City of Nome

Managed Service Provider Request for Proposal

RFP COORDINATOR:

City of Nome Clerks Office
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102 Division St. PO BOX 281
Nome, AK 99762
clerksoffice@nomealaska.org

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1. Introduction

The City of Nome ("Nome" or "City") is pleased to invite you to respond to this Request for Proposal (RFP) for Managed IT Services. The intention of this RFP is to solicit responses and formal proposals from qualified Managed IT Services Providers (MSPs) and select a single organization to provide IT services to the City of Nome commencing June 1, 2025.

1.1 About the City of Nome

The City of Nome is home to about 3500 residents. Nome is a critical hub for the Seward Peninsula on the Bering Strait coastline with Russia as our neighbor. The Bering Strait region is the historic and contemporary home of 20 Native Alaska tribes whose members share a rich culture of Inupiaq, Central Yup'ik and St. Lawrence Island Yupik Peoples.

Nome is the most famous gold rush town in Alaska—home of the last great gold stampede in the history of the American West. In the early 1900s, Nome drew people to its shores from all over the world. They are still coming today, especially in March for the finish of the Iditarod Trail Sled Dog Race, and in late spring for the annual migration of dozens of bird species. Wildlife like the muskoxen can often be seen within minutes of picking up a rental car and fastening your seat belt. ~ visitnomealaska.com

Nome is connected through fiber networks, but does have some limited capabilities and challenges common to rural Alaska.

1.2 Purpose

With this RFP, the City is requesting information about your company and the IT products and solutions you provide as outlined in the Service Requirements section. This information will be gathered from several different organizations and used to evaluate provider options for the City .

This RFP is issued solely for information and planning purposes. This document does not commit Nome to contract for any service, supply, or subscription whatsoever. Nome will not reimburse any information or administrative costs incurred as a result of participation in response to the RFP. All costs associated with every response will be solely at the responding party's expense.

1.3 Confidentiality Statement

Information submitted by any responder that is clearly marked "PROPRIETARY" will be kept confidential and not disclosed by Nome to the fullest extent allowed by law. The City will not

disclose the content of any responses regardless of whether it is marked "PROPRIETARY" until after a Notice of Intent to award has been issued.

1.4 Commencement and Term of Services
The initial term of the MSP Agreement will be three (3) years commencing on June 1, 2025.

2. Environment Overview

The information below outlines the general demographics of the City of Nome and our current technical environment.

Office Locations: The City of Nome has IT infrastructure that runs through multiple government owned buildings including, but not limited to: City Hall, the Nome Police Department, the Nome Recreation Center, the Richard Foster Building, the Mini Convention Center, Old St Joe's, Public Works and garages, the Port of Nome and the city operated swimming pool at the Nome-Beltz High School.

Number of Employees: The City of Nome on average employs 70-85 employees. Approximately 5-10 of those being remote workers.

City of Nome 'Smart-hands': The City of Nome provides a staff member that acts as the point of contact and liaison between the MSP and the City of Nome.

Current Technical Environment:

- **Core Hardware, this number is approximate.**
    - (3) Three backup servers.
    - (15) Fifteen servers
    - (3) Three storage arrays.
    - (1) One Wireless controller with approximately 20 access points
    - (2) Two firewalls
    - (20) Twenty access points
    - (18) Eighteen different switches
    - (6) Six smart UPS
- **Software Systems**
    - vMWare vsphere
    - Microsoft Active Directory w/ file and print services
    - Microsoft Office 2019
    - Microsoft Exchange 2016+
    - Email Security
    - End Point Protection
    - Unisphere/storage manager
    - Windows 10/11
    - Windows Server 2016+

- o Cisco Firepower
- o Veeam backup
- o Crimestar (Police)
- o Past Perfect (Museum)
- o Adobe Acrobat/Reader
- o MARS (filemaker)
- o Caselle (Finance)
- o Other standard programs such as Java, Firefox, Google Chrome, etc.
- **Connectivity**
  - o Current internet is sourced by the City through a local ISP. Speeds are currently 100/25.
- **Remote Access / VPN**
  - o CISCO Anyconnect is our current VPN software
- **Workstations and other Devices**
  - o 70+ workstations
  - o CISCO phone system w/ approximately 70+ handsets.
  - o Approximately 40 other devices such as apple products or work cell phones

3. Service Requirements

As part of this RFP, the City of Nome has requirements for the following services. We realize that not every MSP will be able to provide all the services listed below, but we encourage you to respond regardless.

- **Help Desk Support -** The MSP should offer superior 24x7x365 Help Desk support from Tier One to Three services utilizing industry best practice processes and procedures. If there is not 24/7/365, the best level of service should be identified in the proposal.
- **Server & Network System Monitoring** – The MSP must provide 24x7 monitoring of the City of Nome's server & network system with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- **Patch Management Services & Preventative Maintenance** – The MSP must provide management of critical security and system patches to all servers and systems on the network to ensure the City of Nome IT systems and resources are properly managed and maintained.
- **Business Continuity and Disaster Recovery** – The MSP must be able to support the City of Nome in the event of a disaster or other unknown situation to store/maintain as much data as possible without loss. In addition, backup and redundancy should be used to support this need. In the event of a cyber-attack, it is expected for the MSP to respond and assist as best advised.
- **Remote Backup** – The MSP must execute a daily backup plan for the critical servers, including a regularly-tested recovery process.
- **Email System Management** – The City of Nome requires the management and administration of the City of Nome email system for all users.

- **Antivirus, AntiSpam & Antispyware Protection** – The City of Nome is looking for solutions to defend against security threats including phishing, malware, spam, viruses.
- **On-Site Support –** When needed, the MSP should have the ability to deploy onsite resources to assist in issues which cannot be resolved through remote access to in-house systems.
- **Networking Support** – The City of Nome requires proactive management and monitoring of our switches, firewalls, routers and Wi-Fi systems, and other networking equipment as identified by the City of Nome.
- **Security Systems Monitoring –** MSP must provide proactive monitoring and management of the City of Nome security systems, including firewalls, intrusion prevention, secure remote access, and any implementations of advanced security solutions the City of Nome may utilize.
- **Vendor Management –** The MSP should be able to manage other vendors which may be contracted for by Nome and serve as the key point of contact unless escalated.
- **Warranty and Asset Inventory Management** – Nome expects the MSP to maintain a hardware and asset inventory that includes Desktops, Laptops, Servers, Printers/Scanners, Fax Machines, and notify the City of any potential service or warranty issues. The MSP must also assist with managing the lifecycle of Nome's devices and maintain an equipment inventory to ensure our systems are always current.
- **Software Licensing Control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation.
- **Procurement Management** – The MSP must assist with the selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.
- **PC Deployment** – Delivery and setup of machines on-site.
- **Desktop and Laptop Support -** MSPs must include their ability to support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning for new equipment as needed.
- **Printers, Copiers and Scanners -**The MSP must be able to support existing printers, copiers and scanner related network-printing issues, or be able to work with a current printer, copier, and scanner vendor.
- **Desktop Software Standardization and Software Licensing and Upgrades –** MSP must have a process for identifying standardization and management of desktop images and ensuring that staff are using current products as well as current OS and browser versions.
- **Lifecycle Management of Hardware Units** – The MSP should have processes for end-of-life notification, replacement, and asset decommissioning/disposal.
- **Break Fixes and Installation** – The MSP should offer planned and on-call break/fix services, including emergency response to server issues.
- **Move, Add, Change (MAC)** – The City of Nome is looking for the MSP to help with any changes to the location, configuration of existing equipment or software, and installation of additional equipment or software as needed.
- **Mobile Device Support -** In addition to laptops and desktops, some staff use mobile phones and tablets. The MSP will need to support secure provisioning (and ongoing support of that provisioning) of any mobile device into the City of Nome's network. In the event the device is lost, the corporate mail and contact data should be able to be easily wiped from the device while preserving individual's personal information. A Mobile Device Management strategy / system recommendation should be considered and included in response to this RFP.

- **Reporting –** The MSP should provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.
- **Technology Strategy Planning** – The MSP will work with current IT staff to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
- **Account Management –** The MSP must offer an internal escalation process in tandem with the City to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered.
- **Project Management –** The MSP should be able to offer project management and technical engineering resources to assist with technical projects as identified by the MSP or the City
- **Solution Design** – The MSP must provide solution packages (e.g., hardware, software, licensing) and associated consolidation of data.
- **Service Levels –** The MSP should identify service level agreements or objectives and report back on a regular basis to the City on their ability to meet these agreements or objectives.
- **IT Policy Review and Development** – The MSP should be able to assist in the development of customized policies related to the use of technology.
- **Hosting -** The MSP should offer services relative to hosting or co-location of equipment, either directly or through partners.
- **Onboarding and Offboarding Staff -** The MSP must have a process and procedure in place to onboard or offboard team members in a timely and efficient manner.
- **Compliance –** The MSP must use systems that comply with published Payment Card Industry Security (PCI) Standards. In addition, the MSP should also support rules and regulations as provided by relevant governing organizations as identified by regulatory or grant based requirements.
- **Scalability –** The MSP must be able to offer a model where scaling up or down from a systems and cost perspective is simple and nimble.
- **Multi-Factor Authentication (MFA) –** MSP must be able to provide and manage a Multi-Factor Authentication (MFA) solution to provide an easy-to-use method to verify user identities at login and to protect logins with multi-factor authentication.
- **End-User Security Awareness Training –** The MSP should offer Security Awareness Training to teach the City of Nome's staff and employees about current threats, terms, standards, and compliance to help them avoid a security incident.
- **Vulnerability Testing -** The MSP should offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of the City of Nome's business network.
- **Managed SOC-as-a-Service -** The MSP should offer Managed SOC-as-a-Service to monitor Nome's IT environment and ensure proactive detection and response to threats, intrusions and attacks.
- **Virtual Director –** The MSP should provider a senior or lead engineer that acts as a Virtual Director for the City of Nome that advises senior level staff members and may participate in city functions as requested.
- **Special Projects –** The MSP should be able to assist with special projects as requested and prepare a scope of work for the special project.

4. Response Process

4.1 Notification of Intent to Respond and Clarifying Questions

Please indicate your intention to respond to this RFP by email to the Primary RFP Contact listed below by the *Intent to Respond and Questions Due* date outlined below. In addition, please provide the contact details of the individual responsible for coordinating your RFP response. At the same time, we ask that you submit any clarification questions regarding the RFP.

4.2 Primary RFP Contact

Please direct all inquiries regarding to this RFP to:

     Dan Grimmer
     City Clerk
     City of Nome
     Dgrimmer@nomealaska.org
     907-443-6663
     Cc: bchandler@nomealaska.org

4.3 Response Delivery Instructions

City of Nome requires responses to this request for proposal to be delivered in writing. You may attach documentation to support your answers, if necessary.

Please submit all responses via electronic delivery no later than February 13, 2025 to:

     City of Nome – ATN: City Clerk REF: RFP for Managed Services
     102 Division St. or PO BOX 281
     Nome, AK 99762
     dgrimmer@nomealaska.org
     907-443-6663

Any response received after the delivery date specified, will not be considered without prior written or electronic approval.

Please complete the attached forms (Attachment A and Attachment B), a proposal document, pricing breakdown, and a version of any master services agreement or other contract that would be utilized if chosen.

5. Selection Criteria & Process

5.1 Selection Criteria

The City of Nome will evaluate the responses based on multiple criteria and will select the best overall solution to fit its needs. Nome is not obligated to select the lowest price bidder. All responses will be evaluated in the following areas:

All proposals will be reviewed to determine if they are responsive and responsible. They will then be evaluated using the criteria within this section.

Proposals will be scored according to four criteria, as follows:

Points	Percent	Evaluation Criteria
25	25%	Firm Expertise, Qualifications, Proposed Method of Providing Services
25	25%	Organization Experience
25	25%	Personnel Experience and Qualifications
25	25%	Cost
100	**100%**	**Total**

Proposals will be rated comparatively against one another by evaluators, assigning scores of either 1, 5, or 10 (1 representing the lowest score, 5 an average score and 10 the highest), to each of the three Evaluation Criteria categories (excluding Cost). Each evaluator's score on each evaluation criteria will then be multiplied by 2.5 in order to assign a score of either 2.5 (2.5 x 1), 12.5 (2.5 x 5) or 25 (2.5 x 10) to each evaluation criteria. Scores in each category will then be summed for all evaluators, and divided by the number of evaluators, to determine an overall score for each proposer. The Finance Director will then add the score for the Cost Proposal based on the formula in Section 6.04 Scoring of Cost Proposals. The total number of points used to score this proposal is 100.
Evaluation Criteria will be scored based on the questions identified in each of the sections below.

Firm's **Expertise, Qualifications, and Technical Proposal (25 points)**
A maximum of 25% of the total evaluation points will be assigned to this section. Response to this section will be evaluated against the following questions based on the Firm's expertise, qualifications and quality of Technical Proposal.

1. How extensive is the Proposer's knowledge of a Technical Environment similar to that identified in this RFP?
2. How extensive is the Proposer's knowledge of _the elements of the Service Requirements identified in this RFP?
3. How extensive are the Proposer's unique strengths that are relevant to the services requested as determined by responses to questions in Attachment B?
4. How well does the proposal clearly state the understanding of the work to be performed?
5. Is the firm of adequate size and has the proposal provided evidence of adequate planning of what is required to provide services? This is intended to determine the firm's ability to timely respond to the City's need for services.

Organization Experience (25 points)
A maximum of 25% of the total valuation points will be assigned to this section. Response to this section will be evaluated against the following questions based on the firm's experience with audits of similar sized cities.

1. Has the Proposer provided a list with requested information for their three comparable clients and how does that list of clients compare to other proposers?
2. How favorable are the references compared to the other proposers with regard to quality, firm responsiveness, audit staff competency, and timeliness of responses to client needs?
3. How extensive is the Proposers experience in providing services such as those requested in this RFP, to cities of similar size? The following factors will be considered:
   a. Depth of experience (number of years' experience with clients)
   b. Types of clients (e.g. government – specifically Alaska local government)
   c. Comparable size of IT clients (e.g. number of clients)
4. How extensive is the Proposer's experience with a Technical Environment similar to that identified in this RFP , and the Service Requirements identified in this RFP?
5. Does the proposer have any previous experience performing under contracts with the City of Nome? If so, has the proposer's performance been satisfactory?

Personnel Experience and Qualifications (25 points)

Proposer must provide detailed resumes of the firm's personnel – Partner/Principal, Manager, and Staff who will be assigned to perform the services being requested in this RFP. The resumes may be placed in the Technical Proposal Appendix. The resumes must include but are not limited to, the following:

- Name and Title
- Degree of Education and Credentials
- Years of Relevant Experience (including audits of similar size and type of clients)
- Years with the Firm
- Responsibility with the Firm
- Experience with the City of Nome, if any

Also, Proposer must describe the firm's approach to ensure the quality and continuity of staff over the term of the contract, given the potential for turnover or absences. In case changes of lead personnel occur, the Proposer should describe how that would be addressed.

Response to this section will be evaluated against the following questions based on the firm's staff experience and qualifications providing service similar to those requested in this RFP, as well as their experience in auditing cities.

1. Do resumes demonstrate backgrounds that would be desirable for the job they will perform? How does their level of relevant background compare with other proposers?
2. How extensive is the staff's level of experience with the Software and Remote Access systems identified in this RFP?
3. How extensive is the experience of the senior partner and managers and how does their level of relevant involvement and background compare with other proposers?

4. Does the firm have a sound practice of cross-training and succession policies for high level staff positions? Would absences of key personnel diminish the quality of services or cause work timelines to be missed?
5. How satisfactorily has the Proposer described the management of work if personnel assigned for this project are concurrently performing work assigned by other clients?

Cost Proposal (25 points)
A maximum of 25% of the total evaluation points will be assigned to cost. Proposers must submit their cost proposal in a separate sealed envelope. The Base Bid Total Cost and the Raw Average Staff Rate of the Cost Proposal Form will be used for the evaluation to compare to other proposals. The lowest cost proposal will receive the maximum number of points allocated to cost.

Base Bid Total: Provide the Base Bid fixed monthly cost to perform the services indicated in the scope of work proposed for each of the three years of the initial term. Costs must include all charges anticipated in performance of this contract with any applicable increases each year. Clearly indicate what services are outside the scope of work covered by the Base Bid.

Additional Services: Provide the hourly rate proposed to provide services outside the scope of the Base Bid.

Scoring of Cost Proposals: All firms deemed qualified to perform the engagement in the manner specified in this RFP will be further rated on the cost proposal (Attachment E) submitted in a separate envelope. Any firm deemed unqualified will receive their cost proposal back unopened. Cost proposals will be evaluated as follows:
<u>Lowest total cost of all proposals submitted</u>
Total cost of this firm's proposal   X 25 = Cost Points
Total cost is defined as the fixed fee contract for the combined years 2025, 2026, and 2027.

5.2 Selection Process

All responses will be evaluated as received and included in the following process:

- Review and scoring of the responses, as well as clarification of information as deemed necessary by the evaluation team.

- Identification of 2–3 final candidates to conduct in-depth review of capabilities, which may include on/off-site interviews and presentations.

- Conducting of site visits and/or reference calls as deemed appropriate by the evaluation team.

5.3 Finalist Presentations

The City may hold presentations/demonstrations/interviews either in person or virtually with one or more firms as indicated in the *Key Dates* table. If the City decides to do this the presentations will be held at CITY HALL - Chambers at 102 Division St. Nome AK 99762 and we will try to provide the finalist firms with as much advance notice as possible.

6. Key Dates

Below is a general timeline outlining the process steps with estimated dates for each step of the process. By participating in the RFP process, MSPs agree that they can adhere to the following general timeline and the meeting times they reserve through this process.

Task	Completion Date
RFP Posted and Advertised	12/16/2024
Intent to Respond & Questions Due from MSPs	2/1/2025
Responses Due from MSPs	2/13/2025
Response Analysis / Finalists Selection	3/1/2025
Finalist Presentations, if any	4/1/2025
MSP Selection / Award Contract	5/1/2025
MSP "Go Live"	6/1/2025

Thank You!

The City of Nome looks forward to reviewing your response and would like to thank you in advance for your participation. The Managed Service Provider selection project is very important to our continued success and represents a major focus of effort for the City of Nome. We appreciate and value your input, expertise, and feedback.

Attachment A

RFP Response Form: Corporate Information

Please provide the following information about your company.

1.0	Company Profile	
1.1	Company Name	
1.2	Company Address	
1.3	Contact Information (Party responsible for responding to this RFP)	
1.4	Company Webpage	
1.5	Main Products / Services	
1.6	Main Market / Customers	
1.7	Number of years in the Market	
1.8	When did you first start providing similar solutions?	
1.9	Company location(s)	
1.10	Number of Employees	
1.11	Number of Employees in Account Management	
1.12	Number of Employees in Technical Support	
1.13	Notable Acquisitions	
1.14	Key Business Partnerships	

2.1		
2.2		
2.3		

Attachment B

RFP Response Form: Questions

Please provide responses to the questions below to the best of your ability. **Please submit extra pages as necessary and just label them Attachment B w/ the question number please.**

1.0	General
1.1	**Q. What are the general types of organizations your clients represent?** A.
1.2	**Q. Why do you believe that you are a good fit with our organization?** A.
1.3	**Q. Describe your onboarding/implementation process and approach if you were selected?** A.
1.4	**Q. Do you conduct quarterly reviews or consistent meetings with your team?** A.
1.5	**Q. How do you typically work with IT Management at clients who have staff members?** A.
1.6	**Q. What do you feel your overall strengths and differentiators are?** A.
1.7	**Q. Do you serve clients with 24 X 7 requirements?** A.
1.8	**Q. What services do you offer besides the core services of a Managed Service Provider?** A.
1.9	**Q. What type of training do you offer either during onboarding or ongoing?** A.
1.10	**Q. What do you feel are your biggest hurdles to a successful relationship?** A.
1.11	**Q. What training resources are available for team members?** A.
1.12	**Q. What type of general expertise can you provide in key technology areas?** A.
1.13	**Q. What differentiates your organization from your competitors in the marketplace?** A.

2.0	Processes
2.1	**Q. Do you use in-house or contracted resources for services (example do you vendor out for CISCO expertise or other products)?** A.
2.2	**Q. Describe your process for migrating the City of Nome to your organization?** A.
2.3	**Q. What City of Nome resources would you require (i.e., information, data, staff resources, communication) during initial migration and on an ongoing basis?** A.
2.4	**Q. Outline the methods by which clients can access you (i.e. online, by phone, etc.).** A.
2.5	**Q. Describe the escalation and account management process.** A.
2.6	**Q. Where is/are your support center(s) located?** A.
2.7	**Q. How involved is your team with creating project plans/testing during technical projects?** A.
2.8	**Q. Do you follow ITIL or other processes aligned with industry standard practices?** A.
2.9	**Q. Do you participate in drills or tests, IT related?** A.
2.10	**Q. How do you notify users of maintenance windows or system outages?** A.
2.11	**Q. What types of diagrams would you typically create/maintain?** A.
2.12	**Q. Do you offer knowledge bases for common issues and how are they utilized?** A.
2.13	**Q. What is your willingness or ability to support the security systems, phone systems, audio/visual systems?** A.
2.14	**Q. How often do you conduct disaster recovery testing?** A.

3.0	Technology
3.1	**Q. What types of monitoring agents would you use for end user devices?** A.
3.2	**Q. What is the back-end help desk system you use?** A.
3.3	**Q. Do you offer managed firewalls or other managed technology?** A.
3.4	**Q. Do you offer MDM or other mobile management technology?** A.
3.5	**Q. Do you offer a SIEM or other security-based technology?** A.
3.6	**Q. Do you have tools to provide system uptime metrics?** A.
3.7	**Q. What tools do you use for network monitoring?** A.
3.8	**Q. What tools do you use for system monitoring or general health level of end user devices?** A.
3.9	**Q. Do you offer or partner encryption or MFA?** A.
3.10	**Q. If hosting/co-location is an option please describe details of option i.e. services, vendor partners, etc.** A.

4.0 Support

4.1	**Q. Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.** A.
4.2	**Q. Please provide details on your standard reporting capabilities.** A.
4.3	**Q. Describe any documentation and support (e.g., user manuals, online help, interactive dem web-based seminars, and online knowledge base) that will be available, both from the techni perspective and the end user perspective.** A.
4.4	**Q. What options are available for user training and technical training that may be required by staff?** A.
4.5	**Q. Describe any user groups, websites, newsletters, conferences, or any other means you support for sharing information and soliciting service feedback.** A.
4.6	**Q. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?** A.
4.7	**Q. The City of Nome user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.** A.

5.0 Pricing & Contracts

5.1	**Please attach cost estimates and worksheets to support these estimates if applicable. Itemize non-recurring and recurring costs. Recurring costs should be quoted as per month costs. Other pricing models may be provided as an option.**
5.2	**Please attach a Master Services Agreement or any other required legal documents.**

6.0 References

6.1	**Please provide at least three references for customers with similar operations to the proposed solution. Include contact names, phone numbers, email addresses and industry.**

Please provide any other information you feel should be considered in our evaluation.