



**Request for Proposals (RFP) for Homestead Borough  
IT MANAGED SERVICES**

**Issue Date: 23 December 2021**

**Closing Date: 04 March 2022**

**Prepared by Borough of Homestead  
Allegheny County  
221 E. 7<sup>th</sup> Avenue  
Homestead, PA 15120**



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## Request for Proposal

Homestead invites you to respond to this Request for Proposal (RFP). The focus of the RFP is to select a single organization to provide IT managed services to Homestead Borough over a two-year period, beginning on April 1, 2022, and ending no later than December 31, 2023.

## Introduction

Homestead Borough is located within Allegheny County, Pennsylvania in the Mon Valley, 7 miles (11 km) southeast of downtown Pittsburgh and is approximately .6 square miles with an estimated total population of 3,165 based on the 2010 census

The Borough employs 27 full-time employees, 7 Council members and 1 Mayor. Operations include the Administration/Finance Departments, Code Enforcement, Public Works, Parking Enforcement, Tax Collection and the Police Department.

## Overview of Current Homestead Borough IT Environment

### Who is in charge of the environment?

- The Administration Office oversees the IT functions for the Borough with assistance from our contracted provider and department managers. The Finance Committee is responsible for approval of the funding and budget.

### How many users?

- We have approximately 27 users and 40 users (mailboxes)

### How many locations do users work from?

- Homestead Borough Building and the Public Works Building

### Do users work remotely?

- Yes, using SSL VPN

### How many PC's and laptops?

- 7 managed PC's
- 1 managed laptop
- 5 tablets
- This number does not include Police department's computers, squad car laptops or other devices such as spare laptops that don't get used very often. We would like the service provided to create a log of all equipment.

### How many mobile devices?

- Vendor may be asked to assist users with their smartphones for setting up e-mail but will not be asked to monitor or manage.

### Is it a PC environment?

- This is a PC environment.



**How many servers?**

- Unknown

**Where are those servers located?**

- Homestead Borough Building, 221 E. 7<sup>th</sup> Avenue, Homestead, PA 15120

**Explain the network environment.**

- Unknown
- The phone system is presently maintained by Full Service.
- All PCs and laptops are Windows.

**What is the backup process?**

- Unknown

**How current is the hardware and software?**

- Most of the software falls in the manufacturer support window is updated Microsoft Suite. There may be some older versions of Microsoft Office in the Police Department (Office 2010 for example). PC hardware is supposed to be rotated out every 5 years but has not.

**Who is currently providing technical support and guidance?**

- Various vendors

**Are there any ad hoc or custom solutions that have been implemented that a vendor should be aware of?**

- Homestead uses common industry hardware and software. Dell PC's, Dell servers, Dell SANS's, HP switching, Cisco firewalls, Windows OS and Windows Server software. Some 3rd party vendors may use proprietary software or hardware, but those vendors are responsible for their hardware and software.

## **Value Added Service Requirements**

As part of this RFP, the following services are the current priority items for Homestead:

### **24 x7x365 Onsite and Remote Support Services**

- Telephone based and remote support via software agent
- Helpdesk service hours, 8:30 a.m. to 6:00 p.m., Monday – Friday, 8:30 a.m. to 12:30 p.m. on Saturdays
- Onsite support and travel time
- After Hours and Emergency Support

### **Project Planning & Implementation Services**

- Project planning and needs development with Department Managers and Borough Manager
- Project implementation services, including (but not limited to): New server installations and current server upgrades/migration Department new PC refresh installations



- Server and software installation for 3rd party vendors
- New firewall/router configurations and installations

#### **Proactive PC/Workstation Management and Monitoring**

- Software agent based 24x7x365 PC monitoring
- Service desk (Automatic/Proactive Management of Incidents) Preventive Maintenance & Security – Windows Updates
- Preventive Maintenance & Security – Software Updates (Adobe, Java, etc.) Automated Hardware & Software Optimization (disk defrag, clear temp files, etc.) Malware & anti-virus software protection monitoring and management
- Rapid problem resolution
- PC systems documentation and performance reporting
- Automated weekly and monthly system status and performance reporting. Reports can be sent to individuals, IT Committee, etc.

#### **Proactive Server & SAN Management and Monitoring**

- Software agent based 24x7x365 Server monitoring
- Monitoring and management of critical Dell SAN shared storage Service desk (Automatic/Proactive Management of Incidents) Preventive Maintenance & Security – Windows Updates
- Preventive Maintenance & Security – Software Updates (Adobe, Java, etc.) Automated Hardware & Software Optimization (disk defrag, clear temp files, etc.) Monitoring and management of system backup jobs
- Installation, configuration, and management of Server software Adds/moves/changes to server domain users
- Active/Retired Asset Audit and Reporting
- Server systems documentation and performance reporting
- Malware & anti-virus software protection monitoring and management Server license management
- Automated weekly and monthly system status and performance reporting. Reports can be sent to individuals, IT Committee, etc.

#### **Proactive Network & Firewall Management and Monitoring**

- Monitoring and management of critical firewalls Review of firewall security protocols and VPN access
- Firewall software upgrades
- Configuration of secured VPN access for remote users and to outside systems Segregation of networks and systems as required for enhanced security



- Ensuring appropriate security protocols and access methods for all wireless access points  
Configuration and maintenance of network switches and other network infrastructure  
Firewall configuration changes and updates
- Configuration and implementation of Intrusion Prevention System and Web filtering on Meraki firewall

### **Proactive Environment Management and Administration**

- Quarterly Technology Management & IT Committee Meetings
- License compliance monitoring and license management
- Annual Technology Budget creation in conjunction with Department Managers and IT Committee
- Management of technical vendor relationships and vendor communication
- Asset management and tracking of in-service schedule for network and PC hardware  
Assistance to Department Managers and IT Committee for cost effective and time efficient procurement of hardware and software
- Assistance to the IT Committee for development of a comprehensive Disaster Recovery Plan

### **Selection Criteria**

Homestead will use multiple criteria to select the most appropriate partner. Respondents are encouraged to be as aggressive and creative as possible in their proposals. The following list summarizes the major qualitative areas that will be evaluated, along with their overall weighting.

- Industry expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities
- Financial considerations

### **Proposal Format and Due Date**

Please complete all sections of the RFP. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Your response to this RFP will serve as the basis for the consideration of your potential as a partner.

Nine (9) copies of the proposal and accompanying documents must be submitted and received no later than 3:00 P.M. on 04 March 2022. Proposals should include responses to the items on the Questionnaire and Disclosure Form and other requested information, such as qualifications of the individuals that will be assigned to the Borough and a list of municipal references.



Address for submissions: **Vanessa McCarthy-Johnson, Manager**  
**Homestead Borough**  
**221 East 7th Avenue**  
**Homestead, PA 15120**

## Notification of Intent to Respond and Clarification Questions

Please indicate your intention to respond, by email, to the above email address by the *Intent to Respond and Questions Due* date outlined in the *Key Dates* table 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. Answers will be provided to all respondents by the *Answers Provided* date.

## Vendor Presentations

Our intention is to hold presentations/demonstrations with one or more firms on the *Presentations* dates indicated in the *Key Dates* table below. The presentations will be held at Homestead Borough Building, 221 E. 7<sup>th</sup> Avenue, Homestead, PA 15120, and we will endeavor to provide the successful firms with as much advance notice as possible.

## Key Dates

Event	RFP Issued	Intent to Respond and Questions Due	Answers Provided	Proposals Due	Presentations
Date	8/1/2018	February 15, 2022	March 1, 2022	March 4, 2022	March 10, 2022
Time	10:00 a.m.	4:00 p.m.	4:00 p.m.	4:00 p.m.	5:00 p.m.

## No Obligation

The submission of a proposal shall not in any manner oblige Homestead Borough to enter into a contract or to be responsible for the costs incurred by your organization in responding to this request. Homestead Borough reserves the right to reject any and all proposals in its sole discretion, and to negotiate the terms of the contract, including the contract amount, with the selected respondent(s) prior to entering into a contract. If none of the proposals are deemed acceptable, Homestead Borough reserves the right to seek additional proposals after the proposal date. The successful respondent will be required to comply with all Equal Opportunity laws and regulations as well as other federal, state, and local regulations.



## Agreement of Non-Disclosure

This document is considered to be proprietary and shall not be disclosed to any other party. It is designed, developed and submitted to potential partners of Homestead Borough solely for the benefit of Homestead Borough.

## Terms and Conditions

- This Proposal solicitation does not commit Homestead Borough to enter into any agreement or to pay any costs incurred in the preparation of any proposal.
- Selection of a provider will be within the discretion of the Borough, or the pension board as its representative.
- The Borough reserves the right to reject or disqualify any Proposals pursuant to the selection criteria and minimum requirements for a provider.
- It is the responsibility of each provider to carefully examine the requirements before submitting. Any questions about this RFP must be in written form and should be directed to Vanessa McCarthy-Johnson by email at [information@homesteadborough.com](mailto:information@homesteadborough.com) no later than March 1, 2022.
- Phone calls will neither be accepted nor returned.

*A person who knowingly makes a material misstatement or omission on this disclosure form will be prohibited from entering into a contract with Homestead Borough for three years.*





## EXHIBITS & ATTACHMENTS

### **Exhibit A – Information Requirements**

For the purposes of understanding more about your company and your ability to successfully fulfill this important requirement, please provide the information below as part of your response, clearly referencing each specific question.

#### **Corporate Information**

1. Give a brief overview of your organization’s involvement in providing IT value added services in the marketplace.
2. How long has the organization been in this business and what is your current market share?
3. In what cities do you maintain offices?
4. Indicate the number of employees in your organization. How many of those are dedicated to account management and/or technical support?
5. How many are full-time vs. contract?
6. What differentiates your organization from your competitors in the marketplace and how will this be relevant to us?
7. Will you subcontract any components of the proposed solution to third party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.
8. Please describe your organization’s experience in transitioning clients to cloud-based technologies from more traditional IT service models.
9. Please provide details of three current customer accounts that are similar in scope and requirements to those of Homestead.



## **Exhibit B – Proposed Approach and Solution**

### **Approach**

1. Please provide a proposed work plan for a migration to your organization as a Homestead Borough preferred vendor. Specifically, provide the following information:
  - a. Key activities
  - b. Timing
  - c. Information/resource requirements from Homestead
  - d. Deliverables
  - e. Key milestones, checkpoints, and other decision points
2. If we elect to move forward with your organization, what Homestead resources would you require (e.g., information, data, staff resources, communication) during the course of migration and on an ongoing basis?
3. Please identify the team that will be assigned to the account and describe how you plan to interact with us and any third-party providers that may provide services.
4. Please describe your experience in providing the following value-added services:
  - a. Network and email system monitoring
  - b. Remote backup
  - c. On-demand Technology Training
  - d. Managed Cyber Security
  - e. Procurement management
  - f. Technical support, including remote user support
  - g. Reporting and communication
  - h. IT policy review and development
  - i. Implementation planning and guidance
  - j. On-site implementation of business applications
  - k. Asset inventory management
  - l. Software licensing control
5. Please describe your experience in providing server technology and service for your customers, focusing on planning, implementation, and ongoing support.
6. Can you provide specific examples of how you have worked with customers that began with significant technology limitations and helped to successfully transform them into organizations with well planned and executed technology strategies? What were the critical success factors in this transformation?
7. How can we be confident that hardware pricing levels will be aggressive and will remain highly competitive over a multi-year period during which new models may be introduced?



## **Support**

1. 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.
2. Please provide details on your standard reporting capabilities.
3. Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end user perspective.
4. What options are available for user training and technical training that may be required by our staff?
5. Describe any user groups, websites, newsletters, conferences, or any other means you support for sharing information and soliciting service feedback.
6. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?
7. Homestead Borough 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.

**List any additional potential or actual conflicts of interest that may exist relative to contracting of services with Homestead Borough.**



## Fees

Please provide the following information regarding fees.

1. Describe the pricing model(s) that you typically employ for your standard services.
2. Please indicate the charges associated with each of the following services, including the key driver of each cost and whether it is included in a standard per-unit cost vs. charged on an ad hoc basis.
  - Technology Roadmap
  - Solution design
  - Network and email system monitoring
  - Remote backup
  - On-demand Technology Training
  - Managed Cyber Security
  - Procurement management
  - Technical support, including remote user support
  - Reporting and communication
  - IT policy review and development
  - Implementation planning and guidance
  - PC deployment
  - On-site implementation of business applications
  - Asset inventory management
  - Software licensing control
3. Do you offer service bundles and if so, describe the effect of this bundling on pricing?

Please list any services that are not included in the quoted fee, and any additional fees to provide those services.



## References

Please list three (3) Pennsylvania municipal clients for whom the firm has provided IT services within the past year. For each reference listed, include the name of the municipality, the contact person at the municipality, telephone number and the email address.