



## **Staff Report**

For City Council Meeting - 10/5/2022

### ***Subject - New Business - City Technology Upgrade & Replacement RFP***

**Synopsis:** The City has worked with Mike Challis of Mike's Computer Repair for years. He's taken excellent care of us. He set up our networks and firewalls, sold us our computers, monitored backup and upgrades, programmed our laptops, conducted remote support, and much more. He relocated to Florida in 2020. While he has still been very attentive via remote support, we've found we need to find an IT person/group that can assist in-person when necessary. Additionally, it's time to reevaluate our technology security and software needs. We posted an informal RFP (Request for Proposals) with a project budget of \$10,000 to reassess our technology needs and upgrade us where necessary. Interested bidders paid City Hall a visit to provide us with an accurate picture of what needs to be done, and validate the published scope of work. In the beginning, six businesses made contact. One did not apply, and one decided not to apply after the site visit. Four proposals were received, which were compiled into a comparison spreadsheet. Monthly costs are not associated with the specific upgrade and replacement of equipment. Those were itemized separately for comparison. Staff has narrowed selection and is ready to proceed. The purpose of this synopsis is to keep the Council informed per request when an RFP falls in the Immediate procurement category.

**Recommended Motion:** No motion is needed per current (or prospective) procurement standards.

**Legal Analysis:** N/A

**Financial Analysis:** The City budget holds a specific line item in the General Fund for projects like this; there is currently \$35,000 budgeted for Technology/Software.

Respectfully Submitted,

A handwritten signature in black ink, appearing to be "Chad".

Chad



## Request for Proposal

### RFP: City Hall Security and Network Infrastructure

**Proposal Due Date: Tues. September 6, 2022**

#### Project Overview:

The City of Gearhart provides its residents and visitors with public services, safety and security. These services include city planning, finance, court, building permitting, water infrastructure, public works, code enforcement, police department, and fire department. These services are integral to the well-being of our city and shall be protected from online and network security threats. This upgrade is also expected to provide a robust system from which the city conducts daily business and emergency response.

#### Project Goals

- Cleanup and secure existing and new network technology in the copier room.
- Installation of a managed firewall.
- Installation of managed WIFI Switch. Some of the city's existing Ubiquiti equipment may be used based on purveyor recommendations.
- Management of Incoming internet ensuring a seamless transition from one internet service to another.
- Acquire and install 15 anti-virus 1-year subscriptions for our existing workstations.
- Support contract for the above items.
- Contracted support for our existing technology based on an hourly rate.

#### Scope of Work

- Installation of a managed business class firewall managed and monitored by the purveyor.
- **Upgrades to our Ubiquiti wireless network, managed and monitored by the purveyor.**
- Cleanup of the data area in city hall that includes installing a lockable wall-mount enclosure.
- **Installation of Trend Micro Anti-Virus, or similar anti-virus, managed and monitored by the purveyor.**
- Management of our two incoming sources of internet ensuring a seamless redundancy.
- Support agreement providing service level agreement (SLA) for the network and security equipment, including the firewall, switches, and WIFI network. A proposal must include after-hours support.
- Contracted services to the remainder of our IT assets to be billed at an hourly rate for assets not included in the covered devices.
- Installation must include labor for the consulting, hardware configuration, and installation. Includes rack enclosure and shelves, firewall, network switches, UPS setup, power distribution installation, labeling, and cable management. Setup of firewall security services, network segregation, and connectivity verification.

#### Current Roadblocks

- The city does not employ a tech person. The city desires system management by professionals.
- We have two incoming internet sources. The current redundancy hardware is not meeting our needs with frequent slowing of internet connections.
- We require the ability to throttle internet access so the critical city functions are assured of adequate internet access and bandwidth.



## Evaluation Metrics and Criteria

- Location of tech support and estimated response time.
- Qualifications and certifications of your company, its staff, and technicians.
- Cost of hardware, software, and installation.
- Ongoing support monthly management and support costs for the installed hardware and software.
- Quality of hardware and software.

## Submission Requirements

- Hardware/software quote with an itemized equipment list.
- Labor quote to install hardware and software, including configuration.
- Costs for 15 workstation antivirus subscriptions, including monitoring, if applicable.
- Company profile, certifications, and technician certifications.
- Email all information to the contact below.

**Project Due Date: September 2022**

**Budget Amount: \$10,000**

\*Note: The highlighted items have parts not part of the \$10,000 budget as these items would be billed monthly. Please itemize the cost of highlighted items that are billed monthly separately at the bottom of your proposal.

Please contact us if you have any questions.

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