



**Town of Orange
119 Belleview Ave
Orange, VA 22960**

**REQUEST FOR PROPOSAL (RFP) #2020-02
Information Technology Services**

Issue Date: July 10, 2020 • Due Date/Time: 5:00 PM, Monday, August 10, 2020

Norris E. John, Director of Finance – E-mail Address: directoroffinance@townoforangeva.org

Sealed Proposals, subject to the conditions and instructions contained herein, will be received at the above address until the time and date shown, for providing the items or services described in the RFP.

The Director of Finance, Norris E. John, is the sole contact official for the Town of Orange with respect to this RFP. All questions and/or comments should be directed to him at this e-mail address: directoroffinance@townoforangeva.org. Respondents to this RFP shall not contact, either directly or indirectly, any other employee or agent of the Town, regarding this RFP. Any such unauthorized contact may disqualify the bidder from the procurement.

PERIOD OF CONTRACT: Five years, beginning October 1, 2020, with an option to renew for five additional one year periods.
PROPOSAL SUBMISSION: Sealed proposals must be received by the Due Date/Time above, for providing the services described herein, at: Town of Orange, Department of Finance, 119 Belleview Ave., Orange, VA 22960. Proposals received after stated time and date will be returned unopened.
SOLICITATION DOCUMENTS: RFP documents, including any addenda, are available at the Town of Orange website: http://www.townoforangeva.org and the Commonwealth of Virginia's e-procurement website: http://www.eva.virginia.gov .
QUESTIONS: Questions pertaining to this RFP must be in writing (e-mail preferred) and addressed to the Director of Finance, at directoroffinance@townoforangeva.org , and must be received no later than July 23, 2020, by 5:00 p.m. prevailing local time. Oral inquiries will not be considered.

Company Name: _____	E-Mail: _____
Address: _____	Telephone: _____
City/State/Zip: _____	Fax: _____
Signature: _____	Cell: _____
Printed Name: _____	Date: _____
Title: _____	

Note: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia § 2.2-4343.1 or against a Bidder or Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

TOWN OF ORANGE, VIRGINIA
REQUEST FOR PROPOSAL (RFP #2020-02)
INFORMATION TECHNOLOGY SUPPORT SERVICES

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TOWN OF ORANGE, VIRGINIA
REQUEST FOR PROPOSAL (RFP #2020-02)
INFORMATION TECHNOLOGY SUPPORT SERVICES

I. PURPOSE:

The Town of Orange (hereinafter referred to as “Town”), is requesting proposals from qualified offerors to provide services and support to its Information Technology (“IT”) infrastructure. Offerors should be able to provide all services referenced herein, or assemble a team which can do so.

II. SCOPE OF SERVICES:

The selected offeror will provide services and support to the IT infrastructure which includes servers, storage area networks (SANs), mobile services, operating system software, peripheral computer equipment, wireless networking, software licensing administration, network connectivity. The ideal offeror will resolve computer systems and network issues in accordance with the standard and acceptable best practices for maintenance and support benchmarks. The successful offeror will be expected to organize HELP DESK service calls efficiently and to ensure that there is NO significant computer downtime during normal working hours, generally 8:00 AM to 5:00 PM. The offeror is expected to report on the status of technology issues, technical and security issues, and communicate effectively with the Town’s designated contact person.

A. Minimum Services Supported:

1. Ability to support network infrastructure: connectivity, data transmission, access points, create enterprise mesh networks, etc.
2. Ability to support network connectivity (controllers, etc.)
3. Application management, infrastructure/network and e-mail support.
4. Network (LAN/WAN) Administration
 - a. Installation, configuration, administration and maintenance of all Town of Orange network equipment, including switches, firewalls, routers, proposed load balancing equipment, cabling and other security devices.
 - b. Provide regular analysis of hardware and software, routine configuration changes and installation of patches and upgrades.
 - c. Provide alert notifications to the Town’s designated contact person in the event of failures.

- d. Complete proactive monitoring of network equipment, including bandwidth utilization and other performance indicators, and report when specified thresholds are reached.
 - e. Perform network maintenance and capacity management services and network troubleshooting.
5. Server Administration and Storage Systems (NAS/SAN)
- a. Managing computer systems, servers and networks with complex applications, databases, messaging, servers and associated hardware, software, communications and operating systems necessary for performance security, reliability and recoverability of the systems.
 - b. Managing a clustered environment virtualized with VMware technology.
 - c. Maintaining database, messaging, web and other servers and associated hardware.
 - d. Configuration management, including changes, upgrades, patches, etc.
 - e. Maintaining software, communications and operating systems necessary for the quality, security, performance, availability, recoverability and reliability of the storage systems, including space allocation, administration and maintenance procedures required for optimum operation.
6. Backup and Recovery Administration:
- a. Assist the Town of Orange when needed, to meet requirements of data backup policies. Follow procedures to handle daily, weekly and monthly backup of data, databases and servers, if the Town of Orange needs assistance.
 - b. Provide assistance with backup and recovery management that includes tape media storage, rotation and data replication. Restorations and recovery shall be simulated by testing backups periodically to ensure backup files are recoverable.
7. Preventive Maintenance of Systems:
- a. Ensure scheduled preventive maintenance for equipment is performed properly and promptly.
 - b. Retain maintenance records for equipment
 - c. Report server performance and capacity management services when specified thresholds are reached.

- d. Provide configuration management, including changes, upgrades, patch management, etc.
 - e. Provide support for the Town's applications and other specialized software products, as it relates to the operating system and hardware.
 - f. Conduct engineering, planning and design services for major system enhancements, including installations and upgrades of new or existing systems.
8. Cybersecurity:
- a. Conduct a comprehensive IT Cybersecurity Assessment for the purpose of identifying vulnerabilities in the Town's information technology infrastructure, systems, policies and practices.
 - b. Assist the Town of Orange to develop a vulnerability mitigation plan and prioritized road map of activities to enhance the Town's future Cybersecurity position. The vulnerability assessment will utilize industry best practice methodologies to ensure a standardized risk mitigation approach that will offer the highest risk reduction potential.

III. IT ENVIRONMENT:

- A. The Town has an evolving technology environment. Some systems have been virtualized, but physical components still exist.
- B. The Town of Orange network is comprised of the following:
 - a. Approximately seven (7) Windows servers
 - b. Approximately four (4) storage systems
 - c. Approximately 40 Dell and HP workstations and Dell Laptops, running a mixture of Windows 10 and Windows 7.
- C. Standard Equipment Listing (*does not include all equipment*):
 - a. Dell workstations with Windows 10 and Windows 7
 - b. HP Workstations with Windows 7
 - c. Dell Laptops with Windows 10 and Windows 7
 - d. Printers, copiers and fax machines
 - e. Dell Servers
 - f. Microsoft Share Point
 - g. VM hosted machines

h. Microsoft Office 365

IV. RECOMMENDED STAFFING REQUIREMENTS:

- A. Expertise in analyzing incidents to identify and implement required action for service restoration.
- B. Minimum Education: Four (4) year Bachelor’s Degree from an accredited U.S. school (additional two (2) years’ experience may substitute for one (1) year of education).
- C. Preferred Qualifications: Any three (3) or any three (3) equivalents of: A+, Network+, Project+, Security+, MCSE, MCSA, MCP, HDI Support Center Specialist. ITIL v3 Foundation.

V. SUPPORT HOURS

The Town of Orange, through its designated contact person will notify the offeror of the level of support required.

- a. Level I: 24 x 7 x 365 with a four (4) hour response time
- b. Level II: 8:00 AM – 5:00 PM Monday thru Friday, after hours, on-call status with a four (4) hour response time.

VI. CONFIDENTIALITY

The offeror acknowledges that certain information that it shall acquire from the Town of Orange is of special and unique character and constitutes ‘confidential information.’ Accordingly, due to the nature of business conducted by the Town of Orange, the offeror must enter into a Confidentiality Agreement ensuring the Town’s interests are protected.

VII. PRICING STRUCTURE

The Offeror shall submit to the Town a unitized pricing structure that includes the following information. The Town of Orange recognizes that labor rates are subject to negotiations during the interview phase of the solicitation.

- 1. Labor rates (per hour)
 - a. Normal rates within regular business hours
 - b. After hours and holiday rates

- c. Fees – these shall remain firm for the first two (2) years. Beginning in year three (3) of the contract, and each year thereafter, the cost shall not increase more than two and a half percent (2.5%) per year.

VIII. PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS:

A. GENERAL INSTRUCTIONS:

1. RFP Response: In order to be considered for selection, offerors must submit a complete electronic response to this RFP, clearly labeled “ORIGINAL.”
2. **PROPOSAL PREPARATION:**
 - a. The purpose of the proposal is to demonstrate the qualifications, competence and capacity of offerors seeking to provide comprehensive information technology services and support, in conformity with the requirements of this RFP. As such, the substance of proposals will carry more weight than their form or manner of presentation. Proposals should demonstrate the qualifications of the staff to be assigned to this engagement. It should also specify the offeror’s approach to meet the RFP requirements. The well prepared proposal will address each of the items outlined in the RFP. The proposal should be prepared concisely to provide a straightforward description of the offeror’s capabilities to satisfy the requirements of the RFP. The submitted proposal shall form an integral part of the resulting Contract, by reference. Offerors should therefore exercise extreme care in describing what services are included in, or excluded from the proposal.
 - b. Proposals shall be signed by an authorized representative of the offeror. All information requested should be submitted. ***Failure to submit all information required may result in the Town requiring prompt submission of missing information, and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected.*** Mandatory requirements are those required by law or regulation, or are such that they cannot be waived and are not subject to negotiation.
 - c. Proposals shall be organized in the order in which the requirements are presented in the RFP. The proposal should contain a table of contents which cross references the RFP requirements, and all pages of the proposal shall be numbered. Information which the offeror desires to present that does not fall within the requirements of the RFP, should be inserted at an appropriate place, or

be attached at the end of the proposal, and designated as additional material. *Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find there the RFP requirements are specifically addressed.*

- d. Proprietary Information: Trade secrets or proprietary information submitted by an offeror in connection with this solicitation shall not be subject to disclosure under the Virginia Freedom of Information Act; however, the offeror must invoke the protections of this section, prior to, or upon submission of the data or other materials, and must clearly identify the data or other materials to be protected, and state the reasons why protection is necessary. Offerors shall not mark sections of their proposal as proprietary if they are to be part of the basis of an award of the contract, or are otherwise of a “material” nature. Any proprietary information must be listed on the attached “Proprietary/Confidential Information Identification” form (Attachment C), and submitted with the proposal.
- e. The Town of Orange shall not be responsible for any expense incurred by the offeror in preparing and submitting a proposal, or expensed incurred related to subsequent inquiries/interviews and contract negotiations. All proposals submitted shall become property of the Town.
- f. Proposals shall be delivered as an electronic document. The subject/title line shall identify the project and closing date. Only electronic documents sent or delivered as indicated in this RFP shall be considered. Proposals must be sent to the Finance Department at directoroffinance@townoforangeva.org no later than 5:00 PM, local time, on the date specified for receipt of proposals. The intent of using electronic submissions is to reduce the use of paper, and to provide a faster, more electronic approach that would qualify offerors to be selected for interviews. Offerors so selected may be asked to make a formal presentation of their qualifications and job approach, and may be selected for final negotiations of a contract.

3. TIMELINE:

Proposal Calendar: The following is a list of key dates, up to and including the date proposals are due to be submitted.

- | | |
|---|---------------------|
| a. RFP issued | July 10, 2020 |
| b. Deadline for questions | July 23, 2020 |
| c. Deadline for issuing Addenda | July 31, 2020 |
| d. Proposals due by 5:00 PM | August 10, 2020 |
| e. Selected Offeror(s) notified/interviewed | August 25, 2020 |
| f. Contract award (approx.) | September 30, 2020. |

IX. EVALUATION CRITERIA: (Listed in order of Importance)

Each proposal will be evaluated based on the following published criteria, including compliance with the RFP instructions and the mandatory terms and conditions set forth within the RFP document. The objective of the evaluation will be to select the offeror who, in the sole discretion of the Town, offers the best value and fit for the needs of the Town. Each proposal will be evaluated on the following criteria:

1. Demonstrated ability of the offeror to comprehensively meet all services detailed in the RFP. Proven capabilities with information technology services and support, including the ability to expand capabilities and tasks described in the proposal, and to provide additional services not currently being requested.
2. Experience, technical expertise, professional competence and qualifications of proposed personnel assigned to provide the services. Comparable experience in governmental IT activities.
3. Quality Controls in place to ensure high quality service; the understanding of the Town's needs and any special processes which the offeror feels may increase its ability to perform the contract.
4. Cost of Services. Cost of services will be considered based on each service provided, as well as the cost of services in total. Any IT services and documents not detailed on the proposal pricing forms shall be provided to the Town at no cost. Offeror shall list any other free goods and/or services which may be available to the Town.
5. Submitted proposals must contain all requirements, as set out in the RFP.

X. EVALUATION PROCEDURES AND AWARD OF CONTRACT:

A. EVALUATION PROCEDURES:

1. Proposals will be evaluated, and interviews scheduled with selected offerors in accordance with the *Competitive Negotiation* method as outlined in the Virginia

Public Procurement Act. A numerical evaluation will not be used, but rather the decision will be based on the respective strengths and/or weaknesses of the offerors, perceived by the Evaluation Committee. The Town may require a formal presentation from a short-listed group of offerors, and intends to negotiate with two or more offerors, depending upon the result of this solicitation. As allowed under the Code of Virginia, if in the opinion of the Evaluation Committee, one offer is clearly more highly qualified, negotiations may be held with only that offeror.

2. The Evaluation Committee will be comprised of users and potential users from various Town Departments. The Town Staff will evaluate and rank the proposals, using the evaluation criteria stated above, and negotiate a contract in accordance with the process for competitive negotiation described in Section 2.2-4302.2 of the Virginia Public Procurement Act (VPPA).

B. AWARD OF CONTRACT:

The Town will award the contract on the basis of competitive negotiation with the most qualified offerors, consistent with the Virginia Procurement Act, Section 2.2-4300. Contract awards may be made to more than one offeror, if in its sole discretion this is deemed to be in the best interest of the Town.

Selection shall be made of two or more offerors, deemed to be fully qualified and best suited among those submitting proposals, on the basis of the evaluation factors included in the RFP, including price, if so stated. Negotiations shall then be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After conducting negotiations with this group of offerors, The Town shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror.

XI. CONTRACT TERM:

Contract terms will be for five (5) years, and may be renewed by the Town, upon written agreement by both parties, for five (5) additional one year periods, and at a reasonable time (approximately 60 days) prior to the expiration.

Pricing for the additional renewal years may be negotiated, but at no time will a single year unit price increase by more than two and one half percent (2.5%).

XII.

ATTACHMENTS

**ATTACHMENT A
SIGNATURE SHEET**

To receive consideration for award, this signature sheet MUST be returned to the Contract Officer, as it shall be part of your response:

Offeror has examined copies of all the Proposal Documents, including the following addenda:

Date:	Number:
_____	_____
_____	_____
_____	_____

Signature Requirement: My signature certifies that this bid/proposal as submitted complies with all Terms and conditions as set forth in this RFP.

My signature further certifies that this bid/proposal is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a bid/proposal for the same services, supplies or equipment, and is in all respects fair and without collusion or fraud. I understand that collusion is a violation of the Virginia Governmental Fraud Act and Federal Law, and can result in fines, prison sentences and civil damages awards. I agree to abide by all conditions of this bid/proposal, and certify that I am authorized to sign this bid/proposal for the Offeror.

By signing this bid/proposal, Offeror certifies that they are not currently debarred by the Commonwealth of Virginia or any County, City or Town from submitting bids/proposals for the type of services covered in this RFP, nor are they an agent of any person or entity that is currently so debarred.

If there are any parts of the terms and conditions that your company cannot meet, please provide specific information on an attached page.

Complete Legal Name of Company: _____

Address: _____

Signature: _____ Date: _____

Name: (type of print): _____

Official Title: _____

Federal Tax ID Number: _____

Telephone Number: _____ Fax Number: _____

E-Mail: _____

ATTACHMENT B

REFERENCES

Please provide a minimum of three (3) recent accounts/references, either governmental (preferably) or commercial that your company is servicing, has serviced or has provided similar services. Indicate length of the service provided and the name, address and telephone number of the point of contact.

Company: _____ Contact: _____

Phone: _____ Email: _____

Dates of Service: _____ Service Provided: _____

Company: _____ Contact: _____

Phone: _____ Email: _____

Dates of Service: _____ Service Provided: _____

Company: _____ Contact: _____

Phone: _____ Email: _____

Dates of Service: _____ Service Provided: _____

