

# Managed Services Provider

## Request for Qualifications

### I. PURPOSE

The City of Warrensville Heights, Ohio (the “City”) is seeking a managed services provider to augment internal IT staff, assist with IT projects and handle some of the network and VoIP engineering, as well as establish monitoring of the infrastructure. Managed service providers (MSP) are invited to submit a statement of qualifications (SOQ) for this request.

Any inquiries regarding this SOQ should be sent to the IT Department at [itrfp@cityofwarrensville.com](mailto:itrfp@cityofwarrensville.com).

Three hard copies should be provided, along with a PDF version submitted on a USB flash drive. All qualifications must be received by no later than **5:00 P.M. on Friday 12/6/2019**, must be sealed and addressed to:

**City of Warrensville Heights IT Manager  
IT SOQ – Managed Services Provider RFQ  
4301 Warrensville Center Road  
Warrensville Heights, Ohio 44128**

The City reserves the right to retain all SOQ’s submitted and to accept or reject any and all submissions in the best interest of the City. The City operates under applicable public disclosure laws. Proprietary information must be identified and will be protected to the extent that is legally permissible.

### II. PROFESSIONAL SERVICES REQUIRED:

The MSP selected should have a firm grasp of all technologies in use at a City. Please email IT at the above email address, for a complete list of the technologies our City uses today. The MSP selected will employ certified staff in engineering, technician or other technical roles, which support the City’s needs. The selected MSP will be licensed, insured and financially stable to qualify. The MSP selected preferably also supports governmental agencies like the City. The City has roughly 14,000 residents, 200 employees and currently six to seven buildings. Government experience is not necessarily a preclusion from selection, but does lend to efficient and knowledgeable support of our organization. Equivalent experience in non-governmental agencies may also be considered.

- Cisco network engineering and administration.
- Cisco wireless engineering and administration.
- Cisco UCS (VoIP) engineering and administration.
- IT infrastructure engineering/troubleshooting assistance.
- IT systems monitoring, including network, server, storage, UPS, and other IT infrastructure.
- IT systems design assistance, as needed.
- IT project work, as defined by City initiatives or departmental need.
- IT hardware leasing and procurement.
- IT end-user training.

### III. RFQ REQUIREMENTS:

The selected MSP should provide the information listed below and expound where appropriate.

- Name of company, owner, address and contact information.
- Personnel qualifications. Identify the level of mastery for your employees that will be servicing the City.
- Specialized qualifications. Identify other clients like our City for which you’ve been the primary support team. Please also include what sets your company apart from the competition.
- Services offered. Identify all services your company provides which might be of use to the City.
- Capability. Please provide information on providing service with short notice, as well as depth of your team(s) to indicate the level of support our City would receive from your company.
- Approach to Communication. Please provide information on how you or your company will communicate with the City in performing duties assigned.

- **Understanding of Services.** Please write your understanding of what we're seeking from your company.

Submission of a SOQ indicates acceptance by the individual of the conditions contained in the request for qualifications, unless clearly and specifically noted in the SOQ(s) submitted and confirmed in the contract between the City and the respondent. Respondents or their agents are prohibited from lobbying anyone from the City of Warrensville Heights, including its staff, consultants or authorized agents. Failure to comply with this clause shall be grounds for rejection of their SOQ as nonresponsive.

#### **IV. SCOPE OF SERVICES REQUIRED:**

The selected MSP would be (solely or jointly) responsible for engineering, administration and support of Cisco networking (i.e., wired or wireless), VoIP, IT infrastructure troubleshooting assistance, IT infrastructure monitoring, IT systems design assistance, IT project work as needed and IT hardware/software procurement, including leasing and other finance mechanism options. The selected MSP is subject to approval by Warrensville Heights City Council in accordance with the City of Warrensville Heights ordinances, and work as independent contractors.

#### **V. EVALUATION CRITERIA:**

A subcommittee of City staff will evaluate qualifications based on requirements described in this section. The five to seven highest qualified respondents will be selected to respond to a formal request for proposal (RFP). The RFP will allow the invited respondents to further discuss their qualifications with the City's IT department and to respond to questions. Prior to the RFP, the City will hold a mandatory meeting for the selected RFP respondents to attend. The City will send an invite to selected respondents whereby they can participate in-person (preferred) or by phone. The mandatory meeting will be the opportunity for questions from, to and about the City, as well as allow the Vendor to get to know our great City.

The following, non-exclusive list of information will be taken into consideration during the evaluation process:

- Provides qualifications identified in the Request for Qualifications
- Responses include complete and clear language.
- Familiarity with laws and regulations governing Ohio local government and operating procedures relative to conduct of City business.
- Demonstrated expertise in Information Technology and the support of local government technology specifically.
- Available support staff and range of services offered.
- Included at least three references of clients similar to the City your company supports today.
- The professional reputation for providing high-quality services, ability to work cooperatively with all City staff, City Council, consultants and other authorized agents while demonstrating sound judgement, integrity, and reliability as determined by the references provided.

The City will require the selected firm / individual to execute a contract to be negotiated with the City, no more than thirty (30) calendar days after the City gives notice of award, subject to City Council approval. In the event the parties cannot negotiate and execute a contract within the time specified, the City reserves the right to terminate negotiations with the selected individual and commence negotiations with another individual.

**VI. AWARD SCHEDULE**

<b>DATE</b>	<b>Activity</b>
11/26/2019	RFQ Posted.
12/3/2019	Deadline for RFQ Questions.
12/6/2019	RFQ Responses Due by 5:00 P.M.
12/10/2019	Subcommittee Completed Review of Responses.
12/11/2019	Mandatory RFP Participant Meeting (in-person or by phone)
12/18/2019	RFP Provided to Selected Respondents.