



**Request for Proposals (RFP)**

**RFP #2021-0802  
MANAGED INFORMATION TECHNOLOGY (IT)  
SECURITY SERVICES**

**Issued:  
Monday, August 2, 2021**

**Request for RFP Clarification Due  
Friday, August 20, 2021**

**Proposals Due:  
Friday, September 10, 2021 by 4:00pm**

**City of Grovetown, Georgia  
P. O. Box 120 (Mailing)  
103 Old Wrightsboro Road (Physical)  
Grovetown, GA 30813  
(706) 863-4576**

**City of Grovetown, Georgia**  
**Request for Proposals**  
**Managed Information Technology (IT) Security Services**

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# Request for Proposal Submission Instructions

ALL PROPOSALS RECEIVED WILL BECOME A PART OF THE OFFICIAL CONTRACT FILE AND MAY BE SUBJECT TO DISCLOSURE.

**A complete signed proposal must include the documents listed below:**

**PROPOSAL FORMAT:** Offerors are expected to examine the specifications, price schedule, and all instructions. Failure to do so will be at the offeror's risk. Each offeror shall furnish the information required by the solicitation. *The proposal and price schedule must be signed by an officer of the company, who is legally authorized to enter into a contractual relationship in the name of the offeror.*

**All proposals received will become a part of the official contract file and may be subject to disclosure.**

**PROPOSAL FORMAT:** All proposals should include the information outlined below and **in the following order:**

1. **Cover Letter:** A brief cover letter of introduction and interest.
2. **Table of Contents:** Including all sections and subsections.
3. **Business Information:** State the full name and address of your organization and the branch office or subordinate element that will perform the services described in this proposal. Include a telephone number, the point of contact and official signature of an authorized company representative as well as primary manager (person responsible for the day-to-day management of the services). Indicate whether you operate as a single proprietorship, partnership, or corporation. Include the state(s) in which you are incorporated and/or licensed to operate.
  - a. Provide organization overview, including management team and key staff that would be assigned to the implementation and operation of the managed IT services. Provide short bios, including name, experience, and qualifications, of personnel who will be assigned to provide the requested services.
4. **Qualifications and Experience:** Include an organization chart and summary resumes of key personnel proposed for the project, including designations of the team leader, the consultant responsible for design, the project architect, the person responsible for all proposed communications with the owner and all proposed sub-consultants and a description of their roles.
  - a. **Current Project Assignments:** Identify the current project assignment(s) and the currently identified completion date(s) for projects currently being managed by the key individuals proposed for our project.
  - b. **Understanding of the Project:** Statement of the firm's understanding of the project and proposed approach for providing requested services.
  - c. **Additional Services Required:** Based on the firm's understanding of the project, identify any additional services that might be required for a successful program.
5. **References:** Include a minimum of three references for contracts of a similar nature, preferably public sector (municipal, county government entities) references. Include the name, title, jurisdiction and description of the contract for each reference.
6. **Price Proposal:**
  - a. Provide one-time, non-recurring costs for services installation.
  - b. Provide monthly, recurring costs for services.
  - c. All pricing should be included on the "Price Proposal Form".
7. **Other Relevant Information:** Include any other relevant information concerning the project in this section.

**SUBMITTAL FORMAT:** ALL proposal copies must be submitted in a sealed envelope or container with the OUTERMOST container stating the company name, address, telephone number, the RFP number and TITLE (**RFP #2021-0802 Managed Information Technology (IT) Security Services**).

- Four (4) USB Flash drive with a copy of the Proposal WITHOUT Pricing
- One (1) paper copies of the signed proposal WITHOUT price
- One (1) Separately Sealed paper copy of ATTACHMENT-PROPOSAL FORM E: PRICE PROPOSAL FORM  
(Must be submitted separately in a sealed envelope)

Offerors are responsible for informing any commercial delivery service, if used, of all delivery requirements and for ensuring that the required address information appears on the outer wrapper or envelope used by such service. No responsibility shall attach to the City of Grovetown for the premature opening of a proposal not properly addressed and identified, and/or delivered to the proper or Improper address. **Proposals via facsimile will NOT be considered.**

**ALL DOCUMENTS SUBMITTED ON USB FLASH DRIVE MUST BE IN A SINGLE PDF FILE**

## Introduction & Background

Incorporated in 1881, the City of Grovetown, Georgia operates under a Mayor-Council form of government, and provides general government and administrative services, public safety (police and fire), public works, street maintenance, licensing, permitting, zoning and inspection, municipal court, leisure and recreation, and utility services (i.e., water, wastewater, garbage, and stormwater). One of the two chartered cities in Columbia County, the City's population was 16,734 making it the 65<sup>th</sup> largest city in Georgia and the 2151<sup>st</sup> largest city in the United States with a growth rate of 4.96% annually. Located in the Augusta Metropolitan Statistical Area, the City's 140 full-time and 5 part-time/seasonal employees cover an incorporated area of approximately 5 square miles.

The City of Grovetown, Georgia, hereinafter referred to as the City, is accepting proposals of Managed IT Security Services providers to provide system level security and management, ensure network accessibility, and maintain compliance with Criminal Justice Information Services (CJIS) security standards. The selected provider must be capable of providing managed network monitoring of endpoint devices, servers, Local- and Wide-Area Network, and remote users. The provider must be able to contain threats when identified and quickly and effectively notify City Information Technology of any threats detected to mitigate the threat either locally on the network, an endpoint device, or a remote user device.

The City's Information Technology (IT) department manages and supports all information systems and infrastructure for the City. We have a staff of two full-time employees and this co-managed network relies heavily on the added expertise and personnel of a contracted helpdesk for our everyday technology needs. The IT Department currently supports total 4 servers (virtual and physical) and 71 workstations (with a known projected growth of up to two to three positions per year) in a Windows environment. The two (2) physical servers run on Dell PowerEdge T430 for our City Hall network and a Lenovo Thinksystem SR250 for our Public Safety network. The two (2) virtual servers run on a VMware ESXi 6.0.0 and a VMware ESXi 7.0.2 environment, respectively.

Our current network is provided by Planters Communications LLC (Planters) with a 10Gbps dual ring protected all fiber network to all current City locations. Planters provides a Ciena 3928 at our City Hall location with another Ciena 5160 at our Public Safety Headquarters meeting CJIS requirements. Also note, our telephone system is dependent on our fiber network as we employ a mostly Voice over IP (VoIP) telephony environment provided and monitored by Pineland Telephone.

The network infrastructure is based on Cisco routers and switches. All City locations employ a Cisco 350X POE switch for a total of seven (7) devices. Our City Hall location currently employs two (2) M200 Watchguard firewalls in an automatic failover configuration. Note, this is anticipated to change as the M200 Watchguard firewall reaches its manufacturer end of life. Our Public Safety location employs two (2) 80F Fortigate firewalls, also in an automatic failover configuration. We employ two 60F Fortigate firewalls for our Municipal Court and additional public safety locations to meet CJIS requirements utilizing firewall Virtual Local-Area Network (VLAN) tagging on all internet traffic at those locations.

## Schedule of Events

Request for Proposals (RFP) Distributed	Monday, August 2, 2021
Deadline for Requesting RFP Clarification	Friday, August 20, 2021
Responses to Requests for RFP Clarification	Friday, August 27, 2021
Vendors Response to RFP Due by 4:00PM	Friday, September 10, 2021
References and Site Visits	Monday, September 13, 2021 to Friday, October 1, 2021
Negotiation and Clarification	Monday, October 4, 2021 to Friday, October 15, 2021
Approval of Contract	Mid-to-late October 2021 Council Meeting
Contract Implementation/Fully Live	Monday, November 15, 2021

The City of Grovetown reserves the right to modify this schedule at its sole discretion if it deems necessary.

## **General Information & Requirements**

### **Communication with Staff**

From the issuance date of the Request for Proposal (RFP) until a vendor(s) is selected and the selection is announced, vendors are not allowed to communicate with any City of Grovetown staff or officials regarding this procurement, except at the direction of Bradley Smith, Finance Director, or the designated representatives of the City of Grovetown. Any unauthorized contact may disqualify the vendor from further consideration.

### **Receipt of Proposals and Public Inspection**

Upon receipt of proposals, all marked trade secrets and company financial information will be removed from the responses and provided only to the evaluation committee members or persons participating in the contracting process. All remaining qualification materials will be available for public inspection after the final award process.

### **Claims to Keep Information Confidential**

Proposals may be considered public record after opening pursuant to City ordinance and the Georgia Open Records Act. The City will notify the proposer of any request for disclosure, and it will be the responsibility of the proposer to object and to pursue any legal actions pursuant to Georgia law. A proposer shall notify the City within 24 hours of notification by the City of request for disclosure of the proposer's objections to disclosure and the proposer's intent to pursue lawful protection under Georgia law. Any proprietary or otherwise sensitive information contained in or with any response is subject to potential disclosure. Submitting it waives any recourse in respect to disclosure and indemnifies the City for any charges directly related to the City's disclosure.

### **Requesting RFP Clarification**

The City will accept written inquiries from potential bidders via [bsmith@cityofgrovetown.com](mailto:bsmith@cityofgrovetown.com) until **5:00 PM (ET) on Friday, August 20, 2021** to answer any pre-bid questions regarding this RFP. Responses to all questions asked will be compiled and released via email and published on the City of Grovetown website no later than **5:00 PM (ET) on Friday, August 27, 2021**.

## **Preparing a Proposal**

This RFP contains the instructions governing the proposals to be submitted and a description of the mandatory requirements. To be eligible for consideration, a proposer must meet the intent of all mandatory requirements. Compliance with all requirements will be determined by the City's evaluation committee. Responses that do not meet the full intent of all requirements listed in this RFP may be subject to point reductions during the evaluation process or may be deemed non-responsive.

Proposers shall promptly notify the City of any ambiguity, inconsistency, or error, which they may discover upon examination of this RFP.

Proposers requiring clarification or interpretation of any section or sections contained in this RFP shall make a written or email request to the City by the deadline of **5:00 PM (ET) on Friday, August 20, 2021**. All written and email correspondence must be addressed to:

City of Grovetown  
Managed Information Technology (IT) Security Services  
Bradley Smith, Finance Director  
P. O. Box 120 (Mailing Address)  
Grovetown, GA 30813  
[bsmith@cityofgrovetown.com](mailto:bsmith@cityofgrovetown.com)

Each proposer submitting written questions must clearly address each question by reference to a specific section, page, and item of this RFP. A written answer will be provided to all questions received by **5:00 PM (ET) on Friday, August 20, 2021**. Written questions received after the deadline may not be considered. Every effort will be made to provide written answers no later than **5:00 PM (ET) Friday, August 27, 2021**.

Any interpretation, correction, or change to this RFP will be made by written addendum by the Finance Director. Interpretations, corrections, or changes to this RFP made in any other manner will not be binding and proposers should not rely upon such interpretations, corrections, or changes.

If no exception, explanation, or clarification is required in the proposer's response to a specific subsection, the proposer shall indicate so in the point-by-point response with the following:

“(Proposer's Name)” understands and will comply.

Points may be subtracted for non-compliance with specified format requests. The City may also choose to not evaluate, may deem non-responsive, and/or may disqualify from further consideration any proposals that do not follow this RFP format, are difficult to understand, are difficult to read, or are missing any requested information.

A proposer responding to a question with a response similar to, “Refer to our literature...” or “Please see www.....com” may be deemed non-responsive or receive point deductions. All materials related to a response must be submitted to the City and not just referenced. Any references in an answer to another location in the RFP materials shall have specific page numbers and sections stated in the reference. Each element will be scored independently of one another, and the scoring will be based solely on the information provided in the response to the specific element.

## Submitting a Proposal

In an effort to promote sustainability and minimize the consumption of natural resources, proposers must submit:

- Four (4) USB Flash drive with a copy of the Proposal WITHOUT Pricing
- One (1) paper copies of the signed proposal WITHOUT price
- One (1) Separately Sealed paper copy of ATTACHMENT-PROPOSAL FORM E: PRICE PROPOSAL FORM  
(Must be submitted separately in a sealed envelope)

ALL proposal copies must be submitted in a sealed envelope or container with the OUTERMOST container stating the company name, address, telephone number, the RFP number and TITLE (RFP #2021-0802 Managed Information Technology (IT) Security Services).

and sent to:

City of Grovetown  
Managed Information Technology (IT) Security Services  
Bradley Smith, Finance Director  
P. O. Box 120 (Mailing Address)  
103 Old Wrightsboro Road (Physical Address)  
Grovetown, GA 30813

Offerors are responsible for informing any commercial delivery service, if used, of all delivery requirements and for ensuring that the required address information appears on the outer wrapper or envelope used by such service. No responsibility shall be attached to the City of Grovetown for the premature opening of a proposal not properly addressed and identified, and/or delivered to the proper or Improper address. **Proposals via facsimile or email will**

## **NOT be considered.**

Proposals must be received at the City of Grovetown prior to **4:00 PM (ET) on Friday, September 10, 2021**. Proposals received after this time will not be accepted for consideration. Vendors submitting corrupt, unreadable or damaged USB flash drive media or files will not be accepted for consideration.

By submitting a proposal, each proposer represents that:

- The proposal is based upon an understanding of the specifications and requirements described in this RFP.
- The costs for developing and delivering responses to this RFP and any subsequent presentations of the proposal as requested by the City are entirely the responsibility of the proposer. The City is not liable for any expense incurred by the proposer in the preparation and presentation of their proposal.
- All materials submitted in response to this RFP become the property of the City and are to be appended to any formal documentation, which would further define or expand any contractual relationship between the City and the proposer resulting from this RFP process.
- The individual signing the proposal is authorized to legally bind the business.

## **Late Submissions, Withdrawals, Modifications, and Rejections**

Proposals shall not be modified, withdrawn, or canceled by the offeror for a period of sixty (60) days following the time and date designated for the receipt of proposals, and each offeror so agrees in submitting his proposal. Negligence on the part of the Offeror in the preparation of his proposal shall not be grounds for the modification or withdrawal of a proposal after the time set for proposal closing. Proposals received after the proposal due date and time are late and will not be considered. Modifications received after the proposal due date are also late and will not be considered.

## **Exceptions to Proposals**

The proposer shall, on a separate sheet of paper, include any exceptions to the conditions of the proposal. This sheet shall be labeled "Exceptions to Proposal Provisions" and shall be attached to the proposal. If no exceptions are stated, it will be understood that all RFP conditions will be complied with, without exception.

## **Disclosure Statement**

The proposer shall disclose any possible conflict of interest with the City including, but not limited to, any relationship with any City of Grovetown elected official or employee. The Non-Collusion Affidavit (Attachment E) must be completed and submitted with the proposal. Certification per C.R.S. 8-17.5-102(1) By submitting a proposal, the proposer certifies that at the time of this certification, the proposer does not knowingly employ or contract with an illegal alien; and that the proposer will participate in the program, as defined in C.R.S. § 8-17.5-101(3.3) and 8-17.5-101(3.7), respectively, in order to confirm the employment eligibility of all employees who are newly hired for employment to perform work under the public contract for services. Attachment C is required to be completed and submitted with bid.

## **Rights Reserved**

While the City has every intention to award a contract as a result of this RFP, issuance of this RFP in no way constitutes a commitment by the City to award a contract. Upon a determination such actions would be in its best interests, the City in its sole discretion reserves the right to:

- waive any formality;
- cancel or terminate this RFP;
- reject any or all proposals received in response to this RFP;
- waive any undesirable, inconsequential, or inconsistent provisions of this document, which would not have significant impact on any proposals;
- not award, or if awarded, terminate any contract if the City determines adequate funds are not available.

## **Evaluation**

All responsive proposals will be evaluated based on stated evaluation criteria. Submitted proposals must be complete



at the time of submission and may not include references to information located elsewhere, such as Internet websites or libraries, unless specifically requested in the City's RFP document.

### **Contract Provisions and Terms**

This RFP and any addenda, the proposer's response including any amendments, any clarification question responses, and any negotiations shall be included in any resulting contract.

### **Georgia Security and Immigration Compliance Act Affidavit**

By submitting a proposal and executing the attached Affidavits (Attachment C), the offeror verifies its compliance with O.C.G.A. §13-10-91. The offeror further agrees to maintain records of such compliance and shall provide a copy of each such verification to the City of Grovetown, at the time the subcontractor(s) is retained to perform such services.

### **FBI CJIS Security Policy Compliance**

Offeror must comply with the FBI's CJIS Security Policy Section 5.1.1.5 and/or complete a CJIS Security Addendum. More information is available at <https://www.fbi.gov/services/cjis/cjissecurity-policy-resource-center>.

### **Cost Incurred by Offerors**

All expenses involved with the preparation and submission of proposals to the City of Grovetown, or any work performed in connection therewith shall be borne by the offeror(s). No payment will be made for any responses received or for any other effort required of or made by the offeror(s) prior to the commencement of work as defined by a contract approved by the governing body of the City of Grovetown.

### **Equal Opportunity Policy Statement**

It is the policy of the City of Grovetown government that no person or business shall be excluded from participation, denied the benefits of, or otherwise discriminated against in relation to the award and performance of any contract or subcontract on the grounds of race, color, creed, national origin, age, or sex.

### **Hold Harmless and Indemnification**

The Offeror agrees, insofar as it legally may, to indemnify and hold harmless the City of Grovetown, its officers, employees and agents from and against all loss, costs, expenses, including attorneys' fees, claims, suits and judgments, whatsoever in connection with injury to or death of any person or persons or loss of or damage to property resulting from any and all operations performed by Offeror, its officers, employees, and agents under any of the terms of this contract.

### **Site Visit**

Offerors are urged and expected to inspect the site where services are to be performed and to satisfy themselves regarding all general and local conditions that may affect the cost of contract performance, to the extent that the information is reasonably obtainable. In no event, shall failure to inspect the site constitute grounds for a claim after contract award.

### **Place of Performance**

The City of Grovetown will not contemplate traveling outside the City of Grovetown to the contractor's facility for custom fitting or alterations. The offeror shall insert in the spaces provided in the price schedule the address of the plants or facilities location(s) that he intends to use.

### **Qualification of Offerors**

The City of Grovetown may make such reasonable investigations as deemed proper and necessary to determine the ability of the offeror to perform the work and the offeror shall furnish to the City of Grovetown all such information and data for this purpose as may be requested. The City of Grovetown reserves the right to reject any proposal if the evidence submitted by, or investigations of, such offeror fails to satisfy the City of Grovetown that such offeror is properly qualified to carry out the obligations of the contract and to complete the work contemplated therein. The City of Grovetown contractors/vendors must have a current City of Grovetown business license if they are physically

located in Grovetown city limits or if they perform a service within Grovetown city limits. Proposals from any offeror that is in default on the payment of any taxes, license fees, or other monies due to the City of Grovetown will not be accepted.

### **Alternate Proposals**

Alternate proposals or proposals that deviate from the requirements of this solicitation will not be considered. Offerors shall not insert in their proposal any written statement which will have the effect of making any material change or changes in the Scope of Services or in any contract between the parties covering subject matter thereof.

### **Open Records**

In accordance with OCGA Section 50-18-72(a)(34) Any trade secrets obtained from a person or business entity that are required by law, regulation, bid, or request for proposal to be submitted to an agency. An entity submitting records containing trade secrets that wishes to keep such records confidential under this paragraph shall submit and attach to the records an affidavit affirmatively declaring that specific information in the records constitute trade secrets pursuant to Article 27 of Chapter 1 of Title 10. If such entity attaches such an affidavit, before producing such records in response to a request under this article, the agency shall notify the entity of its intention to produce such records as set forth in this paragraph. If the agency makes a determination that the specifically identified information does not in fact constitute a trade secret, it shall notify the entity submitting the affidavit of its intent to disclose the information within ten days unless prohibited from doing so by an appropriate court order. In the event the entity wishes to prevent disclosure of the requested records, the entity may file an action in superior court to obtain an order that the requested records are trade secrets exempt from disclosure. The entity filing such action shall serve the requestor with a copy of its court filing. If the agency makes a determination that the specifically identified information does constitute a trade secret, the agency shall withhold the records, and the requester may file an action in superior court to obtain an order that the requested records are not trade secrets and are subject to disclosure.

## **Proposal Support**

### **1. Letter of Transmittal:**

The proposal letter shall be on the organization letterhead, addressed to the contact listed, and shall include the name, title, telephone, email, and signature of the primary contact legally authorized to bind the proposal.

### **2. Table of Contents:**

Clearly defined sections and pages numbered. Include a clear identification of the material by section and by page number.

### **3. Organization Overview:**

1. Provide organization overview, including management team and key staff that would be assigned to the implementation and operation of the managed IT services. Provide short bios, including the name, title, experience, and qualifications, of personnel who will be assigned to provide the requested services.
2. State the management contact (representative authorized to sign an agreement for your organization) and primary manager (person responsible for day-to-day management of the services).

### **4. References:**

Provide at least three (3) references of current clients of similar scale (municipal and county government entities) with the proposal. Include name, title, jurisdiction name, address, phone number and email of contact person.

### **5. Allocation and Resources:**

Provide a conceptual plan for services to the City of Grovetown that you believe meet the City's requirements as stated in this document. Indicate features, skills and/or services which distinguish your organization and make it the best choice for the City of Grovetown. Indicate how the resources of your organization (e.g., number and type of personnel allocated by hours) will be allocated for this project.

1. Provide the staff positions that would be assigned to serve The City of Grovetown to include executive, project, and accounting. Please include cell phone and email addresses for each.
2. Provide a biography of each team leader to include their experience and expertise.
3. Provide documentation that your employees are approved by the Georgia Bureau of Investigation (GBI) for CJIS-related services.

## **6. Technical Requirements to be provided by managed services**

Confirm that services needed to meet or exceed the Managed IT Services Requirements, as shown in the accompanying Scope document, will be provided.

## **7. Implementation Plan**

1. Provide an implementation plan including reasonable target dates assuming the work starts November 15, 2021. This section must also outline key activities, work products, and assumptions.
2. Describe any additional hardware and/or software that may be needed to support the included services, and how those resources will be provided.

## **8. Services and Support:**

1. Describe how your organization will maintain confidentiality in strict conformance to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Criminal Justice Information Services (CJIS), Payment Card Industry Data Security Standard (PCI DSS), and other State and Federal confidentiality laws and regulations.
2. Confirm that your organization's network/security operations centers are in the United States, and that the operational hours requirements stated in the scope are met.
3. Provide the hours of operation for on-site staff. Describe how after-hours emergency support is provided. Describe the availability of key staffing during normal business hours as well as after-hours.
4. Describe how your organization will report to the City of Grovetown contacts regarding the status of systems, necessary changes, etc.
5. Describe work order/trouble ticket system.
6. Provide a guaranteed response timeframe for issues dependent on severity and time of day. Also, provide average response time for after-hours issues. Include a copy of your Service Level Agreement (SLA).
7. Describe how scheduled down times are determined and how that schedule is to be communicated to the City of Grovetown contacts and users.
8. Describe how your organization will work with the City of Grovetown contacts to ascertain strategic goals/priorities and plan to ensure the City of Grovetown IT systems will be aligned with those goals/priorities.

## **9. Monitoring and Support:**

1. Provide information regarding the monitoring tools and strategies to monitor and ensure the stability of the technology environment in the City of Grovetown.
2. Describe how these monitoring results will be communicated and provided to the City of Grovetown contacts.
3. Describe what documentation that your organization will make available to the City of Grovetown during and at the end of the contract period.

## **10. Background and Vetting:**

1. Describe the background and vetting process for organization employees.
2. Verify that all employees with access to CJIS data
  - i. have passed the CJIS / National Crime Information Center (NCIC) / Georgia Crime Information Center (GCIC) law enforcement background check, and
  - ii. have met and will continue to meet, at a minimum, CJIS security awareness training requirements.
  - iii. submit to all agencies requested background checks.
  - iv. submit fingerprints for a state and national background check. Background results for vendor employees are vetted through the GBI.
  - v. Security and Awareness Training-Security and Awareness training completed for all personnel with access to criminal justice information (CJI).
  - vi. GCIC Awareness Statement-can be signed electronically on the GBI Learning Management System (LMS).
  - vii. FBI CJIS Security Addendum-Must be signed by all vendor employees assigned to the Criminal Justice Agency (CJA).

## **11. Contractual Requirements**

1. Describe the contractual requirements for the services (i.e., such as term of the contract, early termination penalty, etc.) Because the City is exempt from all federal excise tax, 911 fees, and Georgia sales tax, all contracts must reflect this status.
2. Provide a statement regarding willingness and ability of the firm to acquire a Performance Bond worth not less than the amount of the project for which the Contractor is responsible (to include software licenses, project management, etc.) if selected.
3. Please include a copy of your general customer contract as part of your proposal.

## **12. Financial Stability**

Provide financial information that would allow proposal evaluators to ascertain the financial stability of the Contractor:

1. If a public company, include a recap of the most recent audited financial report.
2. If a private company, provide a recap of the most recent internal financial statement; and a letter, on the financial institution's letterhead, stating financial stability.

3. Is there, or within the latest three (3) years has there been, any litigation or governmental or regulatory action pending or threatened against your organization that might have a bearing on your ability to provide services to the City? If so, identify and describe each such lawsuit or proceeding.
4. Identify any and all lawsuits during the past five (5) years in which a business or government customer of your organization has claimed that your organization failed to properly provide any aspect of the type of services requested by this RFP.

### **13. Additional Information**

1. Please provide any other information your organization believes is important for consideration in evaluation of responses.

# Scope of Services

## Bidder Organizational Requirements

1. Must be approved by GBI for CJIS-related services.
2. Must provide a network operations center (NOC) with staff coverage from at least 7:00 AM to 7:00 PM eastern time on weekdays. Other hours must be covered by some method to ensure 24/7/365 coverage. The NOC must be based in the United States.
3. Provide 24/7/365 Security Operations Center:  
The MSSP must be able to provide a 24/7/365 Security Operations Center (SOC) staffed by Security Analysts with the ability to continuously and proactively monitor the network to identify vulnerabilities in existing systems in order to prevent intrusions, including but not limited to malicious files/EXEs, malicious traffic, bad IP addresses/domains, and east/west traffic through Windows event log and sysmon monitoring. It is preferred that a named Security Analyst or Manager be assigned that will provide direct and timely security remediation if the need arises. Advanced machine learning and up-to-the-minute threat intelligence along with routine and non-routine task should also be utilized to help protect the network. The SOC should have the capability to prioritize remediation based on the potential business impact and should also provide information on common industry and geographic threats.
4. Provide backup services for all services and their configuration at a local and redundant site (geographically dispersed). Potential for a cloud-based/redundant solution allowing for continued essential operations if physical services are damaged or become inoperable.

## Managed IT Services Requirements

The following services for all servers, PCs, laptops, and tablets, as appropriate based on device type:

1. Monitoring (24/7/365)
  - a. General (Windows Devices)
    - i. Network connectivity
    - ii. Antivirus agent
    - iii. System drive health
    - iv. System drive space availability
  - b. Windows Servers
    - i. Monitor server uptime
    - ii. Monitor processes for security issues
    - iii. Monitor services for security issues
    - iv. Backup monitoring (w/integrated system)
    - v. Backup alerting (w/integrated system)
  - c. Network Monitoring
    - i. LAN Network connectivity
    - ii. Network Traffic
    - iii. DNS Traffic
    - iv. ISP Connectivity
  - d. Firewall Monitoring
    - i. All ingress and egress network traffic on a 24/7/365 schedule
    - ii. Includes continuous network traffic inspection to and from suspicious IP addresses and domains.

- e. Remote user monitoring
  - i. Monitor remote users whether they are connected via a trusted remote VPN client or connected only to the Internet
  - ii. Detect malicious content and block data exfiltration and propagation by preventing the host from communicating externally to help prevent its spread
  - iii. Notify IT of the detected threat in a timely manner based on the severity of the threat.

## 2. Provided Services

- a. Workstations and Servers - General
  - i. Antivirus protection
  - ii. Automated virus/malware remediation/quarantine
  - iii. Host Firewall with IDS
  - iv. Malware protection
  - v. Threat hunting
  - vi. Adaptive threat protection
  - vii. Endpoint isolation (CJIS workstations and all servers)
- b. Update & Patch management
  - i. Microsoft patch management
  - ii. 3<sup>rd</sup> Party Patch management on workstations
  - iii. Zero-day updates for firewalls and security devices
  - iv. Scheduled Firmware updates
  - v. VMWare Updates (ESXI)
- c. Asset Management
  - i. Device inventory
  - ii. Software inventory - license compliance
- d. Network General
  - i. DNS filtering
  - ii. Port scan detection
- e. Firewalls
  - i. DNS Filtering
  - ii. Port Scan Detection
- f. Logging
  - i. Log shipping to SIEM
  - ii. Daily Log review
  - iii. Archive Server and Firewall logs
- g. Auditing
  - i. Device log review
  - ii. DNS Traffic inspection
  - iii. Behavioral analysis
  - iv. Alert analysis
  - v. Packet Analysis
  - vi. Suspicious activity & pattern detection

## 3. Provided Services

- a. Reporting
  - i. Antivirus reporting
  - ii. Network health reporting
  - iii. IT asset reporting

- iv. Patch health reporting
- v. Security and operational reporting for trend analysis, etc. (at least quarterly)
- b. Top level system & network documentation
  - i. On request security and compliance reports

## Selection Process and Evaluation Criteria

The City of Grovetown (City) intends to evaluate proposals and award a contract after conducting discussions with offerors whose proposals have been determined to be within the competitive range. If it is determined that the number of proposals that would otherwise be in the competitive range exceeds the number at which an efficient competition can be conducted, the City may limit the number of proposals in the competitive range to the greatest number that will permit an efficient competition among the most highly rated proposals. Therefore, the offeror's initial proposal should contain the offeror's best terms from a price and technical standpoint.

**EVALUATION CRITERIA** Evaluation criteria to be used in determining the selected firm are:

A. UNDERSTANDING OF THE PROJECT and proposed technical approach. Assesses whether the contractor has given sufficient evidence of having understood the requirements stated in the Scope of Services. **Technical Approach.** Assesses whether the contractor has proposed a solution that is technically feasible and achievable within the constraints of the Scope of Services. 35 pts

B. DELIVERABLES including services offered, management software, etc. 45 pts

C. QUALIFICATIONS AND EXPERIENCE of staff assigned to the projects with **Experience on Similar Projects.** Assesses whether contractor performed satisfactorily on similar projects regarding schedules, turnover rates, meeting costs and success in performing the work. References should be requested for validation of the information provided by the vendor. 10 pts

D. PROJECT TEAM Management and Staffing Approach. Assesses contractor's ability to effectively manage personnel, provide experienced and qualified key personnel and respond rapidly to staffing requirements. **Qualifications of Key Personnel.** Assesses the ability of the contractor to hire, retain and train qualified technical personnel similar to those required for the task. 5 pts

E. REFERENCES including applicable past work with the City of Grovetown Government. **Past Performance.** Assesses customer satisfaction with the vendor on prior projects. References should be requested for validation of the information provided by the vendor. 5 pts

### PROPOSAL EVALUATION AND CONTRACT AWARD

Based on the evaluation criteria, the Selection Committee will review and assign a score to each qualifying proposal. All proposals must contain all materials required by this document in order to be considered.

Qualifying proposals which rank highest upon completion of the scoring process will be short-listed. The number of short-listed firms will depend on the total number of submitted proposals. These shortlisted firms may be invited (via WebEx, Zoom or other method) to make a formal presentation/interview of their firm's experience, project approach, and qualifications.

Upon completion of the short-listed firms' presentations/interviews, the Selection Committee reserves the right to request 1 additional demonstrations of each proposed solutions. After the short-listed firms' presentation /interviews/ additional demonstrations, the Selection Committee will then score each full proposal and presentation(s) and the highest rated firm, after the presentation/interview scoring process, considering price and price-related factors, will be



recommended for award.

**It is the goal of the City of Grovetown to award a contract to the successful firm no later than the November 2021 City Council Meeting and to begin work shortly thereafter.**

## **Award**

Once the proposals are opened, a committee selected by the City will evaluate each proposal, taking into consideration the criteria and methodology stipulated in this RFP. The City will be the sole judge in evaluation considerations and may make an award to the proposer(s) who submits the proposal judged by the City to be in its best interest. A recommendation as to which system best meets the interests of the City (as determined by the evaluation committee) will be presented to the City Council. The award will only be to responsible proposer(s) qualified by experience to perform the services specified herein. All proposals submitted shall be valid for a period of one hundred eighty (180) calendar days from the date of the proposal opening.

1. TERMINATION FOR CAUSE: The City of Grovetown reserves the right to terminate the resulting contract, in whole or in part, for failure to comply with any provisions of the contract as outlined by providing a written notice to the successful vendor at least ten (10) days before the effective date of termination. The successful vendor will not be relieved of any outstanding responsibilities or unfinished obligations under this contract.

The successful vendor has the right to terminate this contract for cause by providing a written notice of intent to the Finance Director to terminate at least thirty (30) days prior to the effective date of the contract termination.

2. CONTRACT RENEWAL TERMS  
The term of this contract shall be automatically extended for three (3) periods of one (1) year each (collectively "Renewal Term") unless either party gives written notice of its intention not to renew, or the intention to modify, the agreement 90 days before expiration of the effective renewal term.
3. TERMINATION WITHOUT CAUSE: The City of Grovetown reserves the right to terminate the contract at any time without cause, in whole or in part, by providing a written notice to the other party at least thirty (30) days before the effective date of termination. The other party will not be relieved of any outstanding responsibilities or unfinished obligations under this contract that were incurred prior to termination.
5. REPORTING DISPUTES: The contractor shall report any contract disputes and/or problems to the Finance Director, both verbally and in writing, within 48 hours of their occurrence.
6. INDEPENDENT CONTRACTOR: The contractor shall not be an employee of the City of Grovetown but shall be an independent contractor. Nothing in this agreement shall be construed as authority for the contractor to make commitments which shall bind the City or to otherwise act on behalf of the City, except as the City may expressly authorize in writing.
7. SUBCONTRACTS: No portion of the work shall be subcontracted without the prior written consent of the City of Grovetown Finance Department. If a portion of the work is approved for subcontracting, the contractor shall remain fully liable and responsible for the work to be done by the subcontractor(s) and shall assure compliance with all requirements of this contract.
9. CHANGES: Changes in the terms and conditions of this contract may be made only by written agreement of the parties.

10. INSURANCE:

- a. The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance specified below. The insurer shall be in good standing within the state of Georgia through the Insurance Commissioner's Office and must be rated "A" or better, with AM Best Company.
- b. Before commencing work under the contract, the Contractor shall provide to City of Grovetown, Attn: Finance Director, a Certificate of Insurance evidencing the required kinds and amounts of insurance. The minimum kinds and amounts of insurance shall be:
  - i. Workers' Compensation – Contractors are required to comply with applicable Federal and Georgia State workers' compensation statutes. Policies covering Workers' Compensation liability shall provide coverage of statutory benefits and employers liability of at least \$1,000,000 each accident; at least \$1,000,000 each employee for disease and \$1,000,000 policy limit for disease.
  - ii. General Liability - \$2,000,000 aggregate; \$1,000,000 per occurrence; \$50,000 fire damage; \$5,000 medical expenses; 1,000,000 products completed operations; \$1,000,000 personal and advertising injury or greater. Coverage should be on a per occurrence basis.
  - iii. Automobile Liability – Automobile liability insurance shall be written on the comprehensive form of policy – Combined single limit of at least \$1,000,000 to include Hired Autos and Non-owned Autos. The policy shall provide for bodily injury and property damage liability covering the operation of all automobiles used in connection with performing the contract.
  - iv. Technology Professional Liability Errors and Omissions Insurance (including Cyber Liability) appropriate to the Consultant's profession and work hereunder, with limits not less than \$5,000,000 per occurrence. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by the Vendor in this agreement and shall include, but not be limited to, claims involving infringement of intellectual property, copyright, trademark, invasion of privacy violations, information theft, release of private information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.
- c. The Certificate of Insurance evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting The City of Grovetown's interest shall not be effective until 60 days after the Contractor gives written notice to the Finance Director.
- d. The Certificate of Insurance shall reference the proposal and project name as evidencing this requirement.
- e. The Contractor shall insert the substance of this requirement, including this paragraph, in subcontracts under the contract that require work on The City of Grovetown property and shall require subcontractors to provide and maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Finance Director upon request."
- f. The following persons or entities are to be listed on the Contractor's general liability policy of insurance as additional insureds:
  - i. City of Grovetown, Georgia

**A: PROPOSAL FORM**

Proposal of \_\_\_\_\_

(Hereinafter called "Offeror"), organized and existing under the laws of the State of

, *doing business as* \_\_\_\_\_ \*

In compliance with your RFP, the Offeror hereby proposes and agrees to perform and furnish all work for the requirement known as **RFP #2021-0802 Managed Information Technology (IT) Security Services** in strict accordance with the Proposed Documents, within the time set forth therein, and at the price proposed.

By submission of this Proposal, the Offeror certifies, and in the case of a joint Offeror, each party thereto certifies as to its own organization that:

1. The Offeror has examined and carefully studied the Proposal Documents and the Addenda, receipt of all of which is hereby acknowledged at Attachment B.
2. The Offeror agrees that this proposal may not be revoked or withdrawn after the time set for the opening of proposals but shall remain open for acceptance for a period of sixty (60) days following such time.

Company:			
Contact:			
Address:			
Phone:		Fax	
Email:			

***By checking this box, I acknowledge that I have read all insurance requirements and will meet requirements listed in RFP #2021-0802 Managed Information Technology (IT) Security Services if awarded.***

\_\_\_\_\_  
**Authorized Representative/Title**  
*(print or type)*

\_\_\_\_\_  
**Authorized Representative**  
*(Signature)*

\_\_\_\_\_  
**Date**

**B: PROPOSAL DOCUMENTS CHECKLIST AND ADDENDA ACKNOWLEDGEMENT**

The Offeror has examined and carefully studied the Specifications and the following Addenda, Receipt of all which is hereby acknowledged:

Cover Letter		Acknowledgement	Initial
Table of Contents		Acknowledgement	Initial
Business Information		Acknowledgement	Initial
Qualifications and Experience		Acknowledgement	Initial
References		Acknowledgement	Initial
Other Relevant Information		Acknowledgement	Initial
Attachments			
A. Proposal Form		Acknowledgement	Initial
B. Document Checklist and Addenda Acknowledgement		Acknowledgement	Initial
C. Georgia Security & Immigration Compliance (GSIC) Act Affidavit		Acknowledgement	Initial
D. Non-Collusion Affidavit		Acknowledgement	Initial
E. Cost Proposal		Acknowledgement	Initial
Addendum No	Date	Acknowledgement	Initial
Addendum No	Date	Acknowledgement	Initial
Addendum No	Date	Acknowledgement	Initial
Addendum No	Date	Acknowledgement	Initial
Addendum No	Date	Acknowledgement	Initial
Addendum No	Date	Acknowledgement	Initial

***Offerors must acknowledge all proposal sections and any issued addenda. Proposals which fail to acknowledge the offeror’s receipt of any addendum and/or inclusion of required sections within the proposal body will result in rejection of the proposal.***

**C: GEORGIA SECURITY & IMMIGRATION COMPLIANCE (GSIC) AFFIDAVIT**

The City of Grovetown and Contractor agree that compliance with the requirements of O.C.G.A. § 13-10-91, as amended, and Rule 300-10-1-.02 of the Rules of the Georgia Department of Labor are conditions of this Agreement for the physical performance of services.

The Contractor further agrees that its compliance with the requirements of O.C.G.A. § 13-10-91, as amended, and DOL Rule 300-10-1-.02 is attested to on the executed Contractor Affidavit and Agreement attached hereto.

If employing or contracting with any subcontractor(s) in connection with this Agreement, Contractor further agrees:

- (1) To secure from the subcontractor(s) an affidavit attesting to the subcontractor’s compliance with O.C.G.A. § 13-10-91, as amended, and DOL Rule 300-10-1-.02; such affidavit being in the form attached hereto; and

The failure of Contractor to supply the affidavit of compliance at the time of execution of this Agreement and/or the failure of Contractor to continue to satisfy the obligations of O.C.G.A. § 13-10-91, as amended, and DOL Rule 300-10-1-.02 as set forth in this Agreement throughout the contract period shall constitute a material breach of the contract. Upon notice of such breach, Contractor shall be entitled to cure the breach within ten days, upon providing satisfactory evidence of compliance with the terms of this Agreement and State law. Should the breach not be cured, the City of Grovetown shall be entitled to all available remedies, including termination of the contract and damages.

*SEE AFFIDAVIT ON FOLLOWING PAGE*

**C: CONTRACTOR AFFIDAVIT & AGREEMENT UNDER O.C.G.A. § 13-10-91(b)(1)**

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, as amended, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of The City of Grovetown, Georgia, has registered with, is authorized to use, and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the provisions and deadlines established in O.C.G.A. § 13-10-91, as amended.

Furthermore, the undersigned will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

\_\_\_\_\_ Date of Authorization  
Federal Work Authorization Company Identification Number

Name of Contractor: \_\_\_\_\_

Name of Project: \_\_\_\_\_

Name of Public Employer: The City of Grovetown

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on \_\_\_\_\_, \_\_\_\_\_, 202\_\_ in \_\_\_\_\_.

\_\_\_\_\_  
Signature of Authorized Officer or Agent

\_\_\_\_\_  
Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE  
\_\_\_\_ DAY OF \_\_\_\_\_, 201\_\_

\_\_\_\_\_  
Notary Public

My Commission Expires: \_\_\_\_\_

**ATTACHMENT – PROPOSAL FORMS**

**Company Name (*printed*):** \_\_\_\_\_



**D: NON-COLLUSION AFFIDAVIT**

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

\_\_\_\_\_  
Owner, Partner or Officer of Firm

\_\_\_\_\_  
Company Name, Address, City and State

being of lawful age, being first duly sworn, on oath says that he/she is the agent authorized by the bidder to submit the attached bid. Affiant further states as bidder, that they have not been a party to any collusion among bidders in restraint of competition by agreement to bid at a fixed price or to refrain from bidding. Affiant also states as bidder, that they have not been a party to any collusion with any officer of the City of Grovetown or any of their employees as to quantity, quality or price in the prospective contract; and that discussions have not taken place between bidders and any office of the City of Grovetown or any of their employees concerning exchange of money or other things of value for special consideration in submitting a sealed bid for:

\_\_\_\_\_  
Firm Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

\_\_\_\_\_  
Notary Public

**ATTACHMENT – PROPOSAL FORMS**

**E: PRICE PROPOSAL FORM**

**(Must be submitted separately in a sealed envelope)**

CITY OF GROVETOWN, GEORGIA						
RFP #2021-0802						
MANAGED INFORMATION TECHNOLOGY (IT) SECURITY SERVICES						
PLEASE BREAKDOWN SERVICES BY ANNUAL COSTS OVER A THREE YEAR PERIOD						
COMPANY NAME						
<b>Basic Services</b>	Quantity	Unit of Measure	Unit Price	Installation Cost	Warranty Cost	Total Estimated Cost
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
<b>Additional Services</b>						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
<b>TOTAL</b>	0					\$0.00

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