluation Process

A. Proposal Format

To simplify the evaluation process, the proposals shall be submitted in the format outlined below:

i. Letter of Transmittal:

- The proposal letter shall be form on the organization letter head, addressed to the contact listed, and shall include the name, title, telephone, email, and signature of the primary contact legally authorized to bind the proposal.

ii. Table of Contents:

- Clearly defined sections and pages numbered. Include a clear identification of the material by section and by page number.

iii. Organization Overview and Resume:

- Provide organization overview, including management team, resumes and qualifications of key staff that would be assigned to the implementation of the Managed Security Services Provider. Provide resumes including the name, title, experience and qualifications of all personnel who will be assigned to the project. Also provide an Organizational Chart of key representatives.
- Also, state the Management Contact (representative authorized to sign an agreement for your organization) and Project Manager (person responsible for day-to-day management of the project), as well as the representative who will be in charge in the absence of the Management Contact and Project Manager.

iv. References:

- Provide at least five (5) references of current clients of similar scope (municipal government entities) with the proposal. Include name, title, jurisdiction, address, phone number and email of contact person.
- List all similar public agencies for which contracts were terminated in the last three years. Provide names, organization, and telephone number of point of contacts. Organization may provide a brief explanation of the reason(s) for termination.

v. Allocation and Resources:

- Provide a conceptual plan for services to the City of Hardeeville that you believe are appropriate for the City of Hardeeville. Indicate features, skills and/or services which distinguish your organization and make it the best choice for the City of Hardeeville. Indicate how the resources of your organization (e.g., number and type of personnel allocated by hours) will be allocated for this project.
- Also, provide the staff positions that would be expected to serve the City of Hardeeville to include executive, project, and accounting.

vi. Technical Requirements:

- All hardware requirements, system software, and application requirements must be listed.

vii. Implementation Services/Scope of Work

- Submittal of a project schedule is required as part of the Implementation Services. Provide a project management plan including reasonable target dates assuming the implementation of the project starts September 1st of 2018. This section must also outline key activities, work products, and assumptions.

viii. Training:

- Provide an overview of proposed training, including options for on-site or training center services, end users, and system administrators. This section should also include an implementation and training plan including an estimated time-frame and deliverables for each stage of the project and training documentation provided.

ix. Services and Support:

- Provide a description of support services including provisions of regular updates and new releases, as well as technical consultation and support.
- Provide the hours of operation for on-site staff and help desk staff. Describe how afterhours emergency support is provided. Describe the availability of key staffing during normal business hours as well as afterhours.

- Provide how your organization will report to the City of Hardeeville contacts and users regarding the status of systems, elicit needs of users, necessary changes, etc.
- Provide how your organization will communicate system conditions and changes to the City of Hardeeville contacts.
- Describe work order/trouble ticket system.
- Provide a guaranteed response time frame for issues dependent on severity and time of day. Also, provide average response time for afterhours issues.
- Describe how scheduled down times are determined and how it is to be communicated to the City of Hardeeville contacts and users.
- Describe how your organization will work with the City of Hardeeville contacts to ascertain strategic goals/priorities and plan to ensure the City of Hardeeville's IT systems will be aligned with those goals/priorities.
- Describe how your organization would ensure the City of Hardeeville's IT infrastructure maintains its usefulness, viability, compatibility, and dependability.
- Describe your approach to planning for disaster recovery that will meet the City of Hardeeville's needs.
- Describe how on-site staff will be scheduled to be on-site weekly and provide any special requirements that would need to be filled by the City of Hardeeville.
- Describe how major system implementations and upgrades would be applied and what upgrades would require additional fees.

x. Monitoring and Support:

- Provide information regarding the monitoring tools and strategies to monitor and ensure the stability of the computing and communication environment in the City of Hardeeville.
- Provide how these monitoring results will be communicated and provided to the City of Hardeeville contacts.

xi. Documentation and Records:

- Describe how your organization would provide written reports to the City of Hardeeville on IT planning recommendations.
- Describe how your organization would document and record maintenance, installation, performance, and changes to the system.
- Describe what documentation that your organization would make available to the City of Hardeeville at the end of the contact period.
- Describe how your organization would maintain confidentiality in strict conformance to HIPAA, CJIS, PCI, and other state and federal confidentiality laws and regulations.

xii. Background and Vetting:

- Describe the background and vetting process for organization employees.
- Verify that all employees, engineers, and key support staff have passed the CJIS / NCIC law enforcement background check. Also, they have met all requirements of that portion of the computer systems and network infrastructure interfacing directly or indirectly with the DON network for the exchange of the CJIS.
- Describe how your organization will ensure that all approved employees, engineers, and key support staff will obtain and maintain, at a minimum, CJIS Security and Awareness Training Course.

xiii. Cost Proposal:

- Please provide costs for licensing, implementation, training, maintenance, and any additional services that are typically provided.
- Provide costs for Service Initiation.
- Provide costs for ongoing monthly fees and describe what is included / excluded.
- Provide costs for organization representatives to be on-site.
- Provide costs for additional services (ie., new system implementations, network audits, etc.) and emergency responses (ie, disaster recovery).

xiv. **Additional Information** – Please provide any other information you feel is important for consideration in our evaluation of proposals.

B. Correspondence

Direct all correspondence to the RFP Coordinator listed in Section IV. Responses will be posted on the Bids and RFPs page on the City of Hardeeville’s website at the following link: <http://hardeevillesc.gov/2237/Bid-Opportunities> for all RFP recipients to view. Inquiries received after the stated date and time will not be accepted and shall receive no response.

i. Confidential Material

- Any information contained in the proposal that is proprietary must be clearly marked as such and will be treated as confidential to the extent allowable by the South Carolina Freedom of Information Act and any other applicable laws.

ii. Proposal Evaluation and Selection Process

- All proposals will be reviewed and evaluated by designated City Staff. A recommendation for award will be submitted to the City Manager for evaluation and action.

C. Selection and Award

Upon the completion of evaluations, the City Staff will submit a summary of all evaluated proposals to the City Manager for approval and shall be submitted to the Mayor and City Council along with the recommended proposal. The Mayor and City Council will review the summary and recommendation. The City Council will determine which, if any, proposal to award the contract, or the City Council can determine that additional information is required from any or all Contractors. The decision to award the contract will be made by a majority vote of the City Council.

D. Public Award Announcement

The award of a contract by the City Council will be communicated by a Notice of Award being published by the follow method:

City of Hardeeville Website: <http://www.hardeevillesc.gov>

E. Timetable for Selection and Review

The City has established a preliminary timetable for reviewing the responses. The schedule is subject to change.

05-04-2018	RFP Issued
05-18-2018	Questions Deadline
05-25-2018	Question Response Deadline
06-08-2018	Response Deadline
06-22-2018	Evaluation of Reponses Completed
07-05-2018	Council Agenda Date

F. Terms and Conditions

- i. The City of Hardeeville reserves the right to reject all proposals, any proposal not conforming to this Request for Proposal, and to waive any irregularity or informality with reject to any proposal. The City of Hardeeville further reserves the right to request clarification of information submitted and to request additional information from one or more proposers.
- ii. The City of Hardeeville requires that the Managed Security Services Provider selected will not discriminate under the contract against any person, in accordance with federal, state and local governments' regulations.
- iii. The City of Hardeeville requires the Managed Security Services Provider selected make an affirmative statement to the effect that their retention shall not result in conflict of interests with any party which may be affected under this program
- iv. The City of Hardeeville assumes no responsibility for proposals received after the advertised deadline or at any office or location other than that specified herein, whether due to mail delays, courier mistakes, strikes, mishandling or any other reason.
- v. All proposals become the property of the City of Hardeeville.

- vi. The City of Hardeeville will not reimburse proposers for any costs associated with the preparation and submittal of any proposal.
- vii. Proposer acknowledges all information contained within its proposal is part of the public domain as defined by the State of South Carolina Freedom of Information Laws.
- viii. The organization must possess demonstrated ability, knowledge, and expertise to be awarded the Managed Security Services Provider to the City of Hardeeville. It is important that the organization have sufficient depth of talent and able to allow a sufficient amount of time to meet the demands the City of Hardeeville may place upon its Managed Security Services Provider. The organization must be available to meet with the City of Hardeeville Staff, retained consultants, and members of the City of Hardeeville on a continuous basis. The organization must also be available to appear at meetings of the City of Hardeeville on a continuous basis as requested.
- ix. The City of Hardeeville reserves the right to enter into contract negotiations with qualified responsive and responsible proposers. If the City of Hardeeville and a proposer cannot negotiate a successful contract, the City of Hardeeville may terminate such negotiations and begin negotiations with another qualified, responsive, and responsible proposer. As a result, the proposer shall indemnify and hold the City of Hardeeville harmless from any and all claims, demands, damages, and expenses of whatever nature (including without limitation, attorney's fees).
- x. If awarded a contract, the Contractor shall procure and maintain insurance which shall protect the Contractor and the City of Hardeeville (as an additional insured) from claims for bodily injury, property damage, or personal injury. The Contractor shall maintain the following insurance coverage with an insurance company licensed to do business within the state of South Carolina:
 - a. Workers Compensation:
 - i. Insurance covering all employees meeting statutory limits in compliance with applicable state and federal laws.
 - b. General and Automobility Liability:
 - i. Bodily Injury, each occurrence \$500,000.00
 - ii. Bodily Injury, aggregate \$500,000.00
 - iii. Property Damage \$100,000.00
 - iv. Business Auto Liability per occurrence \$1,000,000.00
 - v. Excess Umbrella Liability per occurrence \$1,000,000.00

It shall be the responsibility of the Contractor and the Insurance Company to notify the City of Hardeeville at least thirty (30) days prior to any cancellation or change in the policy.