

**MEMBERS OF COUNCIL:**

**Anthony Orzechowski**  
Director of Accounts & Finance

**Lois Thomas**  
Director of Streets & Public  
Improvement

**John Nestor**  
Director of Public Safety

**Karen Cosner**  
Director of Parks and Public Property

**Ron Mozer**  
Mayor  
Director of Public Affairs

**CITY  
OF**



**MONESSEN**  
575 Donner Avenue  
Monessen, PA 15062  
Phone: 724-684-9000

**Jerry Saksun**  
City Treasurer

**Rosalie Nicksich**  
City Controller

**Joseph Dalfonso**  
Solicitor

**Mike Korposh**  
City Administrator

**Request for Proposal**

October 11, 2024

**Issued by:**

**City of Monessen**  
**City Administrator**  
**575 Donner Avenue**  
**Monessen, PA 15062**

---

**Introduction**

The City of Monessen is seeking proposals from qualified vendors to provide IT support and services across multiple city locations, including the City Garage, City Police Station, and Civic Center. The city requires a reliable partner to manage and maintain its IT infrastructure, ensure cybersecurity, provide backups, and support essential software and end-user services. The infrastructure includes approximately 22 computers, 30 Outlook users, and 12 printers distributed across these facilities.

**Scope of Work**

The City requires IT services to address the following components:

**1. IT Infrastructure Management**

- Support for approximately 22 computers across the City Garage, City Police Station, Civic Center, and other city offices.
- Maintenance and troubleshooting of hardware and software, including workstations, printers, and servers.
- Installation and configuration of any new IT equipment as needed.
- Management of data centers and on-site/off-site servers to ensure maximum uptime and performance.

**2. Backup and Disaster Recovery**

- Implementation of automated daily backups for all critical city data across locations.
- A disaster recovery plan to protect against data loss and ensure business continuity.

- Regular testing and validation of backup systems for all facilities, ensuring that critical data can be restored swiftly.

### 3. **Network Management**

- Installation, management, and monitoring of **Sophos routers** across all city locations, ensuring secure and stable network connections.
- Continuous network security monitoring for threats, with quick response to any network disruptions or vulnerabilities.
- Optimization of network performance across multiple sites to ensure efficient operation of all systems and devices.

### 4. **Endpoint Security**

- Deployment and management of **Sophos clients** on all 22 computers to ensure proactive protection from viruses, malware, and other security threats.
- Routine monitoring and patching of endpoints to safeguard the city's IT environment.
- Endpoint security monitoring and reporting, with recommendations for further enhancements.

### 5. **Microsoft Product Support**

- Support for all Microsoft products in use, including operating systems and the Microsoft Office suite, with a focus on maintaining up-to-date software and security patches.
- Address any issues related to the use and performance of these products across city departments.

### 6. **Email and Outlook Support**

- Support for the city's up to **30 Outlook users** to ensure smooth operation of email communications across multiple locations.
- Assistance with email configuration, troubleshooting, and account management.
- Integration with backup systems to ensure email data is protected and recoverable in case of failure.

### 7. **Printer and Peripheral Support**

- Ongoing support and maintenance for approximately **12 printers** across all city locations.
- Troubleshooting and repairs to ensure minimal downtime for printing services.
- Management of printer configurations and networking.

## **Vendor Responsibilities**

- Provide proactive and on-demand IT support across the City Garage, City Police Station, Civic Center, and other facilities.
- Ensure seamless communication and network operations across multiple city locations.
- Monitor and report on network performance, system security, and potential areas for improvement.
- Provide timely updates, software patching, and necessary hardware repairs or replacements.

- Offer staff training on basic IT troubleshooting and security awareness.

## **Proposal Requirements**

Interested vendors should submit a detailed proposal including:

### **1. Company Overview**

- Company background, history, and experience with providing IT services for municipal or public sector clients.
- References from similar projects, ideally for cities or public institutions.

### **2. Technical Approach**

- Overview of your approach to managing and maintaining IT infrastructure across multiple locations.
- Explanation of network management strategies, including solutions for Sophos routers and clients.
- Proposed disaster recovery plan and backup solutions for critical city data.

### **3. Staffing and Expertise**

- Profiles of the personnel assigned to support Monessen's IT needs, including any relevant certifications (e.g., Sophos, Microsoft).
- Information on support availability, including emergency response procedures.

### **4. Cost Proposal**

- Breakdown of all costs, including initial setup, ongoing maintenance, and emergency response rates.
- Hardware or software costs for any required licenses, Sophos equipment, backup solutions, etc.

### **5. Service Level Agreement (SLA)**

- Proposed SLA, including response times for various issues, availability of support across all city locations, and performance guarantees.

2.

## **Submission Instructions**

Proposals must be submitted by November 4, 2024 to Mike Korposh, 575 Donner Avenue, Monessen, PA 15062 or via email to [mkorposh@CityOfMonessen.com](mailto:mkorposh@CityOfMonessen.com). Proposals may be submitted via email or mailed in a sealed envelope to the city's office.

## **Evaluation Criteria**

Proposals will be evaluated based on the following criteria:

- Vendor's experience and qualifications.
- The quality and comprehensiveness of the proposed solution.
- Cost-effectiveness and value for the services offered.

- Vendor’s ability to meet the city’s timeline and requirements.
- Client references and previous performance in similar projects.

## **Timeline**

- RFP Release Date: **October 11, 2024**
- Deadline for Questions: **November 8, 2024**
- Proposal Due Date: **November 11, 2024**
- Vendor Selection: **November 14, 2024**

## **Contact Information**

For any questions or clarifications regarding this RFP, please contact:

**Ron Mozer**

**Mayor**

**[rmozer@cityofmonessen.com](mailto:rmozer@cityofmonessen.com)**

**724-212-6159**

---

## **City of Monessen**

We look forward to your proposal and thank you for your interest in partnering with the City of Monessen for its IT needs.

---

This RFP outlines the city’s needs while giving vendors the opportunity to showcase their expertise in managing IT infrastructure, security, and software.

**RON MOZER**  
**MAYOR**  
DIRECTOR OF PUBLIC AFFAIRS

