



**MUNICIPALITY OF BETHEL PARK**  
**REQUEST FOR PROPOSAL**  
**INFORMATION TECHNOLOGY**  
**SERVICES**

## **I. Introduction**

The Municipality of Bethel Park is seeking proposals for its Information Technology needs. The objective of this Request for Proposal (RFP) is to identify qualified information technology service providers that can provide the highest quality service at the best value to meet the specific information technology needs of the Municipality. This RFP intends to cover all the necessary information that a bidder may need in order to complete a comprehensive proposal; however, if there are products or services that the bidder's organization can offer that may add value to the relationship and/or improve current processes, please ensure that they are outlined in the submission.

The purpose of this RFP is to:

- Clarify what existing and additional information technology services the Municipality needs
- Clearly establish a cost for those services
- Increase efficiency of existing Municipality IT personnel
- Evaluate latest products and services
- Assess implementation capabilities and support offered.
- Clearly define hourly or monthly rates for all IT products and servers

## **II. Instructions and Schedule**

- All proposals in response to this RFP **must be sealed** and received by the Municipality in writing. Three copies of the proposal must be submitted.
- Proposals must be submitted by Friday, April 9th, 2021 by 12:00 PM to:

Karen Colussi  
IT & Communications Administrator  
5100 West Library Avenue  
Bethel Park, PA 15102

- Proposals received prior to the submittal deadline will be treated as confidential up to the proposal submittal date.
- Please list services, pricing, and any additional details with the corresponding items listed in the Current Scope of Technology Needs in Section IV. Use of a spreadsheet is preferred.
- The sealed proposals will be opened on Friday, April 9<sup>th</sup>, at 4 PM.
- Proposals received after the deadline will not be considered in the evaluation process.
- General and/or technical questions related to this RFP or about the Municipality may be submitted to the Municipality contact person listed above at **412.831.6800 x 202** no later than Thursday, March 25th, 2021 at 4:00 PM.

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- If the bidder takes exception to any statements or requests herein, it must be clearly stated in the proposal.
  - The Municipality reserves the right to request additional information about any bidder as reasonably required, or the right to request and conduct interviews.
  - The Municipality will not be liable for any costs incurred by any Bidder in connection with this RFP or any proposal by any bidder. The expenses incurred by bidders in preparation, submission, or presentation are the sole responsibility of bidder.
  - The Municipality shall not be liable for any costs not included in the proposal nor contracted for subsequently.
  - The specifications stated in this RFP are the minimum level of services required and bids submitted must include services that meet or exceed the minimum level of all features listed. The Municipality welcomes proposals showcasing additional or different information technology solutions, provided the minimums are met.
  - It is the responsibility of all bidders to examine the entire RFP and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting a proposal. Negligence in preparing a bid confers no right of withdrawal after the submission deadline. Bidders are strongly encouraged to:
    - consider applicable laws and/or economic conditions that may affect cost, progress, and performance.
    - correlate bidder's knowledge and observations with the RFP document and other related data.
    - promptly notify the Municipality of all conflicts, errors, ambiguities, or discrepancies which a bidder has discovered in or between this RFP and such other related documents.
  - The Municipality reserves the right to:
    - waive any immaterial defect or informality.
    - reject any or all bids or portions thereof.
    - split the award among the individual groups of items to different institutions
    - reissue the solicitation

### **III. Current Technology Structure**

The organization that is selected will be supporting the Municipality's current IT and Communications Administrator. Currently, the IT Administrator supports the day-to-day Municipality operations that include the Municipality Administration, Police, Public Works, Water and Sewer Authority, and the Community and Recreation Facilities. In-house technical issues that are typically addressed daily include occasional network connectivity or latency issues, basic telecommunications (which is provided by another vendor), desktop computer support, group policy, server administration, and password resets.

Bethel Park has been making strides towards upgrading software and infrastructure. The Municipality is focused on moving many of the storage and software needs to cloud hosted environments. Recently, the Municipality transitioned to Office 365, adding two virtual domain controllers and an Azure AD Connect Server. Additionally, several applications have been moved to cloud-hosted environments.

The Municipality network system includes the following:

- A virtual infrastructure running a VMware ESXi platform that consists of 2 Dell VRTX host Servers that support 1 virtual desktop computers running Windows 10, 13 virtual servers running Windows Server 2012 or 2016, or 2019 platforms. These servers include three domain controllers, an Azure AD connect server, one file server, 2 Remote Access Servers (used for offsite secure access), three database servers, a v-center server. We also have 2 physical servers, one of which is offsite and is used for offsite backups at our Public Works and Rec Center locations, and the other is an onsite backup storage for Municipality data.
- Several switches, routers and firewalls across the Municipality building, public works, community center, and Water and Sewer building locations.
- We have approximately 83 computer users, 63 computers, and 26 surface tablets.
- We use numerous mobile devices, including mobile phones, tablets, and laptops.
- Our domain environment uses Azure Active Directory.
- We use Azure Exchange Services.
- We use Microsoft Office365

#### IV. **Current Scope of Technology Needs**

##### Summary of Requested IT Services:

- 24 x 7 real-time monitoring of physical servers, virtual servers and appliances, switches, routers, firewalls. (Including physical hardware status such as hard drives, memory, processors, fans, data storage status.)
- Support Wireless Access Points in the Municipal Building, Public Works Building, and the Community Center.
- Maintain physical equipment and internal hardware of all servers, switches, Network storage devices, routers, and firewalls.
- Maintain regular patching and updating of hardware, software, drivers and firmware on desktop computers, servers, switches, and firewalls.
- Advise the Municipality on the end-of-life status of all servers and network equipment.
- Tracking VMware, server, and other device licensing, digital certificates, or contracts.
- Provide IT project and installation services as needed. Please clearly define what services are classified as a “project”, and clearly define the hourly rate for these services.
- Provide support with Azure Active Directory, Office 365 Exchange and Office applications, and other network administration service tasks as needed.
- Provide helpdesk assistance to all users as needed, sometimes during off-hours such as evenings and weekends.
- Provide responsive 24 x 7 hands-on support in urgent situations, such as a network outages or cyber-security incidents.
- Perform daily incremental backups and a weekly full backup of all servers.
- Provide VPN services for remote users working off-site.
- The ability of vendor support staff to remotely access municipality network resources, if needed.
- Any support for the Municipality also includes support to the Municipality’s police department, Communications and Dispatch center. Any vendor employee that will be providing support to the police will be required to pass a criminal history check with the FBI and complete PA State Police CLEAN training (provided by the Municipality).

- Provide an initial set of detailed network diagrams for the Municipality which we will take ownership of once the documents are completed. These drawings should include IP addresses and MAC addresses of network devices such as servers, switches, and firewalls and wireless access points and be updated with any changes that occur.
- The bidder should include responses to all applicable qualifications in Section IV. In addition, the bidder should include the following:
  - location of service personnel near the municipality
  - Biography and direct contact information for the governmental relationship manager and any other applicable personnel
  - At a minimum, 3 municipal references

**Services and Fees-** It is the responsibility of the responding institution to clearly identify which service requests will be fulfilled by the proposal and any fees or costs associated with the service.

**Other Activities -** The bidder may propose additional or different services for the Municipality that are not mentioned above that may meet the specific needs of the Municipality. The Municipality will not be obligated to accept any such additional or different services submitted.

**Implementation Requirements-**Upon announcement of the selected institution(s), implementation should begin immediately. Please provide an outline of an implementation plan to deliver the requirements mentioned above.

**Customer Service -**For smooth and efficient operations, the Municipality needs to have dedicated project support staff that is or can quickly become familiar with our technology structure. We will be requesting service within normal business hours and occasionally after hours as well. In your proposal, please describe the level of service that will be provided.

**V. Evaluation of Proposals**

The Municipality will consider the following criteria in evaluating proposals:

- Relevant qualifications of service personnel and their ability to pass a criminal background check
- Cost and Flexibility of Services
- Ability to provide the services the Municipality is requesting
- Industry experience with governmental and law enforcement organizations
- Responsiveness to the RFP
- Any other criteria deemed appropriate by the Municipality in its sole discretion
- If necessary, oral interviews will only be required after the evaluation is completed.
- The Municipality is not required to accept the lowest cost proposal.
- The Municipality contact for the submission of proposals is:

Karen Colussi  
IT & Communications Administrator  
5100 West Library Ave.  
Bethel Park, PA 15102  
412.831.6800 [x202](#)