

TOWN OF DURHAM
Office of the First Selectman
P.O Box 428
Durham, CT 06422

REQUEST FOR PROPOSAL
Municipal Information Technology
(IT) Services

BOARD OF SELECTMEN

Laura L. Francis, First Selectman

John T. Szewczyk, Selectman

George M. Eames, IV, Selectman

Request for Proposal
IT Managed Services for the Town of Durham

Introduction of RFP:

The Town of Durham invites qualified IT companies to submit a proposal and statement of qualifications for professional Information Technology (IT) managed services.

The qualified vendor will enable the Town to significantly improve operational effectiveness, enhance quality of services, minimize support cost, and maximize return on investment in IT. A contract will be awarded on a "best value" basis; price and ability to deliver services. The Town places greater emphasis on the experience and long-term viability of the vendor. Following negotiation, the successful vendor will be asked to enter into a contract with the Town of Durham.

Purpose and Objectives:

Purpose – The Town has a Windows based computer network infrastructure. The Town is seeking a qualified contractor to provide technical support for this infrastructure, in the form of general network support including 24/7 monitoring services, security services, maintenance of hardware, updates to software, troubleshooting/repair on all computer systems and network server equipment, as well as backup and disaster recovery services through a mix of remote and onsite efforts. Also, of importance, is the ability of the vendor to deliver high quality help desk support that recognizes the varying levels of technical aptitude of Town staff and provides said support in terms that can be understood by a layman. The Town may also look to the successful vendor for special project consulting from time to time such as installation of software, short- and long-range IT planning, and other related services.

Objectives – Our primary objectives are to better manage the cost of maintaining this network and improve user satisfaction with the system, while maintaining a robust network that ensures the security of sensitive data in compliance with Federal and State regulations.

Solution Preference

Based on the Town's research and municipal references, the Town has decided to implement an IT Managed Services Model. This is a fully outsourced solution where the company assumes responsibility for all aspects of the Town's IT, i.e., the company must be the single point of contact for all staff and external vendors, for all IT related issues.

Timeline For RFP Process:

The timeline listed below is the Town’s estimation of time required to complete the RFP process. All efforts shall be made to abide by this schedule, but the Town maintains the right to change this schedule dependent upon evolving circumstances.

RFP Issued: Friday, March 18, 2022

Proposals Due: Monday, April 11, 2022 by 2:00 p.m.

RFP Closing Date and Time:

One (1) original, and (1) copy of your completed and signed proposal, in the exact order and manner required, must be received at the Durham Town Hall, Office of the First Selectman, in a sealed envelope marked “Town of Durham - RFP: IT Services” no later than: Monday, April 11, 2022 by 2:00 p.m.

Proposals received after specified date and time will not be accepted. Vendors are responsible for prompt delivery of their proposals.

Submit your proposal package either by, mailing or hand delivering to: **Town of Durham, Office of the First Selectman, 30 Town House Road, PO Box 428, Durham, CT 06422**

Overview And Scope

Overview

The Town of Durham does not have an IT Department and is currently using an outside vendor to provide IT Managed Services. The Town has a Windows based computer network consisting of servers, desktop workstations, and remote laptops. All workstations are fully networked. The Town of Durham has contracts with several vendors for application specific support.

The vendor selected for IT Managed Services will be required to interface with the application specific vendors when necessary, including but not limited to ensuring new computers are compatible with said applications, installing new workstations, and troubleshooting problems as they arise.

Scope:

Existing Equipment:

40 Desktop & Laptop
1 Server

Office 365:

17 Enterprise E1
46 Enterprise E3
33 Plan 1

The company must provide the following services and support items, covered in the **fixed monthly fee**:

- **Monitoring Services**
 - 7X24 Monitoring & Alerts
 - 7X24 Incident Response Services
 - Performance Data Collection and Reporting
 - Managed Anti-Virus/Anti-Spam
 - Endpoint Detection and Response solution
 - Virus incident reporting
 - Backups Monitor and Management
 - Malware Filtering
 - Managed and Monitored Security Patches applied as needed from Microsoft. Patch both PC's and Servers.

- **Managed Services**
 - IT Director Services
 - Single Point of Contact for all IT Issues
 - Managed Server Support
 - Managed Network Support
 - 7X24 Remote Support
 - 7X24 Onsite Support availability
 - 3rd Party Vendor Management
 - Managed PC Support
 - Remote/Mobile Access for all staff

- Manage Cloud Backups
- Manager Cloud Disaster Recovery Services
- Office365

- **VCIO – IT Director Services**
 - The selected vendor **must include a Virtual CIO (IT Director)** as part of their managed service solution. This individual’s function is dedicated to overseeing the successful management of the Town's IT operations. The VCIO must have significant CIO level experience in managing, planning, and budgeting IT operations for major entities. It is not an acceptable solution for a vendor’s day to-day support engineer to also preform the VCIO function. This must be a dedicated function.

- **References**
 - Provide at least four (4) municipal references of similar size and scope. These had to have been active accounts for at least the last 12 months where your company provided full outsourced IT managed services for all Town functions. Include a contact name, phone number, services provided, length of service, and email address.

- **Endorsements**
 - List all Local Government Association endorsements the company currently has, including any special business terms or pricing the endorsement affords the Town. Provide a name, telephone number, and email for a contact at each association.

- **Line-of-Business Application Experience**
 - The company should have significant functional experience with a wide variety of different local government specific line-of-business software applications where IT support and third-party vendor coordination has been provided.

- **Dedicated Project Management Function**
 - The company must have a dedicated Project Management Team utilizing the guidelines set forth by the Project Management Body of Knowledge (PMBOK) best practices. PMBOK practices are expected to be used to provide the fundamentals of project management by following the guidelines (initiating, Planning, Executing, Monitoring and Controlling, and Closing) to successfully accomplish project objectives and ensure customer satisfaction.

- **Client Relationship Management**
 - Support Staff
 - Provide the number of support staff by function. Each support individual can only be listed once.
 - # of VCIOs (IT directors)
 - # of dedicated Help Desk Engineers
 - # of System Engineers
 - # of Technical Team Leads
 - # of Level 3 Escalation Engineers (domain experts)
 - # of Account Managers (primary business contact)
 - # of Data Center Infrastructure Engineers
 - # of Project Managers
 - # of Application Development Engineers

- Domain Expertise
 - Provide the number of individuals and their certifications with specific domain expertise:
 - PCs
 - MS Servers
 - MS 365
 - Microsoft SharePoint
 - Networking
 - Virtualization
 - Storage Systems
 - Security
 - MS Power BI

- **Hours of operation for Help Desk Support**
 - The Town desires the company to staff its helpdesk function with actual company engineers to answer trouble calls 7x24x365 (not an answering service).

- **Monitoring, Alerting, and Management Tools**
 - Name of **ITIL based Help Desk System** that would be used to support the town
 - Name of **RMM System** that would be used to support the town
 - Name of **Network Monitoring System** that would be used to support the town

- **Breadth of Solution Offerings**
 - The Town is looking for a partner with broad solution experience, including multiple engineers with domain expertise in each relevant technology. Check the solution categories where you have existing installations for at least the last 12 months.
 - ___ Premise Based Managed Services
 - ___ Hosted Desktop Cloud Based Managed Services
 - ___ Managed security services & solutions
 - ___ VCISO – virtual chief information security officer
 - ___ Cloud Based Backups
 - ___ Cloud based full Solution Disaster Recovery
 - ___ Hardware as a Service (HaaS)
 - ___ Cloud & Premise Based VoIP Solutions
 - ___ Security Assessments
 - ___ Website Design & Hosting
 - ___ Certified SharePoint Design & Consulting Services
 - ___ Application Development Services

Company Requirements

Companies submitting proposals are required to be specific about disclosing any part of proposal which will be carried out by any other parties, the specifics and materials regarding those parties' relationships and agreements with the proposal submitter, and provide contact numbers, one for each entity, to the Town.

Criteria For Selection

The Town of Durham will use multiple criteria to select the Town's IT services partner. While all reasonable proposals will be considered and weighed based on their merits, the Town reserves the right to reject any or all proposals and / or limit them to a portion based on what is deemed the best interest of the Town.

We invite applicants to be as creative and thorough as possible when submitting an RFP. We will be evaluating IT service companies based on the following areas:

- Meeting Town's listed needs
- Documented applicable experience
- Examples of reports to other municipalities served
- Documented examples of successful troubleshooting and disaster recovery to other municipalities served
- Satisfactory appropriate references
- Price
- Availability of help
- Demonstrated capacity of delivering services
- Specific analysis of Town's current systems and hardware and specific of recommendations and proposals for enacting suggestions within requested services

Proposal Requirements – Proposal Must Include, at a Minimum, the Following:

Cover Letter – to contain the following:

- Company/individual name, address, telephone number, email address, and website.
- A brief summary of the vendor's understanding of the services to be performed.
- A summary of the vendor's proposal, qualifications, and approach.
- A statement indicating that the proposal and cost schedule shall be valid and binding for one hundred eighty (180) days following the proposal due date and will become part of the contract that is negotiated with the Town.
- The letter must be signed by an individual who is legally authorized to bind the proposing vendor stating that the vendor has read and will comply with all the terms and conditions of the RFP.

General Vendor Information – to contain the following:

- Size of the vendor's company and number of full-time and part-time personnel.
- Location of office(s) and hours of operation.
- Years in business.
- Length of time in providing similar services.
- Provide the name of the owner and principal parties and identify key personnel including their experience, expertise, and training. Also identify the employee who will be designated as the primary service provider.
- Total number of existing clients broken down between private and public sectors.

- Provide the name, title, address, telephone number, and email address of four references for clients, preferably of the public sector, whom the vendor has provided similar services.
- Description of Vendor's Ability to Provide Requested Services.
- Describe how your company is positioned to provide the services listed above and include a brief history of experience on providing similar services.
- Describe your company's approach to providing these services and the methodology for ensuring ongoing support including protocols for securing after-hours support, and your process for troubleshooting and addressing work orders.
- Describe your guaranteed response time in the event of a significant crisis.
- Describe your company's process for addressing server down or other critical issues that might interrupt Town operations. Include an overview of escalation provisions.
- Describe your company's strategy for keeping the Town informed of system conditions, changes, scheduled down times for maintenance, and other items.
- Describe your plans and strategy for securing the Town's data and providing for disaster recovery.
- Describe how you would assist the Town to ensure our IT systems remain efficient and dependable, adapt over time with the evolving IT landscape, and allow the Town to provide superior customer service while adhering to Federal and State requirements.
- Describe your ability to monitor the Town's operations to ensure the stability of our computing environment.
- Describe how your company will maintain coverage/support during holiday periods.
- Describe any additional services or information you believe may be required or worth consideration as part of your proposal.

Financial Proposal: Please submit a fixed price proposal with validity for a period of at least one year covering all the services described within this document. The proposal shall provide the Town with two options: Onsite and cloud-based backup. Elements of the Financial Proposal to include:

- A detailed breakdown of any on-boarding/set up fees.
- A fee schedule comparing your standard rates to the discounted rates offered to the Town.
- A detail of what is included and excluded with/from base monthly charge.
- A price list of any additional services the vendor offers.
- A fee schedule for emergency services provided during regular and off hours.
- A statement of the percentage of fees vendor is willing to put at risk to compensate the Town for loss of productivity due to extended down times.
- A detail of the rollover period for unused support and maintenance hours.
- A breakdown of any tiers of service and costs associated with those tiers.
- A listing of any services that will be offered to the Town at no additional charge.
- A fee schedule of any additional charges (e.g., travel expenses).

RFP General Terms And Conditions:

RFP Amendments

The Town reserves the right to change the schedule or issue amendments to this RFP at any time. The Town also reserves the right to cancel or reissue this RFP.

Vendor's Cost to Develop Proposal

Costs for developing proposals in response to this RFP are entirely the obligation of the vendor and shall not be chargeable in any manner to the Town.

Withdrawal of Proposals

Proposals may be withdrawn at any time prior to the submission time specified in this RFP, provided notification is received in writing. Proposals cannot be changed or withdrawn after the time designated for closing of the RFP.

Rejection of Proposals – Waiver of Informalities or Irregularities

The Town reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of the Town.

Single Response

A single response to the RFP may be deemed a failure of competition. In such case the Town reserves the right to terminate or reissue the RFP, or to negotiate with submitting vendor.

Proposal Validity Period

Submission of the proposal will signify the vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between the Town and the successful vendor.

Public Records

Documents submitted in response to this request for proposals become a public record upon submission to the Town, subject to mandatory disclosure upon request by any person, unless the documents are exempted from public disclosure by a specific provision of law.

Contract Award and Execution

The Town reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be submitted on the most favorable terms the vendor can offer. It is understood that the proposal will become a part of the official file on this matter without obligation to the Town.

The Town reserves the right to request clarification of information submitted and to request additional information from any vendor.

The general terms, conditions, and specifications of the RFP as proposed by the Town and the successful vendor's response, as amended by agreements between the Town and the vendor, will become part of the contract documents. Additionally, the Town will verify vendor representations that appear in the proposal. Failure of the vendor's products to meet the mandatory specifications may result in elimination of the vendor from competition or in contract cancellation or termination.

The vendor selected as the apparently successful vendor will be expected to enter into a contract with the Town. The Town reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFP, and which is not approved by the Town Attorney.

If the selected vendor fails to sign the contract within five (5) business days of delivery of the final contract, the Town may elect to cancel the award and award the contract to the next responsible vendor.

Defense, Indemnification, Hold Harmless and Insurance Requirements

In addition to other standard contractual terms the Town will need, the Town will require the selected vendor to comply with the defense, indemnification, hold harmless and insurance requirements as outlined below.

Vendor shall defend, indemnify, and hold the Town, its officers, officials, employees and volunteers, their agents, designees and heirs, harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of or resulting from the acts, errors or omissions of the vendor in performance of this Agreement.

The vendor shall procure and maintain, for the duration of this Agreement, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the vendor, as well as agents, representatives, employees, or subcontractors of the vendor. The cost of such insurance shall be paid by the vendor.

Equal Opportunity Compliance

The Town is an equal opportunity employer and requires all vendors to comply with policies and regulations concerning equal opportunity.

The vendor, in the performance of this Agreement, agrees not to discriminate in its employment due to the employee's or applicant's race, religion, national origin, ancestry, sex, sexual preference, age, or physical handicap.

Other Compliance Requirements

In addition to the nondiscrimination and affirmative action compliance requirements previously listed, the vendor awarded a contract shall comply with federal, state and local laws, statutes, and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health, environmental protection, waste reduction and recycling, the protection of natural resources, permits, fees, taxes, and similar subjects.

Ownership of Documents

Any reports, studies, conclusions, and summaries prepared by vendors responding to this RFP shall become the property of the Town.

Confidentiality of Information

All information and data furnished to the vendor by the Town, and all other documents to which the vendor's employees have access during the term of the contract, shall be treated as confidential to the Town. The successful vendor will be expected to enter into a nondisclosure agreement with the Town. Any oral or written disclosure to unauthorized individuals is prohibited.

Closing Comments:

Thank you for your interest in contracting with the Town of Durham.

As a final reminder, all responses to this RFP are due at the Durham Town Hall on Monday, April 11, 2022 at 2:00 p.m. Proposals received after this date and time will not be accepted.

Proposals can be submitted by the following:

- Mail- Town of Durham PO Box 428 Durham, CT 06422
- Hand Delivery- Durham Town Hall, Office of the First Selectman, 30 Town House Road, Durham, CT 06422

Questions regarding the RFP can be directed to Laura L. Francis, First Selectman at 860-349-3625.