

# City of McFarland



## Request for Proposal

### IT Services Management Software & Services

Issue Date: October 23, 2020

Due Date: November 16, 2020

#### REQUEST FOR PROPOSAL

Notice is hereby given that proposals will be received by the City of McFarland, for:

IT Service Management Software & Services

## **OBJECTIVE OF THIS RFP**

The purpose of this RFP is to solicit proposals from vendors for IT services. The ideal vendor will have experience working with Municipalities related software with Police Departments. In addition, the vendor should be certified to work on police software.

## **BACKGROUND**

### **THE CITY OF MCFARLAND**

The City of McFarland is located in the south end of the San Joaquin Valley, in the County of Kern, just off of Freeway 99, which splits the City. McFarland is one of the smaller cities in Kern County and has a population of 14,388.

### **MCFARLAND COMPUTING/NETWORK ENVIRONMENT**

The City of McFarland has approximately 50 full time employees, 50 PCs and 8 servers. Statistics on the server are as follows:

Windows Server 2012, 2011 Small Business Server, and Exchange 2013

Other software and hardware that the city utilizes is as follows:

Firewall & Anti-Virus

Cisco ASA

UniFi

Vivotek

Tyler Technologies

CardMaster

RVS Software

Sunridge Systems

Runs RIMS Database

Interfaced with CLETS/NCIC

KSCO – Attachment/Reflections

CJIS LU/ CJIS mnemonic/CJIS

CLETS LU/DOJ/CLES mnemonic/CLETS/NCIC

COGENT

CMS

BLUCK interfaced with local/DOJ/FBI

FACE recognition

Runs MS500

MIRRA IV

ATT – ECATS/ECADS  
ALI 911 System

Hyper Servers:  
MPDCLETS  
MPDDC  
MPDHOST  
MPDRIMS

RAVE Mobile Security

The city employees including the Police Department are located in 1 primary location at City Hall. Public works is located in the city yard adjacent to city hall. The Public Works Department Does have a SCADA System, which monitors its city water wells.

### **REQUESTED SERVICES**

The City of McFarland is looking for an Information Technology professional company that can maintain its computer hardware and software. The candidate must also be experienced and certified in police RiMS and related software. The candidates RFP should identify ways to save the City money and by minimizing cost with remote and online support.

The candidates should address the following services for both the City and Police Department:

- Network and VPN Support
- Server Support
- Workstation Support
- Smartphones and Tablets
- Security Support
- Disaster Recovery
- Backup Support
- IP voice phones
- Camera Support

In addition, the Candidate should be able to advise the City on economic expansion of its network as the city's computer system becomes complex.

### **RFP OFFICIAL CONTACT**

Upon release of this RFP, all vendor communications concerning the overall RFP should be directed to the RFP Coordinator listed below. Unauthorized contact regarding this RFP with

other City employees may result in disqualification. Any oral communications will be considered unofficial and non-binding on the City. Vendors should rely only on written statements issued by the RFP Coordinator.

Name: RFP Coordinator  
Rocio Mosqueda, Administrative Services Director  
Address: City of McFarland  
401 West Kern Avenue  
McFarland, CA 93250  
Telephone: 661-792-3091  
E-mail: [rmosqueda@mcfarlandcity.org](mailto:rmosqueda@mcfarlandcity.org)

### **PROCUREMENT SCHEDULE**

The procurement schedule for this project is as follows:

Note: The City reserves the right to adjust this schedule as necessary.

Milestones	Date
Release of RFP	October 23, 2020
Vendor Questions (If Any) Due	November 5, 2020
Answer to RFP Questions	November 12, 2020
RFP Due	November 16, 2020

### **LETTER OF INTENT**

Vendors wishing to submit proposals are encouraged to provide written letter of intent to purpose by November 6, 2020. An email attachment sent to Rocio Mosqueda ([rmosqueda@mcfarlandcity.org](mailto:rmosqueda@mcfarlandcity.org)) is fine. Letters sent via facsimile will be accepted at (661) 792-3093. The letter must identify the name, address, phone fax number, and e-mail address of the contact person who will serve as the key contact for all correspond regarding this RFP. A letter of intent will allow the City to provide interested vendors with a list of any questions received and the City's answers to those questions. Those providing a letter of intent will also be notified of any addenda that are issued.

A list of all vendors submitting a letter of intent will be available upon request.

### **PROPOSAL SUBMISSION**

#### **Due Date:**

Proposals must be received by the City Clerk no later than November 16, 2020 at 4 P.M. (Pacific Standard Time). Late proposals will not be accepted nor will additional time be granted to any

vendor unless it granted to all vendors. All proposals and accompanying documentation will become the property of the City and will not be returned.

**Number of Copies:**

Each vendor must submit 3 copies of their response. The City will not accept facsimile submissions.

**Address for Submission:**

City of McFarland  
401 West Kern Avenue  
McFarland, CA 93250  
Attn: City Clerk, Claudia Ceja

**Required Proposal Response Format:**

The proposal must provide a summary of the firm's qualifications to perform the duties outlined in the requested services section. In addition to the qualification please follow the format listed as follows:

- 1) Cover letter
- 2) Proposal Summary
- 3) Cost charged for services
- 4) General Vendor Information
- 5) Qualifications of Staff
- 6) Key Staff used in the City
- 7) Customer References