

TOWN OF ROCHESTER

50 Scenic Drive • P.O. Box 65 • Accord, NY 12404
Area Code 845

Town Clerk 626-7384
Supervisor 626-3043
Highway Dept 626-7221
Assessor 626-0920
Transfer Station 626-5273



Code Enforcement 626-2433
Planning Board 626-2434
Zoning Board 626-2434
Court House 626-2522
Youth Commission 626-2115

INVITATION FOR PROPOSAL

The **Town of Rochester** hereafter called (**Town**) is publicizing this **Request for Proposal (RFP)** to solicit proposals for **INFORMATION TECHNOLOGY SERVICES (Contractor)**, including but not limited to provide Information Technology Services to supplement in-house technology services at the highest level of services to the Town. The Contractor shall provide the Services based on the services specified in the Request for Proposals document.

INTENTION of TOWN

The Town is seeking proposals from qualified, knowledgeable, and experienced companies to provide Information Technology (IT) Services to support the Town's needs. We encourage companies to submit the most comprehensive proposal possible offering the highest quality of service.

The nature of the service will be ongoing support and coordination primarily with the Town Supervisor to ensure proper implementation of new technology, general management, and operation, along with maintenance and/or troubleshooting of existing systems. The company chosen will need to work closely with a variety of departments within the organization, providing support as needed or instructed. Contractor will provide general professional services on an as-needed basis primarily during normal business hours: M-F 8:00 a.m. to 4:00 p.m. either remotely or on-site. However, the vendor must be available 24 hours a day 7 days a week, including holidays.

In determining whether a Respondent possesses the minimum qualifications to provide the Services, Respondent must demonstrate the following to the satisfaction of the Town:

Minimum Qualifications

- Be registered and maintain proper business licenses and remain in good standing within the State of New York.
- Produce annual audit reports and work with the Town auditors to ensure compliance.
- Maintain a staffed, 24-hour a day, central office in the region.
- Have sufficient size and depth of management, resources, and staff to support the services required in the specifications.
- Have sufficient financial resources to meet payroll, equipment and supplies to meet operational requirements and ensure quality service.
- Have measurable and demonstrated successful experience in providing specified Services for like size venue and operations.
- Provide Information Technology Services as the primary function of their business.
- The Town of Rochester is an Equal Opportunity Employer. We encourage all small and minority-owned firms and women's business enterprises to apply

REQUEST FOR PROPOSAL DOCUMENT AVAILABILITY

All interested parties are invited to secure the request for proposals document beginning June 8, 2020

Kathleen Gundberg, Town Clerk
PO Box 65,
50 Scenic Road,
Accord, NY 12404.
845) 626-7384.
kgundberg@townofrochester.ny.gov.

A record of the name and a contact person for each potential contractor will be compiled.

PROPOSAL DUE DATE

Six hard copies and 1 electronic media response to this RFP must be hand delivered or mailed to the above-named person at the above-named address no later than **noon on Tuesday June 30, 2020**. **Proposal opening date is Tuesday June 30, 2020 at 2pm.**

Each proposal is to be enclosed and sealed in an envelope marked with the name of the vendor and the materials for which the proposal is submitted.

REQUESTS OF QUESTIONS & CLARIFICATION

Please address any questions or clarifications concerning this RFP by email on or before June 16, 2020 at 4:00PM to:

Michael Baden, Town Supervisor
mbaden@townofrochester.ny.gov

All questions and clarifications will be answered by an emailed factsheet, which will be sent to all who secure a copy of this RFP from the Town Clerk or who request to be added to the list.

TIMETABLE

June 8, 2020	RFP published
June 16, 2020	Questions & Clarifications due
June 19, 2020	Questions & Clarifications answers
June 30, 2020	Proposal deadline 2:00 P.M.
July 15, 2020	Anticipated decision on proposals

CONTRACT TERM

The term of the resulting contract shall be in effect for an Initial Term of two (2) years, commencing on or before August 1, 2020, and terminating on July 31, 2022, unless sooner terminated. Prior to expiration of the Initial Term, the Contract may be extended by mutual agreement, for an Extension Term of Two (2) additional (2) two-year periods.

INSURANCE

- Contractor shall, at its own expense, carry and maintain, during the period of performance:
 - State required Worker's Compensation Insurance and Employer's Liability Insurance for its employees with limits of \$2,000,000, per occurrence, or evidence of self-insurance where permitted by law.
 - Comprehensive General Liability Insurance with minimum limits of \$2,000,000 and on which the Town, its Board Members, employees, agents, and volunteers are named as additional insured

CONFIDENTIALITY

Confidentiality of computer information and data is vital. The selected contractor and their employees will be required to sign and adhere to a confidentiality clause that information in the system must remain confidential under penalty of law.

BACKGROUND INFORMATION

The Town of Rochester currently maintains three locations requiring Information Technology Services.

Town Hall	50 Scenic Road, Accord, NY 12404
Harold Lipton Community Center	15 Tobacco Road, Accord, NY 12404
Town Transfer Station	100 Airport Road, Accord, NY 12404

INVENTORY

Desktop PC's and laptop PC's are utilized at these locations. Approximate inventory is

Town Hall	1 leased XEROX Communal copier/printer/scanner Various other printers
Supervisor's Office	1 desktop, 1 laptop (both Windows 10, desktop upgraded from 7)
Assessor's Office	2 desktop
Town Clerk	4 desktop (1 Windows 10) 1 desktop used as a server running NYS Town Clerk Plus
Highway Dept.	1 desktop, 1 laptop

Harold Lipton Community Center

	1 leased XEROX Communal copier/printer/scanner
Code Enforcement	2 desktop, 1 laptop (laptop brand new, Windows 10)
Planning/Zoning	1 desktop, 1 laptop
Recreation Dept.	2 desktops

Transfer Station	1 printer 1 desktop
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EXISTING CONDITIONS

- These PC's vary by age, specifications, software, and service pack versions.
- All users are on a Microsoft Windows environment, consisting of a mix of Home and Pro Windows workstations and utilize multiple applications vital to ongoing operations.
- Only 3 or 4 machines are using the Windows 10 platform, most utilize Windows 7.
- There are 2 network routers being used as switches and access points.
- Outside guests and vendors are given the wireless password, and there is no segregation from private and public networks.
- No centralized anti-virus and anti-malware product
- No centralized data location
- No security controls for passwords or administrative rights
- Internet service provider modem being used for router and wireless functions
- Documents are regularly transferred and backed up on USB flash drives
- Small workgroup switches throughout the building, some not Gigabit speed
- No connectivity between the offices for collaboration and file sharing, no cloud resources used outside of email
- Office 365 licenses not assigned to each user, sharing occurring
- Email services not hosted in a facility that offers encryption and archiving compliance services
- No proper backup services for data or applications

SCOPE OF SERVICES

The primary scope of services is to provide on demand support, routine preventative maintenance service and recommendations for improving existing systems and providing technical support for future designs and purchases of equipment, software, and licenses agreements in coordination with and directed by the Town Supervisor. Scope of work to be performed by contractor will be coordinated and managed by the Town Supervisor. The selected Consultant will manage the Town's IT environment at all locations listed.

The Consultant's scope of services includes, but is not limited, to the following:

Initial Assessment

- In coordination with the Town Supervisor, review the inventory, assess the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations.
- A report of this initial assessment shall be submitted by September 1, 2020 and updated each August 1st as long as the contract is in force. This is to allow for necessary budget planning for the upcoming year.
- A recommendation of equipment, software, or peripherals necessary for purchase should be included in this initial assessment.

Basic Service, Office Hours and Staffing

- The Consultant must provide onsite IT services for a total of 45 hours per week during the Town's business hours, which are 8:00 A.M.–4:00 P.M. on Monday–Friday.
- It is expected that the contractor is to perform maintenance service after hours and on weekends in situations which would least likely disrupt daily operations. Specific times and dates shall be coordinated with the Town Supervisor
- Consultant must provide live and/or remote emergency support and maintenance services outside its normal business hours, in the event of an emergency or high priority situation.
- Consultant must also provide 24/7 disaster recovery and failover services. The Consultant shall provide all labor, equipment, tools, fuel, materials, insurance, supervision, and all other items needed to deliver excellent regular and non-regular IT support services and consulting.

Desktop Application Support

- Perform basic support functions as needed/requested, including the installation of PC's, laptops, tablets, printers, peripherals, and software.
- Contractor will diagnose and correct desktop and cloud applications issues, configure all computers for standard applications, identify and correct end user hardware problems and perform advanced troubleshooting.
- All computers shall have Microsoft Office accessible or installed.
- Adobe Acrobat, or similar software shall be required on some computers.
- Other departments may require proprietary software.

Server and Workstation Administrative Services

- Manage computer network and associated hardware, software, communications, and operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system.
- Monitor server performance and capacity management services.
- Ensure scheduled preventive maintenance for equipment is promptly performed.
- Develop back-up plans and procedural documentation.
- The contractor shall be responsible for configuration management, including changes, upgrades, patches, etc.; and support of software products relating to servers and workstations including virus protection and SPAM filtering, and timely response to repair and maintenance work.

Network Administration Services

- Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices. Installation and maintenance of printers, scanners, network devices and other computer peripherals.
- Analyze routine configuration changes and install software patches and upgrades as well as cabling if needed.
- Complete proactive monitoring of network equipment including alert notifications to Town Supervisor in the event of device failure.
- Network performance and capacity management services, and network troubleshooting.
- Maintain network documentation and procedures.

Security and Backup Efforts

- Ensure that all servers, desktops, and laptops are protected by antivirus software and that adequate firewalls are in place to prevent unwanted intrusion into the Town's computer network system.
- Systems shall be designed to notify Town Supervisor when system securities are breached and or when system hardware is not operating efficiently.
- The contractor shall perform security audits as requested and notify Town Supervisor immediately of suspected breach of security or intrusion detection.
- A backup system shall be established to prevent loss of data and functionality as well as reduce downtime.
- The consultant shall configure the Town's system to enable remote access in a secure environment and provide remote access administration as requested by the Town Supervisor.

Planning

- The contractor shall engineer, plan and design services for major system enhancements, including installations and upgrades of new and existing systems. Examples include major server upgrade, storage system upgrades, redesign of backup systems, etc.
- Provide technical leadership for server technology issues.
- Make recommendations for future purchases of hardware, software, and technology needs.
- Install new servers, software and hardware and transfer data when acquired.
- Strategic planning, design and installation/upgrade of core network systems. Examples include major network upgrades, provider changes, installation of core network devices, etc.

Other Services

- The contractor shall manage the Town's email system and ensure domain names are maintained properly as needed. Existing email information shall be migrated to the system.
- Website Hosting
- Document management
- Backup and replication services
- Manage the Town's software licensing and administer hardware warranties.
- Work with other IT consultants/vendors to resolve issues with software and hardware for the implementation of Town's IT projects.
- Obtain quotes for IT purchases, when requested.
- Attend meetings when requested by Town staff.
- Participate in the Town's budget process, when requested.

NOT INCLUDED

The contract to be awarded does not obligate the Town to purchase computer equipment, hardware devices, cabling, licenses, software et al from the successful vendor, however the Town may choose to do so based on the vendor's recommendations.

The Town's procurement policy will be utilized for all purchases of hardware, peripherals, or software and may require multiple quotes.

RESPONSE REQUIREMENTS

- Prior to submitting a response, the Respondent must carefully review this Solicitation and any addenda subsequently issued. The Respondent is responsible for seeking any clarification or information needed to respond. The Respondent is solely responsible for any deficiencies in the response submitted.
- The Respondent must review the terms and conditions set forth in the specimen contract attached hereto and, in the submittal, specifically identify any provisions the Respondent finds unacceptable or desires to negotiate.
- The Respondent is solely responsible for all costs, direct or indirect, incurred responding to this Solicitation. The Town will incur no obligation or liability in connection with the submittal of a response.
- The Town shall have no obligation to review or consider, and reserves the right to reject any Proposal that fails to satisfy or conform to any RFP requirements, while it also reserves the right to waive any irregularities, at its discretion.
- Purchases made by the Town of Rochester are not subject to state or local taxes or federal excise taxes. Exemption certificates will be furnished upon request.
- Each vendor must state that no officer of the Town of Rochester or member of the town board is directly or indirectly interested in the proposal.
- Proposals shall remain firm, pending award, for a period not to exceed sixty (60) days from the proposal opening date.
- An "Affidavit of Non-Collusion" is attached and forms a part of this proposal. Failure to sign this statement will constitute grounds for rejection of the proposal.

RESPONSE CONTENT

A responsive submittal must include the following sections and specific item requests:

Qualifications Statement

- A brief description of the firm or business entity, including firm history, number of employees, organization structure, ownership structure and expertise.
- Resumes of the consultant's employees who could work on the project
- Estimated fraction of each person's time devoted to the project
- Name of the technical lead person
- Identification of any sub-contracting of services – name of firm, specific services, applicable experience, and reference-contacts

Consultant's Background

- General information about Consultant (i.e. location of office(s), years in business, organization chart, number and titles of staff, and any certifications or degrees).
- Name, title, experiences and qualifications of the personnel that will be assigned to the Town to perform the Scope of Services.
- A list of three (3) past and current clients for IT consulting and support services, especially municipal clients. Include name, address, and phone number, and size of company. Provide a brief description of the services provided and dates of service.
- Any other relevant information that Respondent believes would assist the Town in evaluating the submittal.

Proposal Summary

- Provide a statement of how your firm differentiates itself from other firms.
- Provide a conceptual plan for meeting the Scope of Services, in a manner that you believe is appropriate for the Town. Indicate how the resources of your firm (e.g. number and type of personnel allocated by hours) will be allocated.
- Provide a statement describing the degree of work that is to be subcontracted, if any.

Communication

- A description of how your firm communicates with clients regarding the status of assigned duties.
- Report formats used to keep clients informed of project and maintenance status.

Proposed Fees

- Specify an annual fee for services, to be billed monthly.
- Specify all hourly rates for additional services, including all travel time, night, weekend, and holiday surcharges.
- Specify all fees associated with proposed server and desktop management solutions.
- Specify whether Respondent can provide any value-added services to the Town either for a fee or as a complimentary service to the Town.
- Describe any financial investment to implement the resulting agreement

EVALUATION AND SELECTION

The Town intends to enter into a contract with the consulting organization that in the Town's opinion best meets the responsiveness and price criteria described below. However, this RFP does not commit the Town to select or enter into a contract with any organization, and Town reserves the right to reject any and all proposals. The Town Board will review and evaluate proposals.

Evaluation of compliance

The Town Board will determine whether the proposals comply with this RFP and will reject late proposals.

Failure to meet the requirements will affect the evaluation and may result in rejection.

EVALUATION OF RESPONSIVENESS

- The Town will utilize a "Best Value" system point ranking system to aid in the evaluation process.
- The Town reserves the right to use its discretion to eliminate proposals deemed unacceptable.
- It will separately determine how well proposals satisfy the RFP objectives in terms of responsiveness, and we will rank proposals, without consideration of price, using a point ranking system (unless otherwise specified). The Town will consider references in this portion of the evaluation.
- The Town will determine whether any failure to supply information, or the quality of information, will result in rejection or downgrading a proposal. Consultants who do not rank sufficiently high need not be considered for price evaluation and selection. Consultants whose proposals meet minimum responsiveness requirements will be eligible for further consideration.

The following list describes the responsiveness evaluation point system.

- The maximum number of points for responsiveness is 100.
- Consultants who receive less than 75 responsiveness points will not be considered for price evaluation and selection.
- The following table identifies the responsiveness evaluation criteria and their relative weights (points).

Responsiveness Criteria	Points
Qualifications and ability to perform	25
Bidder's experience on projects of similar scope and size	20
Qualifications and experience of proposed consulting team members	20
Quality and comprehensiveness of the proposal	20
Input from reference contacts	15
Total	100

EVALUATION OF PRICE

The Town will rank prices on a relative basis. The maximum number of price points is 70.

The Town will determine price points for a proposal using the following formula:

$$\text{Maximum price points} \times \text{lowest price} / \text{bidder's price} = \text{price points}$$

The Town will calculate prices based upon the bidder's estimated hours and applicable labor rates.

When a proposal includes a range of hours, we will use the highest number in that range.

The Town reserves the right to disqualify proposals having prices that appear unrealistic or significantly understated for the services offered.

EVALUATION SCORE

The maximum values of 100 and 70 points approximately represent a 60/40 ratio between responsiveness and price. The ratio may be different for actual point values.

The maximum number of combined responsiveness and price points is 170.

ALTERNATE EVALUATION

If Town receives three or fewer proposals, it may evaluate them using a simple comparative analysis of the elements of responsiveness and price instead of the announced method of evaluation.

Bid Item _____

Date of Issue: _____

NON- COLLUSIVE BIDDING CERTIFICATION

In accordance with the provisions of section 103-d of the General Municipal Law as amended, the following "Non-Collusive Bidding Certification" is and shall become a part of this proposal: A. By submission certifies, and, in the case of a joint bid, each party there to certifies as to its own organization, under penalty of perjury, that to the best of his knowledge and belief; 1.the prices in this bid have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor; 2.unless otherwise required by law, the prices which been quoted in this bid have not been knowingly disclosed by the bidder and will not knowingly be disclosed by the bidder prior to openings, directly or indirectly, to any other bidder or to any competitor; 3.no attempt has been made or will be made by the bidder to induce any other person, partnership, or corporation to submit or not to submit a bid for the purpose of restriction of competition.

In accordance with the provisions of section 103-a of the General Municipal Law the following clause is hereby inserted to provide;

" That upon refusal of a person, when called before a grand jury to testify concerning any transaction or contract with the State, any political subdivision thereof, a public authority or with any public department, agency, or official of the State or of a public authority, to sign a waiver of immunity against subsequent criminal prosecution or to answer any relevant question concerning such transaction or contract, A. such person, and any firm, partnership or corporation of which he is a member, partner, director or officer shall be disqualified from there-after selling to or submitting bids to or receiving awards from or entering into any contracts with any municipal corporation or any public department, agency, or official thereof, for goods, work or services, for a period of five years after such refusal, and to provide also that B. any and all contracts made with any municipal corporation or any public department, agency, or official thereof, since the effective date of this law, by such person, and by any firm, partnership, or corporation or terminated by the member, partner, director, or officer may be cancelled or terminated by the municipal corporation with out incurring any penalty or damages on account of such cancellation or termination, but any monies owing by the municipal corporation for goods delivered or work done prior to the cancellation or termination shall be paid."