



## Item No. 18 Town of Atherton

### **CITY COUNCIL STAFF REPORT – REGULAR AGENDA**

**TO: HONORABLE MAYOR AND CITY COUNCIL**

**FROM: GEORGE RODERICKS, CITY MANAGER  
THERESA DELLASANTA, CITY CLERK**

**DATE: FEBRUARY 17, 2016**

**SUBJECT: APPROVE SOLICITATION OF REQUEST FOR PROPOSAL FOR  
INTERNET TECHNOLOGY SERVICES**

#### **RECOMMENDATION**

Approve the Internet Technology (IT) Services Request for Proposal (RFP).

#### **BACKGROUND**

The Town has contracted with the City of Redwood City since July 1, 2006, to provide information technology support. Before that the Town contracted with the City of Palo Alto for IT services. The Town has also utilized a Town employee (Police Sergeant) on an as-needed basis to provide day-to-day information technology support.

There is currently no permanent IT department staff. Each department makes their own IT requests directly with Redwood City. IT requests are managed by Redwood City on a weekly basis for approximately 4 hours a week. (Unfortunately, Redwood City has had a difficult time recruiting and retaining IT personnel and therefore does not have the capacity to provide any more than 4 hours per week). Most of the IT maintenance is conducted remotely. Onsite requests are handled from within the Police Department in a reactive manner as case-load dictates.

The Town performed an independent assessment that made technology recommendations which included the acquisition of IT staff, development of centralized policies, network infrastructure improvements and proactive network planning.

The independent assessment made it clear that it is prudent for the Town to conduct a request for proposals (RFP). An RFP is the best way to verify the marketplace and to insure the Town is receiving the proper level and quality of service and paying an appropriate price for the services received.

#### **ANALYSIS**

The purpose of the RFP is to describe the Town's current technical environment and upcoming plans, and to establish minimum requirements for ongoing support, solicit proposals for continuing

support from service providers, and gain adequate information from potential service providers so that the Town may evaluate the services offered in order to choose the respondent that most closely matches the Town's requirements at the best possible cost.

The Town intends to select a proposal to provide full-service IT facility management services in order to maintain and support its technology infrastructure.

The RFP focuses on the Town's core IT services listed below.

- **General Operations / Administration Services** - Activities include general operations oversight of the account and administrative functions, and participation in planning meetings and ad-hoc daily communications with the Town IT Liaison. Provide regular reports and performance statistics and attend meetings as requested.
- **Help Desk and Support Services** - Accounts for the largest single amount of support required and is the initial point of contact for most support requests. The Help Desk includes maintenance and support of all end user devices including desktop / laptop management, operating systems and application software, telephones, printers, scanners, peripherals, and basic training support of Town end users. Also includes interface between other contracted vendors to resolve user support issues, meeting setups, information gathering for higher level support, documentation of resolutions, maintenance of the IT help desk system and proactive maintenance activities, user training, information gathering and other projects as time permits. Respondents are required to have a 24X7 help desk for call logging, first tier support, referral to second tier support and ticket close out.
- **Systems Administration and Infrastructure Services** - Includes day to day server and IT infrastructure systems support, maintenance, minor upgrades, troubleshooting and repairs of associated server hardware and software, business application support and database management, virtual cluster and data storage management, regular backups security and enterprise system implementation and support, new user and terminated user activities, Active Directory and group policy management, event log and security management, audio/visual setup and management, EOC and Disaster Recovery system participation.
- **Voice and Communications Services** - Includes general support of Town Telephone and Unified Communication, email system, and conferencing equipment and includes mobile device management implementation and support.
- **Network, Cabling, Switching and Routing Services (Moves, Adds, or Changes)** - Includes connectivity both inside buildings and between buildings including wiring, switching, routing, connectivity to ISP's, wireless, monitoring of all networking components, disaster recovery, failover, security, security cameras, compliance including PCI compliance activities, streaming media, and VPN needs.

Once the RFP submittal date deadline closes, an Evaluation Committee will convene and review all proposals to determine which proposers have qualified for consideration. The evaluation will include a detailed review based on the following categories:

- Organizational Experience (weighted 20%)
- Organizational Capabilities (weighted 20%)
- Implementation (weighted 20%)
- Service Level Agreements (weighted 15%)
- Cost (weighted 25%)

The committee will select approximately three of the most qualified proposers for interview and a final recommendation is scheduled to come back to Council in June.

### **POLICY CONSIDERATIONS**

The Town appreciates the time and dedication provided by Redwood City for IT services over the years. However, it has become increasingly difficult for Redwood City to recruit IT personnel, which in turn has made it challenging for Redwood City to provide the Town with the desired service levels required. The Town needs to be fiscally prudent by re-bidding the service to see what other options there might be.

### **FISCAL IMPACT**

None. Staff anticipates transitioning to a new IT services provider in July 2016. Costs for these services will be incorporated into the FY 2016-17 Budget.

### **PUBLIC NOTICE**

Public notification was achieved by posting the agenda, with this agenda item being listed, at least 72 hours prior to the meeting in print and electronically. Information about the item is also disseminated via the Town's electronic News Flash and Atherton Online. There are approximately 1,200 subscribers to the Town's electronic News Flash publications. Subscribers include residents as well as stakeholders – to include, but be not limited to, media outlets, school districts, Menlo Park Fire Protection District, service providers (water, power, and sewer), and regional elected officials.

### **ATTACHMENTS**

Request for Proposal for Internet Technology Services

**TOWN OF ATHERTON, CALIFORNIA**

**REQUEST FOR PROPOSALS  
FOR**

**OUTSOURCING SOLICITATION  
FOR IT SERVICES AND SUPPORT**



**Issue Date  
February 18, 2016**

**Response Due Date and Time  
March 25, 2016, 4:00 PM**

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## TABLE OF CONTENTS

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# 1 OVERVIEW

## 1.1 Purpose

The Town of Atherton (Town) currently outsources the maintenance and support of its technology infrastructure as well as other information technology services to the City of Redwood City. The contract covering these services is covered by a contract on a month-to-month basis.

The purpose of this Request for Proposal (RFP) is to describe the Town's current technical environment and upcoming plans, and to establish minimum requirements for ongoing support, solicit proposals for continuing support from service providers, and gain adequate information from potential service providers so that the Town may evaluate the services offered in order to choose the respondent that most closely matches the Town's requirements at the best possible cost.

The Town intends to select a proposal (Proposer) to provide full-service Information Technology (IT) facility management services in order to maintain and support its technology infrastructure based on the responses to this RFP. The Town is open to Proposers providing all of the identified services or responding to specific options.

The Town recognizes that technology services may be accomplished in a variety of ways. This RFP contains the scope of work requirements that the selected Services Proposer must meet, or exceed. Any specifications and processes delineated in this RFP reflect the current environment and are not intended to limit Proposers in developing and proposing their own solution in meeting or exceeding the requirements of this bid. However, all Proposers must explain thoroughly how their proposal meets or exceeds the service expectations specified in the RFP so that the evaluation committee can understand the specific advantages to each proposal.

## 1.2 RFP Schedule

Table 1, RFP Schedule of Events, represents the Town's best estimate of the schedule to be followed. Unless otherwise specified, the time of day for the following events will be between 8:00 a.m. and 5:00 p.m., Pacific Time.

The Town reserves the right, at its sole discretion, to adjust this schedule as deemed necessary. Notification of any adjustment to the RFP Schedule of Events will be provided to all Proposers that attend the mandatory pre-proposal meeting.

RFP EVENT		DATE/TIME
1	Town Issues RFP	February 18, 2016
2	Deadline for Proposers With a Disability to Make Request	February 26, 2016
4	Mandatory Pre-proposal meeting (tour of facilities)	March 2, 2016
4	Deadline for Written Questions and Comments	March 9, 2016
5	Town Issues Responses to Written Questions /Comments	March 18, 2016
6	Deadline for Submitting a Proposal (4:00 PM)	March 25, 2016
7	Town Completes Technical and Pricing Evaluations	Week of April 4, 2016
8	Town Conducts Optional Oral interviews	Week of April 18, 2016

RFP EVENT		DATE/TIME
9	Recommendations presented to City Council	May 18, 2016
10	Contract Negotiations	Week of May 23, 2016
11	Award of Bid and Contract Signing	June 15, 2016
12	Contract Start Date	July 1, 2016

**Table 1 - RFP Schedule of Events**

**1.3 RFP Coordinator**

All communication relative to this RFP must be directed to the RFP Coordinator. Unauthorized contact regarding this RFP with other Town staff may result in disqualification. The RFP Coordinator will be the sole point of contact for this RFP. The RFP Coordinator is:

Theresa DellaSanta – Assistant to the City Manager/City Clerk  
 91 Ashfield Road  
 Atherton, CA 94027  
[tdellasanta@ci.atherton.ca.us](mailto:tdellasanta@ci.atherton.ca.us)  
 650-752-0529

**1.4 Assistance to Proposers with Disabilities**

Proposers with disabilities may receive accommodations regarding the means of communicating this RFP and participating in this procurement process. Proposers with disabilities should contact the RFP Coordinator to request reasonable accommodations no later than the deadline for accommodation requests detailed in Table 1, RFP Schedule of Events.

**1.5 Nondiscrimination**

No person will be excluded from participation in, be denied benefits of, be discriminated against in the admission or access to, or be discriminated against in treatment or employment in the Town’s contracted programs or activities on the grounds of disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal or California State Constitutional or statutory law; nor will they be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of contracts with the Town or in the employment practices of the Town’s contractors. Accordingly, all Proposers entering into contracts with the Town will, upon request, be required to show proof of such nondiscrimination and to post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

**1.6 Proposal Preparation Costs**

The Town will not pay any costs associated with the preparation, submittal, or presentation of any proposal.

**1.7 RFP Amendment and Cancellation**

The Town reserves the unilateral right to amend this RFP in writing at any time. The Town also reserves the right to cancel or reissue the RFP at its sole discretion. If an amendment is issued, it will be provided to all Proposers submitting a Letter of Intent to Propose in

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compliance with Section 1.9 of this document. Proposers will respond based on the final written RFP and all exhibits, attachments, and amendments.

### **1.8 Questions Pertaining to the RFP**

Specific questions concerning the RFP should be submitted via e-mail to the RFP Coordinator (Section 1.3) according to the deadline outlined in the RFP schedule (Section 1.2) so that the Town may prepare responses. Questions must reference the specific RFP Section and Page Number. Copies of all written questions and the Town's responses will be emailed to all Proposers who attended the mandatory pre-proposal meeting.

### **1.9 Proposal Deadline**

Proposals will be submitted no later than the Proposal Deadline time and date detailed in Table 1, RFP Schedule of Events. Proposers will respond to the RFP and any exhibits, attachments, or amendments. A Proposer's failure to submit a proposal as required before the deadline will cause the proposal to be disqualified. Proposers assume the risk of the method of delivery chosen. The Town assumes no responsibility for delays caused by any delivery service.

### **1.10 Proposal Submittal**

Proposers must submit five (5) hard copies, and one (1) electronic copy on CD or memory stick in a sealed package. Proposals must be prepared on standard 8 1/2" x 11", on two-sided paper. The package should be clearly labeled:

- ATTENTION: CITY CLERK
- PROPOSAL FOR ATHERTON IT SERVICES AND SUPPORT
- NAME OF PROPOSER
- PROPOSER'S ADDRESS
- PROPOSER'S CONTACT PERSON
- PROPOSER'S TELEPHONE NUMBER
- PROPOSER'S EMAIL

The proposal may be mailed, couriered, or hand delivered to:

Town of Atherton  
Attn: Theresa DellaSanta, Assistant to the City Manager/City Clerk  
91 Ashfield Road  
Atherton, CA 94027

Proposals received after this time and date shown in the RFP Schedule of Events will be returned unopened. Postmarks will not be accepted as proof of receipt.

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## **2 THE TOWN OF ATHERTON, CALIFORNIA**

Atherton is a small residential community, with no commercial or industrial land-use base. Native live oaks, white oaks, bays, redwoods, cedars, pines and other ornamental trees cover the six square miles of town.

Atherton's population is 6,995 according to the 2011 census. In October 2012, there were 5,052 registered voters and approximately 2,500 households. The median age is 48.2 years.

Atherton is a general law city operating under a council-manager form of government. This provides the Town with policy direction from the City Council and professional administration and policy implementation through the City Manager.

### **2.1 Information Technology Outsourcing Objectives**

Through this RFP, the Town is striving to create an IT outsourcing relationship(s) which will:

- Provide the best value possible for the work being performed;
- Offer key vendor support of the technologies in place at the Town;
- Meet Residents', City Council and Staff business technology needs by maintaining technology that is up to date, secure, efficient and productive;
- Deliver enhanced services focusing on best practices methodology,
- Help define, Maintain, or improve policies and standards defined by the Town;
- Maximize the return on Town information technology investments;
- Optimize IT systems, applications, across the Town platforms;
- Provide access to value-added resources;
- Assist in planning for future IT infrastructure and services to meet the Town's needs;
- Implement new agreement(s) with a transition plan(s) that ensure minimal disruption to Town operations;
- Allow for open communications between selected service provider(s), Town IT Manager, leadership and departments.
- Partner with Town Staff to help create and continually refine IT strategy and participate in development of the Town's 5 yr Capital Investment Plans
- Meet service levels and response times as specified herein
- Provide ad hoc advice on technology improvements and vendor selections
- Provide on-site services as well as remote customer service and production support to meet Town's needs
- Maintain up to date documentation reflecting the then current technology usage including, but not limited to, security, disaster recovery / business resumption, licensing and warranty information.

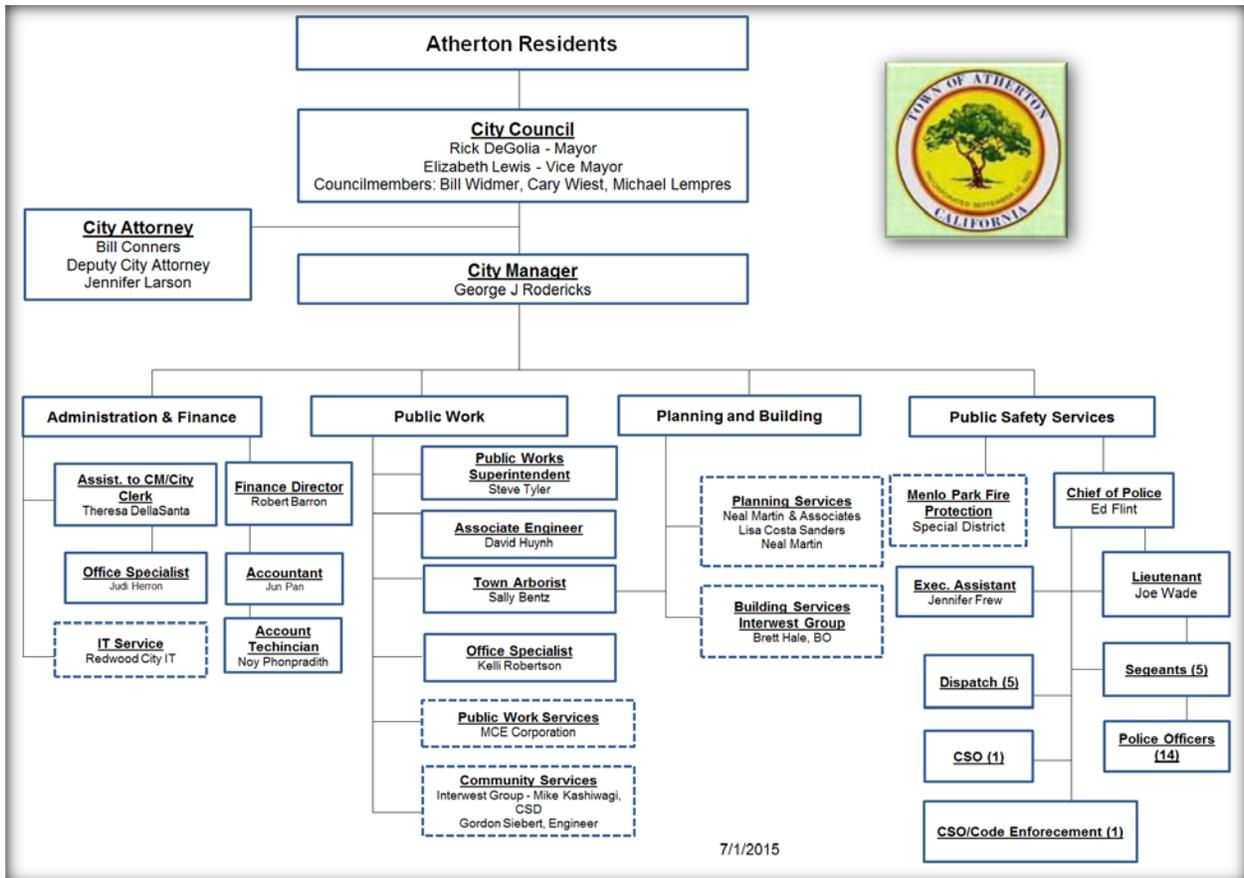
### **2.2 Contract Length**

The Town intends to enter into an initial contract through June 30, 2019.

The Town reserves the right to extend this contract for additional two 12 month period(s) of time, with a total contract term of no more than five (5) years including two (2), one (1)

year extensions. An extension of the term of this Contract will be executed through an amendment to the Contract.

### 2.3 Town Departments and Responsibilities



**Table 2 - Town Organizational Chart**

The Town requests proposals for information technology support of approximately sixty (60) users as well as the Town’s network equipment, servers, applications, and a number of peripheral devices. The Town places a high priority on consistent and comprehensive maintenance of the Town’s fifteen (15) servers, three NAS devices and over 70 workstations, including a satellite office with 6 workstations which is connected to Town Hall via a fiberoptic link along with the Council members and staff when out of the office. The Town requires (minimum) weekly site visits during which the consultant will address service requests or other user issues/concerns. Among the most critical areas which need to be addressed on a weekly basis are:

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- Network support and security related issues, such as loss of connectivity to the network, system errors, and other issues which involve in-depth analysis and technical expertise.
  - Server administration, including thorough inspections of the fifteen (15) servers to ensure that all data and e-mails are backed up on a timely and consistent basis.
  - Review and installation of all available system and anti-virus updates onto the server(s).
  - Consultation with Town staff on methods and techniques to increase network capacity and system effectiveness, such as virus and spyware removal, the installation of “spam” filters or the preservation of available memory space.
  - “On-call” availability in the event that troubleshooting, repairs, access assistance or other technical services are needed on days and at times outside of the scheduled weekly service including weekends and holidays.
  - Call logging and problem resolution tracking.
  - For OEM products and software listed below, assist in making determination on where issues may lie and work with application vendors on resolving issues as identified.

The following content highlights each department’s operational functions, technology used, IT services required and potential future IT services:

**City Council** –City Council Members are provided with Town-owned iPads for the efficient performance of their duties and to help enhance environmental sustainability by reducing the amount of paper needed for the operations of the Council. All Council Members are requested to use an iPad to access agendas, agenda packets, and other agenda materials. Paper copies are available on request. Council Members are issued Town email addresses that may or may not be forwarded to a personal email address.

There is minimal interface between City Council Members and IT operations, however, there may be a need for technical assistance or questions that arise that IT assists with related to devices Council Members use. This assistance ranges from accessing email, resetting of passwords, setting up access from other personal devices or questions related to website content.

Staff Count: 5 members of the City Council

**City Manager/Administration** – The City Manager’s Office includes the City Clerk, Human Resources, Information Technology and Finance. The City Manager/Administration Office receives all of its technical support from the IT Department Support Services including Help Desk Support, PC and Apple maintenance, peripheral equipment assistance, back up of critical data, training, etc. Common programs used by staff in the performance of their duties include the MS Office 2013 Suite, Springbrook Financial Software, the Town’s Internet site powered by CivicPlus, VPN access, and the Shoretel Communicator for VoIP telephone services.

**Human Resources** – The HR Department uses Microsoft Office and Springbrook Software to track and maintain employee files. IT is responsible for establishing new employee email addresses, network logins, resource mapping, and creating

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and maintaining employee email contact groups, adding new employees as they are hired, and disabling employees that are terminated.

**City Clerk** – The City Clerks Department has oversight of the Town's Records Management Program. The Town intends to develop and advertise an RFP for a document imaging system in FY 16/17. IT support in the development of the RFP as well as implementation of the system will be required. The City Clerk manually scans and archives historical documents on the Town's hard drives and on the Town's Archive Center within its website.

The Town has installed a new Audio Visual component (Shure for Audio and Crestron for Visual) that allows the recording of Council and Committee meetings "in-house." Staff then uploads the video to YouTube and coordinates broadcasts with the Mid-Peninsula Media Center. Technical assistance in the above may from time to time be required by the IT Consultant.

The City Clerk's Office is in need of more robust support services associated with the AV system including specialty support related to the AV software, microphones, Wi-Fi and maintenance and repair when issues arise. Identification of this expectation within the RFP response is requested.

**Finance** – The Town uses Springbrook Financial System in its General Ledger-based collection of applications for maintenance of financial records, processing accounts payable, payroll, and cash receipts transactions. The Town recently upgraded from V6 to V7.

Other than use of Springbrook for financials, the Finance Department utilizes OpenGov as a transparency tool to assist the public with viewing financial data based on the current budget or up to the current month.

Staff Count: 6 employees

**Police Department** – The Police Department is the largest user group in the Town. The Department operates 24/7, with the largest concentration of staff on duty during daylight hours. In addition to the full time employees, the Department leverages the contributions of additional users who contribute in a variety of roles: Volunteers, Reserve Police Officers, and Per-Diem Dispatchers.

Hardware: Computers are installed in the police station itself and in the patrol vehicles. The Department uses shared network printers for most users, though some users have their own printer in their offices.

Operating Systems: The computers are standardized on the Windows 7 Professional operating system.

Applications: All computers have a standardized installation of Microsoft Office 2013 (Word, Excel, and PowerPoint). Some computers also have Microsoft Visio and Microsoft Access. The Police Department relies on Sunridge Systems RIMS for its computer aided dispatch / records management system requirements. RIMS runs on a Windows Server machine and stores its data in SQLServer. The client software is installed on all workstations and on the mobile digital computers (MDC)

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in the patrol vehicles. The Department maintains both in-car video systems and body camera systems. The video is managed with software developed by Data911 and VieVu. The radio and telephone lines are recorded by a system developed by Eventide. The Police Department manages the Town's surveillance system which runs on Milestone System video management system. The Department monitors alarm systems for Town residence and uses MicroKey software for this purpose. The Department has also installed Crossroads traffic collision reporting system, Microsoft Access based, and will require assistance from the IT Department when issues arise.

Staff Count: 24 staff members and another 23 plus volunteer positions

**Planning and Building Department** – The Department consists of Building and Planning with employees with 8 workstations. Employees use iPads in the field.

Common programs used by staff in the performance of their duties include the MS Office 2013 Suite, Springbrook Financial Software, the Town's Internet site powered by CivicPlus and the Shoretel Communicator for VoIP telephone services. The Department uses Sungard TRAKiT which utilizes e-trak it, and i-trak it software for building permits and construction activity. The Department is considering Roaming Profiles and will require assistance from the IT Department when issues arise.

Staff Count: six (6) full-time employees and another 2-3 part time employees

**Public Works Department** – Common programs used by staff in the performance of their duties include the MS Office 2013 Suite, Springbrook Financial Software, the Town's Internet site powered by CivicPlus and the Shoretel Communicator for VoIP telephone services. Additionally, the Department uses Autodesk Autocad, Sungard's TRAKiT, and ESRI's GIS Software.

Staff Count: three (3) full-time employees and another five (5) contract employees

## **2.4 Information Technology Program**

### **2.4.1 Background / Overview**

Since 2006, the Town has outsourced its IT services, to the City of Redwood City. Before that the Town contracted with the City of Palo Alto for IT services. The following IT services are currently provided by the City of Redwood City (RWC):

- **Internet Access Support:** RWC maintains and supports
- **Firewall Support:** RWC maintains and supports and in some cases makes recommendation for improvements
- **Network Support:** RWC maintains and supports all switches and other networking devices
- **Server Support:** RWC maintains and supports all servers. Full support for operating systems, file and print services, email, antivirus and spam filtering, internet blocking, and applications running on the servers.

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- **Desktop, Laptop, and Mobile Computing Device Support (DLM):** RWC maintains and supports by providing specifications, purchasing, setting up and installing; optimizing and patching; and protecting against unwanted intrusion.

All other technologies are maintained and supported by agreement with RWC.

The routine components of the needed technical support are as follows:

- Weekly review, scan, and deployment of patches and updates onto the Town's servers.
- Daily review of back-up logs for the data, e-mail and finance system servers, noting any errors or anomalies which may lead to improper back-ups.
- Daily review of security and virus logs.
- Resolution of user computer concerns, which typically range in number from 2 to 4 per day.
- Analysis of available storage space within the system, deleting unneeded or duplicate files where applicable.
- Overall inspection of servers and system to address any errors or potential issues which may degrade or impact overall performance.
- Data recovery support, using backup media to restore files.
- Connectivity between the Town's email server and smart phones utilized by staff and Town officials to conduct Town business.
- Evaluate printers, scanners, copiers and other devices used in conjunction with workstations. Make recommendations for consolidation, upgrading, and replacement in accordance with industry standards.
- Evaluate all servers currently being used by the Town and make recommendations for changing the size, virtualizing, improving or updating equipment, and adding additional security.
- Connectivity and maintenance of the Police Department's Mobile Digital Computers (MDC), including anti-virus, software updates, and operating system updates.
- Support of Microsoft Outlook through the addition and/or deletion of user profiles, creation of email groups and shared calendars, general troubleshooting and resolution of user issues.
- Special projects as needed, such as the purchase and installation of new desktop units, servers, network switches, printers, warranties, new software and software licenses.
- Remote help desk support for OS, application support, and network and email problems, including an online tracking system of service requests that can be accessed by Town staff as needed. RFP for IT Support Services
- Provision and management of anti-spam and anti-virus applications for workstations and the Town's email server.
- Provision of an application that supplies remote access to Town workstations.
- Support to Town staff in the utilization of the Town's audio visual system in the Council Chambers.
- Support and maintenance of core applications including Sunridge Systems RIMS computer aided dispatching and records management system, Data911 Video Management System, Springbrook Financial Accounting System, and CRW/E-Trakt.

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- Response to requests for service within one (1) hour, with resolution of routine requests between four (4) to 48 hours.
  - Tracking and management of server, workstation, and printer inventory, as well as tracking of associated warranties.
  - Work with the Town's VOIP vendor to evaluate service improvements and cost savings that might be achieved through efficient management of incoming telephone circuits, firmware updates, and feature changes Also vendor should advise Town on competitiveness of current ATT telephony service contracts.
  - Support a ticketing system to track and age user requests. Produce a monthly report that provides a summary of this activity.
  - Create and maintain documentation of the network infrastructure, including servers and workstation computers.
  - Develop a plan to maintain Town business operations, including providing continued information technology services in the event of a disaster.
  - Implement a network monitoring service that will create alerts and allow for proactive steps to mitigate network latency, failing components, or resource consumption anomalies.

Additionally, the consultant should be prepared to develop proposals and submit offers to the Town of Atherton to improve the infrastructure and reliability of the Town information technology environment, including but not limited to:

- Internet Access – Evaluate the current service providers the Town uses to access the Internet and propose solutions for optimizing bandwidth, providing security, and improving reliability.
- Productivity Software – Offer recommendations to improve efficiency through software standardization, bulk licensing, and feature updates.
- File Storage and Recovery - Provide a strategy for improving the procedures and resources for backing up all work completed on workstations and make recommendations for retention and security of all documents. Evaluate alternatives for improving the process for backing up and securing data.
- Computer Servers – Evaluate all servers currently being used by the Town and make recommendations for changing the size, virtualizing, improving or updating equipment, and adding additional security. Additionally evaluate the benefits and risks of implementing Cloud-based technology and include security concerns and remedies in analysis.
- Computer Peripherals – Evaluate printers, scanners, copiers and other devices used in conjunction with workstations. Make recommendations for consolidation, upgrading, and replacement in accordance with industry standards. Consider both purchase and leasing options in the evaluation.
- Information Security – Develop an offer and lead an effort to conduct a vulnerability assessment on the Town's information technology infrastructure. Develop recommendations for improving security based on the results.
- Structured Wiring – Develop an offer to improve the cabling in the existing server area.
- New Civic Center Project – Consult with the Town and its contractors to assist in implementing a plan to migrate the server and communications infrastructure to a temporary location and then to a permanent new facility.

The above may be provided on a time and materials basis upon request from the Town.

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### **2.4.2 Current Activities and Future Projects**

The Town is currently in process with or has activities and projects slated for the future. These activities and projects are or will be part of the IT environment used by the Town in its day to day operations. Providers will be responsible for ongoing support, but will not be responsible for the completion of the projects. Providers will be expected to participate in such tasks as necessary to assist with completion as part of normal IT operation activities.

In addition, the Town has several capital improvement projects on the horizon including construction of a new civic center. It is expected that the IT Service Provider will be involved in and make recommendations for relocation of or enhancements to current IT infrastructure.

### **2.4.3 Solicitation**

The Town looks to solicit one or more IT Service Providers to provide all services to meet the Town technology needs. Proposals should include staffing levels believed to be sufficient based on the Town systems described in the following RFP content. The Town will require support at Town Hall and other locations as needed – see Section 2.5. The IT service support is typically required during standard Town operating hours: 8:00am to 5:00pm Monday through Friday. On call support may be required for special circumstances to restore or address Town IT systems failure after hours.

The Town IT Liaison will be the point of contact and will work closely with the contracted IT Services Provider as well as on-site and remote staff. The Town IT Liaison will meet regularly with the IT Services Provider Account Liaison to discuss the status of services, strategic planning and other aspects of the management of IT Services in the Town. The account lead of the supplier will meet monthly to review operations, performance and issues. The account manager will meet semi-annually to discuss strategic directions and other value added ideas.

The IT Liaison will work closely with the contracted IT Service Provider and on-site staff on proactive IT functions, projects and activities, to support the Town departments and to assist in coordination of the IT Services Provider support activities.

### **2.4.4 Hours of Operations**

**Hours of Operation** - Includes oversight of support for Town technology services for Town Business during hours of operation: Monday - Friday 8:00 a.m. to 5:00 p.m., including Council meeting evening hours every first and third Wednesday of the month, and on call support may be required for special circumstances to restore or address Town IT systems failure after hours. Police operations are 24/7. IT services are required to be operational 365 days per year, 24 hours per day, unless scheduled for maintenance, 7 days per week.

### **2.4.5 Categories of Support Services**

**General Operations / Administration Services** - Activities include general operations oversight of the account and administrative functions, and participation in planning meetings and ad-hoc daily communications with the Town IT Liaison. Provide regular

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reports and performance statistics and attend meetings as requested. (i.e. Technology Committee, and Management Meetings, etc.)

**Help Desk and Support Services** - Accounts for the largest single amount of support required and is the initial point of contact for most support requests. The Help Desk includes maintenance and support of all end user devices including desktop / laptop management, operating systems and application software, telephones, printers, scanners, peripherals, and basic training support of Town end users. Also includes interface between other contracted vendors to resolve user support issues, information gathering for higher level support, documentation of resolutions, maintenance of the IT help desk system and proactive maintenance activities, user training, information gathering and other projects as time permits. Respondents are required to have a 24X7 help desk for call logging, first tier support, referral to second tier support and ticket close out.

**Systems Administration and Infrastructure Services** - Includes day to day server and IT infrastructure systems support, maintenance, minor upgrades, troubleshooting and repairs of associated server hardware and software, business application support and database management, virtual cluster and data storage management, regular backups security and enterprise system implementation and support, new user and terminated user activities, Active Directory and group policy management, event log and security management, audio/visual setup and management, EOC and Disaster Recovery system participation;

**Voice and Communications Services** - Includes general support of Town's ShoreTel Telephone and Unified Communication system, Microsoft Exchange email system, and conferencing equipment and includes mobile device management implementation and support;

**Network, Cabling, Switching and Routing Services (Moves, Adds, or Changes)** - Includes connectivity both inside buildings and between buildings including wiring, switching, routing, connectivity to ISP's, wireless, monitoring of all networking components, disaster recovery, failover, security, security cameras, compliance including PCI compliance activities, streaming media, and remote access/VPN needs.

## 2.5 Town Facility Locations

These are current locations and several of these will change during the execution of this contract, however, no location shall be more than 1 mile from these listed below.

<b>FACILITY</b>	<b>ADDRESS</b>
Town Hall (Administration):	91 Ashfield Road Atherton, CA 94027
Police Department:	83 Ashfield Road Atherton, CA 94027
Council Chambers:	94 Ashfield Road Atherton, CA 94027
Permit Center (Community Services Department & Public Works):	93 Station Lane Atherton, CA 94027
Holbrook-Palmer Park:	150 Watkins Ave Atherton, CA 94027

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### 3 PROPOSAL EVALUATION

An Evaluation Committee shall review all proposals to determine which Proposers have qualified for consideration. The evaluation will include a detailed review. The review will evaluate all submissions for conformance to stated specifications to eliminate all responses that deviate substantially from the basic intent and/or fail to satisfy the mandatory requirements. Only those proposals that meet or exceed the intent of the mandatory requirements will be further evaluated.

This evaluation section grades Proposer's methodologies proposed to achieve the objectives of the RFP such as the ratio of on-site personnel and remote resources, proposed system monitoring solutions, project management capabilities, capacity, etc. Important proposal characteristics include thoughtfulness, innovativeness and effectiveness of the solution proposed, clarity of approach and overall proposal methodology.

The Committee's detailed evaluation shall be based on the following categories:

**Organizational Experience (weighted 20%):** The quality, quantity and complexity of Proposer's successful past performances on similar engagements will be considered as a significant indicator of the Proposer's technical competency and capability to complete this engagement. Expertise is gained by working on many different engagements and can be a major advantage to the Town. Organizations with highly successful and complex engagement experiences are preferred. Municipal Experience is highly desired. The evaluation of references and past engagement success will play a key role in this category. Proposer's should provide pertinent references that include what they do and the overall performances. Also unencumbered contact access should be granted in advance.

**Organizational Capabilities (weighted 20%):** Consideration will be given to the qualifications of the Proposer's personnel proposed for assignment to the engagement. The Proposer's availability of additional staff for escalation and assistance in order to reduce the amount of outside contractor assistance required will be a factor. Organizations who are particular in their hiring practices, and those who recruit and retain personnel with more years of experience and who concentrate on training their personnel resulting in technology certifications will score well in this category. For each support individual proposed please provide what % of their time is planned for supporting this project and indicate your acceptance of obtaining approval from client for change out of key account and support staff (account manager and person who will be coming onsite). Also agree that support staff will have no criminal record—due to support of and access to police systems. Staff will be fingerprinted and DOJ vetted as required.

**Implementation (weighted 20%):** The proposal will be evaluated for the completeness, and realism of the approach to deliver the services in accordance with the requirements of this RFP. Number of staff hours proposed for day-to-day assistance and the availability of highly qualified staff assigned to resolve complex issues and for implementation assistance are factors in this category. Past engagement performance based on references will also be reviewed.

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**Service Level Agreements (weighted 15%):** The proposal will be evaluated for the level of agreement respondents have to the required service level agreements and how the respondents propose to measure compliance.

**Cost (weighted 25%):** This evaluation is based on the Proposer's cost model inclusive of fixed and additional service fees. Note that a low-cost bid, in and of itself, will not be sufficient to score high in this category if the quality of services or personnel available indicate the probable need for additional consulting services for advanced technology needs in the future.

The Town reserves the right, at its sole discretion, to request clarifications of proposals or to conduct discussions for the purpose of clarification with any or all Proposers. The purpose of any such discussions shall be to ensure full understanding of the proposal. Discussions shall be limited to specific sections of the proposal identified by the Town and, if held, shall be after initial evaluation of Proposals is complete. If clarifications are made as a result of such discussion, the Proposer shall put such clarifications in writing.

Proposals will be reviewed by an Evaluation Committee consisting of both outside IT professionals and Town personnel. The highest rated Proposers evaluated by the Committee may be invited to make an oral presentation of their written proposal at the sole discretion of the IT Services RFP Evaluation Committee pursuant to the schedule in Section 1.2.

The Evaluation Committee will complete a scoring matrix and a summary report of the evaluation scoring of every submittal that meets the Proposal Submission requirements (Section 4). The City Council will in turn review and act on the recommendations received from Staff based on the IT Services RFP Evaluation Committee's recommendations.

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## 4 PROPOSAL SUBMISSION

### 4.1 General Instructions

The Town discourages lengthy and costly proposals. Proposals should be complete and prepared in a straightforward, concise manner with a clear description of the Proposer's capabilities to satisfy the requirements of this RFP and clear exceptions where proposer cannot or will not be compliant. Emphasis should be on completeness and clarity of content. Glossy sales and marketing brochures are not necessary or desired.

Proposers must follow all formats and address all portions of the RFP set forth herein providing all information requested. Proposers may retype or duplicate any portion of this RFP for use in responding to the RFP, provided that the proposal clearly addresses all of the Town's information requirements.

Proposers must respond to every subsection and must label each response to the RFP requirements with the section and subsection numbers associated with the subject requirement in this RFP (e.g. the Proposer's Qualifications Section would be labeled 4.5).

### 4.2 Format

Proposals must be structured and presented in the following manner:

- Proposal Transmittal Letter (Section 4.3)
- Table of Contents: All pages are to be numbered and figures, tables, charts, etc. must be assigned index numbers and identified in the Table of Contents.
- Executive Summary: Describes the salient features of the proposal in a maximum of five pages. It must condense and highlight the contents of the proposal and include conclusions and recommendations.
- Technical Proposal (Section 4.4)
- Qualifications (Response is required for each bullet under Section 4.5)
- Experience / Capabilities (Response is required for each bullet under Section 4.6)
- Approach (Response is required for each bullet under Section 4.7)
- Transition (Response is required for each bullet under Section 4.8)
- Pricing (Response is required for each pricing category under Section 4.9)
- Statement of Work and Service Level Agreements
- Proposer materials (e.g. financial statements, Proposer selected documents, alternative service offerings, etc.)

Failure to follow the specified format, to label the responses correctly, or to address all of the subsections may, at the Town's sole discretion, result in the rejection of the Proposal. Town will provide written reasoning for any rejected proposal.

Proposals must not contain extraneous information. All information presented in a Proposal must be relevant in response to a requirement of this RFP, must be clearly labeled, and, if not incorporated into the body of the Proposal itself, must be referenced to the appropriate place within the body of the Proposal. Any information not meeting these criteria will be deemed extraneous and will in no way contribute to the evaluation process but may result in proposer taking on additional responsibilities.

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Proposals will be prepared on standard 8 1/2" x 11", two-sided paper. Foldouts containing charts, spread sheets, and oversize exhibits are permissible. All responses, as well as any reference material presented, must be written in English. All monetary amounts must be detailed in United States currency. All proposal pages must be numbered.

### **4.3 Proposal Transmittal Letter**

The Technical Proposal must provide a written transmittal of the proposal in the form of a standard business letter. The Proposal Transmittal Letter will reference and respond to the following subsections and attach corresponding documentation as required. Each proposal must meet the Proposal Transmittal Letter requirements and provide all required documentation. A Proposal Transmittal Letter is mandatory, and failure to provide the information as required may result in the proposal being considered nonresponsive and rejected.

- The letter will be signed by a company officer empowered to bind the Proposer to the provisions of this RFP and any contract awarded pursuant to it.
- The letter will state that the proposal remains valid for at least 180 days.
- The letter will provide the complete name of the individual or the legal entity name and Federal Employer Identification Number of the firm making the proposal.
- The letter will provide the name, mailing address, e-mail address, and telephone number of the person the Town should contact regarding the proposal.
- The letter will state whether the Proposer intends to use subcontractors - if so, clearly identify the names of the subcontractors along with complete mailing addresses and the scope and portions of the work the subcontractors will perform.
- The letter will state whether the Proposer or any individual who will perform work under the contract has a possible conflict of interest (*e.g.*, employment by the Town of Atherton) and, if so, the nature of that conflict.
- The letter will also include a statement of acknowledgement that the Town's Standard Terms and Conditions has been reviewed and accepted with or without qualification. If qualifications are involved, those items requiring adjustment or modification must be identified and listed along with suggested modifications. If no modifications are noted, then the Town will assume that the Proposer is in full agreement with the Terms and Conditions and capable of performing tasks and services without reservation or qualification.

### **4.4 Technical Proposal**

The Technical Proposal will be divided into the following sections:

- Qualifications
- Experience
- Approach
- Pricing

### **4.5 Qualifications**

Proposer shall provide the following information to document Proposer's qualifications to deliver services required by the RFP and financial stability to insure viability during the contract term.

- 
- A description of the Proposer's credentials to deliver the services sought under the RFP.
  - A description of the Proposer's background and organizational history.
  - Years in business and statement of how long the Proposer has been performing the services required by this RFP.
  - Location of headquarters and field offices and location of office which would service the Town.
  - A description of the Proposer's organization's number of employees, longevity, and client base.
  - Whether there have been any mergers, acquisitions, or sales of the Proposer company within the last ten years (if so, an explanation providing relevant details).
  - Form of business (*i.e.*, individual, sole proprietor, corporation, non-profit corporation, partnership, joint venture, Limited Liability Company, etc.).
  - A current written bank reference, in the form of a standard business letter, indicating that the Proposer's business relationship with the financial institution is in positive standing.
  - Two current written, positive credit references, in the form of standard business letters, from institutions with which the Proposer has done business; in lieu of such, documentation of a positive credit rating determined by an accredited credit bureau within the last six months.
  - Profit and loss statement to include gross revenues and expenses in order to evaluate the stability of the organization as well as the percentage of total business this outsourcing contract will be.
  - A copy of a valid certificate of insurance indicating general liability insurance in the amount of at least one million dollars (\$2,000,000).
  - A statement as to whether the Proposer or any of the Proposer's employees, agents, independent contractors, or subcontractors have been convicted of, pled guilty to, or pled *nolo contendere* to any felony; and if so, an explanation providing relevant details.
  - A statement as to whether there is any pending litigation, tax lien, or other financial judgment pending against the Proposer; and if such litigation, lien or judgment exists, attach an opinion of counsel as to whether the pending litigation will impair the Proposer's performance in a contract under this RFP.
  - A statement as to whether, in the last ten years, the Proposer has filed (or had filed against it) any bankruptcy, tax lien or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors; and if so, an explanation providing relevant details.
  - Three (3) to five (5) years of financial statements.

#### **4.6 Experience / Capabilities**

- An organizational chart highlighting the key people / roles who shall be assigned to accomplish the work required by this RFP and staff who would be in backup or escalation positions. If the intention is to hire and assign new staff or to use subcontractors for advanced capabilities for this engagement, please note it in the appropriate position of the organizational chart.
- Include resumes of key people who shall be assigned by the Proposer to perform duties or services under the contract, both on-site and remotely. (The resumes shall detail the title, education, certifications, current position with the Proposer, and / or employment history).

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- Provide the estimated number of hours or % of time to be worked on the contract for each key person / position.
  - Customer references for any similar clients representing government accounts of similar size and requirements of the Town being currently serviced by the Proposer.
  - A list, if any, of all current contractual relationships with the Town and any engagements completed within the previous five year period. The list must include:
    - Brief engagement description
    - Term of engagement
    - Procuring department with the Town
    - Services provided

#### **4.7 Approach**

The objective of this section is for the proposing firm to describe its implementation approach. This includes the tools and techniques that will be used, proprietary methodologies that the firm will employ, the staffing model and other elements the Proposer deems relevant for this engagement. Specifically:

- Describe your overall approach to providing the services described in the RFP and your methodology for on-going support. Include best practices approaches, service strategies, etc.
- Describe how your firm is positioned to provide the services and provide a history of experience in providing similar services including examples of work and circumstances that might require outsourcing.
- Describe how your firm will generally meet the Statement of Work and Service Level Agreements (Section 5).
- Describe your firm's approach to providing innovative, new and/or different solutions and approaches to delivering outsourcing services to the Town which might include information such as examples of innovations of the organization's connection with manufacturers, proactive versus reactive support activities, or policy on ongoing staff training, etc.
- Describe your firm's approach to continuously improving service delivery over the term of the contract and how you will introduce efficiencies in technology services over time.
- Describe your firm's approach to providing "cross training" for your staff in order to minimize lost time caused by staff turnover and in ensuring continuity of services in event of absence or vacation of regular assigned staff.
- Describe your firm's approach or policy related to training of your organizational staff.
- List your firm's approach to documenting Town assets, systems, procedure and other documentation.
- Clarify any circumstances in which additional charges would apply.

#### **4.8 Transition**

Transition is the effort required to migrate from the existing IT outsourcing contract to the new environment whether with a new provider or with the same outsourcing contractor into the new environmental requirements. The Town anticipates a transition period of approximately four to six weeks.

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The transition period is expected to be a discovery or due diligence period wherein the Proposer may review the Town's existing environment, procedures, culture, inventory and other key infrastructure information. It also provides a time to establish systems, tools and processes necessary to provide Services, deploy staff resources and be introduced to Town personnel. Service level agreements will take effect after the transition is complete.

The Proposer will, at a minimum, describe the following attributes of its transition plan.

- Describe how you propose to provide flexibility to integrate the Town's retained IT Services processes and practices.
- Describe the make-up of your proposed transition team.
- Describe end user communication plans, orientation and training.
- Describe your change management process.
- List key transition activities and tasks required to transition.
- List transition milestones and projected timelines.
- List risk and issue management / processes.

The Proposer will also describe a transition plan upon termination of any contract should one be awarded. At a minimum, the following attributes shall be described:

- Describe the make-up of your proposed transition team.
- Describe end user communication plans, orientation and training.
- Describe your change management process.
- List key transition activities and tasks required to transition.
- List transition milestones and projected timelines.
- List risk and issue management / processes.
- List the proposed term of any transition plan (6 months, 12 months, etc.)
- List any proposed changes to SLA's, key terms and prices during the transition plan.

#### **4.9 Pricing**

The Town is seeking a fixed-fee (monthly) contract for full-service IT support. Cost will not be the only criteria evaluated for the selected Proposer, but the Town will look favorably on proposals which will cost less for substantially equal or better service. Proposers must present their costs for the following, separate categories:

- Base Contract Costs (Years 1 through 4)
- Transition (Any Additional Costs)
- Pool of Consulting Hours (Developed from a Rate Card)
- Additional or Alternate Services
- Summary of Costs

The proposers should include a benchmarking provision to occur at the mid-point of any contract whereby the Town and awarded contractor will split the cost of an independent, 3rd Party price review. After review and upon the Town's initiation, the Town and contractor agree to adjustments to bring the service contract in line with benchmark pricing.

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**Base Contract:** This represents the monthly cost of all resources proposed for the delivery of IT services as specified in General Operations, Section **Error! Reference source not found.**

Even though this is a fixed fee contract, the Proposer must provide the Town with the detail pricing plans per position(s) so the IT RFP Evaluation Committee can evaluate the Proposer's general support plans. The hourly estimates should take into consideration provider overhead, management, training, travel, software tools and any other cost associated with providing each part time or fulltime resources. Also, reflect if any Base Contract services are to be provided remotely or on-demand basis in the associated column. The Proposer should list the certifications, experience and qualifications typically required for the positions in the appropriate column. The fixed fee is a set contracted fee; the hours are a general guide to the number of hours needed to accomplish the service objectives. The Town will not hold the selected Services Provider to a specific number of hours per category each month, nor will the Service provider bill for any additional required hours (other than those specified as additional hours in the contract).

**Transition:** Transition costs are costs separate from "base contract" costs and are accrued in advance of the Proposer Go-Live date as defined. These are proposed actual costs for all resources, systems and implementation needed for the transition process.

**Pool of Consulting hours:** As detailed in Section **Error! Reference source not found.**, this represents the hourly cost for these resources. The Proposer should create a Rate Card which defines pre-determined hourly rates for all technical positions the Proposer may offer the Town. These positions represent resources whether initially assigned and/or utilized by the Town.

**Additional Services:** This cost is the separate pricing for any service the Proposer wishes to include in its response. Special attention will be given to service proposals that would provide materially better service to residents or generate cost savings or productivity enhancements for staff. The Town reserves the right to accept or reject any or all additional or alternate service offerings.

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## **5.0 STATEMENT OF WORK AND SERVICE LEVEL AGREEMENTS (SLA)**

The Town desires to enter into a full-service IT Services and Support agreement with a qualified Proposer who will provide operational technology support and associated services to meet the Town technology needs working closely with the Town IT Manager.

Town business hours are Monday - Friday 8 am to 5 pm. IT services are required to be operational 365 days per year, 24 hours per day, unless scheduled for maintenance, 7 days per week. Emergency services may be required after hours to support Town business continuity.

The Statement of Work is comprised of General Operations, Pool Consulting Hours and Service Level Agreements (SLAs). The Proposer must provide a detailed description of its approach and methodologies to meet and exceed the following categories.

### **5.1 General Operations**

The Proposer is expected to be knowledgeable of the services currently being provided by the Town's outsourcing contractor. The Town requires the Proposer to continue those services related to the Town departments responsibilities to provide the services necessary to conduct Town business, whether specifically stated in this RFP or not. The General Operations Services Categories represent the minimum components required for the operation of the City IT Services and Support.

#### ***5.1.1 Operations / Administration Services***

The Town expects the Proposer to actively administer their service delivery performance, utilization, governance, and relationships with Town IT Manager and Departments, pursue higher accountability and continuous improvement of IT service delivery over the life of the contract.

The Proposer, as the Town's IT Services provider, will work closely with the Town IT Manager and Departments to proactively provide best practice solutions and recommendations. The Proposer shall provide all aspects of service delivery, recommend service changes or upgrades and assist Town technology users. The IT Department function reports directly to the IT Manager (within the City Manager's Office), but works closely with all departments on a daily basis.

The Proposer shall manage the performance of its assigned account personnel and continually seek opportunities to enhance and improve their performance. The Proposer shall provide Town with access to the data used to calculate its performance against the Service Levels and the measurement and monitoring tools and procedures utilized by the Proposer to generate such data for purposes of audit and verification.

In addition, the Proposer will be expected to administer the Town's electronic IT Document Catalog and maintain updated and current content. (i.e. IT Inventories, Diagrams, Policy and Procedure documents. etc.) and participate in meetings pertaining to IT support services, periodic service level reviews etc.

The Town expects the Proposer to facilitate access to its top management executives as and when required.

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### **5.1.2 Help Desktop / Support Services**

Help Desk services are the activities required to coordinate and respond to Incidents and Service Requests made by Town end-users and technical staff. The Helpdesk shall act as the Single Point of Contact for resolution and escalation of all Incidents and Service Requests related to all technical requests. The services and activities required to provide and support the Town's end user computing infrastructure include:

- Desktop devices and associated system software
- Laptops/notebooks and associated system software
- Telephones and mobile devices
- Software that are part of standard desktop image
- Business productivity software and City applications
- Networked peripherals and standalone devices (i.e. printers, scanners, UPS's, etc.)
- Setup of technology such as laptop, projectors and communications for meetings and webinars

### **5.1.3 System Administration / Infrastructure Services**

The Proposer shall provide day to day server and IT infrastructure systems support, providing maintenance and repairs of associated server hardware and software, enterprise system support and security implementation, EOC and Disaster Recovery readiness support. Additionally, business application software support and database management are services and activities that apply to the maintenance, support and management of Town IT business applications, databases and websites. The Town relies heavily on Hosted Solutions but does have locally supported systems. The Town maintains support agreements with all Business Systems suppliers.

The Proposer will provide the following services:

- **Application Monitoring and Maintenance:** The Proposer shall perform proactive monitoring, execute preventive, corrective, emergency and adaptive maintenance of all applications. The Proposer shall perform Incident, Problem, Change and Release Management responsibilities for all of City applications.
- **Business Application Administration Services:** The Proposer shall maintain and perform application administration procedures, execute processes for the proper maintenance and functioning such as load balancing, tuning and configuration management, provide enhancements to follow production change procedures and patch management services. The Proposer shall provide leadership, design and technical support for general use applications such as CAD, Cognos, Crystal Reports, Adobe, MS Project and standard Microsoft Office products. Additionally, the Proposer shall work with third party software business applications (hosted / local) that support the Town business functions.
- **Database Administration:** The Proposer shall provide activities

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associated with the maintenance and support of all databases. This includes responsibility for managing data, including placement, database performance, log management, backup and data recovery and integrity at a physical level. Execute database creation, configuration, upgrades, patches and refresh, execute database system level changes and schema changes, security administration, database monitoring and problem resolution, testing services and database storage management.

#### **5.1.4 Voice and Communications Services**

Includes general support of Town telephone communications using MS Exchange and unified (voice, video conferencing, and email) communication systems. Includes mobile device management, implementation and support.

#### **5.1.5 Network, Cabling, Switching, Routing & Wireless Services**

The Proposer shall provide support and services for connectivity both inside Town buildings and between facilities, including wiring, switching, routing, connectivity to ISP's, wireless management, IPS, IDS, network security and monitoring of all network components.

#### **5.1.6 Website Technology Service**

Includes general support of Town website, intranet and web based components used within business applications.

The Town's web site is currently located at [www.ci.atherton.ca.us](http://www.ci.atherton.ca.us) and is hosted on an external platform operated by CivicPlus. Town staff will upload most content, but the Proposer shall provide general oversight and guidance to Town departments and shall assist with some web taxonomy, form and graphics design, and some content updates. The Proposer shall provide limited direction and guidance to the Web maintenance provider, CivicPlus, in matters of technical design, operation, and support.

### **5.2 Pool of Consulting Hours**

The Town expects to allocate a pre-determined number of hours per fiscal year to be used as general consulting and/or resource hours which are not part of staff which are performing work detailed in this RFP. The budgeted consulting hours is estimated to be 100 hours per year for support that is materially outside the scope of services as defined in the final agreement. The Town will draw and pay for hours used from this pool on an "as needed" basis and may add hours as needed depending on circumstances. The Proposer must indicate its ability to provide these specialized skilled resources directly or whether they are sub-contracted resources, methods of determining project definition and deliverables, price and accounting for hours used. Typical activities in this category are outside the scope of system support, maintenance, upkeep or troubleshooting or resolving of service requests and may include but are not limited to activities such as:

- New System Implementations and Data Conversion
- Software development (Interfaces, reports, one-time process)
- Procurement Assistance
- Architecture, Engineering and Design Services
- System, Network and Security Assessment and Remediation materially outside the scope of ongoing maintenance, management or upgrades.

### 5.3 Service Level Agreements

The following SLA narratives provide additional definition as to the required functions to be performed by the Proposer. Each SLA provides a description of the service, the objective, job functions (requirements) and measurements (metrics). The Town reserves the right to add, change or delete any SLA during contract negotiation with the selected Proposer. Regardless, the Proposer is required to specifically define its approach to meeting and exceeding each specific SLA.

#### ***Administrative / Reporting***

Definition	Reporting is the activity associated with the production of designated reports and deliverables which include the formal reporting of management information (e.g., performance metrics, and system accounting information) and reporting of incident resolution and status to the Town.
Objectives	Provide accurate and timely reporting on technology performance, trends, issues, assets, and other topics as required by the Town. Reports are to be available in both hardcopy and electronic format.
Requirements	Typical functions include, but are not limited to: <ul style="list-style-type: none"> <li>• Measure and report quarterly on each SLA</li> <li>• Produce recommendations for measurement and reporting of contractual SLAs.</li> <li>• Provide Town access to a problem tracking system which will allow for Incident/Problem monitoring and ad hoc reporting.</li> <li>• Provide status reports detailing the root cause of and procedure for correcting recurring problems or critical issues.</li> <li>• Report on service performance improvement results.</li> </ul>
Metrics	Final measurements and targets subject to contract negotiation.
Report Generation	Reports reflecting contract performance (SLAs) are to be provided to the Town in hardcopy and electronic form as specified in the Statement of Work.
Hours of Availability	N/A
Measurement Period	Quarterly

#### ***IT Document Catalog Management***

Definition	Maintaining document specifics, policy updates and step-by-step procedures documentation.
Objectives	To maintain current IT documentation in support of installed Town hardware, software, networks and infrastructure information to assist

	in management of the Town technical environment.
Requirements	<p>Typical functions include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Maintain asset management tracking documents.</li> <li>• Tag technology assets</li> <li>• Produce asset management quarterly reports.</li> <li>• Assist in annual reconciliation.</li> <li>• Include information and documents related to licensing, support and 3<sup>rd</sup> Party contracts distributed to the Town.</li> <li>• Document and diagram IT systems.</li> <li>• Document procedures involved in support and system administration related activities.</li> </ul>
Metrics	Final measurements and targets subject to contract negotiation.
Report Generation	IT Document Catalog content will be maintained electronically and updated at the time of any change. Hardcopy reports are to be made available upon request.
Hours of Availability	N/A
Measurement Period	Quarterly

### ***Physical Security***

Definition	Physical Security is the activity associated with maintaining the physical environment around and within the Town information technology facilities.
Objectives	To provide clean, well-organized, closely monitored computing environments for Town technology operations. The management of the facility should be proactive, forward-thinking and highly security conscientious.
Requirements	<p>Typical functions include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Ensure the Town procedures and standard best practices for physical security are followed by personnel.</li> <li>• Recommend physical support and improvements and/or changes in documentation.</li> <li>• Monitor environmental systems (e.g. UPS, HVAC) supporting the IT Infrastructure.</li> <li>• Work with Town IT Services Manager to coordinate activities of all IT personnel working in equipment locations.</li> </ul>
Metrics	Final measurements and targets subject to contract negotiation.
Report Generation & Access Log	Access to Town facilities is to be granted with an electronic Access Control System. Any visitors and 3 <sup>rd</sup> party contractors to the data center(s) should be reported to the Town and maintained on an Access Log available for review upon request.
Hours of Availability	N/A
Measurement Period	Quarterly

### ***Help Desk Support***

Definition	Help Desk pertains to the support services which triage, process, track, and report on Town staff requests for all requests for service, information and problems.
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Objectives	Provide centralized resources as a single-point-of-contact for the Town's computer users as they seek technical assistance in order to resolve technical operational issues. The objective of the help desk is to resolve all request upon contact by Town staff, any calls that cannot be resolved immediately are scheduled for resolution based on priority categories as outlined below. For calls that are not the responsibility of service provider, the help desk will liaison with correct entity to provide service in turning over the request.
Requirements	<p>Typical functions include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Help Desk Requests are inclusive of all technical assistance or requests by the Town and include but are not limited to requests for assistance with error messages, account, email, telephone, and printing problems.</li> <li>• Meeting setup requests for laptops, communications or projectors, copier or other device configurations.</li> <li>• New user setup or changes to user account or hardware setups, calls for service</li> <li>• Provide Help Desk solutions that meet the Town's business needs and defined SLAs.</li> <li>• Maintain operational Help Desk policies and procedures.</li> <li>• Develop Help Desk scripts and knowledge base to improve staff performance and self-reliance.</li> <li>• Accept all incoming service requests and calls and re-direct as necessary.</li> <li>• Provide a single point of contact for, and coordinate all, end-user requests for service.</li> <li>• Provide support for inquiries on the features, functions and usage of all business applications in use within the Town.</li> <li>• Identify, escalate, and manage all end-user requests to closure.</li> <li>• Prioritize calls for Town executives and mission critical end-users that have been identified by the Town.</li> <li>• Track/manage/report Help Desk utilization and delivery statistics</li> <li>• Maintain escalation contact list, vendor maintenance support and 3<sup>rd</sup> party contact lists within Town contact list as specified.</li> <li>• Dispatch on-site support / service technicians as necessary.</li> <li>• Categorize, prioritize and log all calls (e.g., Inquiries/Problems/Work Requests/Changes).</li> </ul>
Priorities	The Help Desk should make every effort to resolve issues at the time of call. This will be the initial method for resolving issues before assigning a priority level. The following priorities, when appropriate, describe the levels assigned to calls and the associated completion time commitments. Note that with agreement by the Town, issues or requests may be moved from a Priority Category to a long term project and will no longer be required to meet noted SLA completion requirements.

Priority One (Urgent) All urgent user requests, including but not limited to the following criteria:

- Multiple Workstations unable to work normally
- Business Critical Network Applications down (Police, Dispatch, Permitting, Finance Application, Laserfiche, etc.)
- Network communications disruption, intrusion detection or virus outbreak.
- Widespread loss of access to the Town network, internet, file system, printing.
- Critical computer issue related to Police Services, Town Council, Agenda Preparation, Planning Commission or other critical timelines or meetings.
- IT support will provide immediate acknowledgement to user and timely attempt to restore access to IT System.
- IT Support will provide resolution no more than 2 hours after reported.

Priority Two (High) All high priority user requests, including but not limited to the following criteria:

- User is unable to log on to workstation, (account is locked, reset of password, etc.)
- Application affecting one user's ability to work (Account settings, security, etc.)
- Printer, computer, peripheral issue effecting users ability to work.
- User's desktop or laptop is locked, workaround not available.
- High priority user device or PC moves or changes
- IT support will provide immediate acknowledgement to user and timely attempt to restore access to IT System.
- IT Support will provide resolution no more than 4 hours after reported.

Priority Three (Medium) All medium priority user requests, including but not limited to the following criteria:

- User request for enhancement
- Account modification (application, mail, network)
- Any service request not impacting production (non-critical user device, PC moves, replacements, training, etc.)
- Scheduled events
- IT support will provide same day acknowledgement to user and a one week resolution, a timelier attempt to satisfy user request may be set based on issue circumstances.
- IT Support will provide resolution no more than 1 week after reported.

Priority Four (Low) Low propriety user requests, including but not limited to the following criteria:

- Preplanned new software requests

	<ul style="list-style-type: none"> <li>• Non-emergency new hardware requests</li> <li>• System conversions or changes</li> <li>• Short term projects (long term projects tracked separately)</li> <li>• IT support will provide same day acknowledgement to user and two week resolution, with exemptions based on circumstances.</li> <li>• IT Support will provide resolution no more than 2 weeks after reported.</li> </ul>
Metrics	Final measurements and targets subject to contract negotiation.
Report Generation	Reports reflecting contract performance (SLAs) are to be provided to the Town in hardcopy and electronic form as specified in the Statement of Work.
Hours of Availability	Town business hours of operation: Monday - Friday 8:00 a.m. to 5:00 p.m., including Council meeting evening hours every first and third Wednesday of the month, and on call support may be required for special circumstances to restore or address Town IT systems failure after hours. Police operations are 24/7. <u>IT services are required to be operational 365 days per year, 24 hours per day, unless scheduled for maintenance, 7 days per week.</u>
Measurement Period	Monthly

### ***Systems and Server Operations***

Definition	The day-to-day management of the installed server and system hardware and software environment. Activities include system monitoring and troubleshooting, computer processing for batch and on- line systems, data storage, system updates, and output management. Includes activities normally associated with the daily running of a computer center.
Objectives	To efficiently manage and utilize the equipment located in the Town's computer rooms. These activities include the management of consumables, system input and output, storage management, security and system updates, system backups, power, etc. The goal of Operations is to provide trouble-free, well-coordinated, on-schedule production operations within the Town IT Division.
Requirements	<p>Typical functions include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Design, install and manage all server systems used to deploy technology services to the Town including managing and monitoring workload processes across all platforms and recommending changes to make systems more efficient or robust.</li> <li>• Manage after hours support calls and respond per defined process.</li> <li>• Provide technical support and coordinate maintenance services for equipment used within the IT infrastructure.</li> <li>• Support computer room operations (e.g. systems monitoring, Incident diagnostics, troubleshooting, resolution and escalation, security management; and capacity planning/analysis).</li> <li>• Provide UPS's, data backup and restoration services.</li> <li>• Deploy and manage servers, storage devices and peripherals.</li> </ul>

	<ul style="list-style-type: none"> <li>• Deploy updates and security patching and identify and report system or business application problems.</li> <li>• Perform job scheduling and execution on appropriate systems, reporting and resolution activities.</li> <li>• Interface with vendors to update and troubleshoot server system issues.</li> <li>• Interface with vendors or other 3<sup>rd</sup> parties to complete requested system integrations or other setups.</li> <li>• Maintain, manage and document the storage network, media library and media management system.</li> </ul>
Metrics	Final measurements and targets subject to contract negotiation.
Report Generation	Reports reflecting contract performance (SLAs) are to be provided to the Town in hardcopy and electronic form as specified in the Statement of Work.
Hours of Availability	24x7x365 excluding planned maintenance outages.  Percentage of time servers are available for use during scheduled uptime. Provider tracks any downtime. Planned outages are not included in the availability calculation.
Measurement Period	Monthly

### ***Business Application/Database Management***

Definition	Business Application / Database management is the activity associated with the support and maintenance of existing and future business applications/databases. These activities include managing business applications system and data, performance, recovery and integrity. All data sets residing on Town storage devices (tape or disk) whether owned by the Town or an outside agency.
Objectives	To maintain and secure all Town applications/databases in a fashion that they are available and perform efficiently, conserve physical space, are secure, are properly backed up and can be restored in case of an emergency.
Requirements	<p>Typical functions include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Provide business application support of 3<sup>rd</sup> party systems in support of departments.</li> <li>• Provide security administration for all data bases.</li> <li>• Monitor data bases for breaches and potential breaches in data security policy and procedure.</li> <li>• Create or refresh development and test databases from production data.</li> <li>• Execute database creation, configuration, upgrades, and patches.</li> <li>• Execute all schema changes for all instances.</li> <li>• Execute database data definition requirements for applications.</li> <li>• Maintain documentation of database parameters and system settings for all database instances.</li> <li>• Define and execute database performance, log management and tuning scripts and keep</li> </ul>

	<p>databases running at optimal performance for the Town's workload.</p> <ul style="list-style-type: none"> <li>• Implement and administer appropriate database management tools across all database instances.</li> <li>• Provide technical assistance to third-party contractors for troubleshooting, integrations and upgrades</li> <li>• Open, track, and manage to resolution all database problems.</li> <li>• Provide database storage management.</li> <li>• Execute the Town's database backup and recovery policies.</li> <li>• Support of application and web services associated to business applications.</li> <li>• Support desktop configurations and software associated to business applications.</li> <li>• Ensure backups include all business applications and systems.</li> </ul>
Metrics	Final measurements and targets subject to contract negotiation.
Backups	Backups are required for all production systems and that there is the ability to restore and recover on demand. Percentage of time all back-ups are completed successfully. Back-ups must be verified for successful completion and re-run if incorrect.
Hours of Availability	24x7x365 excluding planned maintenance outages
Measurement Period	Quarterly

### ***Capacity and Performance Management***

Definition	Capacity Management is the activity associated with ensuring that the capacity of the IT infrastructure matches the evolving demands of Town business in a cost-effective and timely manner. Performance Management is the activity associated with tuning the IT Infrastructure components for optimal performance. Technology infrastructure components include, but are not limited to, virtual infrastructure, servers, routers, communications circuits, switches, and disk storage devices.
Objectives	Monitor and continuously improve the performance and throughput of infrastructure components based on current demands and future requirements.
Requirements	<p>Typical functions include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Define, develop and implement tools that allow for effective capacity monitoring/trending of IT infrastructure components.</li> <li>• Assess capacity impacts when adding, removing or modifying applications.</li> <li>• Monitor IT resource usage to enable proactive identification of capacity and performance issues.</li> <li>• Capture trending information and forecast future Town capacity requirements.</li> <li>• Assess incidents/problems related to throughput</li> </ul>

	<p>performance.</p> <ul style="list-style-type: none"> <li>• Recommend changes to capacity to improve service performance.</li> <li>• Assess impact, risk and cost of capacity and performance changes.</li> <li>• Conduct capacity and performance planning activities that incorporate all systems, sub-systems, software, workload balancing, and resource allocation.</li> <li>• Monitor and manage capacity within all systems to maximize performance and efficiency and to minimize service disruptions.</li> </ul>
Metrics	Final measurements and targets subject to contract negotiation.
Report Generation (Annual Forecasting)	As part of the annual Town Capital Improvement Budget process, develop a Capacity and Performance Analysis, Utilization and Forecast Report that details the current state of resource use and consumption as compared with industry standards. The report will be used as justification for new or additional resources based on industry technology advancements and will serve as notice of pending operational issues in advance of system degradation.
Hours of Availability	N/A
Measurement Period	Annual

### ***Disaster Recovery***

Definition	Disaster Recovery (DR) encompasses all services, assets and facilities necessary to meet the Town requirements for business continuity.
Objectives	Provide technology disaster recovery capabilities in the event of an unplanned situation which renders the computing infrastructure inoperable.
Requirements	<p>Typical functions include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Recommend best practices for IT Service Continuity and Disaster Recovery strategies, maintain DR policies and procedures.</li> <li>• Create and/or maintain the Disaster Recovery (DR) plan.</li> <li>• Produce, at the start of each fiscal year, a revised DR Plan to continually meet Town Business Continuity objectives and update IT Document Catalog.</li> <li>• Perform a yearly DR test.</li> <li>• Perform corrective action identified during the DR test and provide ongoing status until complete.</li> <li>• Maintain and document requirements for off-site data storage.</li> <li>• Provide secure offsite storage for designated media and transport media to offsite location as required.</li> <li>• Ensure archived data is available for use in disaster recovery operations.</li> <li>• Execute actual DR procedures when directed by the</li> </ul>

	Town.
Metrics	Final measurements and targets subject to contract negotiation.
Report Generation/DR Plan Testing	Semi-annual test of the DR Plan and subsequent modifications to the DR Plan to reflect test results.
Hours of Availability	Recovery capability 365 days/year.
Measurement Period	Semi-annual

**Email / Messaging / Conferencing**

Definition	<p>Email pertains to all the hardware and software components needed to maintain and support electronic mail (Email) including filtering, routing, etc. The Email system is based on Microsoft Exchange and includes Email account management, Exchange software updating and support, management of Email server resources, server capacity analysis and consolidation required to deliver email to users both inside and outside the network using Outlook Web Access.</p> <p>Messaging is a comprehensive system of instant messaging and video conferencing based on Microsoft Lync and all components required to deliver services to users internal to the network and on Microsoft mobile devices outside the network.</p> <p>Conferencing is based on ShoreTel Systems and includes all server and user components required to deliver conferencing content to users.</p>
Objectives	All Email, Unified Messaging and Conferencing applications will be maintained to within one version of the current released product. The Exchange and ShoreTel servers will be patched and updated as needed to ensure continuous reliable transport of Email and Communications to and from Town users.
Requirements	<p>Typical functions include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Assist in production and update of associated operational policies and procedures.</li> <li>• Produce recommendations for Exchange and Lync application standards.</li> <li>• Design, test and implement approved updates and patches to Email, Messaging and Conferencing Services.</li> <li>• Implement approved backup/recovery procedures.</li> <li>• Implement and maintain Email retention policies.</li> <li>• Manage Email Services to meet operational needs.</li> <li>• Manage Exchange application, Outlook Web Access, ActiveSync and ShoreTel messaging components.</li> <li>• Maintain Email and other associated accounts for users.</li> <li>• Maintain Email Services to Minimum Service Levels.</li> <li>• Protect against SPAM and malicious software.</li> <li>• Support secure remote access to Email resources to authorized users.</li> </ul>
Metrics	Final measurements and targets subject to contract negotiation.
Report Generation	Reports are to be provided on a quarterly basis to the Town in hardcopy

	and electronic form.
Hours of Availability	24x7x365, excluding planned outages
Measurement Period	Quarterly

### **Network Management**

Definition	Network Management includes all Local Area Network (LAN) and Wide Area Network (WAN) management to include all network connections as well as point to point, frame relay, dedicated Internet connections, broadband, VPNs and wireless technologies. Network Management also includes the management of all LAN devices and traffic. In addition, Data Network management includes Virtual Private Network (VPN) services for the management of remote users to connecting to the Town's network over the public Internet. Network management includes the management if wireless access points and other wireless technology and devices.
Objectives	Network Management provides the effective operation of the Town's technical infrastructure through the use of layer 2 and 3 infrastructure components. Network Management services provide the resources necessary to ensure the Town's network is well-designed, scalable, efficient, and economical. The activities associated with the day-to-day management of the Town's communications network including: <ul style="list-style-type: none"> <li>• Network systems management and troubleshooting (performance, Incident, change and capacity monitoring).</li> <li>• Bandwidth management, tracking and reporting</li> <li>• Usage statistics, device uptime tracking and warning and website filtering</li> <li>• Working with public carriers and other circuit providers to perform operational activities.</li> <li>• Managing router configurations, firewalls, wireless devices and controllers.</li> <li>• Manage subnets and internal and external Internet Protocol (IP) addresses</li> <li>• Manage Town cabling needs</li> </ul>
Requirements	Typical functions include, but are not limited to: <ul style="list-style-type: none"> <li>• Configure WAN/LAN (hardware, software) prior to installation.</li> <li>• Document router, switches and wireless device configuration files and IP addressing schemas.</li> <li>• Manage the performance of public carriers (and other Third Parties) to meet defined schedules and project plans.</li> <li>• Maintain Network devices operating systems software and firmware.</li> <li>• Manage file transfers, encryption and other secure data movement activities.</li> <li>• Maintain IP addressing schemes, router configurations, routing tables, VPN configurations, wireless configuration, etc.</li> <li>• Develop and document in the Procedures Manual Data Network Monitoring/Reporting, Incident management, and Operations procedures,</li> <li>• Implement tools for monitoring Network devices and</li> </ul>

	<p>traffic.</p> <ul style="list-style-type: none"> <li>• Install, test, and provide technical support, administration and security administration for Remote Access hardware and software.</li> <li>• Provide technical assistance and subject matter expertise as required by Town infrastructure staff and third-party solution providers for products and solutions.</li> <li>• Recommend WAN/LAN/VPN/Wireless/Firewall/Switching requirements and standards based on industry best practices.</li> <li>• Support all infrastructure software computer-processing services (e.g. messaging, Internet, Intranet and Extranet).</li> <li>• Prepare and provide Network design, engineering, security plans and schedules to support new and enhanced applications, architectures and standards based on established procedures.</li> </ul>
Metrics	Final measurements and targets subject to contract negotiation.
Report Generation	Reports reflecting contract performance (SLAs) are to be provided to the Town in hardcopy and electronic form as specified in the Statement of Work.
Hours of Availability	24x7x365 excluding planned maintenance outages.
Measurement Period	Monthly

### **Network Security**

Definition	Data Security pertains to the processes and hardware/software assets used to protect the network, all data attached to the network or flowing through it or connected to the network. Network and Data Security allows day-to-day business operations to function safely and securely and allows Town or outside users to perform only the actions that have been allowed. Services provided within this component include, protection from unauthorized devices, firewall services, intrusion detection, security monitoring, security architecture, data protection, and prevention of malicious code from entering the network.
Requirements	<p>Typical functions include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Design, test and implement plans to secure network attached devices.</li> <li>• Design, test and implement approved firewall policies.</li> <li>• Design and implement approved policies for security vulnerability &amp; penetration testing.</li> <li>• Implement systems or procedures that allow for effective log management and Intrusion Prevention Detection.</li> <li>• Design, test and implement updates or patches approved for Security assets.</li> <li>• Provide support for all Security assets.</li> <li>• Provide reporting on security testing results including required PCI security testing</li> <li>• Identify and remove from the Network any malicious-code and/or devices.</li> <li>• Identify and provide countermeasures for malicious</li> </ul>

	<p>code attacks.</p> <ul style="list-style-type: none"> <li>• Provide technical expertise for security audits.</li> <li>• Provide fraud prevention, detection and reporting.</li> <li>• Conduct security vulnerability scans and penetration testing.</li> <li>• Provide ongoing recommendations for improved Security.</li> <li>• Cooperate with third party for testing Security Vulnerability &amp; Penetration.</li> <li>• Provide reporting on Security Vulnerability &amp; Penetration testing results.</li> <li>• Document Security procedures requirements, standards, procedures and policies, including regulatory requirements.</li> <li>• Provide Security plan and conforming IT Infrastructure components based on Security requirements, standards, procedures, policies and the Town's Federal, State, and local requirements and risks.</li> <li>• Establish and implement security profiles based on security policies.</li> <li>• Recommend security analysis and monitoring products.</li> <li>• Report Security violations to the Town.</li> <li>• Assist in investigating and resolving Security violations as requested.</li> <li>• Resolve Security violations that originate outside of the hosted network(s) (e.g., denial of service attacks, spoofing, and Web exploits).</li> <li>• Review all Security patches relevant to the IT environment and classify the need and speed in which the Security patches should be installed, as defined by Security policies.</li> <li>• Install Security patches.</li> </ul>
Metrics	Final measurements and targets subject to contract negotiation.
Report Generation/Security Plan	Maintain a comprehensive Security Management plan that details the steps to be taken to protect the Town computing assets and electronic data accessed and stored by the Town. An annual update will ensure that the plan conforms to the on-going changes in the technical architecture.
Hours of Availability	24x7x365 excluding planned maintenance outages.
Measurement Period	Annual

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**End of Document**