

# **Request for Proposal IT Managed Services**



**Due by: November 30, 2017 at 2:00 PM**

**Chief Sitar**

**Tilton-Northfield Fire & EMS**

**12 Center Street**

**Tilton, NH 03276**

# TABLE OF CONTENTS

Request for Proposal.....3

Purpose and Objective.....3

Current Environment.....3

Required Services and Certifications.....4

Required Information and Proposal Construct.....4

## **REQUEST FOR PROPOSAL IT MANAGED SERVICES**

Proposals are invited by the Tilton-Northfield Fire District, New Hampshire by **2:00 PM ET on 11/30/2017** for the furnishing of the following to the Tilton-Northfield Fire District, New Hampshire:

The District is seeking a qualified Managed Service Provider (MSP) to deliver both proactive and reactive supplemental IT services.

Two (2) hard copies of your proposal shall be submitted in a sealed package clearly marked "RFP for Managed Services" with the name and address of the proposer on the outside of the package. Proposals delivered after the appointed time and date will be rejected. The Fire Chief reserves the right to cancel any request for proposals, to reject in whole or in part any and all proposals when it is deemed in the best interest of the Tilton-Northfield Fire District to do so.

Submit proposals to:

Tilton-Northfield Fire District  
12 Center Street  
Tilton, NH 03276

Direct all questions regarding this RFP to:

**Michael Sitar**  
**(603) 286-4781**  
**mwsitar@tnfd.org**

### **1 PURPOSE AND OBJECTIVE**

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The Tilton-Northfield Fire District wishes to partner with an established, process-driven MSP who can provide comprehensive IT services. The District understands and appreciates the value that a qualified MSP can provide compared to additional FTEs.

IT is a critical component for the organization, and is used daily by every District. There is a strong focus on reliability, resiliency, and security, and the District continues to improve service delivery every day.

### **2 CURRENT ENVIRONMENT**

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The Fire District currently has a single location at the Fire House. There are 6 Windows-based workstations, alongside a single physical server in a Windows environment. The primary application utilized by the District is FireHouse Web.

### 3 REQUIRED SERVICES AND CERTIFICATIONS

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To be considered in the bid selection process, the vendor must provide the services listed below and detail compliance with each item as part of the response.

- 24x7x365 help desk (state SLA response times, both during and outside normal business hours)
- Professional Services Automation (PSA) & Remote Management and Monitoring (RMM): list platforms used. The District requires access to both platforms to manage assets and leverage automation tools.
- Ad-hoc project services, including architecture and implementation
- Strategic planning and forecasting
- Disaster Recovery and Business Continuity planning
- Purchasing and procurement services via established relationships with VARs and OEM channels

The required minimum certifications align with the District's needs. Please indicate how many staff hold each certification.

- **Microsoft MCSA – Windows 7 or above**
- **Microsoft MCSA – Windows Server 2012 or above**

### 4 REQUIRED INFORMATION AND PROPOSAL CONSTRUCT

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Each bidder must furnish the information requested in this section in order for their bid to be considered.

- **Company Profile**
  - Company overview and summary
  - Company history
  - Office location, including business address
  - Demonstrated company financial stability
  - Staffing levels for help desk, project, and account management teams
  - Other certifications, municipal software experience, and service offerings not already listed
  - An explanation of how many individuals will be specifically assigned to Tilton-Northfield Fire District, and the role each will play in service delivery.

- **Portfolio**
  - Provide a list of at least 5 current and 2 former clients, preferably municipal and governmental agencies that have been Managed Services clients within the past 3 years. Each organization listed must include contact information (including email address and telephone number). These organizations will be contacted for references.
- **Services**
  - Provide a complete description of the services provided, including Service Level Agreement terms, guaranteed response times, and exclusions. Please outline your 24x7 on-call approach.
  - Provide examples of similarly complex environments and projects
- **Understanding of Terms and Approach**
  - The proposal must include a brief statement demonstrating your understanding of the work to be performed. It must identify the designated contact person (and their direct phone number and email address) for all communications regarding this RFP process. A letter, signed by an authorized company principal, must be provided and contain a statement by the respondent accepting all terms, conditions, and requirements contained in this RFP and affirming that the respondent's representations in its proposal are contractual commitments to which it is bound.
  - The proposal should outline the approach and include a timeline for onboarding, with a delineation of tasks/activities required of District staff.
- **Proposal and Pricing**
  - Two hard copies of your proposal shall be submitted in a sealed package clearly marked "RFP for Managed Services" with the name and address of the proposer on the outside of the package. Proposals delivered after the appointed time and date will be rejected. The District Manager reserves the right to cancel any request for proposals, to reject in whole or in part any and all proposals when it is deemed in the best interest of the Tilton-Northfield Fire District, NH to do so.
  - The price proposal must be submitted in a separate sealed envelope and reference two separate charges: first, a fixed-fee or not-to-exceed sum that includes all managed services performed between the hours of 8am and 5pm Monday-Friday, and excluding projects, for a twelve month term; the second, the standard hourly and afterhours rates for all services not covered by the preceding line. List all guarantees and warranties offered by the vendor to its clients.
  - Proposals must be valid for a period of 120 days from the due date.
  - All RFP responses will be considered confidential information and will not be available for public viewing until the contract is awarded.
- **Contract**
  - This RFP, the successful vendor's proposal, an executed contract and associated post-due date correspondence will form the basis of the relationship between the District and the vendor.

- If an award is made as a result of this RFP, it shall be awarded to the respondent whose proposal is most advantageous to the Tilton-Northfield Fire District with price and other factors considered. These include responses to the RFP questions; demonstrated technical ability and expertise; system performance; respondent financial stability; reference calls and/or recommendations; memberships, licenses, ISO Certifications or any other applicable membership or certifications; presentations to the evaluation team (if applicable); on - site visits at vendor's site (if applicable), product samples which the Tilton-Northfield Fire District may, at its discretion, request as part of the RFP process; any additional criteria deemed appropriate by Tilton-Northfield Fire District which would lend itself to establishing the Service Provider's viability to perform the work as outlined in this RFP.
- The Tilton-Northfield Fire District may require all vendors/business partners to provide financial statements for the past two years to determine each vendor's financial ability to provide long term service for the Tilton-Northfield Fire District. Proposals will become public record and those documents that are confidential or trade secrets must be marked accordingly.
- Vendor shall secure and maintain in effect throughout the term of this agreement insurance adequate to meet its obligations hereunder including, but not limited to workman's compensation, property and liability, and automobile, naming the District as an additional insured and shall provide the District with certification of such prior to the start of work.
- Should funds not be appropriated to pay the amounts due under the Agreement for any future fiscal period, the District shall have the right to terminate the Agreement on the last day of the fiscal period for which funds were available, without penalty or additional expense, provided that written notice is received at least thirty (30) days prior to the start of the fiscal period for which the funds were not appropriated.
- Ongoing service agreements included with the RFP must include specific performance response times and financial penalties for the vendor if Service Level Agreement commitments are not met.
- Vendors must take great care to ensure that sufficient information has been provided to allow the Tilton-Northfield Fire District to evaluate the technical solution being offered, any options proposed, pricing of all offerings, and all supporting information, technical documentation, references and points of contact, corporate capabilities, etc.
- Vendors understands that if, in the opinion of the Tilton-Northfield Fire District, a proposal contains false or misleading information of any kind, or does not contain sufficient detail to fully evaluate the technical solution or proposed price, the Tilton-Northfield Fire District reserves the right, in its sole discretion, to reject the proposal. Vendors also understand that if the information provided does not support a function, attribute, capability or condition as proposed by the vendor, the Tilton-Northfield Fire District may reject the proposal and any work conducted to that point wherein the vendor assumes the sole responsibility of said work and or related expense. Vendor understands that any modifications to the questions in this RFP by the bidder may result in immediate rejection of that proposal.

- Vendor understands that the Tilton-Northfield Fire District reserves the right to award a contract without further discussions or clarification with vendors. Thus, the contents of the RFP response and all pricing, terms and statements contained therein will be binding upon vendor. Upon acceptance of the proposal by the Tilton-Northfield Fire District, the successful proposal, including all terms, conditions and pricing contained therein, will be incorporated into the awarded contract. Vendor understands that failure of the potentially successful offer or to accept this obligation may result in the selection of another offer or rejection of the submitted proposal.
- Vendor must take great care to respond to all requirements of this RFP to the maximum extent possible. Vendor must clearly identify any limitations and/or exceptions to the requirements inherent in the proposed system. Vendor further understands that alternative approaches will be given consideration if the proposed approach clearly offers increased benefits to the Tilton-Northfield Fire District and satisfies all requirements set forth herein.
- The Tilton-Northfield Fire District reserves the right to refrain from contracting with any vendor. The release of this RFP does not compel the Tilton-Northfield Fire District to purchase.
- Vendors may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by an authorized representative of the vendor must be submitted to the RFP Contact. The vendor may submit another proposal at any time up to the proposal closing date and time.
- The Tilton-Northfield Fire District is not liable for any costs incurred by vendors in the preparation and presentation of proposals and demonstrations and or needs analysis, site assessments submitted in response to this RFP.
- All materials submitted by the vendor in response to this RFP becomes the sole property of the Tilton-Northfield Fire District upon receipt of the proposal. The material contained in these responses will be appended to the final contract, further defining the contractual responsibilities of the vendor.
- The Tilton-Northfield Fire District shall not reimburse any vendor for the cost of responding to this RFP.
- Any documentation that is to be considered confidential must clearly be identified as confidential or it will become part of the public records of the Tilton-Northfield Fire District.
- The vendor shall, for the duration of the contract, employ on a full-time basis no less than three staff each holding at least one of the certifications listed in Section 4. At the District's request, as part of the RFP process, awarding of the bid, or during the contract term, the vendor shall supply proof of any and all claimed certifications.
- Upon contract termination or by written directive from the point of contact outlined above, the vendor shall immediately remove all means of access, including but not limited to remote connections and user accounts.
- The vendor agrees to make available for review (subject to non-disclosure) a copy of their security policy and/or other documentation relevant to controlling access to the District's network.

- The vendor will comply with the more restrictive of either their own security policy or the District security policy.
- Upon discovery of any suspected or confirmed breach of secure or confidential information that pertains to the District, including but not limited to credentials, the vendor will immediately notify the Tilton-Northfield Fire District first by telephone, then in writing. Such communication will detail what information was affected, and what steps have been taken to ensure that no unauthorized access to the District's network has or will occur.
- The District's purchasing policy requires competitive bids; the vendor understands that the District may be required to purchase goods and services not covered by this contract from other vendors.