



NAUGATUCK VALLEY COUNCIL of GOVERNMENTS

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NAUGATUCK VALLEY COUNCIL OF GOVERNMENTS REQUEST FOR PROPOSALS INFORMATION TECHNOLOGY NETWORK SUPPORT SERVICES

Issue Date: August 4, 2016

Due Date: 4:00 PM, September 6, 2016

I. Introduction

The Naugatuck Valley Council of Governments (NVCOG) is soliciting program proposals from qualified professional vendors for Information Technology support services for multiple municipalities (“Towns”). As a core element of the RFP response, vendors must provide a scalable pricing schedule per device for remote and onsite, as-needed consulting services. The qualified vendor will enable the Towns to significantly improve information technology (IT) effectiveness, enhance their quality of services, minimize their support cost, and maximize efficiency and the Towns’ return on investment in IT. The Towns will have the option whether to accept the proposal at their discretion. NVCOG serves 19 Connecticut municipalities (Ansonia, Beacon Falls, Bethlehem, Bristol, Cheshire, Derby, Middlebury, Naugatuck, Oxford, Plymouth, Prospect, Seymour, Shelton, Southbury, Thomaston, Waterbury, Watertown, Wolcott, Woodbury) and any or all of them, and/or any additional Connecticut municipalities, may participate in the program with no guarantee that any will participate.

NVCOG strives to obtain the highest level of service for the Towns at an affordable cost. Each town operates as a separate entity that provides a variety of government services for residents. Delivery these services in a timely and consistent manner is of paramount concern, as residents are required by law to pay local taxes and are well aware that taxes are the top revenue source for providing the services. Pricing should contain a schedule of costs for a variety of devices, bringing economy of scale benefits for higher levels for devices.

RFP responses will detail how the vendor will make delivering solutions for the Towns a primary focus. RFP responses will also provide a pricing schedule that will demonstrate how bringing in a higher number of devices or users would produce economy of scale benefits for the Towns. RFP responses will also detail the timeframe for providing remote and on-site support.

NVCOG reserves the right to reject any and all bids in whole or in part, or to waive any informality or technicalities regarding said proposals; or to accept any proposal or part thereof deemed to be in the best interest of NVCOG. NVCOG reserves the right to negotiate contract terms with any or all Proposers, even if a Proposer has not submitted the low Proposal. Please be advised that if you are awarded a project from the NVCOG, do not start work without a signed Agreement. Both are legal documents engaging you to carry out the projects specifications. Carrying out a project without one of these documents in place can result in your lost time and revenue.

II. Background Information

There is interest from 7 Towns in reviewing proposals for an IT maintenance contract. There is a high level of interest from 4 Towns who supplied a preliminary list of the following equipment to be covered under an IT maintenance contract:

- Workstations running various versions of Microsoft Windows
- Servers are a combination of physical and virtual systems
- Desktop workstations consist of units manufactured by Dell, Hewlett-Packard and Optiplex

III. Services Required

The following details the services to be provided to the NVCOG’s Participating Towns in the area of information services:

1. Initial Review – Review inventory of all information technology related assets and review system architecture and current processes.

2. Desktop Applications Support - Perform basic support functions including installing PCs, laptops, PDAs, printers, peripherals, and office automation software; diagnosing and correcting desktop application problems, configuring laptops and desktops for standard applications and identifying and correcting end user hardware problems, and performing advanced troubleshooting. Maintain an up-to-date inventory of Towns' computer related hardware. Assist each designated Towns information services personnel.

3. Server Administration Services - Monitoring computer systems and networks to include complex application, database, messaging, web and other servers and associated hardware, software, communications, operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Ensure scheduled preventive maintenance for equipment is properly and promptly performed; maintain the maintenance records on the equipment; maintain operations, administrative, and quality assurance back-up plans and procedural documentation. Setup new users and edit or remove existing users on server. Server performance and capacity management services with reporting when specified thresholds are reached. Configuration management, including changes, upgrades, patches, etc. Support of MUNIS financial software and other specialized software products of the Towns as it relates to the server(s) and associated hardware. Management of user logins and security. Coordinate repair and maintenance work with contracted repair vendors and ensure repairs are conducted in a timely fashion.

4. Network Administration Services – Scope of activity includes all of the Towns network equipment including

- Switches
- Firewalls
- Routers
- Other security devices
- Primary installation and maintenance of printers, network copiers/scanners, etc. (HP and XEROX)

Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades. Alert notifications to designated Town personnel in the event of failure. Complete proactive monitoring of network equipment including bandwidth utilization, and other performance indicators, with reporting when specified thresholds are reached. Network performance and capacity management services, and network troubleshooting. Maintain network documentation and procedures.

5. Security – Installation and maintenance of virus, malware, spam, phishing and other threat detection and protection programs on the Towns servers, computers and laptops. Perform security audits as requested and notify the Towns personnel immediately of suspected breaches of security or intrusion detection. Configure the Towns systems to enable remote access in a secure environment and provide remote access administration as requested by designated the Towns personnel.

6. Provide Network Addressable Storage Devices – NAS storage removes the responsibility of file serving from other servers on the network. Benefits of dedicated network addressable storage compared to general purpose servers also serving files include faster data access, easier administration, and simple configuration.

7. Additional Support Services – Assist in the implementation of major system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, backup systems, etc. Provide technical support for server technology issues. Assist in the installation of new servers, software and hardware and transfer data when acquired. Assist in the installation/upgrade of core network systems. Examples include major network upgrades, provider changes, IP

schema re-implementation, installation of “core” network devices, etc.

8. Technology Consulting – Meet annually, or as needed but not to exceed 4 times per year with designated Town personnel to review the state of the systems, software, tools, etc. and make recommendations that best meet the needs, operationally and financially, of the Towns.

9. Technology Roadmap – Provide the Towns with a rolling 36-month Technology roadmap that provides a baseline for budgeting of IT equipment and, where possible software and services. This should be reviewed regularly and updated as needed, at least annually.

10. Individual Assessment and Contracts – Upon selection of the preferred vendor, the vendor shall conduct a formal assessment of each town’s IT devices and network and work with each Town’s staff to create a specific agreement and contract terms with each Town that chooses to participate based on the RFP.

IV. Submittal Requirements

The following information shall be required in the RFP submittal:

1. Letter of Transmittal–The letter is not intended to be a summary of the proposal itself. The letter of transmittal must contain the following statements and information:

- a. Company name, address, and telephone number(s) of the firm submitting the proposal.
- b. Name, title, address, e-mail address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.
- c. Federal and state taxpayer identification numbers of the firm.
- d. Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.
- e. The letter must be signed by a corporate officer or other individual who is legally authorized to bind the applicant to both its proposal and cost schedule.
- f. Statement which indicates “proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with the NVCOG.”

2. General Vendor Information – Please provide the following information:

- a. Length of time in business
- b. Any other name(s) by which the company has been known or done business under
- c. Length of time in business of providing proposed services
- d. Total number of clients
- e. Total number of public sector clients

- f. Number of full-time personnel
in:
Consulting

Installation and Training

Network Installation and Support

Sales, marketing, and Administrative support

- g. Location of headquarters and any field offices
- h. Location of office which would service this account

3. Describe how your firm is positioned to provide the services listed above and provide a history of experience on providing similar services.

4. Describe your approach to providing these services and your methodology for providing on-going support.

5. Describe your approach to recommending upgrades

6. Describe how you would assess a networked system

7. Describe how you would approach repairing a networked system

8. Provide the name, title, address, and telephone number of three references for clients whom you have provided similar services. Please provide information referencing the actual services provided, customer size (number of devices), and the length of tenure providing services to this client.

9. Staff Resources – Identify names of principals and key personnel who will actually provide the information technology services. Summarize the experience and technological expertise of these staff. Describe the role and responsibilities that each of these individuals will have. Describe any specific experience these staff may have that would be of benefit to the Towns' Information Services efforts. The local availability of staff that will be providing these services shall be an important consideration.

10. Support Services – Please answer the following:

- a. Is help desk support available?
- b. When is support available? (Indicate __ a.m. to __ p.m. in Eastern Time and the days of the week.)
- c. How are charges for support structured, documented, and tracked?
- d. What is your remote and on-site response time for tech support calls
- e. Do you provide a toll-free support number?
- f. Please describe your problem escalation process, including:
 - Initial problem identification (hand-off from help desk)
 - Triage for priority and severity of problem
 - Steps for resolving problem escalation when a solution is not forthcoming or an implemented
 - Solution is unsatisfactory
 - Final authority regarding conflicts

- g. Provide examples of support service calls, remote or onsite that exemplify your company's culture
- h. Indicate your response time and goal and also your statistics regarding meeting that goal.

11. If your company has been declared in default or breach of a contract or had a contract terminated for default during the past five years, please describe the circumstances pertaining to each such incident. Termination for default is defined as notice to stop performance due to the vendor's alleged or actual non-performance or poor performance; please also explain whether the issue was either (a) not litigated/arbitrated or

(b) litigated/arbitrated, and whether such litigation/arbitration determined the vendor to be in default. If default occurred, list complete name, address and telephone number of the party.

If NO such terminations for default have been experienced by the vendor in the past five years, declare that. NVCOG, at its sole discretion, may reject the vendor's proposal if the facts discovered vary from the vendor's disclosure thereof, or if any Town, in its sole and absolute discretion, determines that award to the vendor would not be in the best interest of the Town.

12. Proposal Summary – Summarize your proposal and your firm's qualifications. Additionally you may articulate why your firm is pursuing this work and how it is uniquely qualified to perform it. Include other pertinent information that helps NVCOG determine your overall qualifications.

13. Cost of Services

a. The proposal must contain a fee schedule with per device pricing that also includes hourly rates for additional proposed services and identify the basis of the fee for each and every proposed service or task. Any difference in hourly rates between remote and on site, typical business hours and night/weekend/holiday hours must be included.

b. The proposal must contain per device pricing, scalable to the number of devices.

c. The proposal must contain hourly rates for hardware repair and replacement

d. The proposal must contain hourly rates for services not otherwise covered

e. The proposal must contain hourly rates per technician for levels 1, 2 and 3 support

f. Describe how your services are priced, and any specific pricing you are able to provide.

g. Pricing should include cost of backup and disaster recovery, monitoring and testing

h. Define any additional charges (e.g. travel expenses).

i. Do you have any state or municipal contracts that the NVCOG would be able to utilize?

14. Provide a Certificate of Insurance identifying each insurance policy as follows: professional liability/errors and omissions, worker's compensation, commercial general liability, commercial automobile, fidelity or commercial crime and excess, deductible amount and coverage limits. NVCOG and any participating Town shall be an additional insured on each such policy.

15. Complete an online DISC (Dominance, Influence, Steadiness, Conscientiousness) test (only one test per company will be accepted). The company representative who completes this test should be prepared to answer questions as a means to demonstrate the company's mindset to providing services. To receive an access code, email NVCOG Municipal Shared Services Coordinator John DiCarlo at: jdicarlo@nvcogct.org Questions regarding this RFP will be accepted until August 26, 2016, please contact John DiCarlo at the email address above or at (203) 203-489-0363.

V. Evaluation Criteria and Process

The NVCOG will conduct an evaluation of qualifications and will rate each submittal based upon the following criteria:

- Comparable/Similar Experience
- References
- Cost of Services
- Understanding of services to be provided
- Personnel expertise
- Compatibility with end users
- Project approach
- Satisfaction of clients/end users
- Provision of appropriate (as determined by the Town) insurance coverages.

VI. Deadline for Submissions of Proposals

Two (2) sealed hardcopies of the proposal and One (1) digital copy must be received by the NVCOG prior to 4:00 p.m. on September 6, 2016. One (1) copy should be submitted as a loosely-bound reproducible copy. All copies of the proposals must be under sealed cover and plainly marked as “Information Technology Support Services Proposal.”

Hardcopy Proposals shall be delivered or mailed to: **Naugatuck Valley Council of Governments**
IT Support Services Proposal
49 Leavenworth St.
Waterbury, CT 06702

Digital copies of proposals and any questions regarding this proposal are to be submitted to:
 John DiCarlo, Municipal Shared Services Coordinator
Naugatuck Valley Council of Governments
IT Support Services Proposal
49 Leavenworth St.
Waterbury, CT 06702
jdicarlo@nvcogct.org

VII. Miscellaneous

1. The NVCOG reserves the right to reject any and all bids in whole or in part, or to waive any informality or technicalities regarding said proposals; or to accept any proposal or part thereof deemed to be in the best interest of the NVCOG. Please be advised that if you are awarded a project from the NVCOG do not start work without a signed Agreement. Both are legal documents engaging you to carry out the projects specifications. Carrying out a project without one of these documents in place can result in your lost time and revenue.

The RFP creates no obligation on the part of the NVCOG to award a contract or to compensate the Proposer for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews (if held). The NVCOG reserves the right to award a contract based upon proposals received without further discussion or negotiation. Proposers should not rely upon the opportunity to alter their qualifications during discussions.

2. The NVCOG further reserves the right to make such investigation as it deems necessary to determine the ability of Proposers to furnish the required services, and Proposers shall furnish all such information for this purpose as the NVCOG may request.

3. Currently the Towns have consultants that work in system and server support services. Proposers must make every effort to work with these consultants should projects require cooperation.

4. Proposers must specifically identify any portions of their submittals deemed to contain confidential or proprietary information, or trade secrets. Those portions must be readily separable from the balance of the proposal. Such designations will not necessarily be conclusive, and proposers may be required to justify why the NVCOG should not, upon written request, disclose such materials.

5. The NVCOG will not enter into contracts with parties that have been debarred, suspended or excluded from Federal assistance programs per 2 CFR part 180 and part 1532 and 40 CFR part 31.35

Further, the bidder is required to verify that the bidder, or its principals, as defined at 49 CFR 19.995, or affiliates, as defined at 49 CFR 29.40 and 29.945.

The bidder is required to comply with 49 CFR 29, Subpart C and must include the requirement to comply with 49 CFR 29, Subpart C in any lower tier covered transaction it enters into.

By signing and submitting its bid or proposal, the bidder or proposer certifies as follows: The certification in this clause is material representation of fact relied upon by the NVCOG if it is later determined that the bidder or proposer knowingly rendered an erroneous certification, in addition to remedies available to the NVCOG the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The bidder or proposer agrees to comply with the requirements of 49 CFR 29, Subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

6. The attached non-collusion affidavit must be submitted with the RFP response.

NON-COLLUSION AFFIDAVIT

**NAUGATUCK VALLEY COUNCIL OF GOVERNMENTS
49 LEAVENWORTH STREET
3RD FLOOR
WATERBURY CT 06702**

State of (_____)
County of (_____)

I state that I am the _____ of _____
(Title) (Name of Firm)

And that I am authorized to make this affidavit on behalf of my firm, its owners, directors and officers. I am the person responsible in my firm for the price(s) and the amount of the proposal. I state that:

- (1) The price and the amount on this proposal has been arrived at independently and without consultation, communication, or agreement with any other bidder/proposer.
- (2) Neither the price(s) nor the amount of this proposal and approximate price(s) nor approximate amount of this proposal has been disclosed to any other firm or person who is a bidder/proposer and that no disclosure of these items will be made prior to proposal openings.
- (3) No attempt has been made or will be made to induce any firm or person to refrain from proposing on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally higher or non-competitive proposal.
- (4) Neither the said Bidder nor any of its officers, partners, owners, representatives, employees or parties in interest, including this affidavit, has in any way colluded, conspired, connived or agreed directly or indirectly with any other Bidder, firm or person to submit a collusive or sham Bid in connection with the Contract for which the attached Bid has been submitted or to refrain from bidding in connection with such Contract, or has any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Bidder, firm or person to fix the price or prices to the attached Bid or for any other Bidder, or to fix any overhead, profit of cost element of the Bid price of any Bidder, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the

NVCOG, owner, or any person interested in the proposed Contract.

(5) The proposal of my firm is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complimentary or other noncompetitive proposal.

(6) I state that (name)_____ understands and acknowledges (Name of Firm)

_____ That all representations of this affidavit are material and important, and will be relied on by the NVCOG in awarding a contract for which this is submitted. I understand and my firm understands that any misstatement in this affidavit is and shall be treated as fraudulent concealment from the NVCOG of the true facts relating to the submission of proposals/bids of this contract.

Signature of Proposer

Sworn and subscribed before this ____ day of _____, 20__

My Commission Expires: _____ (Notary Public)