

REQUEST FOR QUALIFICATIONS/PROPOSAL

for

Information Technology Services for the Town of East Granby CT

Issue date: March 18, 2024



QUESTIONS: Contact Project Manager, Roger LaFleur in writing by email at

pmrlafleur@yahoo.com

No questions will be accepted after 4:00 p.m. Monday April 15, 2024

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I. INVITATION TO SUBMIT

The Town of East Granby, located at 9 Center Street, East Granby, CT, 06021, is seeking a qualified Contractor to provide for the managed services of their Information technology/computer network system.

They shall provide support for a minimum of 50 Desktops including Laptops & 9 Servers including VMware virtual server 7.0. All servers are running Windows Server 2016 or higher.

Proposals should be addressed and delivered to:

Attn: **East Granby Town Hall**
Selectman’s Office
9 Center Street
East Granby, Connecticut 06026
Attn. Eden Wimpfheimer, First Selectperson

All Proposals shall be delivered by: Thursday, April 18, 2024 no later than 1:00 p.m.

The documents included as part of this RFQ/P are as follows:

1. Request for Qualifications/Proposal– this document

II. PROJECT DESCRIPTION - SCOPE OF SERVICE

For a Complete Scope of Work See attached Exhibit A - Scope of Work

Contractor Requirements

- Contractor(s) must show experience in providing similar scope of work for Connecticut municipalities in the previous five (5) years.
- The awarded contractor is expected to be present for some or all of the meetings which may need to be conducted with user groups, either at the site, or elsewhere (unlimited).

RFQ/P Response

Prospective contractor(s) shall provide the following in response to this RFQ/P;

1. One-page background of firm or firms (project teams are eligible). The background should include a brief description of the contracting firm(s) capabilities and experience associated with the scope of work described above.
2. List individuals and background of employees responsible for this project management.
3. List a minimum of two (2) projects with similar project components.
4. Provide a minimum of three (3) customer references.

III.TIMELINE OF THE RFQ/P PROCESS

The following timeline will be followed:

Issue RFQ/P	Monday, March 18, 2024
Site Visit	Monday, March 25, 2024 at the East Granby Town Hall at 9:00 am
No questions will be accepted after 4:00 p.m.	Monday, April 15, 2024
RFQ/P due back from qualified firms	Thursday, April 18, 2024 at 1:00 p.m.
Interviews, if needed	TBD
Award of Bidder	TBD

IV.INSURANCE REQUIREMENTS

	Independent Contractor (Major projects or engagements)
Commercial General Liability	<p>\$1,000,000 per occurrence/ \$2,000,000 aggregate bodily injury/property damage \$1,000,000 Personal and Advertising Injury \$2,000,000 Products-Completed operations aggregate</p> <p>The CGL policy must include coverage for:</p> <ul style="list-style-type: none"> • liability from premises and operations. • liability from products or completed operations. • liability from actions of independent contractors. • liability assumed by contract.
Conditions	<p>All coverage provided to the Town of East Granby under this section must be primary and non-contributory with any other insurance available to the Town of East Granby. the Town of East Granby must be specifically named as “additional insured” on your CGL policy with ISO form CG 20 10 or CG 20 26 or equivalent acceptable to the Town of East Granby. the Town of East Granby must <i>also</i> be named as “additional insured” for Products/Completed Operations on your CGL policy with form CG 20 37 or equivalent acceptable to the Town of East Granby. Any Aggregate limit must apply per job/project. Products/completed operations must be carried for 2 years after completion of job/acceptance by owner.</p>
Automobile Liability	<p>\$1,000,000 each accident \$2,000,000 aggregate for bodily injury/property damage, including hired owned & non-owned vehicles. Limits carried must be sufficient to satisfy required underlying limits for the umbrella policy (see below).</p>
Umbrella Liability	<p>\$2,000,000 Limits must be excess over underlying limits described above. All coverage provided to the Town of East Granby under this section must be at least as broad as that found in the underlying policies, and must be primary and non-contributory with any other insurance available to the Town of East Granby.</p>

Workers' Compensation	Liability meeting statutory limits mandated by the state and Federal laws with minimum limits of: \$500,000 each accident for bodily injury by accident \$500,000 each employee for bodily injury by disease \$500,000 policy limit for bodily injury by disease Limits carried must be sufficient to satisfy required underlying limits for the umbrella policy (see below).
Employers Liability	\$500,000 each accident Limits carried must be sufficient to satisfy required underlying limits for the umbrella policy (see below).
Professional Liability	\$2,000,000 per occurrence/ \$5,000,000 aggregate. Errors and Omissions Maximum deductible \$100,000. Extended reporting period for (6) years following termination of this agreement.

Original, completed Certificates of Insurance must be presented to the Town of East Granby prior to purchase order/contract issuance. Contractor agrees to provide replacement/renewal certificates at least 60 days prior to the expiration of the policy.

V. MINIMUM QUALIFICATIONS

The minimum requirements for qualification are as follows:

- A minimum of 2 additional Clients of Managed Services provided within the last 3 years.

VI. WRITTEN PROPOSAL

The written proposal is due Thursday, April 18, 2024 at 1:00 p.m. Firms are required to submit three (3) hardcopies and one (1) electronic copy of their proposal to:

**Town of East Granby
Selectman’s Office
9 Center Street
East Granby CT 06026
Attn. Eden Wimpfheimer, First Selectperson**

Submissions are to be clearly identified with the title; **Town of East Granby Managed Services for Information Technology Proposal.**

VII. GENERAL TERMS and CONDITIONS

A prospective respondent must be willing to adhere to the following terms and conditions and by submitting a proposal hereby accepts and will comply with them in their response to this Request for Proposal.

1. **Acceptance or Rejection by the Town of East Granby**– Town of East Granby reserves the right to accept and/or reject any or all proposals submitted for consideration to serve the best interests of the Town of East Granby. Respondents whose proposals are not accepted will be notified in writing.
2. **Ownership of Documents** – All proposals submitted in response to this RFQ/P are to be the sole property of the Town of East Granby and subject to the provisions of Section 1-19 of the Connecticut General Statutes (re: Freedom of Information).
3. **Ownership of Subsequent Products** – Any product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFQ/P is to be the sole property of the Town of East Granby unless stated otherwise in the RFQ/P or contract.
4. **Timing and Sequence** – Timing and sequence of events resulting from this RFQ/P will ultimately be determined by the Town of East Granby.
5. **Oral Agreements** – Any alleged oral agreement or arrangement made by a respondent with any agency or employee will be superseded by the written agreement.
6. **Amending or Canceling Requests** – The Town of East Granby reserves the right to amend or cancel this RFQ/P prior to the due date and time, if it is in the best interest of the Town of East Granby to do so.
7. **Rejection for Default or Misrepresentation** – The Town of East Granby reserves the right to reject the proposal of the consultant that is in default of any prior contract or for misrepresentation.
8. **Clerical Errors in Awards** – The Town of East Granby reserves the right to correct inaccurate awards resulting from its clerical errors
9. **Rejection of Submission** – Submissions will be rejected in whole or in part if they limit or modify any of the terms and conditions and/or specifications of the RFQ/P.
10. **Changes to Submissions**– No additions or changes to the original RFQ/P will be allowed after submittal.
11. **Contract Requirements** – A formal agreement will be entered into with the firm selected. The contents of the proposal submitted by the successful respondent and the RFQ/P will become part of any contract award.
12. **Rights Reserved to East Granby** – the Town of East Granby reserves the right to award in part, to reject any and all proposals, in whole or in part, and to waive technical defects, irregularities and omissions if, in its judgment, the best interests of the library will be served.

13. **Withdrawal of Submission** – Negligence on the part of the respondent in preparing the RFQ/P confers no right of withdrawal after the time fixed for the acceptance of the submission, which is set for 90 days.
14. **Assigning, Transferring of Agreement** – The successful respondent is prohibited from assigning, transferring, conveying, subletting or otherwise disposing of the agreement, its rights, title or interest therein or its power to execute such agreement to any other person, company, or corporation without the prior consent and approval in writing by East Granby.
15. **Cost of Preparing Proposal** – The Town of East Granby shall not be responsible for any expenses incurred by the organization in preparing and submitting a Proposal. The Proposal shall provide a straightforward, concise delineation of the firm’s capabilities to satisfy the requirements of this request. Emphasis should be on completeness and clarity of content.
16. **Definition of Terms** – For the purpose of this RFQ/P, whenever the word “respondent” appears, it shall refer to “Contractor” and whenever the word “Contractor” appears, it shall refer to “respondent”.

EVALUATION CRITERIA

The successful respondent will be selected on the basis of their qualifications, while proposal price is an important consideration, it is not the sole determinant of selection. Teams will be evaluated on the following criteria:

- Contractor references from clients of previous completed projects
- Adherence to the instructions within this RFQ/P
- Qualifications presented within their proposal
- Bid price

BID FORM

The cost for providing a Managed Services, per scope of work for the Town of East Granby

Bid Proposal Amount for 3-year term \$ _____

Bid Proposal Amount for 5-year term \$ _____

By signing the Bid Form, the contractor acknowledges that the bid pricing submitted per this RFQ/P will be held for a minimum of 90 days

Firm: _____

Name: _____
(Please Print)

Signature: _____ Date: _____

EXHIBIT A – SCOPE OF WORK

The East Granby town is looking for IT support for 50 Desktops including Laptops & 9 Servers including VMware virtual server 7.0.

All servers are running Windows Server 2016 or higher.

Desktop Support

- Onsite and remote troubleshooting to be included in the bid price for all desktops (no cap on hours spent offsite or onsite “unlimited hours monthly allowed”)
- 3rd party application support for all desktops. The MSP is required to support all 3rd party applications and work with any necessary vendors.
- The MSP is required to support all 3rd party applications and work with any necessary vendors at no additional cost to the town. It should be included in the MSP monthly agreement costs.
- Management & Support of all MS 365 apps
- PC Configuration troubleshooting
- On-Site and Remote troubleshooting
- Software upgrade and Patch management
- Hardware repair, Desktops & Servers only (parts not included, nor laptops or tablets)
- Operating System Support (Windows OS)
- Microsoft Office Suite Support
- Managed Anti-virus software for desktops and laptops (tablets and Mac not included)
- Software patch management
- Scheduled maintenance
- System optimization and Management
- Quarterly technology reviews

Server Support

- 3rd party server application support required for the server environment.
- The MSP is required to support all 3rd party applications and work with any necessary vendors at no additional cost to the town. It should be included in the MSP monthly agreement costs.
- On-Site, Off-Site and Remote troubleshooting
- Upgrade and Patch management
- Hardware repair (parts not included)
- Operating System support (Windows OS)
- Limited Microsoft Exchange & SQL Support
- Software Patch management
- User account management
- File sharing and permissions management

System Vitals Support

- IP addresses for network devices
- List of network devices that require passwords
- Administrative passwords
- 24X7 Network monitoring is required”

Network Support

- Wireless Infrastructure support for 3 buildings which are interconnected using a wireless uplink.
- Single site, single switch (each, switch support)
- Internet Service Provider management (Annual plan only)
- Management of (Routers, antivirus, password, firewall, VPN, web filter)
- Wireless support and management

The following buildings listed are to be included in the managed services contract;

Town Hall	9 Center Street
Public Safety	7 Memorial drive
Senior Community Center	20 Center Street
D.P.W.	26 South Main Street
Sears House/Barn	
Parks and Recreation	79 North Main Street
South-end Fire House	