



CITY OF GRASS VALLEY  
INFORMATION TECHNOLOGY

**Request for Proposal**

**FOR**

**Information Technology Managed Services**

**City of Grass Valley  
125 E. Main St.  
Grass Valley, CA 95945**

**DATE:  
September 12, 2024**

**Proposals Due:  
October 14, 2020 by 12:00pm**

## City of Grass Valley

### Request for Proposal (RFP) for Information Technology Managed Services

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#### 1. Executive Summary

The City of Grass Valley is soliciting proposals from qualified vendors to provide comprehensive Information Technology (IT) managed services across multiple service categories. The selected firm(s) will be responsible for maintaining and enhancing the City's IT infrastructure, ensuring compliance with regulatory standards, and providing strategic consulting. Vendors may submit proposals for individual service categories, or all services combined. The City reserves the right to award contracts for individual service categories or a comprehensive contract covering all services, or any combination thereof.

#### 2. Background

Grass Valley, located in Nevada County, California, requires IT services across multiple locations and departments, including critical services for Police, Fire, and Public Works. The City's IT infrastructure includes a combination of on-premise and cloud environments that need continuous monitoring, support, and strategic upgrades.

#### 3. Purpose of the RFP

This RFP is designed to select qualified vendors to deliver IT managed services, ensuring high performance, data security, and compliance with regulatory standards.

#### 4. City Locations, Departments, Device Overview

- **City Locations and Departments:**
  - **City Hall:** Administrative offices and primary operations center.
  - **Police Department:** Law enforcement and public safety.
  - **Fire Department:** Emergency response and fire services (3 fire stations).
  - **Animal Control:** Services related to animal management and safety.
  - **Public Works:** Infrastructure, maintenance, and city services.
  - **Water Treatment Plant:** Water management and treatment systems.
  - **Wastewater Plant:** Wastewater management and treatment systems.
  - **Municipal Parks:** Several parks throughout the city that require infrastructure support.
- **Point in Time Device Overview:**
  - **Desktops/Laptops:** 119 Windows devices.
  - **Servers:** 22 servers (mix of Hyper-V, Avigilon NVR's and Azure environments).
  - **Networking Devices:** Ubiquiti Wi-Fi access points and controller, Palo Alto firewalls, and switches, which are a mix of Aruba, Cisco, and others.

- **Cameras and Access Control Systems:** City-wide integrated systems.
  - **Applications and Subscriptions**
    - **Microsoft Office 365:** The City is running Microsoft Office 365 with the majority of users on G3 and G1 licenses.
    - **Security:** The City utilizes Microsoft Multi-Factor Authentication (MFA) and Intune for device management.
    - **Police Systems:** The Police Department uses Records Management System(s) and other public safety related systems but does not operate a 911 Call Center. They also use Axon for body camera and in-car footage, with no onsite storage required.
    - **Financial System:** The City's financial system is hosted by Tyler Technologies.
    - **Phone System:** The City uses Go To Connect for its phone system.
    - **Power Backup:** City Hall, Police Department, Water Treatment, and Waste Water Plant are equipped with automatic backup generators that power the IT infrastructure. Some other locations have manual backup generators. The remaining locations do not have backup generators and only host client-side devices with no servers or infrastructure.
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## 5. Service Categories

### Category 1: IT Support Services

The vendor will provide and support the following:

- **Endpoint Management:** Comprehensive management of desktops, laptops, and peripheral devices.
- **Helpdesk Services:** 24/7 remote and on-site support for end-user IT issues.
- **Server Administration:** Monitoring, maintenance, and support of server infrastructure.
- **Network Support:** Management and monitoring of network devices, including switches, routers, and wireless access points.
- **Basic Cybersecurity:** Antivirus, anti-malware, and other basic cybersecurity measures.
- **Remote Access:** Secure remote access to all City-owned devices with access provided to City IT.
- **Documentation and Password Management:** Centralized, secure management of documentation and passwords with access provide to City IT.
- **Vendor Management:** Handling contracts and relationships with third-party vendors, particularly SaaS providers, ensuring smooth integration and issue resolution.
- **Consulting Services:** Strategic consulting for IT planning, technology upgrades, and advising on best practices.
- **Phone System Support:** Support for the City's GoTo Connect phone system, including configuration and management of Yealink phones, management of phone trees, recordings, and phone number assignments.

- **End-User Security Training and Phishing Testing:** Provide regular end-user security training sessions and conduct phishing testing to enhance staff awareness and mitigate security risks.
- **Microsoft Subscriptions Integration:** Fully implement and utilize the features of the City's Microsoft subscriptions (e.g., Microsoft Intune, Azure AD, and Endpoint Manager) for managing and deploying software, device configuration, security policies, and other capabilities. Alternatively, the vendor may provide their own equivalent solutions that meet or exceed the capabilities of Microsoft's offerings.

## Category 2: Network Operations Center (NOC) Services

The vendor will provide:

- **24/7 Network Monitoring:** Utilizing advanced tools like MAED and SNMP.
- **Network Performance Management:** Ensuring reliable performance and resource optimization.
- **Proactive Incident Management:** Early detection and resolution of network issues.
- **Bandwidth and Reporting:** Regular monitoring and reporting on network usage.
- **Firewall Configuration and Server Backups:** Maintaining secure configurations and encrypted backups (onsite and offsite).
- **Disaster Recovery Planning:** Comprehensive recovery strategies in case of failures.

## Category 3: Security Operations Center (SOC) Services

The vendor will provide:

- **Threat Detection and Response:** Proactive measures to identify and mitigate security threats.
- **Vulnerability Management:** Regular scans and patching of vulnerabilities.
- **Advanced Cybersecurity Protocols:** Implementing IDS, IPS, and EDR solutions.
- **Security Audits and Compliance:** Ensuring compliance with relevant regulations like CJIS and conducting regular security audits.
- **Quarterly Penetration Testing:** Regular testing to assess security vulnerabilities.
- **Monthly Security Reports and Change Recommendations:** Providing detailed reports and suggesting changes based on evolving threats.

## Category 4: Full-Time Onsite IT Technician

The vendor will provide:

- **Daily IT Operations:** Managing day-to-day IT tasks and resolving issues.
  - **User Training and Support:** Educating City staff on IT best practices.
  - **Project Work:** Responsibilities including leading and completing small projects as required. With task-oriented involvement in larger projects.
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## 6. Vendor Qualifications

Vendors must meet the following criteria:

- **Experience:** A minimum of five years providing IT managed services to government or public sector clients, including a documented history of providing services substantially similar to the service categories listed above.
- **Certifications:** Relevant industry certifications such as MCSE, CISSP, and CCNA.
- **Compliance/Knowledge:** Experience with DOJ CJIS regulations including ability to obtain appropriate CJIS certifications, understanding of DoD standards for equipment wiping and handling, and knowledge of PCI Compliance for hosted credit card processing.
- **SCADA Systems Expertise:** A solid understanding of SCADA systems used in utility management and operations.
- **References:** At least three references from similar projects.
- **Financial Stability:** Demonstrating the financial ability to support a multi-year contract.
- **Team Expertise:** A qualified team capable of handling NOC, SOC, and consulting services.

## 7. CJIS Compliance and Background Checks

Due to the sensitive nature of data handled by the Police Department, all personnel assigned to this project must adhere to Criminal Justice Information Services (CJIS) compliance standards. The selected firm must ensure the following:

- **CJIS Training:** Certification of CJIS Security Training for all personnel.
- **Background Checks:** Comprehensive background checks, including fingerprinting, for all personnel.
- **Compliance Documentation:** Documentation proving CJIS compliance and maintaining records of all training and background checks.

## 8. Contract Term

The initial contract term will be 3 years, with the potential of renewal based on performance and mutual agreement.

## 9. Timeline

- **RFP Issued:** September 12, 2024
- **Questions Due:** September 27, 2024
- **Responses to Questions:** October 4, 2024
- **Proposals Due:** October 14, 2024 (noon)
- **Evaluation of Proposals:** October 14-18, 2024
- **Interviews with Top Candidates:** October 21-25, 2024
- **Notice of Award:** November 1, 2024
- **Contract Approval by Council:** November – December 2024

- **Contract Start:** January 1, 2025

## 10. Questions and Clarifications

All questions and requests for clarifications must be submitted in writing to Bradford Kalstein at [bkalstein@gvpd.net](mailto:bkalstein@gvpd.net) by September 27, 2024.

The City reserves the right to reject any or all proposals and to negotiate changes to the scope of services with the selected vendor. This RFP does not commit the City to award a contract, nor does it imply acceptance of any proposal.

## 11. Proposal Submission Requirements

Proposals should include the following and must be submitted with each of the scopes individually itemized:

- Executive Summary
- Detailed Scope of Work
- Vendor Qualifications and Certifications
- Project Experience and References
- Technical Proposal
- Cost Breakdown
- Value-Added Services
- Exceptions and Deviations (if any)

## 12. Evaluation Criteria

The evaluation process will include:

- **Experience and Technical Competence (30%):** The vendor's relevant experience and expertise.
- **Approach and Methodology (25%):** The strategy for meeting the City's needs.
- **Cost (25%):** The competitiveness and justification of the pricing.
- **Compliance and Certifications (5%):** Adherence to regulatory and security requirements.
- **References and Past Performance (15%):** Feedback from previous clients.

## 13. Insurance Requirements

The selected firm must maintain:

- **Professional Liability Insurance:** \$1,000,000 per occurrence, \$1,000,000 aggregate
- **General Liability Insurance:** \$2,000,000 general aggregate, \$1,000,000 each occurrence

- **Workers' Compensation Insurance:** Statutory limits
- **Automobile Liability Insurance:** \$1,000,000 combined single limit

#### **14. Terms and Conditions**

The vendor must comply with all applicable laws and regulations, including:

- **Equal Employment Opportunity:** Adherence to non-discrimination policies.
- **Insurance Requirements:** Maintaining adequate insurance coverage.
- **Hold Harmless Clause:** The vendor will indemnify the City from liabilities arising from the performance of the contract.
- **Subcontractor Management:** Approval required for any subcontractors.
- **Legal Compliance:** Ensuring compliance with state and federal regulations, including those relating to cybersecurity.
- **CJIS Compliance:** Ability to meet CJIS compliance and background check requirements.