



# CITY OF LOMA LINDA

## INFORMATION SYSTEMS DEPARTMENT

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### Request for Proposals for Managed Services (Network and Security) May 13, 2021

City of Loma Linda  
25541 Barton Rd.  
Loma Linda, CA 92354

#### **Inquiries**

Inquiries about this Request for Proposal must be in writing and directed to:

Kyle MacGavin  
Information Systems Analyst II  
City of Loma Linda  
25541 Barton Rd.  
Loma Linda, CA 92354  
Phone: (909)799-4411  
E-mail: [kmacgavin@lomalinda-ca.gov](mailto:kmacgavin@lomalinda-ca.gov)

## 1.0 GENERAL INFORMATION:

### Terms of Use:

This RFP is not a contract offer. Receipt of a proposal neither commits the City of Loma Linda to award a contract to any vendor, nor limits our rights to negotiate in our best interest. The City of Loma Linda reserves the right to contract with a vendor for reasons other than price. Failure to answer any questions in this RFP may subject the proposal to disqualification. The City of Loma Linda reserves the right to request additional information that is necessary and pertinent to the project or to assure that the vendor's adequate competence to perform according to bid specifications. Products and services which are not specifically requested in the RFP but which are necessary to provide the functional capabilities proposed by the vendor shall be included in the proposal.

### 1.1 Background Information

The City of Loma Linda (the City) is a city focused on health and prosperity. Constantly investing in the growth, improvement, and back into the community. The city underwent a third party infrastructure assessment which resulted in findings that require an immediate remediation effort for which we seek assistance.

a. The City of Loma Linda is looking to obtain an annual managed service contract for its Information Systems infrastructure.

b. The purpose of this Request for Proposal (RFP) is to solicit and award a contract to a qualified Information Systems management company.

c. All qualified management companies are invited to submit proposals under this RFP.

## Tentative RFP Schedule (Subject to change at City's discretion)

ID	Milestone	Date & Time
1	RFP Release	5/13/21 7:00 AM
2	<b>Submission Deadline</b>	5/24/21 5:30 PM
3	Vendor Evaluation, Negotiations, & Selection	5/24/21- 6/1/21 5:30 PM
4	Submittal to City Council	6/8/21 7:00PM

### 1.2 City's Current Tech

#### City Networking Devices:

Manufacturer	Serial Number	Product Number	Model Name
Extreme Networks	2015G-00075	16177	X450-G2-24p-10GE4-Base
Extreme Networks	1937N-41472	16179	X450-G2-48p-10GE4-Base
Extreme Networks	1930G-01383	16531	X440-G2-12p-10GE4
Extreme Networks	2002G-00501	16538	X440-G2-24x-10GE4

Extreme Networks	1902N-41994	16791	X590-24t-1q-2c Base System
Extreme Networks	1902N-42030	16791	X590-24t-1q-2c Base System
Extreme Networks	1850N-42213	16179	X450-G2-48p-10GE4-Base
Extreme Networks	1850N-42307	16179	X450-G2-48p-10GE4-Base
Extreme Networks	1850N-42326	16179	X450-G2-48p-10GE4-Base
Extreme Networks	1850N-44280	16179	X450-G2-48p-10GE4-Base
Extreme Networks	1850N-44285	16179	X450-G2-48p-10GE4-Base
Extreme Networks	1843N-40165	16538	X440-G2-24x-10GE4
Extreme Networks	1819N-42699	17401	X620-16x-Base
Extreme Networks	1813N-43846	16567	210-12p-GE2
Extreme Networks	1813N-43882	16567	210-12p-GE2
Extreme Networks	1810N-40155	17401	X620-16x-Base
Extreme Networks	1649N-41187	17405	X620-8t-2x-Base
Juniper Networks	TW3717460028	EX-4300-32F	JUNIPER NETWORKS EX4300-32F
FortiGate			Fortigate 500E v6.4.5 (2, one in HA)

**Security Software:**

<i>Index</i>	<i>OS</i>	<i>Version</i>
1	BitDefender Endpoint Protection	6.23
2	Mimecast Email Security	Subscription

A third party Infrastructure Assessment Report can be provided upon request. Email: [kmacgavin@lomalinda-ca.gov](mailto:kmacgavin@lomalinda-ca.gov) for more details.

### **1.3 Tech Locations**

Location 1: Civic Center. Primary location of the City's tech which includes the City's datacenter, telecom room, and ISP origin.

25541 Barton Rd. Loma Linda, CA 92354

Location 2: Corporate Yard.

26000 Barton Rd, Loma Linda, CA 92354

### **1.4 Submittal Requirements**

The deadline for RFP responses is **May 24, 2021 5:30 PM PST** submit one signed copy of the RFP response as a PDF or word file to [kmacgavin@lomalinda-ca.gov](mailto:kmacgavin@lomalinda-ca.gov) with the subject line "City of Loma Linda Managed Services RFP". Physical copies can be sent to ATTENTION: Kyle MacGavin 25541 Barton Rd. Loma Linda, CA 92354.

Submittals that are not received on or before the specified deadline will not be accepted (no exceptions). The City reserves the right to request follow-up information or clarification from vendors in consideration. Vendor is responsible to ensure delivery by the date and time included.

The City of Loma Linda reserves the right to reject any or all submittals, to compare the relative merits of the respective responses, and to choose a vendor, which will best serve the interests of the City.

Each response to this RFP shall be done at the sole cost and expense of each proposing vendor and with the express understanding that no claims against the City for reimbursement will be accepted.

### **1.4 Evaluation Criteria**

Responses to this RFP will help the City identify the most qualified vendor and will be indicative of the level of the firm's commitment. The City will evaluate the qualifications, references, overall fit with the City of Loma Linda, as well as take into consideration the proposed scope and pricing submitted to determine the most qualified web vendor.

### **1.5 Selection Process**

The selection process will involve the following phases:

#### **Phase 1 (May 24, 2021):**

Proposals are due.

#### **Phase 2 (May 24, 2021- June 1, 2021):**

A City review team will evaluate vendor submissions. The initial review will determine conformance to submission requirements and whether responses meet minimum criteria established. Review will include the vendor's acceptance of RFP terms and completeness of submissions.

#### **Phase 3 (June 8, 2021):**

The City will enter into negotiations leading to a professional support agreement and submit to City Council.

## **2.0 Project Description**

### **2.1 Project Objectives**

The City is soliciting responses to this RFP to establish 1 year of 3<sup>rd</sup> party management services for its Information Systems department.

The City expects an **itemized list** of the management services offered with the price for each explicitly listed. Proposals are to include 12 and 36 month contract options. Every management service should be **opt-in or opt-out at the City's discretion**. Any additional or other services that the City did not include in this RFP can be submitted but will only be accepted with just cause. There is no obligation expressed or implied on the part of the City to reimburse firms for any expenses incurred in preparing responses for this request.

The City anticipates it will retain functional application management and end user support in-house. **Specifically, the City desires managed services to monitor and manage all networking and security devices within their active environment.**

**Network support services (Tier I and II Network support)**

**Security monitoring and support services**

Respondents must provide a service that allows the City to scale on demand, under short notice, and scale back appropriately and quickly when demand eases, while keeping costs optimized and service levels consistent. In summary, the City's explicit goals in applying and sustaining managed services and the supplier's responsibility in helping the City of Loma Linda to achieve these goals are as follows:

- Must be able to assist in the implementation of, then on-going support and management of the City's requested IT infrastructure environment.
- Must have the technical capabilities to support any and all of the City's infrastructure needs.
- Must be able to support the growth of the City at all times and scale to meet requirements.
- Must provide robust operations processes and management capabilities that reflect a consistent and proven methodology, such as an ITIL-based framework.
- Must provide solutions that encompass the entire city information technology stack, but are flexible and allow for newer technologies to be implemented when cost-effective, addressing continuous improvement for managed services.
- Must provide a sensible and pragmatic blend of onsite and remote resources to achieve the desired service levels within all technical domains.

Proposed services should be part of a standard offering. The City is not looking for a set of custom services that are integrated and managed by the City IT staff. However, the City will maintain various technical staff in critical technical domains.

## **2.2 Project Scope Overview**

Network support services (Tier I and II Network support)

Security monitoring and support services

Any other services may be included in bid with justification

From time to time, however, the managed services provider may engage in specific tasks or events in support of our application Team(s). These may include professional services, architecture or solution design or guidance, implementation services, disaster recovery planning and other related activities.

### **3.0 Statements:**

All responses to this RFP become the property of the City (City of Loma Linda) and will be kept confidential until recommendation for award of a contract has been announced. Thereafter, submittals are subject to public inspection and disclosure under the California Public Records Act. If a Respondent believes that any portion of its submittal is exempt from public disclosure, such portion may be marked "confidential." The City will use reasonable means to ensure that such confidential information is safeguarded but will not be held liable for inadvertent disclosure of such materials, data and information. Submissions marked "confidential" in their entirety will not be honored as such and the City will not deny public disclosure of all or any portion of submittals so marked.

By submitting information with portions marked "confidential" the Respondent represents it has a good faith belief that such material is exempt from disclosure under the California Public Records Act and agrees to reimburse the City for, and to indemnify, defend and hold harmless the City, its officers, fiduciaries, employees and agents from and against: (a) any and all claims, damages, losses, liabilities, suits, judgments, fines, penalties, costs and expenses including, without limitation, attorneys' fees, expenses and court costs of any nature whatsoever (collectively, "Claims") arising from or relating to the City's non-disclosure of any such designated portions of a proposal if disclosure is deemed required by law or court order. The City reserves the right to disclose any documents marked "confidential" if required to do so under the California Public Records Act or pursuant to any other local, state or federal statute or court order.

If a bidder discovers any ambiguity, conflict, discrepancy, omission or other error in this RFP, please immediately notify the City of such error by e-mail at:

**Kyle MacGavin, System Analyst II**

**City of Loma Linda**

**E-Mail: [kmacgavin@lomalinda-ca.gov](mailto:kmacgavin@lomalinda-ca.gov)**

If it becomes necessary to revise any part of this RFP, or if a more exact interpretation of provisions of this RFP are required prior to the due date for proposals, a supplement will be sent to all bidders. The City reserves the right to extend the due date of proposals to accommodate such interpretations or additional data requirements.

Submission of information indicates acceptance by the bidder, of the terms and conditions contained in this RFP, unless exceptions are clearly and specifically noted in the submittal. If the bidder objects to any term(s) in the RFP, or wishes to modify or add terms to a subsequent contract, the submittal must identify each objection, propose language for each modification and include the reasons for the modification. The City reserves the right to modify the terms prior to execution.

The Proposal determined to be the most advantageous to the City, taking into account all of the selection criteria, may be selected by the City or further action, such as a contract award. If, however, the City decides that no proposal is sufficiently advantageous to the City, we may take whatever further action is deemed best in its sole discretion, including making no contract award. If, for any reason, an awardee is selected and it is not possible to consummate a contract with the bidder, the City may begin contract discussions with the next qualified bidder or determine that it does not wish to award a contract pursuant

to this RFP, at its sole discretion.

### **3.1 Bidder Guarantees**

- a) The bidder guarantees that it can and will provide, at a minimum, the services set forth within the RFP.

### **3.2 Bidder Warrantees**

- a) Bidder warrants that it is willing and able to comply with State of California laws with respect to foreign (non-State of California) corporations.
- b) Bidder warrants that it will protect the privacy and provide for the security of the City's member data and that Bidder will require its officers, employees and agents to sign a Confidentiality Agreement provided by the City.
- c) Bidder warrants that it will not subcontract or delegate its responsibilities under an agreement without the prior written permission of the City.
- d) Bidder warrants that all information provided by it in connection with this proposal is true and accurate.
- e) Bidder acknowledges they have read and reviewed all contents of this RFP. The signature below warrants the bidder's ability to complete the described Statement of Work in accordance with the terms and conditions set forth herein.
- f) Bidder warrants expenses incurred in the preparation of proposals in response to this RFP are the sole responsibility of the vendor.

### **3.3 Right of Rejection**

The City of Loma Linda reserves the right to accept or reject any and all proposals, or any part of any proposal, without penalty. The City of Loma Linda may award a contract to a single contractor for all elements for the entire project or may award any of the elements separately. In addition, the City of Loma Linda reserves the right to fund (and proceed with project or purchase), not to fund the project, or to partially fund the project. Any allowance for oversight, omission, error, or mistake by the bidder made after receipt of the proposal will be at the sole discretion of the City of Loma Linda.

### **3.4 Insurance Requirements**

Vendor proposing any installation services shall purchase and maintain insurance in the types set forth below which may arise out of or result from the contractor's operations under the contract, whether such operations performed by the contractor or subcontractor or by anyone directly employed by either, for an amount of no less than \$1,000,000:

Commercial general liability

Workers' compensation insurance

Personal injury liability coverage

Comprehensive Automobile Liability insurance

All policies required above are to be primary and non-contributory with any insurance or self-insurance programs carried or administered by the City's.

## 4.0 Vendor Preference and Information

### 4.1 Local Vendor Preference

The City of Loma Linda has established a local vendor preference. When quality, service, and other relevant factors are equal, responses to Requests for Proposals will be evaluated with a preference for local vendors. Note the following exception:

1. Those contracts which State Law or, other law or regulation precludes this local preference.

A “local” vendor preference will be approved as such when 1) The vendor and or their partner conducts business in a fully staffed office with a physical address within the Southern Californian region; 2) The vendor or their partner holds a valid business license issued by the County or a City within the Southern Californian region; 3) The vendor or their partner has conducted business at the local address for not less than six (6) months prior to the due date of this Request for Proposal; 4) The vendor or their partner has experience for not less than six (6) months supporting the Federal, State, Local or Education businesses.

<For the purpose of this Request for Proposal the Southern California region is made up of the Imperial, Kern, Los Angeles, Orange, Riverside, Santa Barbra, San Bernardino, San Diego, San Luis Obispo, and Ventura California Counties>

	YES	NO
Do you claim local vendor preference?		
Do you conduct business in an office with a physical location within the Southern California region?		
Have you served the Federal, State, Local Government or Education Markets for more than six (6) months		
Business Address:		
Years at this Address:		
Does your business hold a valid business license issued by a County or a City within the Southern California?		

### 4.3 Organization and Bidder Questionnaire

Date of Response	
Company Name	
Primary Contact Person	
Title	



<b>Address</b>	
<b>Telephone Number</b>	
<b>Facsimile Number</b>	
<b>E-mail Address</b>	

**4.4 Bidder Background Questionnaire**

Please state the date your company started in business. \_\_\_\_\_

Where is your closest support facility/sales office? \_\_\_\_\_

Where is your headquarters office? \_\_\_\_\_

Is your company an equal opportunity employer?

Yes: \_\_\_\_\_ No: \_\_\_\_\_

Does your company have any family or business relationships with the City's Council members?

\_\_\_\_ Yes or \_\_\_\_ No. If yes, please explain

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Please list any special capabilities or qualifications that you would like considered in evaluating your company.

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**4.5 Litigation**

<p><b>Over the past five years, has the bidding company or any officer or principal, been involved in any business litigation or other legal proceedings related to the sale of software agreements? If so, please provide a brief explanation and indicate the current status.</b></p>	
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Please sign physically or digitally to confirm you and your organization agree to the City's statements and terms. Return a copy of this RFP with your response via email as a word or PDF file to [kmacgavin@lomalinda-ca.gov](mailto:kmacgavin@lomalinda-ca.gov) or by mail/delivery ATTENTION: Kyle MacGavin 25541 Barton Rd. Loma Linda, CA 92354.

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Company Name

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Responder's Name

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Responder's Title

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Signature

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Date