

TOWN OF SCITUATE, RHODE ISLAND

INVITATION TO BID

PROJECT: INFORMATION TECHNOLOGY SERVICES FOR TOWN OF SCITUATE AND SCITUATE POLICE DEPARTMENT

BID NUMBER: SCIT032

Sealed bid proposals to perform the subject project in accordance with the specifications enclosed herewith, and made a part of this invitation will be received in the Office of the Town Clerk addressed to:

Town of Scituate, Purchasing Agent
195 Danielson Pike
North Scituate, RI 02857

until **Thursday, January 20, 2022 at 1:00 p.m. (EST)**. The bid proposals will be opened and read aloud at an in-person on January 20, 2022 at 1:15p.m. Individuals requesting interpreter services for the hearing impaired should call the Town Clerk at 647-2822, 72 hours in advance of the bid opening.

Any bid proposal received after said date and time, whether hand delivered, submitted via United States Postal Service, or submitted via any other delivery service, shall be declared invalid. All bids must be placed in a sealed envelope that is plainly marked "**BID PROPOSAL FOR: INFORMATION TECHNOLOGY SERVICES**".

The bid award and signing of contract conditions are set forth in the enclosed specifications. Additional copies of the Contract and Specifications may be obtained from the Town Clerk at 401-647-2822.

The Purchasing Agent, along with Town Treasurer and Police Chief, shall submit a list of bid results along with recommendation of a successful bidder to the Town Council.

A MANDATORY PRE-BID CONFERENCE WILL BE HELD ON TUESDAY, JANUARY 11, 2022 AT 10:00 AM VIA ZOOM.

Join Zoom Meeting

<https://us02web.zoom.us/j/87993560321?pwd=c1lVWmZjSDVyUnpWS0FEUmtydUppZz09>

Meeting ID: 879 9356 0321 Passcode: 378506

One tap mobile

+13126266799,,87993560321#,,,,*378506# US (Chicago)

+19292056099,,87993560321#,,,,*378506# US (New York)

THE TOWN OF SCITUATE RESERVES THE RIGHT TO REJECT ANY AND ALL BIDS OR ANY PARTS THEREOF; TO WAIVE INFORMALITIES AND TECHNICALITIES; AND, TO ACCEPT THAT BID WHICH THE TOWN AND EMA DIRECTOR DEEM TO BE IN THE BEST INTEREST OF THE TOWN, WHETHER OR NOT IT IS THE LOWEST DOLLAR BID.

SCOPE OF WORK AND PROJECT SPECIFICATIONS

1.0 - Overview

The Town of Scituate is interested in seeking quotes from qualified vendors that can meet the Town's technology needs that service all Town Departments. The resulting contract will be for a three (3) year term, with two (2) additional one (1) year renewals at the Town's sole discretion.

2.0 - Scope of Work

Introduction

The Town of Scituate is soliciting proposals for qualified professional companies to provide Information Technology (IT) support and project services. The selected company will enable the Town to significantly improve information technology. The nature of the service will be ongoing support and coordination of the Town of Scituate's IT systems to ensure proper functionality while providing general maintenance and troubleshooting. It is the general intent of the Town that the Company will perform routine maintenance and updates to the system, as well as providing as needed resource to support end users and management. The Town is also looking for assistance in ongoing and future IT projects.

The ideal company will resolve issues with computer systems, servers, and network infrastructure in accordance with best practices. The vendor is expected to report on the status of technology issues and information and communicate effectively with the Town's management.

Information Technology Overview:

The Town of Scituate's IT department has been currently outsourced to a local outsourced IT services provider. The Town is currently utilizing an IP Centrex system from Cox Communications.

Infrastructure Overview:

Installed technologies deliver file, telephone, print and application services to four locations and approximately 40 users; locations include but are not limited to:

- Town Hall Complex
- Police Station
- Senior Center
- Department of Public Works Complex

Scope of Work

The successful contractor shall provide technical assistance and system administration to the Town. The contractor will help with troubleshooting computer problems and maintaining the network to prepare for future needs and to prevent technical difficulties. Specific responsibilities may include, but are not limited to, the following:

- Provide IT support daily and project services on an as needed basis primarily during normal business hours: Monday through Friday - 8:00 AM to 5:00 PM.
- Bidding Vendors should provide an outline of Service Level Agreements (SLA's) available.
- Bidding Vendor should be a managed service provider with remote support capabilities.
- Annually evaluate the Town's IT system and develop a prioritized order of recommended hardware and software upgrades to make and ensure equipment lifecycles are established.
- Support the Town's Local Area Network (LAN).
- Troubleshoot (either remotely or on-site) hardware and software problems.
- Perform the repairs and necessary maintenance of the computer network.
- Perform server support and maintenance.
- Perform general maintenance and operating system updates
- Coordinate software package updates with vendors
- Maintain and support the Police Department's RMS software servers.
- Maintain and support the Town's firewalls, switches, and other network infrastructure.
- Assist with file backups
- Monitor network and PC security and usage and perform necessary system maintenance and updates.
- Provide unlimited remote live helpdesk from 8AM to 5PM (EST), Monday thru Friday with up to a one-hour response time.
- Provide unlimited onsite support from 8AM to 5PM (ESD, Monday thru Friday with up to a 4-hour response time.

- Provide unlimited web ticketing helpdesk 24 hours for noncritical support issues a day with up to a 24-hour response time from 8AM to 5PM (EST), Monday thru Friday.
- Document information system processes and procedures.
- Coordinate troubleshooting and resolutions with software vendors, including Police RMS, General Ledger Accounting and Tax administration and collection applications, among others.
- Install applications to accommodate department needs.
- Install hardware, software, and peripherals, including setting up new computers for end users and new computer programs.
- Provide recommendations on solutions to issues, including cost estimates for repairs and/or replacement items.
- Provide/update an annual strategic plan for IT.
- Coordinate the hardware and software purchases and assist in budget preparation for the IT function.
- Coordinate, as requested, training for the Town's software applications.
- IT personnel support for questions regarding servers, network environment, and e-mail.
- 24 X 7 server monitoring to proactively identify and correct any server related issues using a real-time monitoring system.
- Provide advanced, AI-based antivirus applications for desktops and servers.
- Review and update the Town's Cybersecurity posture, noting minimum standards identified in Exhibit A.
- Work with Town personnel to develop/update IT policies, including on/offboarding
- Backup and recovery policy and management.
- Vendor management for network related software and hardware.
- Document network and system processes and procedures.
- Research, evaluate, and advise management of enhancements/new releases of hardware and software technology.

- Coordinate the network hardware and software purchases and assist in budget preparation.
- Provide recommendations on solutions to issues, including cost estimates for repairs and/or replacement items.
- Assist Police and Dispatch with 24/7 support for critical system outages.
- Any IT related services that may arise.

Ongoing Assessments

When needed, it is expected that the selected Vendor will make the Town and management aware of situations where vulnerability exists in its security, hardware, or software packages, and make specific recommendations on how best to resolve such issues and the consequences of not.

Reports

The vendor shall submit service reports monthly showing work performed and summarizing the health and availability of key components of the IT environment.

Samples of these reports must be included in the bid response.

The Vendor must be available to meet with management to review monthly reports and discuss issues.

Bid Submission

The Town is requesting that the proposal submitted address the fore mentioned subjects, focusing on the bidders' qualifications required to service the Town of Scituate. The Town is looking for a wide range of experience at all levels of expertise. It would be helpful to highlight any Municipal/State experience that your firm may have and specifically outline any experience that you have in dealing with systems in Police and Fire Departments.

The contract to be awarded does not obligate the Town to purchase services, computer equipment, hardware devices, cabling, licenses, software etc. from the successful vendors. The Town, at its sole discretion, may decide to purchase these items when it decides it is in their best interest.

Due to the nature of this process, it is requested that each proposal concisely provide the following information:

Profile

Provide a short profile of the firm including at a minimum the following:

- Length of time in business.
- Length of time in providing proposed services.
- Number of clients.
- Number of clients in the public sector.
- Number of full-time employees and areas of involvement: Technical Support, Network and Server Engineers, Administrative Support.
- Location of office to service the account.
- Please provide a Company resume outlining all areas of expertise, areas of support, certifications, and vendor partnerships.

Proposal

The proposal section of the RFP must include the following:

- Outline how your firm is positioned to provide the services listed above and provide a history of experiences on providing similar services.
- Provide the name, title, email address and phone number of a minimum of three (3) government agency references whom similar services have been provided, including information referencing the actual services performed, number of users, and length of tenure.
- Provide the name, title, address, and phone number of a minimum of (3) certified systems professional on staff including the length of tenure with the bidder.

7.0 - Evaluation Criteria

The evaluation of proposals will be conducted in a time frame convenient to the Town.

The Town of Scituate reserves the right to award, accept or reject any or all proposals, and to otherwise act in its best interest including, but not limited to, directly negotiating with any Supplier who submits a proposal in response to this RFP and to award a contract based upon the results of those negotiations alone. Further, the Town reserves the right to waive irregularities it may deem minor in its consideration of proposals.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further. The Town of Scituate may elect to require presentations(s) by vendors in consideration for award.

<i>Evaluation Criteria</i>	<i>Weight</i>
Experience	30%
Qualifications	20%
References	30%
Price	20%

If the Town requires further information and/or a demonstration of any equipment or process offered in any proposal, all vendors asked for same will do so at no cost to the Town.

TOWN OF SCITUATE, RHODE ISLAND
BID CONDITIONS AND CONTENT

1. Bids shall be signed by a duly authorized agent or official of the contractor / vendor who has legal authority to bind the company and must clearly identify the scope of services and proposed time frame for completion. Incomplete bid forms may be cause for disqualification of the bid.
2. Bids that are renumbered or re-sequenced may be cause for rejection if all information cannot be easily found and identified. Bidders wishing to re-word or re-format the enclosed documents should do so in an addendum identifying the pages or sections to be changed.
3. Bids must be submitted with three (3) complete copies.
4. Bids must be submitted in a sealed envelope clearly marked, so as to guard against opening prior to the appointed time, with the:

NAME OF THE BIDDER
ADDRESS OF THE BIDDER
WORDS "BID DOCUMENTS FOR:
INFORMATION TECHNOLOGY SERVICES"
DATE OF THE BID

5. If mailed, the sealed envelope containing the proposal shall be marked as stated above and shall be enclosed in another envelope properly addressed for mailing.
6. Within a reasonable time after the bid opening, the TOWN OF SCITUATE, RHODE ISLAND, (herein after referred to as the TOWN) shall act on the award of a contract for the project.
7. The TOWN reserves the right to withdraw this request at any time based on available funding.
8. The TOWN shall be the sole judge as to whether any bid complies with these specifications, and such a decision shall be final and conclusive. Bidders shall state any exceptions taken to the bid specifications.
9. **THE TOWN RESERVES THE RIGHT TO REJECT ANY, OR PART, OF ALL BID PROPOSALS; WAIVE ANY INFORMALITIES AND TECHNICALITIES; AND TO ACCEPT THAT BID WHICH THE TOWN COUNCIL DEEMS TO BE IN THE BEST INTEREST OF THE TOWN, WHETHER OR NOT IT IS THE LOWEST DOLLAR BID.**
10. Proposals submitted in unmarked envelopes, which are opened by the TOWN in its normal course of business, will not be accepted. If time permits, the proposal may be returned to the bidder informing them that the proposal may be resubmitted in a sealed envelope properly

marked as indicated above.

11. Bid prices shall not include any sales, excise, or other taxes for which the TOWN is not liable. All bidders shall honor their properly submitted bid for a period of sixty (60) days subsequent to date of bid opening, without escalation.
12. Tax Compliance – Successful bidder shall be required to submit a current W-9 form in conformance with the attached sample, affirming current reporting compliance with all relevant jurisdictions.
13. Consideration in the awarding of the CONTRACT will be given to price, experience and competence of the bidder, the nature and size of the bidder's organization, and quality of similar projects it has performed and completed in the past and a determination by the TOWN that the COMPANY has the ability to complete the work.
14. Insurance – Before commencement of the contract services, the Contractor shall obtain and maintain throughout the term of this contract, the following insurance written by a company qualified to do business in the State of Rhode Island and satisfactory to the Town.

The Contractor agrees to defend, indemnify, protect, save and keep harmless the **Town of Scituate** from any and all loss, cost, damage or exposure arising from the negligent acts or omissions of the Contractor in undertaking this project. Proof of insurance must be supplied to the Town of Scituate thirty (30) days prior to the beginning of the term of contract, and then on an annual basis throughout the remainder of the contract's terms. All insurers of the Contractor shall be notified that a copy of any notice of cancellation shall be sent to the Town of Scituate.

- a. **General Liability** The Contractor will maintain in full force at all times during this engagement General Liability (including products and completed operations) insurance in the minimum amount of \$1,000,000 per occurrence for all damages on account of personal injuries and/or property damage arising out of an occurrence. If the Contractor's General Liability Policy is subject to an Annual Aggregate, said Aggregate must be in multiples of the per occurrence limit of liability. The Contractor will provide evidence of its General Liability policy to the **Town of Scituate** naming the **Town of Scituate** as an additional insured to the policy.
- b. **Auto** The Contractor will maintain in full force at all times during this engagement Auto Liability insurance covering all owned vehicles, hired vehicles, or non-owned vehicles in the minimum amount of \$1,000,000 per occurrence for all damages on account of personal injuries and/or property damage. The Contractor will provide evidence of its Auto Liability policy to the **Town of Scituate** naming the **Town of Scituate** as an additional insured to the policy.
- c. **Workers' Compensation** The Contractor will maintain in full force at all times workers' compensation insurance for all labor employed on the project. Workers' Compensation coverage must meet the statutory obligations of the State and Employer's Liability coverage shall be provided at \$500,000/\$500,000/\$500,000. Contractor shall supply evidence of the same to the **Town of Scituate**.

- d. **Professional Liability** The Contractor will maintain in full force at all times during this engagement Professional Liability insurance in the minimum amount of \$1,000,000 per occurrence for all damages on account of personal injuries and/or property damage arising out of an occurrence. If the Contractor's Professional Liability Policy is subject to an Annual Aggregate, said Aggregate must be in multiples of the per occurrence limit of liability. The Contractor will provide evidence of its Professional Liability policy to the **Town of Scituate**.

15. SURETY BOND REQUIRED: YES: ___ NO: X

If required, the COMPANY shall, to secure the faithful intent of this bid, furnish to the TOWN surety, in the amount of five per cent (5%) of the total dollar bid in the form of a Bid Surety Bond or a Certified Check made payable to the "TOWN OF SCITUATE". If a Bid Bond is submitted, it shall be issued by a company authorized to issue such surety bond in the State of Rhode Island and acceptable to the TOWN.

16. PERFORMANCE BOND REQUIRED: YES: ___ NO: X

The Successful Bidder shall furnish to the TOWN a Performance Surety Bond in the amount of the CONTRACT, which bond shall be issued by a reputable bonding company authorized to do such business in the State of Rhode Island and acceptable to the TOWN. Said bond shall be in the form satisfactory to and approved by the TOWN. The performance bond shall be delivered to the Town prior to the commencement of work. The bond shall include the appeal requirements of these PROJECT SPECIFICATIONS.

17. The COMPANY must bid the project as outlined in the CONTRACT and PROJECT SPECIFICATIONS. If the COMPANY proposes to perform any optional work or to substitute any part of the PROJECT SPECIFICATIONS, such options and/or substitutions must be explained in detail and the amount of additional or reduction in cost must be listed.

18. The following items shall also be included with the bid:

- Personnel Roster
- Client list for past five (5) years including current projects
- Statement of Qualifications
- Name and resume of project manager
- Non-Collusive Bid Statement

19. Each bidder must inform themselves of the conditions relating to the specifications of the project and the employment of labor thereon. Failure to do so will not relieve a successful bidder of their obligation to furnish all material and labor necessary to carry out the provisions of this CONTRACT. At the time of opening of the bids, each bidder will be presumed to have read, and to be thoroughly familiar with, the plans and CONTRACT documents (including all addenda). The failure or omission of any bidder to examine any form, instrument or document shall in no way relieve any bidder from any obligation in respect to this bid.

20. The bidder's attention is directed to the fact that all applicable state laws, municipal ordinances and the rules and regulations of all authorities having jurisdiction over

performance of the project shall apply to the CONTRACT throughout, and they will be deemed to be included in the CONTRACT the same as though herein written out in full.

21. **Prevailing Wage** – Successful bidder shall be required to furnish completed certificate guaranteeing payment of prevailing wage and indemnifying the Town of Scituate, Rhode Island from any loss whatsoever arising from failure to pay prevailing wage in conformance with the attached sample.

22. **COMPLETION DATE AND TIME SCHEDULE:**

A. Awarding of Contract

Within a reasonable time after the opening of the bids, the TOWN shall award a contract for the project. **The Town reserves the right to reject any and all bids as previously stated.**

B. Signing the Contract

Within thirty (30) days after the receipt of notice of acceptance by the TOWN of its proposal, the COMPANY shall execute with the TOWN a CONTRACT upon the basis of these specifications.

The COMPANY shall commence work within thirty (30) days of the signing of said CONTRACT.

TOWN OF SCITUATE, RHODE ISLAND

BID FORM

Project: INFORMATION TECHNOLOGY SERVICES

The undersigned duly authorized agent for the **COMPANY** submitting this bid affirms and declares:

1. That this bid is executed with full knowledge and acceptance of the **PROJECT SPECIFICATIONS** enclosed with the **INVITATION TO BID** on the subject project.
2. IF REQUIRED, that should this bid be accepted in writing by the **TOWN**, said **COMPANY** will furnish the services for which this bid is submitted as the dollar amount indicated and in full compliance with the provisions of said **PROJECT SPECIFICATIONS**.
3. IF REQUIRED, that the bid is accompanied by surety in the amount of five percent (5%) of the dollar bid.
4. That all items, documents, statements and other information as required by the **PROJECT SPECIFICATIONS** have been submitted herein.
5. That the **COMPANY** understands and accepts that although the dollar amount of this bid is a major factor for consideration, the **TOWN** reserves the right to award the **CONTRACT** to other than the **COMPANY** submitting the lowest dollar bid after careful analysis of additional factors outlined in the **CONTRACT** and **PROJECT SPECIFICATIONS**.
6. That the **COMPANY** proposes to furnish the services and materials required to complete the aforesaid **PROJECT SPECIFICATIONS** at the hourly rate below.

BID AMOUNT:

Respondent will provide pricing as a monthly retainer for defined scope of work, as well as hourly and daily rates for professional services for on- and off-site resolution of ticket items. Pricing for Town / Police separately, as well as combined pricing.

	<i>Town Hall, Sr Center & DPW Complex</i>	<i>Police Department & Animal Control</i>	<i>Consolidated Bid Price</i>
Monthly Retainer to include normal scope of work (<i>network maintenance, monitoring, backup management & verification, workstation & printer management</i>)			

	<i>Hourly Rate</i>	<i>Daily Rate</i>	<i>Emergency Response Rate</i>
Items outside of normal scope of work			

By: Name and Title _____
Signature: _____
Business address _____
Telephone Number _____
E-mail Address _____

**TOWN OF SCITUATE, RHODE ISLAND
NON-COLLUSIVE BID STATEMENT**

All bidders are required to sign a Non-Collusive Statement with all public bids as follows:

1. The bid has been arrived at by the bidder independently and has been submitted without collusion with, and without any agreement, understanding, or planned common course of action with, any other vendor of materials, supplies, equipment, or services described in the Invitation to Bid, designed to limit independent bidding or competition,

And

2. The contents of the bid have not been communicated by the bidder or its employees or agents to any person not an employee or agent of the bidder or its surety on any bond furnished with the bid, and will not be communicated to any such person prior to the opening of the bid.

Signature

Printed Name

Title

Company

Date

EXHIBIT A. MINIMUM SYBER SECURITY STANDARDS

- Perform a cyber risk analysis or cyber resiliency review
- Perform penetration testing and vulnerability scanning
- Use multifactor authentication on email, backups, and remote access
- Have a Written Information Security Policy (“WISP”), and an Incident Response Plan (“IRP”)
- Map your entity’s network and inventory network assets
- Train employees on the WISP and test the IRP regularly / annually
- Train employees on malware, how to identify security incidents, and social engineering
- Maintain multiple secure backups, segregate them from your network
- Close RDP ports and utilize end point protection
- Run system patches and updates on a regular basis, including updating emergency patches within 24 hours

EXHIBIT B.

	Mobile Computers	Admin Tablets	Desktop Workstations	Laptops	# of Users
<i>Police Department / Animal Control</i>	13	2	18		25-30
<i>Town Hall / Sr Center / DPW Complex</i>			18	10	15-20