



REQUEST FOR PROPOSALS CITY OF FLORENCE Computer Support Services

The City of Florence is accepting proposals for Computer Support Services.

INTRODUCTION:

The City of Florence is currently looking for a Computer Support Services Team to outsource its computer support services and is seeking to enter into a one-year agreement for these services with the opportunity to extend these services annually by mutual agreement between the City and vendor.

PHYSICAL LOCATIONS:

The City of Florence is located at 600 West 3rd Street, Florence, CO.
The Department of Public Works is located at 310 Mica, Florence, CO
The Water Department is located at 571 County Road 100, Florence, CO

CURRENT SYSTEM:

City Hall: Microsoft Windows 2010, Microsoft Exchange Server 2010, SQL Server Management.
Windows 7, Pro SP3 O/S, Microsoft Office Pro Plus 2003. Clarity and Connect.

Police Department: Microsoft Windows Server 2008 Server, Microsoft Exchange Server 2010, Virtual Server, HP Storage Works DAT160 USB External Tape Drive
13 work stations (6 desktops and 7 notebooks), Windows XP Pro SP2 O/S and
Windows 7, Microsoft Office Pro Plus 2010, Open Fox, CCIC/NCIC, ITI, Micro Trend
antivirus,

SCOPE OF WORK:

- Support and/or maintenance of City's network file servers, exchange server, backup system and workstations. City-wide computer system and maintenance services will include the City of Florence Police Department which allows law enforcement personnel to obtain information regarding vehicle registration, drivers' license information, wanted person's information, supervised releases (parolees, sex offenders, etc), file information and other related officer safety information. This is a critical system to all law enforcement and system availability is paramount for officer safety. Further this information is private and protected and must be treated as confidential by the consultant and is not to be released in any manner to anyone for any reason without the specific written permission of the Chief of Police and/or court order. Vendor employees with access to Police Department server and files will be required to be fingerprinted and complete online CIJIS training.
- Evaluate the City's current network system. Develop a current network map and recommend improvements.



- Installation, integration development, technical support and/or maintenance of City computer software, including custom applications and tools.
- Develop software and equipment replacement plans and needs analysis. Assist City Manager, City Clerk and Assigned Police Department Staff member with annual and multi-year budget recommendations.
- Owner of City security information (access to all data and servers shall be limited to consultant and the City).
- Develop a training program for employees and provide for additional training as requested by the City.
- Assist City with necessary data protection and recovery and/or maintenance agreements.
- Assist City to identify opportunities for and protection of valid remote access software with remote access through a secure service such as VPN.
- Assist City as necessary with internet services provided through third party.
- Monitor City reported problems in order to determine if there are training issues to be addressed and/or patterns of recurrence.
- Other computer support related projects as assigned by City management staff, including acting as the City's computer services agent, as required.
- On-site response time for issues, concerns and technical support.

TIMEFRAME OF PROJECT:

The City intends to review the proposals by October 18, 2019

PROPOSAL CONTENT:

All interested parties are invited to submit a proposal to include:

- **Support/Technical Services (written and expressed warranty, contractual).**
- **Estimated response time to requests for service, including maximum response time.**
- **Fees for services, including any minimum charge for service calls.**
- **Company history.**
- **Company background, experience and references.**
- **Identification and background of personnel to be assigned to work on this assignment.**



EVALUATION PROCESS:

A group comprised of outside technical support staff will evaluate all proposals received in a timely manner for completeness. The evaluation group will short-list the firms whose proposals are considered to be in the best interest of the city based on function and overall cost. Those firms may be scheduled for an interview. Upon recommendation by the evaluation group, the contract will be presented to the City Council for approval. A notice of award will be issued to the successful bidder. Any final documentation necessary to complete the contract requirements will be requested at that time and the firm will be given ten (10) days from date of notice of award to acknowledge and comply with these requirements. Once all required documentation is received, a fully executed copy of the contract will be sent to the successful firm.

Proposals shall be kept to a maximum of 10 pages, are to be submitted in pdf format and must be received via e-mail by no later than 3:00 p.m., Friday, October 18, 2019, directed to the Interim City Clerk, Jessica Griffith; jessica.griffith@florencecolorado.org, late proposals will not be accepted under any circumstances. The City of Florence will award the contract to the firm exhibiting the most responsible and manageable proposal in the best interest of the City and which meets the above described scope of project. The City reserves the right to waive any irregularities in the proposals and to reject any or all proposals.

Please contact Jessica Griffith with any questions (719) 784-4848 or e-mail jessica.griffith@florencecolorado.org. Thank you for your interest.

SECURE HOTSPOT FOR PD
IPAD Interface hotspot and cellular
E-Force Records Management System
 Court Module and Evidence and personnel module
NCIC/CCIC
Mapping of each computer
Audits
Backup