

# REQUEST FOR PROPOSALS (RFP 18-26)

## INFORMATION TECHNOLOGY SERVICES

FINAL: November 16, 2018



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Portage, Indiana 46368  
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[www.nirpc.org](http://www.nirpc.org)

Requests for alternate formats of this document may be directed to [cbrown@nirpc.org](mailto:cbrown@nirpc.org).  
TTY users may also dial Relay Indiana at 711.

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# **1. PROCUREMENT OVERVIEW**

## **1.1. Description**

The Northwestern Indiana Regional Planning Commission desires to engage a qualified Information Technology (IT) firm that will be responsible for support services of the Commission's computers, laptops, servers, printers, email, phone system, internet, and website support and hosting. The firm will be responsible for providing technical support to an office staff of approximately 26 persons in the use of the IT infrastructure.

## **1.2. Background**

The Commission is a multi-purpose, area-wide planning agency representing local governments within Lake, Porter, and La Porte counties in Indiana. It is governed by a board of fifty-three Commissioners, all being elected officials. The 1,520 square mile planning area has a population of 771,815 according to the 2010 decennial census.

The Commission is a unit of government and besides being the regional council of local governments, it is the designated Metropolitan Planning Organization for transportation planning and programming in Northwest Indiana. For information please visit the Commission's website at [www.nirpc.org](http://www.nirpc.org).

## **1.3. Definitions**

**Assigned Technician:** Assigned Technician refers to the qualified IT person assigned to the Commission to provide support services to the Commission's IT infrastructure.

**Response(s):** Response(s) may refer to a quote, proposal, sealed bid, or set of qualifications that is to be submitted by the Responder.

**Responder:** Responder shall refer to a firm, agent, company, or person submitting a Response(s) to the Commission.

**Contract:** Refers to an agreement between the Responder and the Commission in which a set of terms and conditions and a scope of work are agreed upon after evaluations have determined a competitive Responder.

**The Commission:** The Commission refers to the Northwestern Indiana Regional Planning Commission.

**Solicitation:** Refers to this document.

## **1.4. Method of Procurement**

The method of procurement will be Competitive Negotiation.

## **1.5. Solicitation Schedule**

Release Date:	Friday, November 16, 2018
Deadline for Inquiries:	Friday, November 30, 2018 at 12:00pm CT
Deadline for Submittals:	Friday, December 14, 2018 at 12:00pm CT
Interview Dates:	Tuesday, December 18, 2018 and Wednesday, December 19, 2018
Award Date:	Friday, December 21, 2018
Contract Start Date:	Tuesday, January 1, 2019

## 1.6. Contact

Lisa Todd, Procurement Coordinator  
Northwestern Indiana Regional Planning Commission  
6100 Southport Road  
Portage IN 46368  
P: 219-763-6060 ext. 161  
F: 219-762-1653  
[ltodd@nirpc.org](mailto:ltodd@nirpc.org)

## 2. INSTRUCTIONS TO RESPONDERS

### 2.1. Inquiries

Any question related to this solicitation shall be directed to the contact whose name appears herein. The Responder shall not contact or ask questions of the department or agency for which the requirement is being procured. Questions shall be submitted in writing or by e-mail. Any correspondence related to a solicitation should refer to the appropriate Solicitation number, page and paragraph number. Oral interpretations or clarifications will be without legal effect. Only questions answered by formal written solicitation amendment will be binding. All questions and answers will be shared with the mail/e-mail list and posted on the Commission's website..

*It is the interested parties' responsibility to contact whose name appears herein and get added to this RFP mail/e-mail list. If the interested party is not on that mail/e-mail list, they will not be sent any addendums, questions, answers, and etc. This can be done by submitting an email to Lisa Todd, Procurement Coordinator, with the subject line:*

***RFP 18-26 – Add to Vendor List.***

All questions and clarifications are due by **Friday, November 30, 2018 at 12:00pm CT** with subject line: **RFP 18-26: Information Technology Services.**

### 2.2. Instructions for Submittal

1. Name of Responder
2. Full address of Responder's principal office
3. Responder's telephone number and email address
4. Name(s), telephone number(s), email(s), and addresses if different from above, of primary contact(s) in the Responder's organization with responsibility for responding to this solicitation and to whom matters regarding this solicitation should be directed
5. Indicate whether the Responder is an individual, partnership, corporation, or joint venture. If the Responder is a consortium, joint venture, or team, indicate the entity responsible for the Response(s).
6. A list of a minimum of three present customers must be included in the Response(s)
7. Showing of certifications and qualifications from Scope of Work
8. Escalation Procedures
9. Statement of Continuity: A Statement of Continuity is a brief document that will explain how your organization will maintain IT services in the event of a disaster or major shift in the organization. This document should detail your organizations continuity plan in the event of a (1) physical disaster that compromises your physical infrastructure, (2) a sudden personnel change, (3) or a financial crisis.

10. Service Performance Guarantees
11. Certification of insurance
12. Signed Non-Collusion Agreement (Exhibit 5.1)
13. Signed Government-Wide Disbarment and Suspension (Exhibit 5.2)
14. Cost Breakdown and Detail, 3 pages (Exhibit 5.3)
15. Company Statement on Scalability (Exhibit 5.4)

## 2.3. Evaluation and Vendor Selection

### 2.3.1. Response Evaluation

Response(s) will be subject to an initial review by the Procurement Coordinator. Interested Responders shall be deemed responsive if they conform to the essential requirements of this document which includes the specifications, terms, and conditions to be met.

All submitted Response(s) will then be reviewed by the Commission and a short list of Responses scoring highest on the criteria (through application of the evaluation criteria) will be developed. Where there are apparent deficiencies, ambiguities and uncertainties present in the Responses(s), the Commission may engage in discussions, in the manner most appropriate (either via writing or verbally), with interested Responders for the sole purpose of addressing these deficiencies, ambiguities, and uncertainties.

Responders who are on the short list may be asked to make an oral presentation to the Commission. Final selection of the successful Responder, in this case, will be made after oral presentations are received from each Responder on the short list.

Notwithstanding the above, the Commission reserves the right to select one Responder based on the original submission of the Responses, without negotiations with any Responders or without oral presentations.

### 2.3.2. Evaluation Criteria

The contract for this engagement shall be awarded to the Responder that exhibits excellent qualifications. The Commission expects the Responder to provide knowledgeable and service oriented IT services.

The following criteria will be used in evaluating Response(s) submitted in response to this Solicitation. The relative importance is shown in descending order:

Experience of organization	25
Technical capabilities	25
Demonstrated understanding of the scope of work.	15
Customer service and support	15
Past record of performance	10
Price competitiveness	5
Statement of Continuity	5

### **2.3.3. Interviews, if necessary**

After evaluating the Response(s), the Commission may wish to interview the top scoring Responders. A relatively short notice will be given to those that would be invited for an interview; therefore the notification of the date is given in advance.

### **2.4. Deadline**

All Response(s) must be received at the Commission by **Friday, December 14, 2018 at 12:00pm CST**. No Response(s) will be accepted after this time and date. The Commission reserves the right to reject any or all Response(s) received.

## **3. GENERAL CONDITIONS**

### **3.1. Right of Rejection**

The Commission reserves the right to postpone the closing/opening date for its own convenience and to reject any or all Responses(s) for any reason.

### **3.2. Responder Responsibility**

The Responder shall have the responsibility of satisfying all parts of this solicitation. It is the desire of the Commission to procure goods and services of the finest quality. No advantage shall be taken by the Responder in the omission of any part of detail that would be necessary to fully satisfy all work required in this solicitation.

### **3.3. Familiarization of Scope of Work**

Before signing a contract, each Responder shall familiarize itself with the Scope of Work, laws, regulations, and other factors affecting performance of work. It shall carefully correlate its observations with requirements of the solicitation and contract and otherwise satisfy itself as to the expense and difficulties attending the performance of the work. The signing of a Contract will constitute a representation of compliance by the Responder. There will be no subsequent financial adjustment, other than that provided by the Contract, for lack of such familiarization.

### **3.4. Responsive Response(s)**

The Commission shall award contracts only to responsible/responsive Responders who possess the potential to perform successfully under the terms and conditions of the Request for Proposals. The Responder shall affirmatively demonstrate its responsibility and, when necessary, the responsibility of any proposed Sub-Contractors.

### **3.5. Insurance Requirements**

The Responder shall procure and maintain for the duration of this contract insurance against claims for injuries to persons or damage to property that may arise from or in connection with performance of the work hereunder by the Responder, his agents, representatives, employees, or Sub-Contractors.

All insurance coverage required to be maintained or provided by the Responder must be with insurance companies licensed and admitted by the State of Indiana. All comprehensive general liability must name Northwestern Indiana

Regional Planning Commission, and all agents, employees, and board members for the agency, as additional named insured's. Certificates of Insurance shall be submitted to the Commission before the first day of the contract and when carriers or coverage limits change.

The Commission prefers the Responder have Digital Asset Loss coverage to cover costs incurred to replace, restore, or recollect data which has been corrupted or destroyed as a result of network security failure.

All insurance costs shall be at the expense of the Responder. Failure to maintain all insurance coverage for the duration of the project as listed above may result in immediate termination of contract.

### **3.6. Eligibility**

Responders must not be on the U.S. Government Excluded Parties List System of ineligible firms. The successful Responder will be required to comply with all applicable Equal Employment Opportunity laws and regulations.

## **4. SCOPE OF WORK**

### **4.1. Introduction and Purpose**

The Commission desires to engage a qualified Information Technology (IT) firm that will be responsible for support services of the Commission's computers, laptops, servers, printers, phone system, and local area network located at 6100 Southport Road, Portage Indiana 46368. The firm will be responsible for providing technical support to an office staff of approximately 26 persons in the use of the IT infrastructure. The contractor shall provide the following services beginning January 1, 2019 through December 31, 2019. The Commission shall have the right to exercise the option for two (2) additional one-year extensions in service.

### **4.2. Service Requirements**

The Commission is considering an on-site assigned technician for either 7 hours per week (1 day per week), 14 hours per week (2 days per week), or to assist remotely (no on-site technician). If the Commission decides to obtain an on-site technician, the Responder will be expected to assign a technician to be on-site at the Commission's office according to a schedule mutually agreed upon by the Commission and the Responder. It will be the responsibility of the Responder to provide a back-up assigned technician(s) on-site in the event that the primary technician is unable to be on-site when scheduled. If no on-site technician is chosen, the Responder will be expected to provide an on-site technician if an emergency were to occur.

The Contractor shall provide the following services:

- Help desk support
- Data protection services (i.e. hard drive backup, cloud, or multiple)
- Server support and maintenance
- Network administration
- Printer coordination with workstations
- Telephone system administration
- Remote access/Virtual Private Network (VPN) support, maintenance, and connectivity
- Accounting system support and maintenance
- Application support and maintenance and off-site backup
- Website hosting
- Administration of Google for Work Suite
- Assistance with equipment specifications
- Any other requirements

The Responder will be expected to respond to emergencies outside any scheduled on-site hours per week either by utilizing on-site or off-site tools when necessary. Pricing for this type of response will be included in the pricing for the scheduled on-site hours.

The assigned technician may be required to serve on an IT Committee as a technical advisor to propose solutions to new requirements, arising needs, and discuss improvements to current infrastructure when necessary.

### **4.3. Minimum Qualifications**

The minimum qualifications of the assigned technician are as follows:

- A minimum of five years of experience.
- Currently Certified as Microsoft Certified IT Professional (MCITP) or equivalent demonstration of knowledge, skills, and abilities
  - MCITP: Enterprise Support Technician or equivalent demonstration of knowledge, skills, and abilities



- MCITP: Server Administrator or equivalent demonstration of knowledge, skills, and abilities
- A+ Certified or equivalent demonstration of knowledge, skills, and abilities
- Network+ Certified or equivalent demonstration of knowledge, skills, and abilities
- Ability to interact effectively with vendor/manufacturer technical support personnel to resolve support issues with the IT Infrastructure
- Excellent organizational skills, highly effective communications skills, and ability to maintain client confidentiality.
- Manage multiple licenses for any applicable software.
- Administration of Google for Work Suite.

#### 4.4. Weekly Service Log

The assigned technician shall keep track of service tasks that arise while performing daily and routine duties. This will ensure that service tasks do not get misplaced or forgotten. The weekly service log should be completed even if there is no technician physically on-site. The assigned technician shall present, at minimum, a report for each week for management to show:

1. How many service tasks did the assigned technician do
2. What service tasks did the Assigned Technician resolve i.e. (type, time spent, etc.)
3. What were the problems; common problems
4. Routine service tasks done for the month
5. Remaining unresolved service tasks.

#### 4.5. Website Hosting and Support

##### 4.5.1. Website Hosting

The Responder shall host the Commission’s website. The website uses WordPress as its open source content management platform.

##### 4.5.2. Website Support

The Responder shall also provide:

1. Unlimited storage and unlimited bandwidth.
2. Web development assistance and updates as needed for all of the Commission’s websites which currently includes [www.nirpc.org](http://www.nirpc.org) and [www.nwicleanair.com](http://www.nwicleanair.com).
3. Manage the process of streaming video and live web casts.
4. Guidance with Google Analytics program as needed.
5. Experienced coding troubleshooter **strongly** preferred.

#### 4.6. Mass Email Services

The Responder must have the ability to troubleshoot email problems and assist staff with email issues associated with Constant Contact or any future mass email system.

#### 4.7. System Evaluation

Contractor will complete an evaluation of the Commission’s entire IT system **within 6 months** of the contract execution date and provide the following:

- How the system can be improved
- Options in operating software other than Microsoft
- The feasibility and advantages or disadvantages of going to a more mobile work environment
- Options in video conferencing
- The benefits of a cloud-based system

A cost-benefit analysis will be completed by the Contractor to allow the Commission to determine the necessary steps to move forward with future computer-based procurements.

## 4.8. IT Infrastructure

The Commission’s IT infrastructure is as follows:

SERVER	OPERATING SYSTEM
Domain Controller 1	Windows Server 2008 R2, x64, Active Directory
Domain Controller 2	Windows Server 2016 R2, Active Directory
Network Attached Storage (NAS 1)	Windows Storage Server 2008 R2 Standard x64 SP1
Terminal Servers (Fundware / ETS)	Windows Server 2008 Standard SP2
AccuFund Server	Windows Server 2012 R2
Additional Server Software	
Symantec Backup Exec 2012	
Trend Micro Client / Server Security for SMB	

Firewall and Other
Barracuda X100 Firewall
Barracuda Web Filter 300

Switches
IO-Gear KVM Switch
Cisco 2960 POE. Switches
Netgear ProSafe POE GS752TP-100NAS Smart Switch
Comcast VOIP telephone system

Client PC Operating Systems
Microsoft Windows 7 SP1
Microsoft Windows 10

Client PC Productivity Software
Microsoft Office Professional 2010
Microsoft Office Professional 2013
Microsoft Office Professional 2016

Additional Client PC Software
Trend Micro Client/Server Security
Kintra FundWare Accounting Software
AccFund, Inc. Electronic Time Sheet
ARC GIS Software
Adobe Creative Suite CS4
PEEK Vision Essentials Traffic Operations and Planning Software
WordPress for website
INRO Emme

Constant Contact
Google App Suite Application

<b>Printers</b>
HP Laser Jet P2055dn
Canon IR-ADV 8585 Copier
Konica Minolta Generic 45C-6e
Canon imagePROGRAF PRO-4000S Plotter
Brother / HL-L5200DW

## 5. EXHIBITS

## 5.1. NON-COLLUSION AFFIDAVIT

### NON-COLLUSION AFFIDAVIT

The undersigned Responder, being duly sworn on oath, says that he has not, nor has any other member, representative, or agent of the firm, company, corporation or partnership represented by him, entered into any combination, collusion or agreement with any person from bidding not to induce anyone to refrain from bidding, and that this bid is made without reference to any other bid and without any agreement, understanding or combination with any other person in reference to such bidding. He further says that no person or persons, firms, or corporation has, have or will receive directly or indirectly, any rebate, fee, gift, commission or thing of value on account of such sale.

\_\_\_\_\_  
Responder

\_\_\_\_\_  
Signature of Responder

## 5.2. GOVERNMENT-WIDE DEBARMENT AND SUSPENSION (NONPROCUREMENT):

### 49 CFR Part 29 - Executive Order 12549

#### Instructions for Certification

1. By signing and submitting this bid or proposal, the prospective lower tier participant is providing the signed certification set out below.

2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, NIRPC may pursue available remedies, including suspension and/or debarment.

3. The prospective lower tier participant shall provide immediate written notice to NIRPC if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "persons," "lower tier covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549 [49 CFR Part 29]. You may contact NIRPC for assistance in obtaining a copy of those regulations.

5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized in writing by NIRPC.

6. The prospective lower tier participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction", without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Non-procurement List issued by U.S. General Service Administration.

8. Nothing contained in the foregoing shall be construed to require establishment of system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under Paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to all remedies available to the Federal Government, NIRPC may pursue available remedies including suspension and/or debarment.

#### **"Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction"**

(1) The prospective lower tier participant certifies, by submission of this bid or proposal, that neither it nor its "principals" [as defined at 49 C.F.R. § 29.105(p)] is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) When the prospective lower tier participant is unable to certify to the statements in this certification, such prospective participant shall attach an explanation to this proposal.

\_\_\_\_\_ Signature of Responder's Authorized Official

\_\_\_\_\_ Name and Title of Responder's Authorized Official

\_\_\_\_\_ Date

### 5.3. COST BREAKDOWN AND DETAIL

Provide a yearly cost for the following:

1. Total yearly cost for remote assistance (no on-site technician) including costs of services outside normal business hours for emergencies.

SERVICE	COST
Off-site storage for accounting software backup	
Website hosting and support	
IT system evaluation and cost-benefit analysis	
Special projects	
Remote assistance	
Additional costs	
<b>TOTAL COST FOR YEAR 1</b>	
Total option cost if contract is extended into Year 2	
Total option cost if contract is extended into Year 3	

Please explain any additional costs:

(Continued on next page)

2. Total yearly cost for on-site assigned technician for 7 hours per week (1 day) including costs for services outside normal business hours for emergencies.

SERVICE	COST
Off-site storage for accounting software backup	
Website hosting and support	
IT system evaluation and cost-benefit analysis	
Special projects	
On-site technician	
Additional costs	
<b>TOTAL COST FOR YEAR 1</b>	
Total option price if contract is extended into Year 2	
Total option price if contract is extended into Year 3	

Please explain any additional costs:

(Continued on next page)



3. Total yearly cost for on-site assigned technician for 14 hours per week (2 days) including costs for services outside normal business hours for emergencies.

SERVICE	COST
Off-site storage for accounting software backup	
Website hosting and support	
IT system evaluation and cost-benefit analysis	
Special projects	
On-site technician	
Additional costs	
<b>TOTAL COST FOR YEAR 1</b>	
Total option price if contract is extended into Year 2	
Total option price if contract is extended into Year 3	

Please explain any additional costs:

## 5.4. COMPANY STATEMENT OF SCALABILITY

Briefly describe your company's abilities for the following:

1. Administrative scalability

2. Functional scalability

3. Geographical scalability

4. Load scalability

5. Generational scalability