

City of Edgerton, Kansas

Request for Proposal

Managed Information Technology Services

August 16, 2024



1. Introduction

The City of Edgerton is seeking proposals for professional information technology services. The selected firm would provide support services for all the City's information technology systems and hardware. The initial contract term would be one year, beginning on January 1, 2025, and be subject to annual renewals in 2026 and 2027 for a total possible 3-year term.

The City of Edgerton, incorporated in 1883, is located in southwest Johnson County, Kansas, and has a population of 1,741. Edgerton is home to Logistics Park Kansas City (some of the companies located in the park are Amazon, Walmart.com, Hostess, Spectrum Brands, UPS and Kubota) and the BNSF Intermodal Facility. The City operates under the Mayor-Council form of government with an appointed professional City Administrator. There are five Council members elected at-large to serve staggered four-year terms.

The City provides general government services including code enforcement, animal control, community development, street maintenance and parks and recreation, as well as water and sewer utility operations. The City contracts with the Johnson County Sheriff's Department for police services. Fire services are provided by Johnson County Fire District #1. As of 2025, the City will have twenty-nine (29) authorized full-time positions and two (2) authorized part-time positions. The City does not have internal IT staff. A member of the management team is the IT liaison.

The chart below lists the locations of City facilities and current information regarding each location.

Location Name	Physical Address	Data Service	# & Type of Components	# of Users
City Hall	404 E. Nelson	Fiber (Kwikom, 200Mbps)	7 Laptops 1 PC 1 Multifunction printer (MFP) 1 Printer/scanner 1 Check printer 1 Network switch 1 Firewall 1 Wireless Access Point	7
414	414 E. 4 th Street	Fiber (Kwikom, 100Mbps)	5 Laptops 1 PC 1 MFP 1 Printer/scanner 1 Network switch 1 Firewall 1 Wireless Access Point 1 Sign plotter/printer	5
Studio B	312 B E. Nelson	Fiber (Kwikom, 200Mbps)	4 Laptops 1 PCs 1 MFP 1 Network Switch 1 Firewall 1 Wireless Access Point 1 Conference Room Sys	4

Public Works	710 E. Nelson	DSL (CenturyLink, Business Pro-High Speed Internet 80M) *upgrading in Fall 2024 to Brightspeed 200Mbps	4 Laptops 1 PCs 1 MFP 1 Network switch 1 Firewall 1 Wireless Access Point	9
Big Bull Creek Wastewater Treatment Plant (BBCWWTP)	20600 Homestead Ln.	Fiber (Lumen, 20Mbps) *upgrading in fall 2024 to Brightspeed 200Mbps	1 Server 2 PCs 2 Laptops 1 MFP 1 Printer/scanner 2 Network Switches 1 Firewall 1 Wireless Access Point	2
Totals			6 PCs 22 Laptops 1 Server 5 MFPs 3 Printer/Scanners 5 Firewalls 5 Wireless access points 6 Switches	26

New for 2025: The Greenspace

The City is currently building a new community building called The Greenspace. This building will house six full-time employees and two part-time employees in our Parks and Recreation and Facilities departments, some of which are accounted for the information above. Additional equipment will be purchased, including a conference room system, a people counter, and two or three additional computers. The Greenspace will also have network equipment. The building will be open to the public Monday-Friday from 6:30am-8pm, Saturdays from 8am-4pm and Sunday from 11am-5pm. Hours may be adjusted in the future based on attendance.

Other IT Infrastructure and Software Information

The City of Edgerton has a Microsoft 365 based computer network. The City migrated files to SharePoint in January 2021.

Item	Description
E-mail/Office	Microsoft 365 GCC Tenant
PC Operating Systems	Windows 10
Print Management	Printex
Specialized Software	- Tyler Technologies Incode 10 (hosted by Tyler Technologies) - o ERP Pro 10 (utility billing and accounting) - o Municipal Justice 10 (municipal court) - o Energov (permitting)

	- Wonderware (by Logic) – water/sewer utility SCADA (telemetry) system - o Housed on server at BBCWWTP - o Work with Systems, Inc., for software updates, etc. - WIN-911 alarm system for utilities (on PC at BBCWWTP) - TrafficCad sign making software (on PC at the 414) - Bluebeam (plan review software loaded on select laptops) - Adobe - Neptune 360 (cloud-based water meter reading system) - RecDesk (Cloud-based parks & recreation software for class registrations, memberships, etc.)
Anti-Virus	SentinelOne
Backup Software	Datto Backup
Phone System	Microsoft Teams Calling (includes Yealink phones)
Mobile Devices	Verizon Government Contract • Vendor may be asked to assist users with their smartphones and/or tablets for setting up email and other apps but will not be asked to monitor or manage devices or the contract.

2. Required Services

As part of this RFP, interested firms will need to be able to perform the following essential duties and responsibilities. We realize that not every MSP may be able to provide all of the listed services, but please respond to each criteria.

- **Help desk services** for City employees, including a ticket tracking system. Help desk support should be 24x7x365 from Tier One to Three services utilizing industry best practices
- **After-hours on-call service** for problems or technical difficulties with computer, internet, phone or other technology systems. This would be an infrequent occurrence. The City's operations generally occur M-F 8am-4:30pm. The Greenspace will operate on extended hours (see specific hours above). While utility operations are 24/7/365, they are only staffed after business hours on an emergency basis. City crews work 12-hour shifts during snow events. There are two evening Council meetings and one evening Planning Commission meeting a month where select staff members attend outside of business hours. Additional evening meetings may occur on an as needed basis.
- **Server and network administration and maintenance** at all City locations, including firewalls, switches, wireless access points, etc.; including installation of patches, security policy management, cyber security testing, monitoring for attacks, etc.
- **Provide support remotely as well as on site when needed.**
- **Business continuity and disaster recovery** backup systems, including regular testing of backup files
- **PC/Laptop support** and deployment for new machines. The MSP should include their ability to support existing and future desktop and laptop hardware, including maintenance, replacement of failed equipment and acquisition of new equipment as needed
- **Support and troubleshooting of internet service**, including internal and guest wi-fi connections and working with internet service provider to resolve issues.

- **Software licensing management** for Microsoft 365 and other specialized software, including automatic renewals and maintenance of appropriate documentation.
- **Warranty and asset management** to ensure that the City's equipment inventory is current and to notify City staff of any potential service or warranty issues. This includes a process for end-of-life notification, replacement and decommissioning of equipment.
- **Antivirus software** deployment and administration/monitoring/remediation.
- **Provide a multi-factor authentication (MFA) solution** to provide an easy-to-use method to verify employee identity and protect log-in credentials.
- **Regular vulnerability testing** both internally and externally to determine flaws and potential security gaps
- **Maintain PCI Compliance** in accordance with the City's PCI Policy
- **Remote monitoring of hardware and software** for errors, warnings, or non-compliance.
- **Phone system maintenance and administration.**
- **Work with software vendors** (Tyler, SCADA, etc.) and their representatives in jointly resolving issues or problems.
- **Printer support**, including administration of print management software
- **Assist in the development of the annual technology budget** and replacement schedule.
- **Assist in the acquisition and installation of IT systems** including computer hardware, software and phones.
- **Assist the City in the procurement of other related services** as needed.
- **Hold quarterly check-in meetings** with the City's IT Coordinator
- **Provide monthly reports** to the City's IT Coordinator on relevant data, including help desk tickets, system monitoring, and key performance indicators.
- **Provide guidance and advice to the City on IT best practices**, stay abreast of industry trends and inform City employees.
- **Provide cyber security education and training to City employees.**
- **Manage the removal**, disposal and/or destruction of old or surplus IT equipment.

3. Optional Service

- Provide ongoing support to a WordPress-based website. The firm will work with City staff on the following tasks:
 - Website maintenance and updates, including:
 - Security
 - Plug-in updates and design of new plug-ins
 - Responsive design and browser compatibility checks for updates
 - Social media integration
 - Accessibility
 - Webhosting
 - Staff training on CMS

4. Insurance Requirements

Vendor shall procure and maintain at its sole cost and expense, the following insurance coverage with minimum acceptable limits:

(1) COMMERCIAL GENERAL LIABILITY

\$1,000,000 Per Occurrence

\$2,000,000 Aggregate

Coverage shall be written on ISO occurrence form CG 0001 or equivalent, and shall cover liability arising from premises, operations, independent contractors, products- completed operations, and personal and advertising injury. It shall also name City, its officers, employees, Mayor, and City Council Members, volunteers and agents as additional insureds on a primary basis, not contributing with any insurance maintained by the additional insured, for ongoing and completed operations, using ISO additional insured endorsements CG 2010 and CG 2037 or their equivalents, along with copies of which are required to be attached to the certificate of insurance. Vendor shall maintain this coverage for itself and for each additional insured for the duration of the contract.

(2) WORKERS COMPENSATION - STATUTORY & EMPLOYERS LIABILITY

\$500,000 Each Accident

\$500,000 Policy Limit - Disease

\$500,000 Each Employee – Disease

Coverage shall apply to all workers and employees related to the work, including sole proprietors, partners, members of an LLC, and officers of a corporation, regardless of whether or not such persons come under the statutory requirements to carry this coverage.

(3) TECHNOLOGY PROFESSIONAL LIABILITY ERRORS & OMISSIONS & CYBER LIABILITY

\$2,000,000 Per Claim

\$2,000,000 Aggregate

This coverage, shall apply to actual or alleged wrongful acts, errors and omissions resulting in claim(s) for damages related to the work, and be sufficiently broad to respond to the duties and obligations of Vendor in this contract (with no policy limitations or exclusions related to the services being provided) and shall include, but not be limited to, claims involving loss, damage, theft or other misuse of data, infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion, and network security. This policy shall also provide coverage for breach response costs as well as regulatory fines and penalties and credit monitoring expenses with limits sufficient to respond to these obligations.

If such policy is "claims-made" form, the retroactive date must be shown and must be before the date of the contract or the beginning of contract work. This insurance must be maintained, and evidence of insurance must be provided for at least five (5) years after the completion of the contract of work. If coverage is canceled or non-renewed and not replaced with another "claims-made" policy form with a Retroactive Date prior to the contract effective date, the Vendor must purchase "extended reporting period" (tail) coverage for a minimum of five (5) years after completion of contract work.

(4) WAIVER OF SUBROGATION

Vendor, and in addition, its insurers, through policy endorsement, and to the fullest extent permitted by law, waives all rights against City, its officers, employees, Mayor, and City Council Members,

volunteers and agents.

(5) CERTIFICATE OF INSURANCE AND MISCELLANEOUS PROVISIONS

Prior to commencing the work, Vendor shall furnish an acceptable certificate(s) of insurance, identifying insurers that write Vendor's coverages, with minimum Best's Guide Rating of A- and Class VIII or better, and authorized to do business in the state of Kansas, along with the policy declaration page and endorsements page of the Technology E&O/Cyber policy. Certificate will evidence the required coverage and endorsements stated above. Should any of the above-described policies be cancelled or non-renewed, the City shall first be provided 30 days prior written notice, except 10 days for non-payment of premium. This cancellation provision shall be indicated on the certificate of insurance. For all claims related to this contract, the Vendor's insurance coverage shall be primary and any insurance or self-insurance maintained by City shall be excess of Vendor's insurance and shall not contribute with it. City also reserves the right to obtain copies of Vendor's policies to validate coverage in effect if certificates or declaration pages are ambiguous to the City's Risk Manager. Annually, Vendor agrees to provide a new/replacement formal certificate of insurance and declaration pages one week prior to the expiration date. If any portion of the work is to be subcontracted, Vendor shall require that the subcontracted Vendor(s) shall comply with the same indemnification agreement terms and be required to provide and maintain all insurance coverages and provisions as stated above, with a formal certificate of insurance acceptable to City evidencing same. Acceptance of any certificate that does not comply with the above requirements shall not operate as a waiver of Vendor's obligations hereunder. And the fact that insurance is obtained by Vendor shall not be deemed to release or diminish the liability of Vendor including, without limitation, liability under the indemnity provisions of this contract. Damages recoverable by City shall not be limited by the amount of the required insurance coverage. Vendor shall notify City in writing as soon as possible after any occurrence that could potentially lead to any lawsuit and/or after it receives notice or knowledge of any demand, claim, cause of action, lawsuit, or action arising out of the work performed under this contract.

5. Information to be Included in the Response to this RFP

- A. Firm Name and address of office that would perform the information technology services.
- B. Phone number and e-mail address of the contact person for the RFP response and process.
- C. Profile of the firm, including the following items:
 - a. History of the firm, length of time in business;
 - b. Total number of clients, including the number of public sector clients;
 - c. Total number of personnel, broken down into the following areas:
 - i. Help desk/support
 - ii. Sales, marketing and administrative support
 - iii. Network administration/monitoring
- D. Describe how your firm is positioned to provide the services listed in section 2 above, including experience with local governments and small to medium sized businesses.
- E. Provide your Service Level Agreement and support and escalation process.
- F. List of staff that would provide services and their certifications and qualifications, as well as the role and responsibilities they will have.
- G. Provide the name, title, address, telephone number and email of three (3) references for government clients, if any, for whom you have provided similar services. Include a description of services provided and the length of time you have provided service.

- H. Any services offered by your firm not specifically listed in the RFP that may be of interest to the City.
- I. Pricing breakdown, including per person cost. We would like to understand how costs would increase as additional staff are added and any scheduled rate increases.
- J. **Electronic Proposals are due by 4:00p.m. on Monday, September 16, 2024.**
 - a. An **electronic** version of the proposal must be submitted by email to kbanks@edgertonks.org by the deadline noted above. Proposals received after the deadline above will not be considered.

6. **Evaluation Criteria and Method of Award**

Final selection and award will be based on a combination of the following factors:

- Completeness of the solution
- Expertise and relevant experience
- Available staff
- Vendor strength and stability
- Cost

Final approval will be made by the City Council, subject to contract review and approval by the City Attorney. The City has the right to accept or reject any or all proposals at its discretion. The City reserves the right to terminate or amend this process at any time.

7. **RFP Calendar**

The calendar listed below is the City's estimation of time required to complete the RFP process. All efforts will be made to abide by this schedule; however, it may change due to unforeseen circumstances.

Event	Date
RFP Issued to ElevateEdgerton! investors	August 9, 2024
RFP Issued	August 16, 2024
City Facility Tours	September 9 and 12, 2024
Proposals Due (electronic only)	September 16, 2024 by 4:00p.m.
Interviews, if needed	Sept 26 & 27, 2024
Contract to Governing Body for Approval	October 24, 2024

8. **Addendums**

Any subsequent addenda will be compiled and made available on the City website by September 6th, 2024. Addenda must be acknowledged and included in the proposal packet as an attachment.

9. Required Contract Language

Please see attached language that is required for all contracts with the City of Edgerton. These terms are required under the laws of the State of Kansas.

10. Contact Person for this RFP

For questions about this RFP, please contact Kara Banks, Assistant to the City Administrator, at kbanks@edgertonks.org or 913-893-6231.