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PROPOSAL FORM

MUST BE SUBMITTED WITH PROPOSAL

PROPOSAL NUMBER: RFP-2021-001R

PROPOSAL TITLE: City of Rome IT Support Services

PROPOSAL OPENING: Tuesday, August 10th at 11:30 a.m. (Local Time)

COMPANY NAME: _____

MAILING ADDRESS: _____

PHONE: _____

FAX: _____

EMAIL: _____

WEBSITE: _____

SIGNATURE: _____

PRINTED NAME/TITLE: _____

TOTAL OF PROPOSAL: _____

PROPOSER'S WARRANTY: The above-signed person by his/her affixed signature certifies that he/she is an officer of the organization. He/she has been specifically authorized to offer a proposal in full compliance with all requirements and conditions, as set forth in this Proposal, other than those deviations noted above. He/she has fully read and understands the Proposal and has full knowledge of the scope, nature, quantity, and quality of work to be performed and that he/she has carefully examined and checked the materials, equipment, labor, service, and cost thereof, and hereby states that the amount or amounts set forth in the proposal is



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or are correct. The bidder further agrees not to make claim for reformation, modification, or correction of this proposal after the scheduled closing time for receipt of proposals.



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1. INVITATION AND INSTRUCTIONS TO BID

The City of Rome, New York invites your firm to participate in the enclosed Request For Proposals for:

RFP NUMBER: RFP-2021-001R

RFP TITLE: City of Rome IT Support Services

This sealed bid will be publicly opened and read in the Common Council Chambers on:

August 10, 2021 at 11:30 a.m. (local time)

Sealed bids must be clearly marked with the bid number and title and sent to the address below, where they will be time-stamped, local time to:

**Office of the City Clerk
Rome City Hall
198 North Washington Street
Rome, NY 13440**

If additional information is required, please contact:

**Larry Giardino, Purchasing Agent
City of Rome
198 North Washington Street
Rome, NY 13440
Phone: 315-339-7665
Fax: 315-838-11656**

Email: lgiardino@romecitygov.com Or, electronically at <https://www.romecitygov.com/>

The City of Rome, New York, reserves the right to reject any or all proposals or to accept any bid deemed to be in its best interest in its sole discretion.

The RFP Proposal Form, Responsible Bidder Form, Non-Collusive Bidding Certificate, Minority Business Enterprise Participation Form and Bidder Checklist must be returned with each proposal.



2. GENERAL CONDITIONS

2.1 SCOPE OF WORK

The City is soliciting proposals from qualified Information Technology (IT) Services Providers for IT Support Services. The intent is to develop an IT Services Agreement with mutually agreed upon performance measures. The qualified IT Services Provider will enable the City to significantly improve IT effectiveness, enhance its quality of services, and minimize its support costs. Specific technical requirements are defined in Section 9 of this Request For Proposal (RFP) document.

2.2 QUESTIONS REGARDING SPECIFICATIONS

Questions must be directed to the Larry Daniello, Chief of Staff at ldaniello@romecitygov.com or 315-339-1720.

2.3 CONTRACT PERIOD

Five years from date of execution, with 5 optional 1 year extensions of the IT Services Agreement if approved by both parties.

2.4 TAX

Purchases by the City of Rome, New York, are not subject to any sales tax, federal excise tax or transportation tax.

2.5 FINANCE CHARGES

The City of Rome will not be subjected to finance or late charges under this contract.

2.6 PRICE AND PRICE ADJUSTMENTS

Unless otherwise stated in this Request for Proposal, at no time during the term of any contract arising from an award by the City of Rome may any of the contract pricing be changed for any reason without written approval by the City. All pricing shall remain firm for the term of the IT Services Agreement. Upon mutual agreement of the parties, the IT Services Agreement may include one or more renewal terms containing adjusted pricing.

2.7 DURATION OF PROPOSAL OFFER

Proposals are irrevocable for a period of sixty (60) calendar days following the date which the sealed bids are opened as stated in the Invitation and Instructions to Bid.

2.8 METHOD OF AWARD

The IT Services Agreement shall be awarded to the lowest responsible and responsive bidder whose proposal meets the requirements set forth herein. Final determination will be made by the City as deemed to be in its best interests in its sole discretion. Taken into consideration will be the reliability of the bidder, the quality of the materials/services offered, their level of quality and conformity with the specifications, and the terms of delivery.



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2.9 ACCEPTANCE OR REJECTION

The City of Rome Board of Estimate and Contract reserves the right to accept or reject any or all bids received in its sole discretion.

2.10 TIME IS OF THE ESSENCE

All times stated herein are of the essence.

2.11 NOTICE OF DELAY

If the successful bidder encounters difficulty in meeting performance requirements or has knowledge of a possible delay, the vendor shall immediately notify Larry Daniello, Chief of Staff, preferably in writing. A slippage will require the vendor to demonstrate an alternate means of recovering the anticipated or actual delay in contract performance.

2.12 GUARANTEE/WARRANTY

Bidder shall furnish all labor necessary for the performance of the IT Support Services, and shall perform all IT Support Services using the professional standard of care and skill ordinarily exercised by IT professions practicing in the same locality, under similar conditions and as of the time the services are performed and shall be responsible for all work performed by him to complete the IT Support Services.

Bidder warrants that it possesses the requisite and sufficient knowledge, skill and experience to perform the IT Support Services.

2.13 INSURANCE

The City of Rome New York requires general liability coverage in the amount of \$1,000,000 each occurrence /\$2,000,000 general aggregate, with The City of Rome, New York as certificate holder and additional insured. The accepted form of proof is ACORD 25 (2009/09) – Certificate of Liability Insurance.

For workers' Compensation and Disability Benefits insurance, please use forms C-105.2, U-26.3 or DB120.1, respectively. Information on these forms are located at website (<http://www.wcb.state.ny.us/content/main/Forms.jsp>).

Bidder shall, at its own expense, procure and maintain in force a policy of professional liability insurance (Errors & Omissions) in an amount of not less than \$1,000,000, written by one or more insurance carriers licensed to do business in the State of New York, which will insure against liability for professional malpractice as a result of services rendered by Bidder under the Agreement.

Bidder may also be required to procure and maintain an Installation Floater Policy, which will insure against damage done to City equipment by Bidder.

Forms must be signed by an authorized representative of the insurer. All policies must provide for written notice to the City of Rome to be delivered in accordance with the policy provisions. All forms may be completed by your agent/broker, do not require notarization and will be accepted electronically when sent directly from your agent/broker.

All subcontractors of the winning Bidder must also carry all appropriate, required insurance coverage.



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C-105.2 (9/07)	Certificate of NYS Workers' Compensation Insurance Coverage (All private NYS licensed workers' compensation carriers are required to issue the C-105.2. Please note that the State Insurance Fund issues a different form, the U-26.3 form, as its version of the C-105.2)	Employers insured for workers' compensation through a private insurance carrier	Filed with any entity requesting to be a certificate holder including a government agency issuing a permit, license or contract. The C-105.2 must be completed by the insurance carrier or its licensed insurance agent.	Employers must obtain this form from either their NYS workers' compensation insurance carrier or a licensed NYS insurance agent of that carrier. Carriers, their licensed agents, and Self-Insured Employers may Email the Board at Certificates@wcb.ny.gov to obtain controlled forms not available on this website.
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DB-120.1 (5/06)	Certificate Of Insurance Coverage Under The NYS Disability Benefits Law	Employers insured for NYS statutory disability benefits insurance through an insurance carrier.	Filed with any entity requesting to be a certificate holder including a government agency issuing a permit, license or contract. The DB-120.1 must be completed by either the NYS statutory disability benefits insurance carrier, or a licensed NYS insurance agent of that carrier.	Employers must obtain this form from either their NYS statutory disability benefits insurance carrier or a licensed NYS insurance agent of that carrier. Carriers, their licensed agents, and Self-Insured Employers may Email the Board at Certificates@wcb.ny.gov to obtain controlled forms not available on this website.
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CE-200 (12/08) (Replaces WC/DB-100 and Form C-105.21)	Certificate of Attestation of Exemption from NYS Workers' Compensation and/or Disability Benefits Coverage	Applicants for permits, licenses or contracts from State, county or municipal agencies in New York State that are not required to carry NYS workers' compensation and/or disability benefits insurance coverage.	Please file with the government agency that is issuing the permit, license or contract. (Examples: The New York City Department of Buildings or the New York State Department of Health)	These exemption forms can <u>ONLY</u> be used to attest to a government entity that an applicant requesting a permit, license or contract from that government entity is not required to carry NYS workers' compensation and/or disability benefits insurance. (Instructions)
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2.14 MINORITY BUSINESS ENTERPRISE PARTICIPATION

- 1) Minority and women-owned business enterprises are encouraged in the performance of all City material, supply, professional and construction contracts and sub-contracts;
- 2) A "minority business enterprise" is defined as a business firm which is at least fifty-one percent (51%) owned by minority group members. The minority ownership must exercise actual day-to-day management and control of the business.
- 3) "Minority" means Blacks, Hispanics, American Indians, Alaskan Natives, Asians and Pacific Islanders.
- 4) A "women-owned business enterprise" is defined as a business firm which is at least fifty-one percent (51%) owned by women. The women ownership must exercise actual day-to-day management and control of business.



2.15 CONTRACT TERMINATION

The City may terminate for cause if the vendor fails to perform any material condition of the contract and such failure continues unremedied for thirty (30) days after receipt of notice from the City. The City may, on sixty (60) days written notice to the other party, terminate the contract without cause, without prejudice to any other remedy.

2.16 LIMITATIONS

- 1) Neither the IT Service Provider or its affiliates shall be liable in any way for delay, failure in performance, loss damage due to any of the following conditions: fire, explosion, power blackout, earthquake, flood, the elements, civil or military authority, or acts of God.
- 2) The IT Service Provider shall be liable for any delay, loss, and property damage attributable to any service or actions of any of its employees or agents or any failure to act.

2.17 GENERAL

- 1) Any modification or waiver of any provision of the IT Service Agreement must be in writing and signed by authorized representatives of both parties.
- 2) If any term or provision of the IT Service Agreement shall be held invalid or unenforceable, the remainder of the IT Service Agreement shall not be affected.
- 3) The waiver by either party of any breach of the IT Service Agreement by the other party will not operate as a waiver of subsequent breaches of the same or different kind.
- 4) The IT Service Provider shall indemnify the City for any damages resulting from or out of the work performed by the IT Service Provider. The IT Service Agreement may provide for liquidated damages in the event of a breach of the Agreement by the IT Service Provider.

2.18 DEVIATIONS FROM SPECIFICATIONS

Bidders must itemize all deviations to the specifications on the attached Deviations Sheet. If this is not sufficient space, attach additional sheets as required. A statement referring to manufacturer's literature or specifications without stating the actual deviation thereon will be cause for disqualification. Unless otherwise stated by the bidder on the attached sheet provided, the proposal will be considered as being in strict accordance with the technical specifications outlined herein, even though the manufacturer's literature indicated deviations from the City's specifications.

2.19 LITERATURE

Each bidder shall include product or equipment literature as available, if applicable to bid.

2.20 PROTEST AND APPEAL PROCEDURES

- 1) Protests regarding the validity or appropriateness of the specifications or of the Request for proposal shall be filed in writing with the City Clerk, the Director of Administrative Services and the Corporation Counsel no later than two (2) days prior to the closing of the proposals. The address to submit the protest is:

City Clerk



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City of Rome

198 N. Washington St.

Rome, New York 13440

- 2) Such protests will not be considered if received later than the date established in paragraph above.
- 3) Protests shall be explicit and in sufficient detail to stand on their own record.
- 4) Post-award protests shall be in writing in a diligent and timely fashion and to be received in the City Clerk's Office no later than five (5) days after receipt of the award notice.

2.21 CONFIDENTIALITY

The IT Services Provider will agree that any and all information obtained while performing under the IT Services Agreement is to be considered confidential, and that said information shall remain confidential until such time as City specifically authorizes disclosure of the information in writing to persons or entities outside of City government. Employees, agent and subcontractors of the IT Services Provider may be required to enter into Confidentiality Agreements with the City.

STATE OF NEW YORK, Section 103-a



3. GENERAL MUNICIPAL LAW COMPLIANCE

“Upon the refusal of a person, when called before a Grand Jury to testify concerning any transaction or contract had with the State, any political subdivision thereof, a public authority or with any public department, agency or an official of the state or any political subdivision thereof or of a public authority, to sign a waiver of immunity against subsequent criminal prosecution or to answer any relevant questions concerning such transaction or contract, (a) such person, and any firm, partnership or corporation of which he is a member, partner, or director or officer shall be disqualified from thereafter selling to or submitting bids to or receiving awards from or entering into any contracts with any municipal corporation or any public department, agency or official thereof for goods, work or services, for a period of five years after such refusal, and (b) any and all contract made with any municipal corporation or any public department, agency or official thereof, since the effective date of this law, by such person, and by any firm, partnership or corporation of which he is a member, partner, director or officer may be cancelled or terminated by the municipal corporation without incurring any penalty or damages on account of such cancellations or termination, by any monies owing by the municipal corporation for goods delivered or work done prior to the cancellation or termination shall be paid all pursuant to Section 103-a of the General Municipal Law of the State of New York.”

Effective: July 1, 1959



4. BIDDER CHECKLIST

Must be submitted with proposal.

This proposal may not be acceptable without completing the following information. For your protection, please review your proposal and indicate by a check mark that all requested information has been included.

- () BID BOND OR CERTIFIED CHECK
- () TECHNICAL SPECIFICATIONS PROPOSAL (p. 15)
- () BIDDERS REFERENCES
- () BIDDERS QUALIFICATIONS
- () RESPONSIBLE BIDDER FORM (p. 12)
- () DEVIATIONS SHEET (p. 11)
- () BID PROPOSAL FORM (p. 1)
- () NON-COLLUSIVE BIDDING STATEMENT (p. 13)
- () MBE CERTIFICATION FORM (p. 25)

Do not separate or remove any pages from this proposal package. Doing so may render your proposal invalid. Please return the checklist with your proposal.

Signature

Organization

Name & Title



5. DEVIATIONS SHEET



6. RESPONSIBLE BIDDER FORM

Must be submitted with proposal

Each bidder will complete the following to enable the City to determine a Responsible Bidder.

- 1) Is your firm presently engaged in actions which will lead to a merger, consolidation, or other form of reorganization?

_____ yes _____ no

- 2) Has your firm filed for bankruptcy?

_____ yes _____ no

- 3) Is your firm presently on a State or Federal Debarment or Ineligible Bidder's List?

_____yes _____no

In determining the "lowest responsible bidder," in addition to price, the purchasing authority shall consider the ability, capacity and skill of the bidder to perform the contract or provide the service required; whether the bidder can perform the contract or provide the service promptly or within the time specified, without delay or interference; the character, integrity, reputation, judgment, experience and efficiency of the bidder; the quality of performance or previous contracts or services; the existing compliance by the bidder with laws and ordinances relating to the contract or service; the sufficiency of the financial resources and ability of the bidder to perform the contract or provide the service; the quality, availability and adaptability of the supplies or contractual services to the particular use required; the ability of the bidder to provide future maintenance and service for the use of the subject of the contract; and the number and scope of conditions attached to the proposal.

Signature: _____

Bidder (Organization): _____

Name & Title: _____

Date: _____



7. NON-COLLUSIVE BIDDING CERTIFICATE

Pursuant to Chapter 675, Laws of 1966

MUST BE SUBMITTED WITH PROPOSAL

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of knowledge and belief:

- 1) The prices in this bid have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such process with any other bidder or with any competitor:
- 2) Unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the bidder and will not knowingly disclosed by the bidder prior to opening, directly or indirectly, to any other bidder or to any competitor; and
- 3) No attempt has been made or will be made by the bidder to induce any other person, partnership or corporation to submit or not submit a bid for the purposes of restricting competition.

Signature

Organization

Name & Title

Date



8. PROPOSAL CONTENTS

Submittals should include:

- 1) Letter of Transmittal: Submittals should include a letter of transmittal providing an introduction to the firm or team and the areas of expertise of the firm. The letter is not intended to be a summary of the proposal itself. The letter of transmittal must contain the following statements and information:
 - Company name, address, and telephone number(s) of the organization and the branch office or other subordinate entity that will perform or assist in performing the services described therein.
 - Name, title, address, Email address, and telephone number of the person or persons to contact who are authorized to represent the firm and to who correspondence should be directed as a single point of contact.
 - Type of firm ownership (individual, partnership or corporation) and explanation of any proposed joint venture relationship(s).
 - State in which the firm is incorporated or licensed to operate.
 - Federal and state taxpayer identification numbers of the firm.
 - Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.
 - A corporate officer or other individual who is legally authorized to bind the applicant to both its proposal and cost schedule must sign the letter.
- 2) Executive Summary: briefly state approach and proposed costs.
- 3) A description of the IT Support Services, as detailed in the Technical Specifications section of this RFP.
- 4) Pricing: please provide your firm's pricing information in the designated section of the front page of the proposal package for a five-year IT Support Services agreement. Please include options for a monthly, annual, and multiyear pricing plan and any long-term discount plans (e.g. for multi-year plans). Also, indicate what types of projects and work fall outside the scope of this IT Services Agreement and include what the hourly rate will be.
- 5) Bidder's references (three):
 - Bidder's references should be for similar sized organizations where the implementation approach and the end solution implemented closely resemble the solution that IT Services Provider proposes for the City. Preference will be given to those firms providing "municipality client" references.
 - Include contact details to allow the City to contact the Bidder's Reference by telephone on a confidential basis.
- 6) Staffing Resources:
 - IT Support Services Staff: Identify the number of company resources and their level of knowledge / Certification that can provide IT Support Services under this agreement.



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- Help Desk Staff: Provide the number of dedicated staff and provide resumes or profiles including relevant experience of these individuals.
 - Management Staff: The successful Bidder must provide one (1) named Account Manager / Service Manager to be available during standard business hours (8:00 AM to 5:00 PM, Mon-Fri) via Email and telephone. This individual must also be able to be reached for emergency purposes during off-hours and must have a specified individual to serve as a backup during vacations and other time the named Account and/or Service Managers are not available.
 - If it is anticipated that subcontractors will be utilized to provide IT Support Services, please provide the pertinent information for the subcontractor and a description of what IT Support Services it is anticipated they will provide.
- 7) A complete Proposal package, including the original RFP document (as originally assembled) and all other items included in this list. Please provide three (3) printed copies of your submissions.
- 8) Appendices:
- Copy of valid insurance certification (as specified in Section 2.13 of this RFP).
 - Any additional IT Support Services description material to support your proposal submission.

9. TECHNICAL SPECIFICATIONS

9.1 Introduction

The City of Rome (the City) recognizes the importance and challenges of technology in City government. In response to these challenges, the City is soliciting proposals from qualified Information Technology (IT) Services Providers for IT Support Services. The intent is to develop an IT Services Agreement with mutually agreed upon performance measures. The qualified IT Services Provider will enable the City to significantly improve IT effectiveness, enhance its quality of services, and minimize its support costs.

9.2 Background

The City identifies a strategic approach for its technology that is innovative, efficient and effective, quality driven and proactive. The City describes its IT Services Mission in this way:

Technology has become a critical component within the operation of all city services. We are committed to providing the most current and proactive technical direction of all Information Technology Services for the City and its departments. The quality implementation and administration of these services to support the City's Information System Technology requirements continues to enhance and add value to the provided services while meeting goals of cutting expenses without sacrificing quality.

9.3 The City's Current IT Environment

Currently, the City's IT Support Services are provided through an outsourced provider. IT Support Services are provided to the entire City of Rome and its agencies. All City offices and locations are included (City Hall, Rome Fire Department, Rome Police Department, Water Filtration, Waste Water Treatment, City Yard, etc.). The IT Support Services provided to the City include server, desktop, telecommunications, network, help desk support, etc.



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- 1) Network Information –The City of Rome has seventeen sites with network and internet connectivity. All sites except for the Police Department connect back to City Hall for internet using a private MPLS (managed by a 3rd party vendor) or a site-to-site VPN. The Police department has its own dedicated internet connection and connects to City Hall via fiber. There is a Point 2 Point wireless connection between the Police Department and City Hall as a backup in case something happens with the fiber connection. Cisco ASA security appliances (ASA5516 with FirePOWER IPS and FireSIGHT management, URL Filtering and AnyConnect) are used for firewall and remote access at City Hall and the Police Department. City Hall also uses a Barracuda Web Filter in order to provide secure web browsing and content filtering. Detailed network information will be provided to the selected bidder.
- 2) Server Information –The main data center is located at City Hall and houses a mixture of physical and virtual servers. The City is currently using Cisco UCS Compute platform with a Nimble storage (iscsi) solution. The UCS utilize the most current VMWare vSphere solution as its virtualization hypervisor. The virtual infrastructure consists of 4 physical blades (within UCS) running 35 virtual servers. The city utilizes Microsoft for directory services (AD), Email (Exchange), Internal DNS and DHCP, and file and print services. The City also uses a combination of Citrix (XenApp) and Remote Desktop to publish applications to remote users. Detailed server information will be provided to the selected bidder.
- 3) Storage Information – The City is currently utilizing a Nimble CS1000 for its storage with roughly 14.8TiB of usable space. The Nimble is directly attached to the UCS Chassis so that the four (4) - VMWare ESXi blades can utilize the Nimble SAN for all of the virtual guests OS and server storage.
- 4) PC Specifications - The City supports approximately 174 desktop and 65 laptop computers. The majority of these computers run Microsoft Windows 10 Professional as their primary operating system. However, there are various other versions of Windows operating systems such as Windows 2000, Windows Embedded Standard, Windows Vista Business, Windows XP Professional, etc,. Currently there is no standard workstation hardware replacement.
- 5) Software & Applications – The City currently uses approximately 50 applications/software products. See Table 1, Current Software Applications for a list of the current applications/software products. Additional details regarding the software and applications will be provided to the selected bidder.
- 6) Printer/Copier/Fax Information –There are approximately 48 network attached basic and multifunction (MFP) that will be supported for printing/copying/faxing. There are also approximately 75 desktop printers. MFP maintenance will be handled by a 3rd party vendor and is outside the scope of this RFP. Desktop and workgroup printer connectivity to both basic and MFP printers will need to be supported by the successful Bidder (IT Support Services provider).
- 7) Backup Procedures – The City utilizes a Barracuda Backup appliance. This system uses a combination of onsite backup (via appliance) and offsite (barracuda cloud based) backup. The City currently runs daily backups onsite and retention periods have been adjusted to meet the needs of the City (current retention periods range from 7 days to 7 years). Backup jobs are configured for backup to the cloud on a regular basis.



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- 8) Disaster Recovery Procedures – There is no formal disaster recovery plan in place but there are guidelines and expectations for the IT Service Support vendor to work with the City to develop an updated DR plan.
- 9) Help Desk Ticket History – No break-down of historical data is available. The number of Help Desk tickets currently ranges from 6 to 20 tickets per day.
 - Telephone System Information – The City's has a VoIP Cisco phone system in the data-center located at City Hall. The system leverages Cisco Unified Communications Manager for management and Cisco Unity Connection for voicemail. The City has Northland PRIs at City Hall and the Police department, several POTS lines at the Fire Department, and a SIP Trunk at City Hall. At each of these sites, a Cisco ISR Router is used as a voice gateway. SRST is configured between the sites in the event of an outage. The remaining remotes sites utilize the MPLS circuit or Site-to-site VPN Connections back to City Hall for access to voice. However, the successful Bidder will need to provide support for routine tasks (Telephone end-user Additions, Moves and Changes) and basic to advanced troubleshooting.
- 10) Website - The City currently utilizes a 3rd party for their website hosting and support. Certain users and/or departments have the ability to make changes and update their specific pages.
- 11) Email Filtering (Virus and Spam) – The City utilizes an Email filtering/relay service by its current IT service provider.

9.4 Objectives & Scope of Services

The City seeks an IT Services Provider who can guarantee solutions to its needs; who will work in close partnership with the City and other supply partners; who will deliver solutions for today and develop solutions that will meet the needs of tomorrow. The City is focused on reducing IT costs for services and on identifying and engaging an IT Services Provider to assist the City in achieving the following objectives:

- Smooth Transition to New IT Support Services – Immediately following the effective date, the IT Services Provider will commence the initial discovery, setup, and services outlined in this Scope of Services. This includes the implementation of any monitoring, service, or customer interaction tools as part of this Agreement within ten business days of the Effective Date.
- High Customer Satisfaction –IT Services Provider shall provide high levels of customer satisfaction through rapid response times, delivery of high quality solutions, and timely and detailed management reporting. Proposal should provide example reports and references to be contacted by the City.

The IT Support Services proposal targets the following responsibilities to the selected IT Services Provider:

- To provide the City with strategic direction, management, engineering, and support services, in an outsourced model.
- To assume responsibility for all of the City's IT operations, including but not limited to network services, desktop and laptop computers, printers, cameras, basic telecommunications, expedited service, software/hardware maintenance contract renewals, door systems software, mobile device support, and support of IT applications and equipment.



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- To provide the City with IT staff (including on-site presence), consisting of highly skilled and motivated network engineers and technicians with expertise spanning a broad range of technologies that are sharply focused on delivering superior customer service to all City employees.

9.5 IT Support Services Requirements

The IT Services Provider must offer a full range of IT Support Services including network support, infrastructure and Help Desk Support services. The IT Services Provider shall also act as the City's IT Manager. This role is to include but not limited to IT Governance, IT Asset Management (software and hardware), understand and track maintenance contracts and IT Planning. The identified person will be required to work with the heads of each department to understand the department's role and how the department fits into the City's "global" IT vision.

These services include but are not limited to providing:

- 1) Software application support including first-level support for the "in-house" specific applications including but not limited to:

Table 1, Current Software Applications

Software Solution	Description
MUNIS ERP Solution for government agencies (Financial, HR, Procurement, Utility Bills, and Tax billing & Collections)	The city's financial accounting solution. Used for accounting tracking for accounts payables, receivables and requisitions. Also includes modules for - Property tax accounting, utility billing (water bills). Payroll and Payroll Taxes.
MUNIS Citizen Self Service	Self-service where public can connect to webpage. Webpage on the City's website listing access to Health Insurance / Life Insurance, Real Estate Property Taxes, and Utility Billing. Used to pay property taxes online by Credit / Debit Card or by e-check.
Real Property System (RPS)	Ssoftware is used to record and track all property records. Information includes property ID, owner information, tax assessments, description and pictures. Also used in the Preparation of assessment files for the City and School taxes and assessment roles.
ArcGIS Mapping Software	Geographic information system for working with maps and geographic information. Used by the City as a standalone application to display and/or update City mapping information. Also used as a server application the ArcGIS Online, GIS Mapping Software from Esri. is available to share maps and geographic information and collaborate between the Engineering, Public Works, Community and Economic Development Department and Water Departments.
Business Automation Services (BAS)	City Clerk Software used by the Clerk's office to record and administer licenses. The system allows for easy retrieval of information, fast processing of new and renewal transactions, and the printing of required State licenses. Used for Vital Records such as Marriage licenses, birth/death certificates, General Licensing such as Licenses, permits, and renewals. Dog Licensing and Rabies vaccinations. Accessible Parking, permits, and Vendors permits. It Track & report all transactions for local fees for these services.



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Software Solution	Description
SDG Image Mate Software	Used by the City as a standalone application in the Assessor's office to display and extract property information from (RPS) to publish online. Also used as a server application to disseminate real property data to the public via the City's online property information webpage.
Kronos Workforce Timekeeper system	Used by the Payroll Department. Workforce management solutions is server and client software used to track employee time clock entry.
Cisco Unified Communications Manager and Cisco Unity Connection for voicemail (CUCM)	Provides system wide management of Cisco IP phones and call control features and voicemail for all departments Phone System Appliances.
Microsoft Outlook Exchange Software	Client software used for email correspondences for the City of Rome. This is served from an Exchange server and administered on installed client station software, also used on Mobile Devices.
NetScaler (Citrix) Remote Access	Client secure software used for working remotely for the City of Rome. This is served from a Citrix Application server and administered on installed client station software.
RICKY	Booking and photo graph through for Rome PD.
Antero Operator 10 Software - by ALLMAX	A maintenance program used by Water Filtration and Water Resource Recovery Plants for Work order management, asset tracking, cost-analysis reports.
Firehouse Software – by ESO	An application used by the City's fire department as an incident report and tracking solution.
Tiburon Software	An application served by the Oneida county E911 center and installed on client stations, used by the City's fire department as an incident report and response alerting solution.
Supervisory Control and Data Acquisition (SCADA)	SCADA is a Rockwell monitoring system that is used at the Water Filtration and Water Resource Recovery Plants for monitoring and controlling water processes.
GE IFIX HMI Software	Programs used by Water Filtration and Water Resource Recovery Plants for monitoring and controlling water processes.
Apex Medina Assessor software	Used in the Assessor's office to extract property data.
Carlson CAD Software	Used in the Engineering Department to open or create design drawings for existing and new infrastructure plans.
Crystal Reports Software	Used by the Treasures Department to create custom reports from the Munis server database source.
FaciliWorks Software	Used by the City's Central Maintenance Department to track maintenance and work orders on vehicles and equipment.

- 2) Server monitoring, maintenance, integration, upgrades and support services.
- 3) Virus definition monitoring and management.
- 4) End-user workstation installation, configuration, maintenance and upgrades.
- 5) Phone support (all troubleshooting of phones, phone line and creation of new users, with Adds, moves and changes).
- 6) IT infrastructure support.



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- 7) End-user training on software/hardware when needed. The winning bidder is to provide training to individuals and/or groups of individuals. There is a full functioning lab at City Hall for this purpose.
- 8) City of Rome website support: Work with and understand all aspects of the City's website. This includes but is not limited to training individuals on how to make changes and update the website, streamline documents in order to meet the maximum file size for upload, and take the lead and work with the City to update and streamline the overall look and feel of the site.
- 9) Workstation and server security patches and upgrades.
- 10) Support of miscellaneous network equipment, such as firewalls, routers, switches and VPN connections.
- 11) Data Backup/Recovery: City currently uses a Baracuda Appliance for onsite and offsite backups.
- 12) Repair of any Desktop and Networking Issues at all City locations. This includes online remote support as well as onsite repair and encompasses:
 - a. Re-imaging of computers
 - b. Adding new computers to the network
 - c. Rebuilds and repairs of computers
 - d. Resetting passwords
 - e. Assisting with basic shared folder creation and the associated permissions
 - f. Creating and removing users from the user directory
 - g. Adding printers to existing workstations,
 - h. Routine cleaning of computer systems, and
 - i. Performing minor software updates.
- 13) Staffing Levels:
 - a. IT Help/Service Desk: The vendor shall provide an IT Help Desk that is available 365x7x24 and will be the initial point of contact for all IT related problems. City staff should have the option to call in or Email in any problems they may have. All incidents need to be tracked using an electronic ticketing system.
 - b. Onsite - An IT technician that will be onsite at the indicated location Mon-Fri, 8am-5pm, 52 weeks a year. Days off and Holidays should coincide to the City of Rome. The technician is required to have the skills to remediate all Tier 1 and Tier 2 support incidents. The City provides an office at City Hall and computer equipment for the IT technician.
 - c. The City's designee will assist in prioritizing tickets and scheduling the onsite technician since he/she will be covering multiple locations. The onsite IT technician will provide service to the following sites:
 1. City Hall
 2. Police Department
 3. Main Firehouse (Black River Blvd)
 4. Secondary Firehouse (Laurel St.)
 5. DPW Garage
 6. Parks Garage
 7. Waste Water Treatment Plant



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8. Water Filtration

- d. Technicians working at any of the City's facilities will be subjected to a thorough background check and will be required to enter into a confidentiality agreement with the City.
- e. Management Representative: The successful Bidder must provide an Account Manager. This person will be the interface between the City and the successful bidder.

The On Site tasks include end user support and training, department level systems and capital needs planning, and input into major system enhancements. Vendor will participate collaboratively with various City departments to fulfill service needs (and to ensure that service needs are being met) and will make recommendations for future purchasing and technology upgrades when advisable.

It should be noted that the City's Police Department is a critical public safety agency with unique IT Service Support requirements. The Police Department will have their own internal City technician, but the winning bidder must be involved with the Police department's IT infrastructure and able to provide IT Support Services as needed (e.g. in the absence of the internal technician).

9.6 Specific Tasks

- 1) Initial IT Assessment: Conduct an initial "Discovery" task in order to create a complete inventory of all IT-related assets, assess system architecture and current processes, and make recommendations for improved City-wide IT system performance and monitoring.
- 2) Develop a hardware inventory and work with the City of Rome Administration to develop a laptop/desktop hardware replacement lifecycle.
- 3) Server & Network Monitoring & Management: Provide 24x7 coverage of all City servers and critical network equipment and provide proactive incident response. This task is intended to be comprehensive, and includes complex application, database, messaging, web, and other servers and associated hardware, software, communications, and operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Services may include (but are not limited to):
 - a) Monitor disk space utilization
 - b) Monitor CPU utilization
 - c) Monitor memory utilization
 - d) Monitor warnings and errors in the system, application, security, DNS, and replication logs
 - e) Monitor hardware availability
 - f) Perform software updates including patching, hotfixes, and security releases
 - g) Monitor application services
 - h) Troubleshoot problems identified through monitoring and resolve
 - i) Recovery from server crashes
 - j) Perform restoration of OS, data, or applications
 - k) Provide server health and performance reports
 - l) Restore server hardware
 - m) Perform virus pattern and engine updates
 - n) Respond to reported network or system outages; contact the customer point of contact in accordance with predefined notification policies.



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- 4) Network Management:
 - a) Perform router and switch administration, port activation and deactivation
 - b) Perform routine router and switch maintenance
 - c) Monitor switch availability, CPU load, bandwidth utilization, packet loss, and memory utilization VLAN management
 - d) Set alert thresholds for device up/down status, percent of bandwidth utilized, memory utilized, CPU utilized, and network response times.
- 5) LAN Management:
 - a) LAN monitoring (for wireless or Ethernet-based LANs) by periodically polling devices for availability
 - b) Respond to system issues and resolve detected faults as they arise (which encompasses diagnosing the root cause of the issue and resolving the problem)
 - c) Notify designated site personnel of abnormal network behavior
- 6) Desktop / Help Desk Support: Provide basic support functions including the installation of PC's, laptops, printers, peripherals, and office software; diagnose and correct desktop application problems; configure PC's and laptops for standard applications; identify and correct user hardware problems using advanced troubleshooting as needed; maintain an inventory of all computer related hardware; and manage a Help Desk. The City supports approximately 174 desktop and 35 laptop computers. Services may include (but are not limited to):
 - a) Support via Telephone: All Help Desk support calls will be answered by a live technician and service requests may also be submitted via Email. Support requests will be logged by the Help Desk. The Help Desk accepts submissions for new service requests, software support, problem solving, status inquiries regarding prior service requests, software support, and all other related service inquiries. Help Desk requests must be entered into the ticketing system and provided with an outbound Email, which summarizes the request for support, potential response time, and provides a ticket number and method of contact to check on the status of the ticket. The vendor will provide a Help Desk tracking and reporting tool that can be accessed by the City's designated management personnel.
- 7) Communications/Messaging/Email: Vendor will be responsible for maintenance of all Email accounts; maintenance for virus detection on servers, desktops, and laptops, and the performance of security audits. Services may include (but are not limited to):
 - a) Perform mailbox administration (including management of global account list and distribution lists, user account
 - b) additions and deletions);
 - c) Respond to system issues and resolve detected faults as they arise (which encompasses diagnosing the
 - d) issue, isolating the fault, and resolving the problem);
 - e) Perform routine administration including but not limited to: quota management, message tracking,
 - f) adding/deleting/changing user accounts and troubleshooting message delays.



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- g) Manage Email relay/spam filtering domain for the City of Rome (platform provided by 3rd party service provider).
- 8) Information Security: Information technology must balance the desire to make public information easily accessible and useful with the imperative to protect privacy and confidentiality of particular types of data. Security services may include (but are not limited to):
- a) Firewall:
 - 1. Fully manage and monitor firewall 24x7x365;
 - 2. Maintain updates and hardware maintenance on firewall;
 - 3. Establish and maintain the security policy rules base;
 - 4. Regularly review event logs to ensure proper operation of the firewall and investigate attempted breaches or other security threats.
 - b) Virus Defense:
 - 1. Install anti-virus software at the workstation, server, and boundary level;
 - 2. Scan and clean alias files (including Email attachments) for harmful viruses;
 - 3. Attempt to remove and block infected files;
 - 4. Update all pattern and engine files on workstations, servers, and Internet mail relays with no required client intervention (except remote users connecting to the network via a VPN session must manually update the virus pattern files periodically);
 - 5. Quarantine infected files when detected. If an infected attachment to an Email message addressed to an end user is detected, the intended recipient is notified that the interception has occurred and notified again if the infected file cannot be cleaned. Lock down client security configurations so end-users cannot alter or disable their antivirus software.
- 9) Telephone System: The Police Department connects to the Cisco VoIP system located at City Hall via the layer 2 fiber. The site has its own Northland PRI and voice gateway router. However, the successful Bidder will need to provide support for routine tasks (Telephone end-user Additions, Moves and Changes) and basic troubleshooting.
- 10) Printer/Copier/Fax Peripherals: Including basic printer function support, Audio Visual components and other high-impact, high-traffic peripherals such as copiers and multifunction printers. Desktop and workgroup printer connectivity for the existing printers will need to be supported by the successful Bidder.
- 11) End-user IT system training services: Covering topics such as IT security awareness, basic use of the City's IT systems and other areas that will aid in improving productivity through the effective use of the systems.
- 12) Data Backup: The City will retain the data backup services from its current provider.
- 13) Other Security Services: Consisting of physical (e.g. building doors / ID badge support and administration) and electronic and cyber security efforts. The successful bidder Shall provide access to/for third-party security audit providers. Examples of services include:
- a) Active Directory Security Audit
 - b) Firewall Security Audit
 - c) External Vulnerability Scan



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- d) Network Information Security Analysis (NISA)



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9.7 Service Level Agreements

The City expects the winning IT Support Services provider to include Service Level Agreements in their proposal that meet the incident response times indicated in Table 2, Incident Response Times for help desk ticket resolution.

Table 2, Incident Response Times

Incident Response Time	Severity	Response time
Service not available (all users and functions unavailable)	1	Within 15 minutes
Significant degradation of service (large number of users or business critical functions affected)	2	Within 20 minutes
Limited degradation of service (limited number of users or functions affected, business process can continue)	3	Within 20 minutes
Small service Degradation (monitoring only)	4	Within 30 minutes

9.7.1 Severity 1 - Emergency

- Customer network and/or systems are down and are critically impacting City of Rome's business operations.
- Call-back time is 15 minutes (24x7x365).
- Updates should be provided to the City representative every 30 minutes until a plan of action is established and documented. Updates will then be provided at the documented times, when new or important information becomes available, or a development occurs.
- If the emergency happens during the normal business hours, response time is expected to be within 15 minutes. If the emergency happens after normal business hours, a technician is expected to be onsite within 4 hours after a plan of action is established (if necessary).

9.7.2 Severity 2 - Urgent

- City of Rome network and/or systems affecting a department are down or the network and/or systems are degraded and providing unacceptable performance.
- Call-back time is 20 minutes (24x7x365).
- Updates will be provided every hour until a plan of action is established and documented. Updates will then be provided at the documented times, when new or important information becomes available, or a development occurs.
- If the emergency happens during the normal business hours, response time is expected to be within 20 minutes. If the emergency happens after normal business hours, a technician is expected to be onsite within 4 hours (during afterhours) after a plan of action is established (if necessary).



9.7.3 Severity 3 - Standard

- Network and/or systems are impaired but business operations are functional (includes Moves, Adds, Changes).
- Call-back time is 20 minutes (regular business hours).
- A plan of action will be established within 24 hours.
- Technician scheduled within 1-2 business days or scheduled time frame (if necessary).

9.7.4 Severity 4 - Low

- Customer network and/or systems have acceptable performance, but tech support is required at some level.
- Call-back time is 30 minutes (regular business hours).

Matters involving public safety shall be considered either Severity 1 or 2.

10. MINORITY BUSINESS ENTERPRISE PARTICIPATION FORM

The City of Rome encourages the participation of registered Minority and Women-Owned business enterprises are encouraged for all City material, supply, professional and construction contracts and sub-contracts.

A "minority business enterprise" is defined as a business firm which is at least fifty-one percent (51%) owned, operated and controlled by minority group members. The minority members must exercise the authority to independently control the day-to-day business decisions of the firm. "Minority" means Blacks, Hispanics, American Indians, Alaskan Natives, Asians and Pacific Islanders.

A "women-owned business enterprise" is defined as a business firm which is at least fifty-one percent (51%) owned, operated and controlled by women. The women ownership must exercise the authority to independently control the day-to-day business decisions of the firm.

Bidders are requested to provide the following:

- a. Is your company 51% or more owned, operated and controlled by women? ☐yes ☐no
- b. Is your company 51% or more owned, operated and controlled by minorities? ☐yes ☐no
- c. If you answer YES to (b) above, please indicate the appropriate category:

☐ Black ☐ Hispanic ☐ Alaskan Native
☐ Asian/Pacific Islands ☐ American Indian

- d. If you have answered yes to (a) or (b) above, have you registered the business as a Minority Business Enterprise or Women Business Enterprise with Empire State Development?

☐yes ☐no



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Signature: _____

Name of Bidder: _____

Contract Name & Title: _____

Date: _____



11. PREVAILING WAGE

Under New York State Labor Law, contractors and subcontractors must pay the prevailing rate of wage and supplements (fringe benefits) to all workers under a public work contract. Employers must pay the prevailing wage rate set for the locality where the work is performed. Prevailing wage is the pay rate set by law for work on public work projects. This applies to all laborers, workers or mechanics employed under a public work contract. The Bureau of Public Work administers Articles 8 and 9 of the New York State Labor Laws:

11.1 Certified Payrolls - Wage Rates

In accordance with the New York State Labor Law every contractor should submit to the City of Rome their original certified payroll records for work performed in conjunction with this project within thirty days after issuance of the first payroll, and every thirty days thereafter (if applicable) a transcript of the original payroll record subscribed and affirmed as true under penalties of perjury. Payment cannot be made to contractors until the City has received the Certified Payroll(s). In addition, contractors will be responsible for posting, in a prominent and accessible place on the site of the job, a legible statement of all wage rates and supplements. For your information, the contract requirements and prevailing wage rate schedule, with a detailed explanation concerning your obligations under the New York State Labor Law has been included in this proposal.

An increase in wage rates can only be allowed during the term of this contract if the NYS Department of Labor publishes new wage rates for the trades designated in these specifications. Any increase in the hourly rate will be limited to the difference between the hourly rates contained in these specifications compared to those issued after this bid awarded.

Corporations, partnerships and sole proprietors submitting proposals are hereby informed that ALL personnel working on this project must be paid the prevailing rate, or above, in accordance with the current NYS Labor Laws in effect during the course of the project. This includes all owners, partners, and other management and other employees as required.

NOTE: Vendors currently on the NYS Labor Department Debarred List will not be considered for award of this contract. By submitting a bid for consideration, the vendor is indicating to the City that they are currently in good standing with the NYS Department of Labor at the time of the bid or quote.