



REQUEST FOR PROPOSALS

IT Support and Maintenance

The Central Vermont Regional Planning Commission (CVRPC) is requesting proposals from qualified individuals or firms to install a new server system and provide preventative maintenance for our server, desktops and laptops for five years.

I. SCHEDULE

December 18, 2017	Request for Proposals issued
December 21, 2017 – January 5, 2018	Required meetings between prospective contractors and CVRPC
January 9, 2018	Deadline for submission of questions in writing
January 11, 2018	Response to questions provided to all contractors
January 17, 2018 at 4pm	Proposals Due
February 6, 2018	Contractor Notification
February 8, 2018	Contract Start
February 7, 2023	Contract Completion

Contractors must meet with CVRPC to review CVRPC’s current IT system and future requirements prior to submitting a proposal. Contractors that have met with CVRPC since May 1, 2017 are not required to participate in another meeting. Questions in writing may be sent via email (deandrea@cvregion.com). Inquiries regarding technical information are to be directed to Pam DeAndrea at deandrea@cvregion.com.

Proposals must be submitted via email. Proposals must be clearly marked “IT Support and Maintenance Proposal” and delivered via email to Pam DeAndrea, Senior Planner, deandrea@cvregion.com.

Proposals received after the submittal deadline will not be considered. Proposals sent via fax or mail will not be considered.

Qualified disadvantaged (DBE) and women-owned (WBE) businesses are encouraged to submit proposals. Proposers are required to document whether the individual is a DBE or WBE. CVRPC, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C §§ 2000b to 200b-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, will afford disadvantaged business enterprises full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

II. BACKGROUND

The Central Vermont Regional Planning Commission (CVRPC) works to assist its member municipalities in providing effective local government and to work cooperatively with them to address regional issues. As one of eleven regional planning commissions enabled through 24 V.S.A. §4341, CVRPC is a political subdivision of the State of Vermont. As such, it is a tax exempt organization.

CVRPC employs between 7-10 staff. In addition to the server, it's IT system supports a minimum of 12 desktops and laptops, two tablets, and a copier/fax/printer. CVRPC maintains an equipment replacement plan. The plan supports replacement of laptops and desktops every 4 years on a rotating basis and the server every 5 years.

III. SCOPE OF WORK

SERVICES REQUIRED

Task 1: Install a new server system to replace existing. The current server hardware to be replaced is an HP Proliant ML350. Current hardware and software specifications are available upon request. The contractor will provide CVRPC with at least three equipment and cost options for server replacement. CVRPC will choose and purchase the server and associated equipment and software. The contractor will install and configure all hardware and software including Antivirus, Windows operating system, Quickbooks, ArcGIS, and all other existing software to be transferred to the new server. The contractor must configure the security settings and firewall (Fortinet Fortigate 60E), settings for data backups (including cloud backup options), networking to all other computers, printers, and phones (Sovernet IP phones) in the office, and ensuring seamless use of remote computer access (currently through Logmein) and remote email access (Office 365) with the server transition. The installation of the new system must be done in such a manner that will minimize interference with the regular operations of CVRPC and minimize support time of CVRPC IT personnel.

Task 2: Annual preventative maintenance and addressing problems of the system identified in the future, including setting up new employee laptops and desktops with user password and email, virus scanning, defragmentation of server, desktops and laptops, and other preventative maintenance, as well as routine technical assistance and system repairs as needed. Contractors must identify what other preventative maintenance measures should be implemented for optimum system function.

PERFORMANCE REQUIREMENTS

The following performance measures must be adhered to by the contractor as part of this contract:

Task	Date	Deliverable
1	February 7, 2018	Signed contract with CVRPC
1	February 21, 2018	System on site needs assessment, preventative maintenance for coming year, and server replacement and backup plan
1	March 18, 2018	Server Installation Complete
2	Annually from start of contract	Report on replacement needs, plan, and cost estimate
2	Immediate	Response time to emergency support requests
2	One week	Response time to non-emergency routine requests, such as new employee setup
2	One month	Response time to non-emergency system non-routine requests, such as accessing a drive without manually mapping

IV. PROPOSALS

SCOPE OF SERVICES

General Requirements

Proposals must:

- describe how the contractor intends to carry out the services described.
- describe any changes to the scope of work identified in Section III of this RFP.
- identify what support will be required from CVRPC during all phases of work (server installation and preventative maintenance/addressing problems).
- provide details on anticipated work at the CVRPC office and the type of work to be performed remotely for all phases of work.
- demonstrate what response time and react system would be for support requests.

- other information that may affect CVRPC's interaction with the contractor.

Technical Qualifications

Proposals must include the following:

- 1) A description of the firm, including addresses of all offices proposed for involvement in this project, structure of the firm, size of the firm, number of years the firm has been in business, and the firm's experience with similar IT systems.
- 2) A statement of the firm's financial stability and ability to complete all services.
- 3) List of people who will work on the contract, including names, education, professional licenses, registrations or certifications, relevant experience (resumes are acceptable), and role in the contract. CVRPC must preapprove use of any staff not identified in the proposal.
- 4) Examples of relevant past experience and a minimum of three references, which will include service description, contact person, phone number, and address of reference. References should demonstrate the experience of the specific staff proposed to work under the CVRPC contract. CVRPC reserves the right to check references beyond those provided by the contractor.
- 5) Proof of insurance. The selected contractor will be required to add CVRPC and its officers and employees as an additional insured for services performed.

COST PROPOSAL

The cost proposal must:

- identify costs by phase (installation of new server versus maintenance) and person hours (e.g. technician 3.5 hours; supervisor 1.0 hours).
- identify an hourly rate(s) by individual(s) providing services.
- detail other anticipated expenses (travel, etc.).
- provide a schedule for installation of the new server.

SUBMISSION REQUIREMENTS

Proposals must be submitted electronically to Pam DeAndrea, Senior GIS Planner at deandrea@cvregion.com.

The CVRPC assumes no responsibility and no liability for costs incurred relevant to the preparation and submission of the proposal or any other costs prior to issuance of a contract.

Proposals received after due date and time will not be considered.

Upon submission, all proposals become the property of the CVRPC. The expense of preparing, submitting, and presenting a proposal is the sole responsibility of the contractor. The CVRPC retains the right to reject any and all proposals received, to interview or not interview any or all firms responding to this RFP prior to selection, to negotiate with any qualified source, or to cancel in part or in its entirety this RFP if it determines such action to be in the best interest of the CVRPC or that of eligible parties. Reasons for cancellation or rejection will be provided to all registered vendors in writing. This solicitation in no way obligates the CVRPC to award a contract.

PROPOSAL EVALUATION

Contractor selection will be based on the following factors:

1. Completeness and responsiveness of submission.
2. Scope of Work Format and Contents (10%):
 - a. Is the proposal written in concise language understandable to a non-technical audience?
 - b. Is the proposal well organized and easily navigable?
3. Qualifications and Responsiveness (60%): To what degree:
 - a. Do the personnel to be assigned to this project have the necessary qualifications to conduct this work?
 - b. Do the personnel to be assigned to this project have experience in support and maintenance for similar systems and organizations?
 - c. Does the contractor have a proven record of successful completion of similar work within time and budget constraints?
 - d. Are communication skills responsive to the audience that will be served?
 - e. If multiple staff will be used to serve this contract, do the assigned staff members demonstrate success working together with each other specifically as a team unit?
 - f. Is the contractor's availability and accessibility adequate for CVRPC's needs?
For example, is the contractor's demonstrated response time and react system for support requests adequate and competitive?
4. Cost Proposal (10%):
 - a. Is the cost proposal thorough and clearly linked to the proposed scope of services?
 - b. Are rates and costs reflective of an efficient level of effort necessary to complete the task, compensation reflective of level of expertise, materials appropriate to the task and expectations of quality, and overall reasonable costs as accepted in the industry?
5. References (20%):
 - a. Which types of services has the contractor provided to the reference?
 - b. How satisfied was the reference with the contractor's interactions with it?

- c. How satisfied was the reference with the contractor's technical expertise, ability to meet deadlines and budgets, reporting, and overall value and quality of work?
- d. How did the contractor demonstrate value-added expertise?
- e. Was the reference satisfied with how the contractor dealt with problems that arose? Give an example.
- f. What, if any, challenges did the reference experience with the contractor?
- g. How does this contractor compare with others the reference has worked with?
- h. Would the reference recommend the contractor for providing the described Scope of Services and desired qualifications?

If any changes are made to this RFP, an addendum will be issued to contractors expressing interest and providing CVRPC with contact information. Alternative delivery methods may be arranged by request. A contractor may correct, modify, or withdraw a response to this RFP via written notice received by CVRPC prior to the submission deadline. Modifications must be submitted electronically and clearly labeled "Modification No. ___". Each modification must be numbered in sequence, and must reference the original RFP.

After the opening of responses to this RFP, a contractor may not change any provision of the response in a manner prejudicial to the interests of CVRPC or fair competition. If a mistake and the intended correct wording are clearly evident on the face of the response document, the mistake will be corrected to reflect the intended correct meaning and the contractor will be notified in writing. Contractors may not withdraw responses to this RFP so corrected. A contractor may withdraw an opened response to this RFP if a mistake is clearly evident on the face of the response document, but the intended correct wording is not similarly evident.

CVRPC reserves the right to seek clarification of any statement submitted, conduct interviews with contractors, and to select a contractor that is best able to address the services requested and promote the public interest.

CVRPC reserves the right to examine all aspects of responses submitted, tangible and intangible. CVRPC reserves the right to withdraw this Request for Proposals, and/or to advertise for new submissions at any time if it is in the best interest of the CVRPC to do so. A contract will be awarded as deemed to be in the best interest of the CVRPC.

Pursuant to State of Vermont Laws, anyone in any matter relative to the procurement of services who intentionally makes a material statement that is false, omits or conceals a material fact in a written statement, submits or invites reliance on a material writing that is false, submits or invites reliance on a sample or other object that is misleading, or uses any trick, scheme or device that is misleading in a material respect will be subject to sanction pursuant to the laws of the State of Vermont.

IV. STANDARDS AND DELIVERABLES

1. Except for appendices, all reports are to:
 - a. be presented for ease of readability by the average citizen;
 - b. include charts, graphs and other graphics as appropriate;
 - c. include executive summaries or abstracts suitable for broad distribution;
 - d. include a glossary of technical terms, and a list of references or citations for all sources of data and information.
3. All documents must be provided in digital form (Microsoft Office format for report text and PDF format for full report). Images (photos, maps, drawings, graphics, etc.) must be provided as separate files for use by CVRPC.
4. All written reports must be provided double-sided. The use of recycled paper is strongly encouraged.
5. Copies of all reports and documents, including drafts, should be provided to CVRPC *no less than one week prior* to any scheduled review or discussion.
6. All data, databases, reports, programs and materials, in digital and hard copy formats, created under this project must become the property of the Central Vermont Regional Planning Commission.

V. CONTRACTING PROVISIONS

CONTRACT COMPLETION

Performance under the scope of work must be completed by the dates indicated in Section I.

PAYMENT

The amount and timing of payments will be determined during contract negotiations. Requests for payments must be made directly to the CVRPC, and payments made must be 100 percent of the amount requested for eligible services. CVRPC anticipates making payments within 30 days of invoicing.

OWNERSHIP OF MATERIAL

All rights, titles to and ownership of the data, material, and documentation resulting from this contract project and/or prepared for the CVRPC pursuant to a contract between CVRPC and the selected contractor must remain with the CVRPC.

COMPLIANCE WITH STATE AND FEDERAL LAWS

All contractors must comply with any and all applicable laws, statutes, ordinances, rules, regulations, and/or requirements of federal, state, and local governments and agencies thereof, which relate to or in any manner affect the performance of this agreement. CVRPC receives funding from numerous state and federal agencies. Those requirements imposed upon the CVRPC as a recipient or subrecipient of federal funds are thereby passed along to the contractor and any subcontractors, and those rights reserved by the state or federal government are likewise reserved by the Central Vermont Regional Planning Commission.

All contractors and any subcontractors must carry adequate insurance coverage and must affirm being an equal opportunity employer with an affirmative action plan. Contractor must further certify that it will comply with the provisions of the Americans with Disabilities Act.

It is the policy of the CVRPC that Disadvantaged Business Enterprises (DBE) have the opportunity to participate to the maximum extent feasible in procurement and contracting.

If the contractor is a natural person, not a corporation or partnership, the contractor states that, as of the date the contract is signed, he/she:

- a. is not under any obligation to pay child support; or
- b. is under such an obligation and is in good standing with respect to that obligation; or
- c. has agreed to a payment plan with the Vermont Office of Child Support Services and is in full compliance with that plan.

The contractor makes this statement with regard to support owed to any and all children residing in Vermont. In addition, if the contractor is a resident of Vermont, contractor makes this statement with regard to support owed to any and all children residing in any other state or territory of the United States.

**The Central Vermont Regional Planning Commission
is an Equal Opportunity Employer.**