

Request for Proposals for Information Technology Services

The City of Edgerton is hereby soliciting proposals from interested firms to provide information

technology services. The selected firm would provide support services for all of the City's

information technology systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Interested firms should be prepared and qualified to meet the following essential duties and

responsibilities:

- Maintain and update network of approximately 30 computers; four servers; associated
- software, etc. at five locations:
 1. City Hall, 404 E Nelson St.
 2. "Yellow House" 305 E Nelson St.
 3. "Studio B" 312B E Nelson St.
 4. Public Works Shop, 710 E Nelson St.
 5. Big Bull Creek Wastewater Treatment Plant
- Maintain and update integrated Voice-Over IP (VoIP) phone system at all five locations;
- Provide after-hours on-call service for problems or technical difficulties with computer,
- internet, phone or other technology systems;
- Provide support and technical assistance with website and other internet applications;
- Backing up servers and other necessary components and provide for offsite storage;
- Assist in the maintenance of Edgerton's technology replacement schedule;
- Inventory existing equipment, analyze productivity, and provide recommendations for
- replacement;
- Acquire and install IT systems including computer hardware, software and phones;
- Demonstrate the ability to successfully restore data from the backup on a quarterly basis;
- Provide monthly reports on the health of the network, managed servers, etc.
- Manage the removal, disposal and/or destruction of old or surplus IT equipment.

- Provide guidance and advice to city staff on information technology best practices; and
- Assist the City in the procurement of other related services as needed.
- Have a Help Desk or other system whereby City employees could open, track, and close tickets or issues with equipment or software.

EDUCATION, CERTIFICATION AND EXPERIENCE

The Consultant should have a history of providing similar services to small to medium businesses.

Previous experience with small municipal governments (less than fifty {50} employees) is preferred.

Any IT service firm providing any hosted service such as application or backup service in the cloud must possess a SOC 1 compliance report.

SUBMITTAL REQUIREMENTS

Proposals shall be no more than eight (8) pages and should include:

- Experience and technical competence of the individual(s) and/or firm with respect to the above-mentioned essential duties and responsibilities;
- Identification of key personnel providing services;
- References from current and previous clients or related work with the individual firm within the last five (5) years;
- Proximity to and familiarity with the City of Edgerton;
- Ability to respond to after-hours calls for service;
- Ability to meet any time schedules proposed for the completion of a project;
- Ability to successfully restore data from the backup on a quarterly or semi-annual basis;
- Proposed fee schedule for services; and
- Any other pertinent or relevant information.

PROPOSAL EVALUATION

Proposals will be evaluated based upon background, education, experience and cost. The City has the right to accept or reject any or all proposals at its discretion.

TERM OF ENGAGEMENT

The term of the agreement would be for one year, renewable up to two (2) additional one -year terms, serving at the pleasure of the City of Edgerton with a 30-day cancellation option by either party.

DEADLINE FOR RESPONSES

Consultants should submit three (3) copies of their proposals to the following address, no later than

4:30PM on Friday, April 19, 2019 to:

City of Edgerton

RFP- Information Technology Services

PO Box 255

404 E. Nelson Street

Edgerton, KS 66021

Additional Information Contact. Questions may be addressed to:

Scott Peterson, Assistant City Administrator

(913) 893-6231

speterson@edgertonks.org

Schedule for Selection:

1. Bids due on Friday, April 19 by 4:30 pm.
2. Edgerton team will review bids the week of April 22-26.
3. Interviews for selected bidders will be scheduled for the week of April 29-May 3.
4. A team will be selected, and contract negotiations will be done the week of May 6-May 10.
5. Contract approval will go before the Edgerton City Council on Thursday, May 23, 2019.