



**CITY OF LANGLEY REQUEST FOR QUOTES
INFORMATION TECHNOLOGY
MODERNIZATION**

SUBMIT QUOTES TO:

Clerk,
City of Langley
PO BOX 366
Langley, WA 98260
(360)221.4246
clerk@langleywa.org

BY 3:00PM, FRIDAY, FEBRUARY 7, 2025

CITY OF LANGLEY INFORMATION TECHNOLOGY MODERNIZATION



Request for Quote

INVITATION

The City of Langley, Washington, is seeking the services of qualified information technology providers with expertise in designing, deploying, and providing ongoing support for Microsoft 365 for Business or Government to:

1. Design and deploy Microsoft 365 software as a service (SAAS) solution,
2. Migrate existing legacy services to the new infrastructure, and
3. Provide ongoing support for the new SAAS solution.

COMMUNITY BACKGROUND

The City of Langley is a small historic town located on the south end of Whidbey Island overlooking Saratoga Passage. Although the City is one square mile, it is the artistic, cultural, retail, service, and entertainment center for South Whidbey, attracting visitors, retirees, businesses, and new families.

BACKGROUND – CURRENT IT INFRASTRUCTURE & SERVICES

The City of Langley's current IT infrastructure consists of:

1. Two on-premises physical servers:
 - a. One physical server residing on the City Hall general LAN hosts two virtual servers:
 - i. A file server and active directory controller. Consumed storage on the file server is approximately 1 TB.
 - ii. A SQL server and a Vision (Financial Services) server. (These components are out of scope but are mentioned because they are hosted on the same physical server as the AD controller and file server.)
2. There are approximately 10 power users (likely requiring an E3/G3 license) and approximately 13 casual users (likely requiring an Apps or E1/G1 license).
3. ~ 50 standalone email accounts hosted off-premises.
 - a. These email accounts are standalone and must be individually accessed and managed. There is no common administrative access for management or for public records-related searches.
 - b. Roughly 25 of these email accounts are actively in use and associated with a user and consume under 10GB of storage. (One account consumes between 10 and 20 GB of storage.) The remaining (~25) accounts should be replaced with aliases (or email distribution lists).
4. ~ 25 endpoint devices (a mix of desktop and laptops) running Microsoft Windows and Office365 applications. Outside of the file server access, without the benefit of Exchange and related Active Directory services integration, the Office365 licenses effectively function as standalone licenses.
5. ~ 20 VOIP hardware phones and numbers.



6. The current domain for the City of Langley is langleywa.org. Work has started to reserve the langleywa.gov domain, but work has not commenced to implement it.
7. Networks:
 - a. City Hall hosts two separate local area networks – one serving the Police Department and one serving the rest of City Hall, as well as a public and private WiFi network serving the entire facility.
 - b. The Water Treatment Plant hosts its own WiFi network and several standalone endpoint devices.
8. Internet connections:
 - a. City Hall
 - i. 1 GB connection for Police Department
 - ii. 1 GB connection for general use
 - b. Water Treatment Plant
DSL connection
9. City website (www.langleywa.org) – outside of scope except for planning/phasing related to transitioning to langley.gov.
10. ICOM-related communications equipment and servers that are out of scope.

MODERNIZATION REQUIREMENTS

1. Microsoft 365 services, including but not limited to:
 - a. Productivity & Collaboration Tools
 - Microsoft Office suite of applications
 - Microsoft Exchange & Outlook
 - Email
 - Task management
 - Organizational/shared
 - Distribution lists
 - Contacts
 - Calendaring
 - Collaboration & File Sharing
 - Real time co-authoring
 - Metadata
 - Tagging
 - Version history



- Business Forms Support

b. Governance, Compliance & Security

- Information rights management: groups/permissions-based access to digital assets
 - Records management & retention functionality
 - Purview/eDiscovery: media-agnostic, full-enterprise digital asset search
- c. Remote access/work from anywhere support
- d. Endpoint Management & Security
- e. Backup & Recovery Services

2. Additional Requirements

- a. Migration to .gov Domain for IT services (langleywa.gov).
- b. Appropriate isolation of police department criminal records and secure data in compliance with CJIS-NCIC/WACIC and FBI standards as applicable.
- c. Replace function-based account credentials (e.g. communitypanning@langleywa.gov) with user identity-based credentials (e.g. k.horstman@langleywa.gov). Implement appropriate email aliases to support forwarding from function-based email aliases to the appropriate user (e.g. communityplanning@langleywa.gov is an alias that forwards to “k.horstman@langleywa.gov”).
- d. Configure and support local printing (three printers).
- e. Transition hardware VOIP phones to soft phones.

SCOPE OF WORK

The below scope of work is a general outline of the anticipated process. It is not an all-inclusive description of the elements or associated activities.

Project Discovery Planning, Coordination, and Management

Summary

The Contractor will:

- Develop a schedule and strategy for completing tasks
- Coordinate with existing IT service providers as needed
- Coordinate with City staff
- Ensure the project stays within budget
- Provide deliverables on time

The City will:

- Review deliverables and provide feedback
- Provide direction at key decision points



Deliverables

1. **Project design**
2. **Project schedule and phasing**
3. **Project budget**

Project Execution

Summary

The Contractor will execute the following:

- **License procurement:** Recommend and justify either Microsoft 365 for Business or Government and provide appropriate licensing options for Microsoft 365 suite, tailored to the needs of the City of Langley.
- **Infrastructure:** Assess and upgrade existing infrastructure to meet the requirements for Microsoft 365 deployment, including network bandwidth, storage capacity, and server configurations. Ensure compatibility with Microsoft 365 system requirements including supported operating systems and browsers.
- **Governance:**
 - Define governance policies and procedures for managing user access, permissions, and data with the new environment including role-based access control and data governance policies.
 - Assign appropriate administrative roles and responsibilities to designated City personnel.
- **Implementation:** Plan and execute the deployment of Microsoft 365 suite across departments, ensuring minimal disruption to ongoing operations.
- **Configuration and customization:** Customize Microsoft 365 applications and settings to align with City organizational structure and workflows.
- **Security configuration:**
 - Configure security settings and policies to protect sensitive government data and ensure compliance with regulatory requirements.
 - Implement multi-factor authentication and conditional access policies to enhance security and prevent unauthorized access to municipal resources.
 - Enable data loss prevention policies to prevent the unauthorized sharing of sensitive information.
- **Data migration:** Migrate existing data (file server content and email) from legacy systems to Microsoft 365, ensuring data integrity and security.
- **User training:** Design and deliver remote training sessions to educate City staff on the features and functionalities of Microsoft 365 suite so that users:



- Understand where and how to store files and how to move them if necessary (e.g. SharePoint vs. OneDrive vs. local file storage).
 - Understand how to use a soft phone (answer calls, place calls, retrieve voicemail).
 - Understand how to use eDiscovery or Purview applications.
 - Understand how to use multi-factor authentication.
 - Understand how to use soft phones.
- **Administrator training:** Design and deliver remote training sessions and supporting documentation sufficient to ensure administrator tasks (e.g. adding, removing users and related services, updating email aliases, etc.) are understood and may be executed.
 - **Ongoing support:** Provide post-implementation support, including troubleshooting, maintenance, and assistance with software updates.
 - **Cleanup:** Wipe, destroy, and/or retire storage and hardware in compliance with records retention and government surplus requirements.

Deliverables

1. **As-built Design Documents** describing infrastructure components, services including their function and inter-relationship. Design documentation may be technical to the extent that an information technology project manager can understand them (i.e. more technical than a lay person but less technical than a Microsoft certified engineer).
2. **Training session recordings** suitable for re-use (e.g. onboarding new staff to use shared file storage).
3. **Documentation** covering administrator tasks and governance.

SUBMITTAL REQUIREMENTS

Quotes must be provided electronically. Quotes must be clear, succinct, and not exceed 10 pages excluding any addendums, attachments. Only complete submittals will be considered for evaluation. All quotes and attachments will become part of the public record. Quote content must include the following:

1. Cover letter.
2. Firm description. Describe your firm's area of expertise, type of organization, length of time in business, number of employees, experience designing, deploying, and supporting Microsoft 365 services, and other information that would be helpful in characterizing your firm.
3. Project team. The names and qualifications of personnel in the firm who have worked on similar projects and would be made available to work on this project. Identify the Project Manager who will be responsible for the day-to-day management of project tasks and who will be the key point of contact with the City. Identify any sub-contractors (if proposed) and describe their role in the project.
4. Scope of work. Provide a succinct, but detailed description of the process and products that would be delivered based on the Scope of Work section of this RFQ.



5. Project schedule and budget. Submit a schedule with itemized tasks for completing the scope of work. Include the following cost categories in tabular format.
 - a. Labor costs by:
 - i. Individual (name)
 - ii. Estimated hours by task
 - iii. Hourly rate and total cost
 - b. Overhead.
 - c. Other direct costs. Itemization which may include but is not limited to:
 - i. Transportation
 - ii. Lodging and meal per diem
 - iii. Printing
 - iv. Communication
 - d. General administrative costs.
 - e. Total project budget – broken down by category.
6. Work samples. Provide digital copies of two example work products (project schedule and budget) that most closely match this RFQ.
7. References. Include three references for similar projects, including current contact information.

Quotes must be submitted electronically by 3:00 pm February 7th to be considered. No amendments to quotes will be accepted after this time. The City of Langley reserves the right to accept or reject any or all quotes.

Submit electronic quotes to:

Clerk
PO Box 366/112 2nd Street
Langley, WA 98260
(360) 221.4246

clerk@langleywa.org

All costs incurred by the consultants in the preparation of the response to this RFQ, including presentations and/or participation in an interview, shall be borne solely by the respondent.

CONSULANT SELECTION AND EVALUATION PROCESS

Quotes will be accepted from individuals, organizations (profit or non-profit), or other collaborative arrangements that:

- Are qualified to conduct business in the State of Washington and the City of Langley
- Have expertise in cloud-based IT service design, delivery, and support and at least five years of direct experience with Microsoft 365 cloud services for municipalities.



The City reserves the right to:

- Qualify, accept, or reject any or all quotes as deemed to be in the best interest of the City.
- Accept or reject any or all quotes and to waive irregularities or technicalities in any quotes when in the best interest of the City.
- Accept or reject any exception taken by a proponent to the terms and conditions of the RFQ.
- To request additional information to clarify the content of a quote.
- To verify the information received in a quote. If the proponent knowingly and willfully submits false information or data, the City reserves that right to reject the quote. If it is determined that an agreement was awarded based on false statements or data submitted in response to this RFQ, the City reserves the right to terminate the agreement.
- Withdraw the RFQ at any time without prior notice. The City makes no representation that any contract will be awarded to any respondent to the RFQ.

Interviews may be held to determine the final successful consultant. Any costs associated with interviews shall be the responsibility of the respondent.

If an insufficient number of quotes are received or the quotes received are inadequate or do not meet the terms of the RFQ or are not cost effective, the City may, at its sole discretion, reissue the RFQ or enter into a contract with a consultant of its choice.

Evaluation Matrix

Criteria	Points
Responsiveness and completeness of RFQ	5
Team and subconsultant qualifications, credentials, and experience	25
Approach and project understanding	25
Plan budget and value to the City	20
Team schedule and availability	10
Use of local professionals	10
Value added	5

The City will conduct a preliminary evaluation of all quotes to determine compliance with requirements and mandatory document submissions.

The City encourages:

- The use of local professionals in each project to retain maximum economic benefits tied to the community.
- Successful firms to plan and budget for minimum required travel costs as part of the project to make the best possible use of the City’s funding.

Minority and women-owned firms and veteran-owned firms are afforded the maximum practicable opportunity to compete for and obtain public contracts for services.



Consultant Selection Schedule

The following is the proposed schedule and key dates for assessing quotes. All dates are subject to change.

RFQ Issued	January 10, 2025
RFQ Close	February 7, 2025
Question period ends	February 7, 2025
Review of quotes	February 10- February 18, 2025
Consultant selection	Feb 18, 2025

PROJECT TIMING

Project timing is TBD, based on funding availability.

INQUIRIES

Direct questions regarding the RFQ to:

Clerk, City of Langley

clerk@langlewa.org