



Town of Surfside Beach
"The Family Beach"

REQUEST FOR PROPOSALS

for

Municipal Information Technology (IT) Services

**RFP 2022-004
Released
03-18-2022**

210 U.S. Highway 17 South – Surfside Beach, SC 29575

Dedicated people providing quality and responsive service to our community.

GENERAL TERMS AND CONDITIONS

SECTION 1 – GENERAL INFORMATION

A. PURPOSE

The purpose of this proposal request is to obtain from qualified interested offerors sealed proposals to provide the Town of Surfside Beach, “Town”, with a sealed proposal for Municipal Information Technology Services. The scope of services is as set forth in specifications, Attachment II, which is titled “Municipal Information Technology (IT) Services.”

B. DISSEMINATION OF INFORMATION DURING PROPOSAL PROCESS

Offerors are advised that oral explanations or instructions given by Town personnel during the proposal process, or at any time before the award of the contract will not be binding on the Town. The only information given an offeror concerning this request for proposal is that information which is furnished to all offerors who have formally notified the Town of their interest in responding to this request for proposal. Written addenda will be issued when additional information is deemed necessary, and when lack of such information may prove prejudicial to uninformed offerors. All such addenda must be signed by offerors and returned with their proposals on or before the proposal closing date and time.

C. SCHEDULE FOR COMPETITIVE PROCUREMENT PROCESS

The procurement schedule shown below will govern the procurement process for the contract to provide Municipal Information Technology (IT) Services as described in this request for proposal and the attached specifications.

1. Issue Date: **Friday, March 18, 2022**
2. Pre-proposal Meeting: **N/A**
3. One (1) sealed original of the proposal must be received by Sheri Medina, Town Clerk, at Town Hall, 210 US Highway 17 South, Surfside Beach, SC 29575, no later than **3:00 P.M., Friday, April 08, 2022.**

D. OFFERORS

Offerors must have a minimum of four (4) years experience in providing similar services to communities with comparable projects. As noted above, one (1) copy of the firm's proposal must be submitted. All Responses will be retained as property of the Town.

The proposal must contain a manual signature of an authorized representative of the responding firm. Responding firms will not be allowed to make any changes or corrections after the proposals are submitted to the Town.

E. PROOF OF INSURANCE

All offerors must supply with the RFP Package a certificate stating the coverage limits carried for General Liability Insurance and Worker's Compensation Insurance for their current operations. Be sure to reference the attached specifications, as they may set required coverage limits for these lines of insurance. The additional insurance requirements detailed in the Specifications must be provided before occupancy.

F. BID BOND [Not Required for this Proposal]

G. PERFORMANCE SECURITY [Not Required for this Proposal]

For proposed contracts greater than \$25,000.00, the offeror must supply a letter certifying the offeror has the ability to obtain a Performance Bond in the amount of 125% of the proposed contract price. Upon award, the offeror awarded the contract must supply the aforementioned Performance Bond in the amount of 125% of the proposed contract price prior to commencement of the project.

H. COMPLIANCE WITH ALL GOVERNMENTAL SAFETY STANDARDS

The offeror awarded the contract must comply with all applicable OSHA Standards, as well as any and all other industry safety standards that may apply.

I. LICENSES AND PERMITS REQUIRED

The offeror awarded the contract must obtain all applicable licenses and permits as required, including but not limited to, the Town of Surfside Beach Business License and Building Permits, as applicable.

SECTION II - ADMINISTRATIVE REQUIREMENTS

A. TERM OF PROPOSAL

Proposals shall remain binding ninety (90) days after the date of closing.

B. AWARD

The contract will be awarded to the most responsive and responsible offeror. The Town reserves the right to waive any defect, omission, technicality, or informality in any proposal which does not materially affect the terms of the proposal in response to the Request for Proposal, the attached specifications (set forth in Attachment II), and to award the proposal in the best interest of the Town.

The Town reserves the right to reject any and all proposals and to accept portions of proposals. All challenges to specifications will be prohibited if not submitted in writing five (5) days prior to proposal opening. All challenges to the proposals, to include but not limited to, the proposal process, proposal opening, and award of proposal, will be prohibited if not submitted in writing five (5) days after the proposal opening. In deciding which offeror is the most responsive and responsible, the Town will consider such factors, while not all-inclusive, as set forth below:

1. The responsiveness of the offeror's proposal in describing the services it will provide to the Town in response to the requirements of this Request for Proposal and Specifications and the offeror's ability to complete the contract.
2. The offeror's experience in providing the services requested pursuant to the Request for Proposal and Specifications.
3. The experience of the offeror's personnel in providing services similar to those requested by this Request for Proposal and Specifications.
4. Analysis of work previously performed by the offeror on behalf of clients who have required similar services.
5. The general reputation of the offeror.
6. Whether the offeror's proposed fees are fair and reasonable.
7. Alternate equipment or service than those specified in Attachment II, Specifications, may be proposed by the offeror. The alternate equipment or service must be equivalent or superior in quality to the item(s) specified in Attachment II. All alternates must be clearly indicated and marked as such. Each alternate will be considered, in whole and in part on its merits, as if related to the entire proposal. The Town reserves the right to accept or reject any alternate proposed equipment or service, in whole or in part, and to award the proposal in the best interest of the Town.

C. NONDISCRIMINATION

Each offeror must submit a completed and signed set of Blanket Agreement Forms (Attachment I) which includes an Equal Opportunity Agreement form, a Certified Statement of Non-Collusion form, and a Contractor's Certification Statement for the SC Illegal Immigration Reform Act.

D. DISCLOSURE THAT TOWN OFFICIALS ARE NOT TO BENEFIT PERSONALLY FROM THE AWARD OF A CONTRACT

A prerequisite to any payment under the terms of a contract is that the offeror will furnish explicit statements, under oath, affirming that the Town Administrator, other officers, agents and employees of the Town, members of the Town Council, and members of employees of the commissions, boards and corporations controlled or appointed by the Town Council have not received and have not been promised, directly or indirectly, any financial benefit or remuneration, by way of fee, commission, finder's fee, or in any way or other manner, arising directly or indirectly from this contract. Upon request by the Town Administrator, or other authorized agent, the offeror will provide answers, under oath, to any interrogatories concerning any possible conflict of interest or monies received directly or indirectly from the award of the contract.

E. WARRANTY AGAINST CONTINGENT FEES

The offeror warrants that no person or selling agency has been employed or retained on its behalf to solicit or secure this contract for a commission, percentage, brokerage, or contingent fee. If an offeror violates this warranty, the Town has the right to terminate or to suspend any contract awarded to the offeror without liability to the Town. Alternatively, the Town may, in its discretion, deduct from the contract price or consideration, the full amount of any such commission, percentage, brokerage, or contingent fee paid by the offeror.

F. NON-APPROPRIATION OF FUNDS

Any contract awarded pursuant to this Request for Proposal will be conditioned upon an annual appropriation made by the Town Council of funds sufficient to pay the compensation due the successful offeror under the contract. The contract will provide that, if such an appropriation is not made in any fiscal year and the Town lacks funds from other sources to pay the compensation due under the contract, the Town will be entitled, at the beginning of or during such fiscal year to terminate the contract. In that event, the Town will not be obligated to make any payments under the contract beyond the amount properly appropriated for contract payments in the immediately prior fiscal year. The Town will provide the contractor with written notice of contract termination due to the non-appropriation of funds at least thirty (30) calendar days before the effective date of the termination. However, the Town's failure to provide such notice will not extend the contract into a fiscal year in which funds for contract payments have not been appropriated.

G. ASSIGNMENT OF CONTRACT OR CONTRACT FUNDS

The successful offeror may not assign, transfer, convey or otherwise dispose of any or all of its rights, title or interest in the contract, without the prior written consent of the Town Administrator or his authorized designee.

H. CONTRACT ADMINISTRATION

Upon award of the contract, the Town Administrator, or his designee, will administer and have the authority to enforce the terms and conditions of the contract.

I. DESIGNATION AND OBLIGATION

The contract awarded pursuant to this Request for Proposal will designate a firm to provide the items or services described in the Request for Proposal. The contract will be an agreement by the successful offeror to provide the services proposed to and accepted by the Town. Therefore, the award will not obligate the Town until such time as the contract is signed by both parties.

J. CONTRACT ALTERATIONS

No alterations or variables in the terms of the contract shall be valid or binding upon the Town, unless made in writing and signed by the Town Administrator or his authorized designee.

K. DEFAULT

Upon an offeror's non-performance or violation of the contract terms, the contract may be canceled or annulled by the Town Administrator or his authorized designee in whole or in part by written notice of default to the offeror. Upon default, an award may be made to another offeror. In any event, the defaulting offeror (or its surety) may be liable to the Town for costs to the Town of more than the defaulted contract price.

L. TRADE SECRETS AND PROPRIETARY INFORMATION

Trade secrets and proprietary information submitted by an offeror will not be subject to public disclosure under the Freedom of Information Act. However, the offeror must invoke the protection of this section before or upon submission of the proprietary data, trade secrets or other protected materials, and must specifically identify the data or other materials which are to be protected and state the reasons why protection from disclosure is necessary.

M. CONTRACT PAYMENT

Monthly payments will be made to the successful offeror based on the amount agreed upon under the contract. (Town has the ability to audit the offeror at least once a year.)

N. RECEIPT OF PROPOSALS AND DISCUSSION WITH OFFERORS

No proposal will be knowingly processed in a manner that permits disclosure of the identity of the offeror. The Town, when conducting any discussions with offerors with respect to their proposals, will not disclose the identity of competing offerors or any information derived from proposals submitted by competing offerors. After the award of the contract, all proposals will be open for public inspection.

Attachment I

**TOWN OF SURFSIDE BEACH,
SOUTH CAROLINA**

BLANKET AGREEMENT FORM

Each contractor desiring to transact business with the Town of Surfside Beach is required to provide the information requested below and to complete the agreements contained herein. A failure to complete this form and/or to sign the agreements that follow will be cause to declare the proposal non-responsive. The agreement contains:

1. EQUAL OPPORTUNITY AGREEMENT STATEMENT
2. CERTIFIED STATEMENT OF NON-COLLUSION
3. SOUTH CAROLINA ILLEGAL IMMIGRATION REFORM ACT
4. MUST SUPPLY CERTIFICATE OF LIABILITY AND WORKERSCOMPENSATION INSURANCE

Please provide the information listed below and sign each of the forms that follow:

NAME OF COMPANY: _____

ADDRESS: _____

SIGNATURE: _____

PRINTED NAME: _____

TITLE: _____

DATE: _____

Each of the following agreements must be signed individually.

EQUAL EMPLOYMENT AGREEMENT

The Contractor hereby agrees:

1. Not to discriminate against any employee or applicant for employment on account of race, color, religion, sex, ancestry, national origin, marital status, age or handicap, except as is otherwise provided by law.
2. To include in all solicitations or advertisements for employees placed by or in behalf of the contractor the words "Equal Opportunity Employer" or an approved symbol for such.
3. To notify each labor organization representative of employees with which said contractor is bound by a collective bargaining agreement or other contract of the contractor's obligations pursuant to this equal employment opportunity clause.
4. To make reasonable accommodation to the known physical or mental limitations of an otherwise qualified handicapped applicant or employee unless the contractor can demonstrate that the accommodation would impose an undue hardship on the operation of the contractor's business. Factors to be considered include, but are not limited to, the following:
 - a. The overall size of the contractor's business with respect to the number of employees, the number and type of facilities, and size of budget.
 - b. The type of the contractor's operation, including the composition and structure of the contractor's work force.
 - c. The nature and cost of the accommodation needed.

Contractor may not deny any employment opportunity to a qualified handicapped employee or applicant if the basis for the denial is the need to make reasonable accommodation to the physical or mental limitations of the employee or applicant.

5. To include the provisions in paragraphs 1) through 4) hereof in every subcontract so that such provisions will be binding upon each subcontractor.
6. In the event of the contractor's non-compliance with any provision, upon a finding of such non-compliance by the Town and certification of such finding by the Town Administrator, the Town may terminate or suspend or not renew, in whole or in part, this contract.

SIGNATURE _____

NONCOLLUSION AFFIDAVIT OF PRIME BIDDER

STATE OF _____)
)
COUNTY OF _____)

_____, being first duly sworn, deposes and says that,

- (1) He is _____ of _____, the Proposer that has submitted the attached Proposal;
- (2) He is fully informed respecting the preparation and contents of the attached Proposal and of all pertinent circumstances respecting such Proposal;
- (3) Such Proposal is genuine and is not a collusive or sham Proposal;
- (4) Neither the said Proposer nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affidavit, has in any way colluded, conspired, connived, or agreed, directly or indirectly with any other Proposer, firm or person to submit a collusive or sham Proposal in connection with the Contract for which the attached Proposal has been submitted or to refrain from proposing in connection with such Contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other proposer, form or person to fix the price or prices in the attached Proposal or of any other proposer, or to secure through any other proposer, or to fix any overhead, profit or cost element of the proposal price or the proposal price of any other bidder, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the Town of Surfside Beach, SC or any person interested in the proposed contract; and
- (5) The price or prices quoted in the attached Proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Proposer or any of its agents, representatives, owners, employees, or parties in interest, including this affidavit.

Signed _____

Title _____

Subscribed and sworn to before me
This _____ day of _____, 2020.

My commission expires _____

**SOUTH CAROLINA ILLEGAL IMMIGRATION REFORM ACT
CONTRACTOR CERTIFICATION**

In accordance with the requirements of the South Carolina Illegal Immigration Reform Act,

_____ (“Contractor”) hereby certifies
(Print business name)

that it is currently in compliance with the requirements of Title 8, Chapter 14 of the S.C. Code Annotated and will remain in compliance with such requirements throughout the term of its contract with the Town of Surfside Beach, South Carolina.

Contractor hereby acknowledges that in order to comply with requirements of S.C. Code Annotated Section 8-14-20(B), it will:

- (1) Register and participate in the federal work authorization program (E-Verify) to verify the employment authorization of all new employees; and require agreement from its subcontractors, and through the subcontractors, the sub-subcontractors, to register and participate in the federal verification and the employment authorization of all new employees.

OR

- (2) Employ only workers who:
 - (a) possess a valid South Carolina driver’s license or identification card issued by the South Carolina Department of Motor Vehicles; or
 - (b) are eligible to obtain a South Carolina driver’s license or identification card in that they meet the requirements set forth in S.C. Code Annotated Sections 56- 1-40 through 56-1-90; or
 - (c) possess a valid driver’s license or identification card from another state where the license requirements are at least as strict as those in South Carolina, as determined by the South Carolina Department of Motor Vehicles.

Contractor agrees to provide to the Town of Surfside Beach any documentation required to establish the applicability of the South Carolina Illegal Immigration Reform Act to the contractor, subcontractor, or sub-subcontractor. Contractor further agrees that it will provide the Town of Surfside Beach with any documentation required to establish that the contractor and any subcontractors or sub-subcontractors are in compliance with the requirements of Title 8, Chapter 14 of the S.C. Code Annotated.

Date: _____

By: _____
(Print Name)



Town of Surfside Beach
"The Family Beach"

Attachment II

**Specifications for
Municipal Information Technology
(IT) Services**

IT Managed Services for the Town of Surfside Beach

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.

OVERVIEW AND SCOPE

Overview

The Town 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 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:

70 Desktop & Laptop computers

14 Servers (some virtual)

60 Mobile Devices

3 Camera Services

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
 - 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 three (3) 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 and Police 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.
- **CJIS Security Requirements and Background Checks**
 - Certify that all company support engineers and support staff have:
 - Successfully completed the SLED/ Criminal Justice Information System(CJIS) Security & Awareness Training Course for the Level 1 CJIS Security Test with a valid SC law enforcement agency.
 - Passed the SLED CJIS / NCIC law enforcement background check to verify no pertinent criminal history.
 - Complete a Federal Bureau of Investigation national fingerprint database search.
 - Approval to access networks that connect to the Federal Bureau of Investigation's (FBI) National Crime Information Center (NCIC) and SLED /CJIS Systems, therefore meeting the requirements needed for local law enforcement audits.
 - Company offers an enhanced security CJIS compliant hosting environment for Police related applications.
- **Dedicated Project Management Function**
 - The company must have a dedicated Project Management Team utilizes 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

- **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
- CJIS specific support Services
- CJIS compliant hosting environment
- 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.

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.

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 three 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).

Questions regarding the RFP can be directed to Catrina Woodruff, Deputy Town Administrator at cwoodruff@surfsidebeach.org or (843) 913-6339.