



City of Plymouth, CA  
Request for Proposal (RFP)  
for  
IT Managed Services

**ISSUE DATE:**

April 15, 2024

**DEADLINE FOR PROPOSAL SUBMISSION:**

April 30, 2024 by 4:00 pm PST

**SUBMIT RESPONSES VIA EMAIL TO:**

Margaret S. Roberts

City Manager

[mroberts@cityofplymouth.org](mailto:mroberts@cityofplymouth.org)



## I. Introduction

The City of Plymouth, CA (Plymouth) invites qualified and heavily experienced IT service providers to submit proposals for comprehensive IT Managed Services. The City seeks to establish a long-term partnership with a vendor to manage, support, and enhance its IT infrastructure and services.

The City of Plymouth is a general law city and employs the Council/Manager form of government. The Plymouth City Council consists of five members, elected at-large for four-year terms. The Mayor and Vice Mayor positions are held by Council Members who are selected by their colleagues. The City Council is elected every 4 years. The council members rotate the responsibility of Mayor and Vice Mayor every year. The City Council periodically establishes city-wide goals and updates the General Plan and Zoning Ordinance as needed.

The City Manager is the chief administrative officer and is responsible for implementing the policies and priorities of the City Council. The City Clerk and the City Treasurer are elected for four-year terms.

The City Council acts as the legislative and policy-making body for the City. The Council appoints the City Manager, City Attorney, and all members of any boards and commissions which serve in an advisory capacity to the City Council. The Council sets policy on all public matters relating to the City of Plymouth and adopts an annual budget in which the year's approved programs, projects, and services are financed.

## II. Objective

The primary objective of this RFP is to identify a qualified vendor who can provide a range of IT Managed Services to ensure the reliability, security, and efficiency of the City's IT environment.

## III. Scope of Services

The selected vendor will be responsible for, but not limited to, the following:

### 1. Network Infrastructure Management:

- Maintain a secure and scalable network infrastructure.
- Monitor network performance and address issues promptly.

### 2. Server Management:

- Manage and maintain servers, ensuring optimal performance and availability.
- Implement regular updates, patches, and security measures.

### 3. End-User Support:

- Provide help desk services for end-user support.
- Troubleshoot and resolve hardware and software issues.

### 4. Security Services:

- Implement and manage robust cybersecurity measures.
- Conduct regular security audits and vulnerability assessments.
- Provide and manage an anti-virus/malware prevention solution.
- Provide and manage a strong ransomware prevention solution.



#### 5. Backup and Disaster Recovery:

- Develop and maintain a comprehensive backup and disaster recovery plan.
- Provide Cloud-based server backups with unlimited storage and up to 10 file iterations
- Ensure quick recovery in the event of data loss or system failure.

#### 6. IT Procurement:

- Assist in the procurement of hardware, software, and other IT equipment as stand-alone projects.
- Provide recommendations for technology upgrades.

### IV. City Facilities:

- City Hall building
- Wastewater Treatment Plant

(The city's Fire and Police protection are provided by the county.)

### V. Current Devices:

- Windows Environment
- Desktop/Laptop Computers: 17
- Servers: 4
- Various firewalls, switches, printers, etc.

### VI. Subcontractors:

The City favors a proposal that involves a sole or primary vendor. In the event that subcontractors are expected to be utilized, this information must be clearly stated in the RFP response. Advance written consent from the City will be mandatory for each subcontractor involved.

### VII. Insurance

Demonstrate ability to provide for the following prior to execution of a contract:  
General Professional Liability Insurance Certificate with the following minimum limits:  
\$1,000,000 each incident/occurrence, automobile insurance should be at least five hundred thousand dollars (\$500,000) combined single limit per accident for bodily injury or property damage, and Workers Compensation Insurance.

### VIII. Proposal Submission

Interested vendors are required to submit their proposals by April 30, 2024. Late submissions will not be considered. Proposals should include the following:

1. **Executive Summary:** Brief overview of the vendor's capabilities and experience.
2. **Technical Proposal:** Detailed explanation of the proposed solution, including methodology and approach.
3. **Experience and Qualifications:** Provide information on the vendor's relevant experience and qualifications.



4. **Cost Proposal:** Clear breakdown of costs associated with the proposed services. Include onsite labor rate, as well as labor rate for special projects.

## IX. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

1. **Experience and Qualifications**
2. **Technical Competence**
3. **Cost Competitiveness**
4. **References and Past Performance**

## X. Contract Term

The initial contract term will be 3 years, with the option for renewal based on performance and mutual agreement.

## XI. Submission Instructions

Submit the proposal electronically in PDF format to [mroberts@cityofplymouth.org](mailto:mroberts@cityofplymouth.org) by April 30, 2024. Include "IT Managed Services Proposal - [Vendor Name]" in the subject line.

## XII. Questions and Clarifications

All questions and requests for clarifications must be submitted in writing to Margaret S. Roberts at [mroberts@cityofplymouth.org](mailto:mroberts@cityofplymouth.org) by April 30, 2024.

The City reserves the right to reject any or all proposals and to negotiate changes to the scope of services with the selected vendor. This RFP does not commit the City to award a contract, nor does it imply acceptance of any proposal.

## XII. Contact Information

For inquiries and further information, please contact:

Margaret S. Roberts

City Manager

[mroberts@cityofplymouth.org](mailto:mroberts@cityofplymouth.org)

Thank you for your interest in providing IT Managed Services to the City of Plymouth. We look forward to receiving your proposal.

Sincerely,

*Margaret S. Roberts*

Margaret S. Roberts

City Manager