



CITY OF HIDDEN HILLS

REQUEST FOR PROPOSALS

INFORMATION TECHNOLOGY (IT) MANAGED SERVICES

SECTION 1: INTRODUCTION & PURPOSE

The City of Hidden Hills is soliciting proposals from qualified and experienced information technology (IT) firms to provide comprehensive managed IT services in support of City Hall operations. This Request for Proposals (RFP) invites experienced firms to demonstrate their qualifications, proposed approach, and fee structure for the following scope of work:

- Network Infrastructure Management — Ongoing monitoring, maintenance, and support of the City's network, servers, and IT infrastructure.
- End-User Support & Help Desk Services — Technical support for City staff workstations, devices, and software applications.
- Cybersecurity & Data Protection — Endpoint security, email threat protection, managed detection and response, and 24/7 SOC monitoring.
- Backup & Disaster Recovery — Daily data backup, defined retention, recovery objectives, and annual restore testing.
- Licensing & Cloud Services Management — Administration of Microsoft 365, SharePoint, and related cloud platforms.
- Strategic IT Advisory (vCIO) — Technology alignment, vendor management, and IT roadmap planning.

The City of Hidden Hills is a small, full-service contract city incorporated in 1961, serving approximately 2,000 residents with a staff of approximately 6 FTE. The City seeks a responsive and experienced IT services partner who understands the operational needs of small local government agencies and can deliver enterprise-quality technology management at a scale appropriate to the organization.

SECTION 2: SCOPE OF WORK

The selected firm shall provide comprehensive managed IT services to the City of Hidden Hills as described below. All services shall be delivered in accordance with the terms of the City's standard Professional Services Agreement.

2.1 End-User On-Site Support

The selected firm shall provide full on-site and remote technical support for City staff as follows:

- Dispatch of a qualified technician to City Hall when remote support efforts are unsuccessful in resolving covered incidents.
- On-site support available for up to six (6) covered users.

- Normal support hours: Monday through Friday, 7:00 AM to 5:00 PM Pacific Time, excluding City-observed holidays.
- A documented ticketing system must be used for all support requests.
- **Service Level Agreements (SLAs):** Vendor must meet the following minimum response times:

Critical: 30-minute response

High: 1-hour response

Standard: 4 business hours

2.2 Network & Systems Monitoring and Management

The selected firm shall provide comprehensive 24x7x365 proactive monitoring, alerting, patching, and maintenance of the City's IT environment, including:

- Servers and network infrastructure, including automated alerting and human review/response.
- Firewalls (approximately 1).
- Workstations for covered users (approximately 6).
- Microsoft 365 Tenant administration and management.
- SharePoint administration and management.
- Proactive identification and remediation of performance, security, and reliability issues.
- Patch management reporting — vendor must provide regular reporting on patch compliance across all covered devices.

2.3 Cybersecurity

The selected firm shall provide or administer the following security services as part of the base managed services package:

- Managed Detection and Response (MDR) endpoint protection for all covered end users (approximately 6).
- 24/7 Security Operations Center (SOC) monitoring included as part of MDR service.
- Phishing threat simulation and user security awareness training (approximately 8 users).
- Centralized email security and protection (approximately 13 accounts).
- Firewall advanced threat protection and next-generation firewall management.
- Vendor must maintain a documented incident response plan and provide it to the City upon request.
- Security event log retention — minimum 90 days.
- Security incident notification — vendor must notify the City within one (1) hour of a confirmed security incident.

2.4 Microsoft 365 & Cloud Administration

The selected firm shall administer the City's Microsoft 365 environment and related cloud platforms as part of the core managed services scope:

- Microsoft 365 licensing management for all covered users.
- SharePoint administration — file storage, document management, and basic permissions and file access management.
- Cloud-based SaaS backup and data protection (approximately 9 seats), including defined backup frequency, retention, and recovery capabilities.
- Cloud PC / virtual desktop infrastructure (approximately 2 seats).
- MFA and Conditional Access policy management.
- Teams and OneDrive support included in regular help desk scope.
- User onboarding and offboarding — account creation, license assignment, and MFA setup included in base scope.
- Password resets and MFA troubleshooting included in help desk services.

2.5 Emergency After-Hours and Holiday Support

The selected firm shall provide emergency support for incidents classified as Critical outside of normal business hours, subject to the following conditions:

- Remote support must be exhausted prior to dispatching an on-site technician.
- After-hours or holiday support for non-critical issues shall be billed separately at applicable professional service rates.
- **“Critical” incidents are defined as:** network outage, cybersecurity incident, ransomware event, firewall failure, or loss of core business systems (e.g., email, file access).
- Proposers shall clearly define their on-call escalation path and response time for a Critical (P1) incident in their proposal.

2.6 New and Replacement Workstation Support

The selected firm shall provide labor for the setup and configuration of new or replacement computers, subject to the following conditions:

- Up to three (3) devices per month are included within the managed services scope.
- Labor for each device not to exceed three (3) hours.
- Data migration and profile setup included as part of workstation onboarding.

2.7 Vendor Management

The selected firm shall serve as liaison with authorized hardware and software vendors on behalf of the City to repair, replace, and/or remediate issues related to equipment or services covered under the managed services agreement. The vendor must document and communicate resolution details for all vendor interactions affecting City systems.

2.8 Network Health Reviews

The selected firm shall conduct monthly or quarterly network health reviews of the City’s managed environment, which shall include:

- Plain-language summary reports of environmental health, security posture, system continuity, and warranty status.

- Vulnerability or network scanning assessments, either internal or external, as applicable.
- Identification of equipment approaching end-of-life.
- Clear recommendations with estimated costs when action is required.

2.9 Technology Alignment

The selected firm shall provide a dedicated technology alignment resource to:

- Document and maintain a current inventory and understanding of the City's managed IT environment.
- Review technology configurations for alignment with industry and vendor best practice standards.
- Report findings and recommendations to the assigned virtual Chief Information Officer (vCIO).

2.10 Virtual Chief Information Officer (vCIO) Services

The selected firm shall provide strategic IT advisory services through a dedicated vCIO, including:

- Collaborative strategic consulting to support the City's technology goals and priorities.
- Periodic analysis of data gathered through technology alignment, remote support, and centralized services to proactively identify risks or areas for improvement.
- Support for budget planning and investment decisions related to IT infrastructure and services.
- Development of a technology roadmap aligned with the City's organizational goals and recommended technical standards.
- Attendance at City staff meetings or briefings as needed (not to exceed 1–2 times per year).
- No out-of-scope work may be performed without prior written City approval.

2.11 Backup & Disaster Recovery

The selected firm shall maintain and oversee a backup and disaster recovery program for all covered systems, including:

- Backup frequency must occur no less than every four (4) hours for all covered systems and data, with continuous or near-real-time incremental backups implemented to the extent technologically practicable, ensuring that changes to data and configurations are captured as they occur.
- Minimum data retention period must be clearly defined in the proposal.
- Vendor must define Recovery Time Objective (RTO) and Recovery Point Objective (RPO) for covered systems.
- Annual backup restore testing required — results to be documented and provided to the City.

2.12 Professional Services — Out-of-Scope Work

Services outside the scope of the managed services agreement (including projects, adds/changes/removals, and any other non-covered services) shall be billed at the contractor's stated hourly professional services rates. Proposers shall provide their standard, after-hours, and holiday hourly rates in their cost proposal.

2.13 Cloud Services — Billed Separately

Microsoft Azure cloud computing services and any other cloud consumption-based services shall be billed outside of managed services based on actual consumption as invoiced by the applicable provider. Proposers shall describe their billing process for such pass-through costs.

SECTION 3: PROPOSAL REQUIREMENTS

Interested firms must submit a complete proposal that addresses all of the following:

- **Firm Overview** — A brief introduction to your firm, including years in operation, firm size, areas of expertise, and your experience serving local government or public sector clients.
- **Relevant Experience** — Description of experience providing IT managed services to comparable organizations, particularly small cities, municipalities, or public agencies. Include a summary of at least three (3) current or recently completed engagements.
- **Proposed Service Approach** — A detailed description of your firm's approach to delivering each component of the Scope of Work outlined in Section 2, including your onboarding process, escalation procedures, and approach to service continuity.
- **Staffing & Key Personnel** — Identification of the key personnel who would be assigned to this engagement, including the proposed Responsible Principal/primary liaison, vCIO, and technical support staff. Include resumes or professional bios.
- **Response Time & Service Level Commitments** — Defined response time commitments for Critical, High, and Standard incidents, including your definitions for each priority level and your on-call escalation path.
- **Cybersecurity Approach** — A description of your cybersecurity stack, SOC/MDR capabilities, incident response plan, log retention practices, and any relevant certifications or compliance frameworks (e.g., NIST, CIS Controls).
- **Backup & Disaster Recovery Plan** — Description of your backup methodology, frequency, retention schedules, defined RTO/RPO, and annual testing process for covered City systems.
- **Itemized Fee Structure** — A detailed, itemized monthly cost proposal for all managed services, professional services hourly rates (standard, after-hours, and holiday), and any one-time setup or onboarding fees. Clearly identify any services billed separately from the monthly managed services fee.
- **References** — A minimum of two (2) to three (3) professional references from comparable IT managed services engagements, including contact name, organization, phone number, and email address.

SECTION 4: SUBMISSION INSTRUCTIONS

Proposals must be submitted no later than May 18, 2026, at 5:00 PM PST. Late submissions will not be accepted.

Please submit your proposal electronically to:

Amber Servin, Interim Assistant City Manager

City of Hidden Hills

Email: amber@hiddenhills.gov

Phone: 818-888-9281

All proposals must be submitted in PDF format. The subject line of the email should read: "RFP Submission — IT Managed Services — (Firm Name)."

SECTION 5: EVALUATION & SELECTION PROCESS

Proposals will be evaluated by City staff using the following criteria:

EVALUATION CRITERIA	WEIGHT
Firm qualifications and relevant public sector / local government experience	30%
Quality and depth of the proposed service approach and technical methodology	25%
Cybersecurity capabilities, SOC/MDR, incident response, and backup/DR plan	15%
Service level commitments, SLAs, and staffing plan	10%
Cost/fee structure	15%
References	5%

SECTION 6: GENERAL CONDITIONS & DISCLAIMERS

- The City of Hidden Hills reserves the right to accept or reject any or all proposals, to waive informalities, and to select the proposal deemed most advantageous to the City.
- Issuance of this RFP does not constitute a commitment by the City to award a contract or to pay any costs incurred in the preparation of a proposal.
- All proposals submitted become the property of the City of Hidden Hills.

- The City reserves the right to request additional information or clarification from any proposer at any time during the evaluation process.
- Proposals submitted to the City may be subject to disclosure under the California Public Records Act.
- By submitting a proposal, each firm certifies that it has no conflict of interest with the City of Hidden Hills and that its submission is made in good faith without collusion or fraud with any other person or entity.

SECTION 7: INSURANCE REQUIREMENTS

The selected firm shall maintain the following minimum insurance coverage throughout the term of the agreement:

- Commercial General Liability — \$1,000,000 per occurrence / \$2,000,000 aggregate.
- Professional Liability (Errors & Omissions) — \$2,000,000 per claim and in the aggregate.
- Automobile Liability — \$1,000,000 combined single limit.
- Workers' Compensation — As required by the State of California; Employer's Liability of at least \$1,000,000.

The City of Hidden Hills, its elected officials, officers, employees, and agents shall be named as additional insureds under the commercial general liability and automobile liability policies. All certificates of insurance and endorsements must be approved by the City Manager prior to commencement of performance.

SECTION 8: CONTRACT INFORMATION

The selected firm will be required to enter into the City's standard Professional Services Agreement. All work products, documentation, data, and deliverables produced under the contract shall become the property of the City of Hidden Hills. The contractor's Responsible Principal shall serve as the primary liaison to the City Manager, who shall administer the Agreement on behalf of the City.

SECTION 9: CONFLICT OF INTEREST

By submitting a proposal, each firm certifies that it has no known conflict of interest with the City of Hidden Hills, its officers, or employees, and that its proposal is made in good faith without collusion, fraud, or unlawful agreement with any other person or entity. Contractor shall not accept any employment or representation during the term of the agreement that may make Contractor financially interested in any decision made by the City in connection with work performed under the agreement.

SECTION 10: PUBLIC RECORDS STATEMENT

Proposals submitted to the City of Hidden Hills may be subject to public disclosure under the California Public Records Act (Government Code § 6250 et seq.). Proposers are encouraged to

identify any information they consider proprietary or confidential, though the City cannot guarantee the confidentiality of any submitted materials.

SECTION 11: QUESTIONS & CONTACT INFORMATION

All questions regarding this RFP must be submitted in writing via email no later than May 5, 2026. Questions and responses will be shared with all prospective proposers to ensure a fair and transparent process.

Please direct all inquiries to:

Amber Servin, Interim Assistant City Manager

City of Hidden Hills

Email: amber@hiddenhills.gov

Phone: 818-888-9281

I appreciate your interest in serving the City of Hidden Hills.

We look forward to reviewing your proposal.

PROPOSED PROJECT TIMELINE AND MILESTONES

MILESTONE	DATE
City Council Authorization of RFP Release	April 20, 2026
RFP Release Date	April 21, 2026
Questions / Clarifications Deadline	May 5, 2026
City Response to Questions Issued	May 6, 2026
Proposal Submission Deadline	May 18, 2026, at 5:00 PM PST
Proposal Review and Scoring by Staff	May 18 – May 22, 2026
Award Notification	Week of May 25, 2026 (Tentative)
Contract Negotiation and Execution	Week of May 25, 2026 (Tentative)
City Council Award Contract	June 8, 2026
Managed IT Services Transition Begins	July 1, 2026 (Target)