

REQUEST FOR PROPOSALS FOR INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

THE TOWN OF BLOOMSBURG, COLUMBIA COUNTY

Proposals Solicited by:

The Town of Bloomsburg
301 E. Second Street
Bloomsburg, PA 17815

Dates of Publication: 1/26/2024 & 2/2/2024

Contact: Lisa Dooley at info@bloomsburgpa.org or at 570-993-4045.

REQUEST FOR PROPOSALS

The Town of Bloomsburg, hereafter referred to as Town, is requesting proposals for Information Technology Professional Services from contractors to provide Information Technology Services to the Town. The Proposer shall provide the services based on the specifics in the following document. All interested parties are invited to respond to this Request for Proposal (RFP) by providing a written proposal no later than 12 p.m. on Friday, February 23, 2024, to:

The Town of Bloomsburg
301 E. Second Street
Bloomsburg, PA 17815

Proposal details are also available at <https://www.bloomsburgpa.org/>.

Proposals will be accepted until 12 p.m. prevailing time, Friday, February 23, 2024, at which time they will be publicly opened at the offices of the Town on the second floor. Proposals shall be sealed, and clearly marked on the outside, "Bloomsburg Information Technology Professional Service," and submitted to:

The Town of Bloomsburg
301 E. Second Street
Bloomsburg, PA 17815

Proposals that are faxed or e-mailed cannot be accepted.

SECTION I: Town Background

Bloomsburg, PA is a small, historic town located within Columbia County and is home to just over 12,500 residents. Being located along Route 11 and less than 5 minutes from two exits of Interstate 80 makes Bloomsburg a hub of activity for residents or visitors. The County seat, Bloomsburg, is a "college town" and strives to provide a welcoming, inclusive, and equitable environment for all. In the heart of the Susquehanna River Valley, Bloomsburg boasts a rich economic history and has a diverse economy thanks to Autoneum, Bloomsburg University, Geisinger-Bloomsburg Hospital, Kawneer, and a collection of small businesses from shops to bars and eateries. Bloomsburg is home to a municipal airport, landmark Town Park with many acres of recreational activities, and has one of the largest and longest running fairs in the country.

Section II: Additional Information

The Town of Bloomsburg currently employs three servers, along with Desktop PC's, notebook, and tablet PC's. Additionally, there are several iPads deployed in various capacities. Desktop PC's are also used throughout Town locations. These PC's vary by age, specifications, software, and service pack versions.

The Bloomsburg Police Department Headquarters is a secure facility that houses confidential, criminal and sensitive information to include crime scene photos, personal and identifying information including NCIC information also items of evidence including drugs, guns, etc. It is required that people entering the secured part of our facility need to have completed a criminal background check along with a photograph and fingerprints. Also, all workers at your facility must have this background check in order to serve Bloomsburg entirely.

Section III: Scope of Work

The Town is seeking proposals from qualified, knowledgeable, and experienced companies to provide Information Technology (IT) Services. We encourage companies to submit the most comprehensive proposal possible.

The primary scope of work is to provide on-demand support, routine preventative maintenance and recommendations for improving existing systems and providing technical support for future designs and purchases of equipment, software, and license agreements. The company chosen will need to work closely with a variety of departments within the organization, providing support as needed or instructed.

The proposer will provide general professional services on an as-needed/as-instructed basis primarily during normal business hours: Monday through Friday 7 a.m.- 4 p.m. either remotely or on-site.

However, the vendor must be available 24 hours a day, seven days a week, including holidays and continuously monitor network operations and proactive engineering services by qualified support. The Bloomsburg Police Department is open 24/7 and will require support on all shifts.

The IT approach should be guided by the Information Technology Infrastructure Library

(ITIL) best practices:

Full Support

Provide support, management, and monitoring for the following systems and assets:

- Routing and Switching Infrastructure
- Network Security Elements
- Physical and Virtual Servers
- Email Service
- Server Backup and Restore
- Wireless Access Points and Controllers
- User Desktops & Peripheral Devices (i.e., scanners)
- Line of Business Applications (Support agreement required w/ vendors)

Incident Tracking

Provide support coordination and incident tracking for the following applications and systems that are primarily supported by third parties:

- Email
- Public Safety Systems
- Accounting System (Freedom Systems)
- Code Software System (iWorQ)
- Parking System (Passport)

The IT provider shall:

- Log and escalate incidents to the appropriate service provider when service is required.
- Operate a 24x7 Service Desk and Network Operations Center to support the Town's continuous operations.
- Provided the Town with multi-channel access to the service desk during business hours, to include the following communication options:
 - IT Provider must adhere to our current Cyber Security Insurance Policy requirements. In the attached addendum.
 - o Toll-free telephone number
 - o E-mail
 - o Desktop agent
 - o Web portal

Service Desk Technicians and incident management software shall continuously monitor required communication channels for new incidents. New incidents should be tracked as Service Request (tickets) and addressed by level of urgency.

Section IV: Minimum Qualifications

The proposer must demonstrate the following qualifications to provide the services:

- a) Be registered and maintain proper business licenses and remain in good standing within the State of Pennsylvania.
- b) Maintain a staffed, 24-hour a day, within a reasonable distance to the Town.
- c) Have sufficient size and depth of management, resources, and staff to support the services required in the specifications.

- d) Have sufficient financial resources to meet payroll, equipment, and supplies to meet operational requirements and ensure quality service.
- e) Have measurable and demonstrated successful experience in providing specified services for like size municipalities.
- f) Provide Information Technology Services as the primary function of their business.
- g) Have been in business for at least three (3) years providing Information Technology Services to government agencies/ municipalities.

Section V: Submission Requirements

The Town is requesting that the submitted proposal address the subjects with specificity. We are looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth operating, efficient process, and effective informational technology system. Due to the nature of this proposal, it is requested that each proposal be brief and to the point and consist of **no more than ten pages**. Prices must be included for monthly servers (virtual or onsite), workstation wellness/ monitoring and billable hourly time along with travel. The maximum percentage markup of equipment must be included.

Before submitting a response, the Proposer must carefully review this RFP and is responsible for seeking any clarification or information needed to respond and is solely responsible for any deficiencies in the response submitted. The Proposer is solely responsible for all costs, direct or indirect, incurred responding to this RFP.

Section VI: Contract Terms

The term of the resulting contract shall be in effect for a year and 8 months, commencing on May 1, 2024 and terminating on December 31, 2025, unless sooner terminated. Before the 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. Prices during these renewal periods must be communicated to the Town in advance for a 60-day period. Either party has the right to terminate service with a 60-day notice.

Section VII: Contents of Proposal

Proposals must include, but need not be limited to, the following information:

- 1) A proposal describing your qualifications and outlining service solutions:
 - a. A brief description of the firm or business entity, including firm history, number of employees, organization structure, ownership structure and expertise, and resumes for principals or key employees who would perform the Services in this Solicitation; and
 - b. A detailed listing and description of experience and other information that demonstrates the Proposer's expertise and capacity to provide the services requested, and
 - c. Any other relevant information that Proposer believes would assist Town in evaluating the submittal.
- 2) A breakdown of rates and fees for services to be provided.
- 3) Minimum of three (3) reference from municipal customers who have used services provided by the proposers in the past 18 months.
- 4) The Non-Collusion Affidavit included in the RFP is to be properly filled out, signed, notarized
- 5) Proof of General liability insurance of \$1,000,000 per occurrence with an aggregate of \$2,000,000 and on which the Town is named as additional insured.

- 6) 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;

Section VIII: Selection Process

The evaluation process will consider the merits of the proposals by prospective vendors in line with this RFP’s scope of work. The Town will also conduct reference checks to ascertain the quality of work performed previously. Those companies, who appear best suited, in the sole determination of the Town, may be asked to participate in an additional interview to further evaluate their qualifications. Proposals that are non-responsive to the requirements of this RFP shall not be included for evaluation by the selection committee.

The specific criteria and point value established for this Request for Proposal is as follows (total points):

- 1. Experience and qualifications of the provider. (25 points)
- 2. A clear understanding of this project. (25 points)
- 3. Rates of service. (25 points)
- 4. Technical merit and completeness of the proposal. (25 points)

The Town reserves the right to accept or reject any, and all proposals or to waive any irregularities.

SECTION VII: PRIMARY CONTACT & KEY DATES

Inquiries concerning any aspect of this RFP and potential contract award should be directed to:

The Town of Bloomsburg
 301 E. Second Street
 Bloomsburg, PA 17815
info@bloomsburgpa.org
 570-993-4045- Lisa Dooley, Town Manager

Please send your intent to submit with your contact information at the e-mail address above so you receive all addendums, if any. All responses/ submissions will be made public.

Key Dates

RFP Release Date	1/26/2024
RFP Opening Date	12 p.m. on 2/23/2024
Review Proposals	Starting the week of 2/26/2024
Interview Qualified High Scoring Proposals*	3/4/2024- 3/20/2024
Select Desired Contractor	3/25/2024 Council Meeting at 7 p.m.

*If your firm is selected, you will be asked to come and perform a walk through of the sites in a date in March (TBD) along with an onsite interview.