



Stanislaus Consolidated Fire Protection District

Stanislaus Consolidated Fire Protection District

Request for Proposals

Information Technology

Support Services

Five-year contract period of December 1, 2019 - December 1, 2024

Proposal Issued: September 19, 2019

Proposal Deadline: November 1, 2019

Submit all questions and proposals to:

Michael Wapnowski, Deputy Chief | SCFPD | Attn: RFP for IT

Mail: 3324 Topeka Street, Riverbank, CA 95367

mwapnowski@scfpd.us | Fax 209.869.7475

**Stanislaus Consolidated Fire Protection District
Request for Proposals
Information Technology Support Services**

I. Introduction

The Stanislaus Consolidated Fire Protection District (SCFPD), Hereinafter referred to as the "District," is soliciting proposals from qualified firms of Information Technology (IT) Support Services to ensure all servers, network, computers, laptops, iPhones, faxes and back-up systems are fully functional and secure 24/7 to provide smooth continuance of daily business operations. The qualified firm will determine its support costs, and maximize return on investment. The selected firm will serve at the discretion of the Board of Directors and work under the direction of the District Fire Chief.

II. District History

The District, a public agency, was formed in 1995, comprised of the former "Riverbank Fire Protection District", "Empire Fire Protection District", "Stanislaus County Fire Safety Department" and "Waterford Fire Protection District". The District was formed to reduce cost and improve service levels through improved efficiencies. The District encompasses 217 square miles including the cities of Waterford and Riverbank, and the communities of Empire, Hickman and LaGrange. The District has 51 paid employees, approximately 5 intern firefighters and 6 fire stations. The Fire Chief reports directly to the Board of Directors and performs all duties necessary for the proper and efficient management of the District, as determined by the Board and State and Federal law.

III. IT Current Configuration

The District currently runs a Windows based infrastructure on one physical server (2016 HP DL380 Gen 9, E5-2620v3) with 9 virtual servers and one network with approximately 51 users located at 6 sites. Servers currently operate Windows 2016 R2 Standard Edition; workstations and laptops run Windows 7 & 10 Professional, Windows Pro 10 and Microsoft Office.

The connection from the internal network to the internet is through a T-1 line provided by AT&T (used by email and accounting software); all other internet activity is through Ayera Technologies Inc.

IT services are currently provided under a month to month contract as the last

service contract has expired on August 31, 2019. The Board has authorized the issuance of the RFP in light of the contract expiration.

IV. Pre-Proposal On-Site Visit (Optional)

The District will hold a pre-proposal on-site from 10:00 am to 12:00 pm Pacific Standard Time, on October 1, 2019 in the District Office at: 3324 Topeka Street, Riverbank, CA 95367. Attendance at the pre-proposal on-site visit is optional.

The purpose of the on-site visit is to conduct a visual site inspection of the facility/equipment, and discuss the work to be performed with the prospective vendors.

V. Qualifications

The District is seeking a firm that is committed to providing quality IT support services to a public sector client. A qualified applicant will have proven expertise in all aspects of administering IT systems for small to medium businesses and or/government agencies.

Failure to meet minimum experience requirements will cause its proposal to be considered non-responsive and its proposal will be rejected.

- 1) Firms must provide the following information regarding their experience:
 - a) Name, address, telephone number and email address of the offering firm
 - b) Firm's local addresses and office phone numbers
 - c) Number of years in business providing the services sought by the RFP
 - d) Firm must describe their management structure that provides accountability for the work described in this RFP
 - e) Firm must describe the business experience of their firm in completion similar work and describe the results provided
 - f) Firm must provide 3 reference names and contact information on customers with production installations comparable in size and complexity to that of the District. The District reserves the right to contact any reference provided.

- 2) Describe in detail the account manager:
 - a) Account Manager shall have a minimum of 5 years of experience overseeing and managing IT network support for businesses and/or government agencies.
 - b) Full Name and Title

- c) Relevant certifications and degree
- d) Experience with the following:
 - Server Administration
 - Desktop Support
 - Network Administration
- e) Number of years employed with the company
- f) Location from where the personnel will perform services

3) Describe in detail the Senior Engineers and Technicians:

- a) Describe how a dedicated team will be provided
- b) Senior engineers shall have a minimum of 10 years of experience in IT Network Support for businesses; Technicians shall have a minimum of 5 years of experience in IT Support Services
- c) Full Name and Title
- d) Relevant certifications and degrees
- e) Experience with the following:
 - Server Support
 - Desktop Support
 - Network Support
- f) Number of years employed with the company

VI. Scope of Work Required

The following provides details on the scope of services required under this contract. Respondents to this RFP should build on this general description by proposing a scope of work with specific sub-tasks as deemed appropriate. Some tasks may require additional information from respondents as called out under the description of each task. Respondents should also refer to the Proposal Requirements and Evaluation and Selection Process sections for additional requirements. Additional tasks and work elements may be added or deleted during contract negotiations. Upon conclusion of the negotiation process, the selected firm will be required to prepare a final work plan, schedule and budget for inclusion into a final contract.

Firms based in the local area, shall provide IT network administration by conducting periodic on-site visits and via remote connection to ensure all servers, all computers and related devices are properly installed, manage file backup, install current service packs and software protection. Firms shall also be available by telephone to resolve user IT problems and provide immediate on-site service within the same day to ensure functionality, when required by the SCFPD. The District also seeks advice on technical aspects to improve and update the IT network system to meet current

and future IT needs.

Firm must provide substantive responses on how they would evaluate the current IT system, manage the contract work deliverables, provide and manage qualified staff. Describe any additional tasks and deliverable they would deem appropriate to achieve the overall IT goals and deliverables.

District Satellite Locations

Administration	3324 Topeka Street, Riverbank	209-869-7470
St 21	461 Mitchell Road, Modesto	209-549-8401
St 22	4845 Yosemite Blvd., Modesto	209-549-8402
St 23	7737 Yosemite Blvd., Modesto	209-549-8403
St 24	321 E Street, Waterford	209-549-8404
St 25	Service Not Needed (LaGrange)	N/A
St 26	3318 Topeka Street, Riverbank	209-869-2713

Task 1: Maintain Existing District System (or replacement items)

Deliverables

- Designated Account Manager and dedicated Technical Support Team
- Scheduled periodic on-site visits
- Remote Connected Maintenance checks
- Network Setup, surveillance, maintenance and security
- Virus & Spyware installation and management
- Network, work stations and laptop troubleshooting to resolve issues
- System administration including daily data backup
- User account management (existing and former staff)
- Establish New User Accounts/Profiles, Emails and Computer Configuration
- IT hardware and software asset management
- Make recommendations and procure licensing and install updated and/or new software and operating systems (District expense)
- E-Mail account maintenance and managed spam control
- New installations and replacement equipment installations (workstations, laptops, iPhones, I-Pads, faxes, servers, firewall)
- Repair hardware/software as needed (note replacement equipment, parts to repair, hardware not under warranty and software will be purchased separately)
- Respond to network problems within 2 hours
- Provide immediate telephone response during normal business hours; Mon – Fri, 8:00am-5:00 pm PST, excluding holidays

- Assist District IT Program Manager in resolving IT issues by phone and to troubleshoot issues remotely/or on-site if required (average engagement of 0-2 IT support calls per day, encompassing various complexity of IT needs per call)

Task 2: Provide Information

Deliverables

- Provide annual written assessment of the current status of the IT System and review with the District IT Program Manager
- Provide recommendation of IT equipment and associated cost estimates
- Provide input for long range capital asset budgeting costs
- Make Recommendations for hardware and software replacement and IT services
- Provide procedural guide with documented step-by-step process of server/computer/firewall shutdown/restart in the event of power failure
- 72-hour response time for requested informational deliverables
- Provide warranty descriptions and other information for the guarantee of their work delineating responsibilities and liabilities
- Provide service call reports that include:
 - Date and time of visit.
 - Reason for visit.
 - Diagnosis of the problem.
 - Maintenance performed or repair needed.
 - Was the problem resolved with that visit?
 - Time spent working on the tasks.
- Asset Tracking-Upon request, the contractor will provide reports detailing location, serial numbers, warranty status, renewal dates, and other key information critical to the budgeting and asset-management process.

VII. On-Site Support

Deliverables

- **Business Hours-** Vendor will provide a technician for two hours on-site per week minimum unless otherwise scheduled with the district. On-site visits are to be pre-arranged with designated District personnel, and vendor technician will be provided with a work plan for the visit. Duties may include maintenance or installation services. Hours will be scheduled during regular business hours, which are defined as Monday-Friday, 8:00 am-5:00 pm, for the purposes of this document. Travel time is not to be charged.

- **Urgent and Emergency On-Site Visits-** Vendor will make a technician available on a 24/7 call-out basis for work outside the Monday-Friday, 8:00 am-5:00 pm timeframe. Travel time is not to be charged. Purchases made on behalf of Stanislaus Consolidated Fire Protection District must have written approval from designated District personnel before purchase is made.

VIII. Mobile Device Maintenance

Deliverables

- Maintain District I-Phones & I-Pads through Microsoft Exchange.
- Maintain District owned laptops & Surface Pros when necessary.

IX. Miscellaneous Maintenance Services

Deliverables

- Supply and Maintain Back-up Data Appliance Support.
- Off-Site Back-up support through Modesto Data Center.
- Support and Maintenance of Cisco VOIP PBX hosted phone system.

X. Security

Deliverables

- Maintenance of virus detection programs on District servers, email and all other District computer and laptops.
- Perform security audits as requested and notify District personnel immediately of suspected breaches of security or intrusion detection.
- Configure District system to enable remote access in a secure environment and provide remote access administration as requested by designated District personnel.
- Vendor will provide maintenance of firewall and routers to ensure secure internet access from District offices.
- Vendor will coordinate services with Stanislaus Consolidated Fire Protection District (related to video monitoring) and Fire Stations as installed.
- Vendor will maintain enterprise Antivirus and Spyware software for all servers, desktops and laptops.

XI. Anti-Virus / Anti-Spyware Software

- Vendor will maintain Web Root Anti-Virus software for all district servers, desktops and laptops.

XII. Spam Filtering

- Vendor will maintain Barracuda Spam and Spyware software and Web Root Mail Security software for the SCFPD email accounts.

XIII. Asset Tracking & Reporting

- Vendor will maintain hardware support contract on behalf of Stanislaus Consolidated Fire Protection District for network hardware. Upon request, the vendor will provide reports detailing location, serial numbers, warranty status, renewal dates and other key information critical to the budgeting and asset management process.

To effectively monitor the status of the proposed services, vendor will prepare quarterly status reports to document work performed. Information on reports to be determined by designated SCFPD personnel. Quarterly meetings between vendor representative and assigned SCFPD program manager will be held to discuss service delivery options and to examine network trends and advancements that may require planning activities.

XIV. Cost

Vendor shall provide annual cost payment schedule for the both service levels described in this RFP. Annual payment schedules for Information Technology & Network Support shall be listed separately from VOIP phone services and support for accounting purposes.

A five-year cost plan for both services with any proposed annual escalation costs must also be submitted. Alternant format of the cost proposal will not be considered responsive.

XV. Proposal Content

All Proposals submitted pursuant to this request must contain the following information:

1. Proposals shall include a signed letter of transmittal briefly stating the proposer's

understanding of the work to be done, the commitment to perform the work within the specified time period, a statement why the firm believes itself to be the best qualified to perform the contract and statement that the proposal is a final and irrevocable offer for a period of sixty (60) calendar days from the submitted date.

2. Proposals shall provide information on the size of the vendor, the location of the office from which the primary functions of the contract will be performed.
3. Proposals shall provide a list of similar contracts with other entities performed in the last five (5) years, as well as any other related experience with Public agencies.
4. Proposals shall provide a minimum of five (5) references that may be contacted regarding the vendors capabilities. References shall include the firm's name, contact individual name, current telephone number, and type and dates of services, rendered.
5. Proposals shall identify the principle supervisory and management staff. Identification of staff capacity shall include the resumes of key personnel who will actually be assigned to the contract as account representatives and which assigned functions they will be handling.
6. The proposal may also include a "Value Added" component that identifies a system upgrade plan with estimated costs. The system upgrade plan may include but should not be limited the following:
 - a) Recommendations for Integrated IT packaged solutions such as Microsoft Office 365
 - b) Remote location connectivity options
 - c) Remote Video Conferencing Options

XVI. Proposal Submittal

Vendors must submit both hard copies and a digital copy of the proposal to the District IT Program Manager as follows:

- Hard Copy; one original, three copies
- Digital; Send as a single PDF or PDF portfolio

All submissions must be received by the District on or before **November 1, 2019** at 5pm Pacific Standard Time (PST). Postmarking by the due date will not substitute for actual proposal receipt by the District.

Mail proposal to:

Stanislaus Consolidated Fire Protection District
Attn: Michael Wapnowski, Deputy Chief
Email: mwapnowski@scfpd.us
3324 Topeka Street
Riverbank, CA 95367

Courier delivered to:

Stanislaus Consolidated Fire Protection District
Attn: Michael Wapnowski, Deputy Chief
3324 Topeka Street
Riverbank, CA 95367

The RFP will be posted on the District website at www.scfpd.us on or before September 19, 2019. The District reserves the right to revise the RFP prior to the date that proposals are due. It is the responsibility of proposers to check the District website to determine if a modified RFP has been issued.

XII. Evaluation of Proposals

Proposals submitted which conform to the requirements of this Request for Proposals will be evaluated based upon the following criteria:

1. The vendors past experience and performance on comparable contracts.
2. The quality of the vendor's professional personnel to be assigned to the contract.
4. Availability of qualified staff.
5. Proposed monthly fee.
6. Adherence to instructions in this request for proposals.

It is anticipated that a contract for service will be offered to the vendor deemed most highly qualified by the District as a result of this process no later than November 14, 2019.

The District Board of Director's are required to approve the contract. Prior to Board consideration the District's Management will review the recommendation for the successful vendor and make a recommendation to the Board. Final selection will be based on the vendor's qualifications, experience, and bid. Proposing vendor should

note that the lowest bid will not be the sole deciding factor in the final selection.

The final selected candidates will be contacted and interviews may be scheduled. The District reserves the right to select a vendor based solely on written proposals and to not convene oral interviews.

The District reserves the right to reject any or all proposals if they are deemed by the District to be unacceptable for any reason. The District also reserves the right to cancel the contract, due to unsatisfactory performance of IT services or any other reason deemed appropriate by the District, between contract years with a 30-day written notice.

If you have any questions regarding this matter, you may contact the District Program Manager, Michael Wapnowski, Deputy Chief at (209) 869-7470 or by email at mwapnowski@scfpd.us.

XIII. Terms & Conditions

A. Limitations

This request for proposal (RFP) does not commit the District to award a contract, to pay any pre-contractual expenses, or to procure or contract for services or supplies. The District expressly reserves the right to reject any and all proposals or to waive any irregularity or informality in any proposal or in the RFP procedure and to be the sole judge of the responsibility of any Proposer and of the suitability of the materials and/or services to be rendered. The District reserves the right to withdraw this RFP at any time without prior notice. Further, the District reserves the right to modify the RFP schedule described above.

B. Award

The District may ask RFP finalist to present oral briefings of their proposals. All finalists may be required to participate in negotiations and submit such price, technical, or other revisions of their proposals as may result from negotiations. The District also reserves the right to award the contract without oral briefings or discussion, based upon the initial written proposals. Accordingly, each initial proposal should be submitted on the most favorable terms from a price and a technical viewpoint.

C. Verbal Agreement or Conversation

No prior, current or post award verbal conversations or agreement(s) with any officer, agent, or employee of The District shall affect or modify any terms or

obligations of the RFP or any contract resulting from this RFP.

D. Pre-contractual Expenses

Pre-contractual expenses include any expenses incurred by Proposers and selected firm in:

- Preparing proposals in response to this RFP
- Submitting proposals to The District
- Negotiations with The District on any matter related to proposals
- Other expenses incurred by a firm or Proposer prior to the date of award of any agreement

In any event, the District shall not be liable for any pre-contractual expenses incurred by any Proposer or selected firm. Proposers shall not include any such expenses as part of the price proposed in response to this RFP. The District shall be held harmless and free from any and all liability, claims or expenses whatsoever incurred by or on behalf of, any person or organization responding to this RFP.

E. Signature

The proposal will also provide the following information; name, title, address and telephone number of individual with authority to bind the firm and also who may be contacted during the period of proposal evaluation. The proposal shall be signed by an official authorized to bind the firm or consulting firm and shall contain a statement to the effect that the proposal is a firm offer for at least a ninety (90) day period. Execution of the contract is expected by no later than September 1, 2014.

F. Conflict of Interest Statement

Consultants and consulting firms submitting proposals in response to this RFP must disclose to the District any actual, apparent, or potential conflicts of interest that may exist relative to the services to be provided under Agreement for consultant service to be awarded pursuant to this RFP. If the consultant or firm has no conflict of interest, a statement to that effect shall be included in the proposal. The selected firm shall refrain from and disclose subsequent potential conflicts during this contract. The firm shall at all-time avoid conflicts of interest, or the appearance of conflicts of interests, in the performance of this contract. The firm shall file statements of financial interest to the extent and at all times required by the District Conflict of Interest Code and applicable law.

G. Contract Arrangements

1. Disadvantage Business Enterprise (DBE) Policy: It is the policy of the U.S. Department of Transportation (USDOT) that minority-and-women-owned business enterprises (hereby referred to as DBEs) as defined in 49 CFR Part 23 shall have the maximum opportunity to participate in the performance of contracts financed in whole or in part with Federal funds.
2. DBE Obligation: The recipient or its sub-consultant agrees to ensure that DBEs have the maximum opportunity to participate in the performance of contracts and subcontracts financed in whole or in part with Federal funds provided under this agreement. In this regard, all recipients or sub-consultants shall take all necessary and reasonable steps in accordance with 49 CFR Part 23 to ensure that DBEs have the maximum opportunity to compete for and perform contracts. Recipients and their sub-consultants shall not discriminate on the basis of race, color, nation origin or sex in the award and performance of USDOT assisted contracts.
3. Title VI of the Civil Rights Act of 1964: The firm agrees to comply with all the requirements imposed by Title VI of the Civil Rights Act of 1964 (49 USC 2000d) and the regulations of the U.S. Department of Transportation issued there under in 49 CFR Part 21.
4. Equal Employment Opportunity: In connection with the performance of the contract, the firm shall not discriminate against any employee or applicant for employment because of race, color, age, creed, sex or national origin. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation and selection for training, including apprenticeship.

Each proposal, to be considered responsive, must include the following:

- (a) A copy of the firm's affirmative action policy (applicable for firms with 50 or more employees)
- (b) Discussion of the firm's program for use of DBEs in the performance of this work, including the following:
 - The names and addresses of DBE firms that will participate
 - The description of the work each named firm will perform
 - The dollar amount of participation by each DBE firm

H. Americans with Disabilities Act (ADA) Provisions

To comply with the nondiscrimination requirements of the Americans with Disabilities Act (ADA), it is the policy of the District to make every effort to ensure that its programs, activities and services are available to all persons, including persons with disabilities. For persons with a disability needing a reasonable modification to participate in to participate in the procurement process, you may contact the District representative list in this RFP.

IMPORTANT: To ensure that we can meet your need for ADA accommodations, it is best that we receive your request for reasonable modification at least 10 working days before the scheduled event (i.e., meeting, conference, workshop, etc.) or deadlines due date for procurement documents. In order to ensure the proposal is in compliance with Federal ADA guidelines, Proposers should review the Federal ADA guidelines at <http://www.ada.gov/>.

I. Alternative Protest Process

This procurement is being conducted under the provisions of the Alternative Protest Process. By submitting a proposal to this solicitation conducted under the Alternative Protect Process, the Proposer agrees that all protests of the proposed award shall be resolved by binding arbitration. During the protest period, any participating Proposer may protest the proposed award on the following grounds: For major information technology acquisitions – that there was a violation of the solicitation procedure(s) and that the protesting Proposer’s proposal should have been selected; or for any other acquisition – that the protesting Proposer’s proposal should have been selected in accordance with the selection criteria in the solicitation document.

A written notice of intent to protest the proposed award of this solicitation must be received by the District IT Program Manager before the close of business 5 p.m. PST on the (3rd) day after notifying the Proposer of intent to award, as specified in the solicitation timeline. Failure to submit a timely written notice of intent to protest to the IT Program Manager at the following address:

Stanislaus Consolidated Fire Protection District
Michael Wapnowski, Deputy Chief
Email: mwapnowski@scfpd.us
3324 Topeka Street
Riverbank, CA 95367

Within seven (7) business days after the last day to submit a notice of intent to

protest, the District IT Program Manager must receive from the protesting Proposer the complete protest filing including the signed, written, detailed statement of protest including exhibits, filing fee and deposit or small business certification, as applicable. Untimely submission of the complete protest filing waives the Proposer's right to protest.

Protest bond amount for this Alternative Protest Process shall be ten percent (10%) of the contract amount as specified in the solicitation.

I. Requirements Protests

Protests regarding any issue other than selection of the successful Proposer are "requirements protests" to be heard by the Fire Chief, or his/her designee, and may be appealed to, heard, and resolved by the Board of Directors of the District, whose decision will be final. Before a requirements protest is submitted, the Proposer must make full and timely use of the procedures described in Clarification of Specifications section. This procurement procedure is designed to give the Proposer and the District adequate opportunity to submit questions and discuss the requirements, proposals and counter proposals before the Final Proposal is due. The protest procedure is made available in the event that a Proposer cannot reach a fair agreement with the District after exhausting these procedures.

All protests to the RFP requirements must be received by the Deputy Fire Chief as promptly as possible, but not later than November 4, 2019 by 5p.m. PST for such protests.

Requirements protests must be mailed or delivered to:

Stanislaus Consolidated Fire Protection District
Michael Wapnowski, Deputy Fire Chief
3324 Topeka Street
Riverbank, CA 95367