

CENTRAL WEBER SEWER IMPROVEMENT DISTRICT
REQUEST FOR PROPOSALS
MANAGED IT SERVICES

The Central Weber Sewer Improvement District (“District”) invites individuals and firms to submit proposals to provide managed information technology services (“IT Services”) for the District’s administrative operations as specified below.

This Request for Proposals (“RFP”) is designed to provide basic information sufficient to solicit proposals from qualified firms and individuals, but (except to the extent expressly provided otherwise) is not intended to limit a proposal’s content or exclude any relevant, important, or essential information. This RFP is part of a competitive procurement process which is intended to serve the best interests of the District and its citizens. It also provides each qualified proposer responding to this RFP a fair opportunity for its services to be considered.

The contract that is awarded as a result of this solicitation will be valid for a period of up to 5-years, starting on October 1, 2024. Commencing prior to October of 2025, and each year thereafter that the contract is in effect, the IT Services provider will be allowed to submit updated costs to the District as follows: the suggested new total not to exceed cost for the ensuing 12 month period must be submitted to the District AT LEAST ninety (90) days prior to October 1 of the then current year. The parties will then have thirty (30) days to agree upon a total not to exceed cost for the following contract year. The District will review and may choose to accept the revised pricing for that year, submit a compromise figure for the IT Services provider to consider and/or terminate the contract, at the District’s option. Should the parties fail, for any reason, to agree upon a total not to exceed cost for the ensuing year at least sixty (60) days prior to October 1, the District may issue a new solicitation and select a replacement IT Services provider, in which event the contract shall expire at 11:59 p.m. on September 30 of that year. The IT Services provider will be expected and required to cooperate with the transfer of IT services to a new service provider upon the expiration or termination of the contract.

Following receipt and review of proposals, the District may choose to ask any or all proposers to make oral presentations during the evaluation process.

Note to Proposers: All questions regarding this RFP are to be submitted in writing no later than September 11, 2024, and any questions submitted after that date may not be answered. All questions and comments are to be submitted by email to Anthony Padilla at: AnthonyP@centralweberut.gov.

All submissions are subject to the District’s Purchasing Policy, the Utah Procurement Code (Title 63G, Chapter 6a of the Utah Code), and the Government Records Access and Management Act, “GRAMA”, (Title 52, Chapter 4 of the Utah Code).

Instructions to Proposers

Each proposal should be prepared simply and economically, providing a straightforward, concise description of the proposer’s capabilities to satisfy the requirements of this RFP. The proposal must contain the following information and materials, and any omissions may result in the proposal not being considered. Submission of a proposal certifies that the proposer is familiar with the work locations and the site access requirements.

Proposals will be received until **Wednesday, September 18, 2024 at 10:00 AM**. Proposals shall be delivered **in-person** to the District office at 2618 W. Pioneer Rd., Marriott-Slaterville UT, 84404, to the attention of Anthony Padilla, Purchasing Agent.

A complete and responsive proposal shall consist of a Technical Proposal and a Cost Proposal. The Cost Proposal shall be placed in a separate **sealed** envelope such that qualifications may be reviewed without seeing the total annual not to exceed cost. Proposers shall provide four (4) copies of the technical proposal and one (1) copy of the cost proposal.

A sample contract, consistent with the requirements of this RFP, may accompany the Technical Proposal and Cost Proposal, but the contract will not be taken into consideration in the evaluation of the proposal, nor will it be deemed to have been accepted or approved by the District.

Background

The District is a political subdivision of the state of Utah and is an improvement district under Title 17B, Chapter 2a, Part 4 of the Utah Code, and a special district under Title 17B, Chapter 1 of the Utah Code. The individual or firm selected to provide services to the District as provided in this RFP will be expected to have experience in providing IT services to state and/or local units of government.

The District provides sanitary sewer collection and treatment services within its service area, predominantly as a “wholesale” service, to a significant portion of Weber County and a relatively small part of Davis County, including a number of municipalities and unincorporated areas.

Timeline

The following timeline will apply to this RFP:

1. Beginning date: August 29, 2024
2. Response submission deadline: 10:00 AM on September 18, 2024
3. Evaluation committee review period: September 18 to October 4, 2024
4. Anticipated award of contract: October 19, 2024

Technical Proposal (10 page limit, not including individual resumes)

- a. **A Statement of Qualifications** - The proposal must demonstrate the qualifications of the firm or individual and experience of the staff to be assigned to this engagement. References to “firm” in this RFP include a qualified individual. The proposal shall state the size of the firm, the location of the office from which the work on this engagement is to be performed and information respecting the individuals to be employed in this engagement, including graduate and post graduate degrees, and licensing.
- b. **Managed IT Services Proposal** – Proposers are to describe their understanding of the Managed IT Services Scope of Work and how they will provide these services. Proposers shall include:
 - i. A detailed scope of Work, including a description of the methods, systems, and commitment of staff proposed.
 - ii. A description of regular on-site service.
 - iii. A description of response times for issues including any commitments to respond to requests within a specific timeframe. Response commitments may be situation dependent such as onsite, offsite, during business hours, after hours, or difficulty level.
 - iv. The contracting and billing method proposed for providing the services.
 - v. A list of any subcontractors.
- c. **Additional Services Proposal(s)** – A description of Additional Services proposed as described in the Scope of Work. Only services submitted by Proposers will be considered in scoring.
- d. **Firm experience summary** – The proposal should summarize the firm’s managed IT Services experience, including the size of and details regarding the firm’s local government experience and other relevant practical experience.
- e. **References** – At least one reference shall be from a state or local government agencies within the State of Utah. A minimum of 3 references shall be included.
- f. **Key staff resumes** – Do not count toward the 10-page limit.

Cost Proposal

Statement of not to exceed annual cost, inclusive of all labor and other costs. Proposers shall submit a total cost to provide IT Services for a 12-month period. Any costs to change IT service providers shall be included as part of the initial total annual cost. Should the successful proposer fail to notify the District in writing as least ninety (90) days prior to October 1 of the then current year regarding a requested increase to the then applicable not to exceed annual cost, the applicable not to exceed annual cost shall continue to apply to the next twelve (12) months of IT Services.

The District anticipates paying monthly for services. Proposers shall provide additional detail regarding their proposed billing method, such as a monthly flat rate or hourly rates. Details regarding billing methods for occasional additional fees for less regular tasks, such as hardware replacements, shall also be submitted but will not be included as part of the total annual cost. Proposers must identify any percentage or other markup that will be applied to purchases made on behalf of the District, such as software license renewals and hardware purchases.

The cost quote must be submitted in a separate sealed envelope. The specified not to exceed annual cost must include all direct and indirect costs, including all out-of-pocket expenses. The District will not be responsible for expenses incurred in preparing or submitting the proposal.

The cost quote sheet should include the following information:

- a. Name of firm.
- b. Certification that the person signing the cost quote is entitled to represent the firm, is empowered to submit the cost quote, and is authorized to sign a contract with the District.
- c. The cited not to exceed cost must be valid for at least the first twelve (12) months after the firm has been retained by the District (from October 19, 2024 through October 18, 2025, at a minimum). Thereafter, the not to exceed annual cost may increase as agreed to by the firm and the District, as provided in this RFP.

Managed IT System Scope of Work

Central Weber Sewer Improvement District is a special district that manages a regional wastewater conveyance and treatment system. The District's facilities are located at 2618 West Pioneer Road, Marriott-Slaterville, UT. Administrative IT Services are to be provided by a contracted Managed IT Services provider. District facilities are staffed and operated continuously, although most administrative functions requiring IT support are performed Monday – Friday between 7:00 AM and 5:00 PM. Proposers will be required to provide on-site and remote solutions at any time.

The District's Managed IT System will include the following components:

1. Approximately 36 user accounts for employees – this includes management of email, software, and service access.
 - a. Employee count does not include additional administrative profiles and accounts.
2. 25 desktop workstations.
3. 1 file server
4. System back-up (currently on-site), migration and transition to off-site back-up.
5. Managed network switches
6. Wireless access points
7. Firewall
8. Internet service provider (currently Comcast)
9. Managed connections of network printers
10. Domain and website (occasional security and registration tasks only)
11. Software functions include:
 - a. Microsoft Office tools (Office365), including email
 - b. Financial Management and Timekeeping software updates (Caselle)
 - c. Various databases and database management software packages (e.g., SQL, Antero, and Linko).
 - d. Laboratory specific firmware and software packages for interfacing laboratory equipment to PCs.
 - e. Adobe, Java, etc.

IT Services shall include all work necessary to manage the system components, as described above, for a period of 12 months with a District option to renew annually thereafter for up to 4 annual renewals, or a total contract term of 5 years. IT Service tasks shall include the following priority items, at a minimum:

- Regular site support visits (1 site visit per week, for at least 4 hours)
- 24-hour support services.
 - The majority of after-hours calls may be handled remotely, but some on-site services or emergency support may be required.
 - Support services will include a ticketing or issue tracking system that is accessible to approved District staff to manage requests.
- Asset, project, and implementation services including, but not limited to:
 - Maintain an asset inventory and recommend schedules for asset management of IT hardware and software.
 - Assist in procurement of new equipment.
 - Set up of new hardware and software assets, including transfer of data, programs, and assisting employees during setup as needed.
 - New server installations, upgrades, and migrations.
 - Server and software installations for 3rd party vendors.
 - New firewall/router configurations and installations.
 - Coordinate with software providers regarding the installation of updates and renewals as directed by District staff.
- Proactive management and monitoring of PCs, servers, networks, and firewalls, including, but not limited to:
 - Manage cyber security, ensuring regular backups, and implementing system security checks, including website.
 - Respond to cybersecurity checks or audits from other entities, as directed by the District.
 - Preventative maintenance and security updates on all devices.
 - Malware and anti-virus software protection monitoring and management.
 - System documentation.
 - Installation, configuration, and management of server software.
 - Additions/deletions/changes to server domain users.
 - Active/retired asset audit and reporting.
 - Configuration of secured VPN access for remote users and to outside systems.
 - Segregation of networks and systems as required for enhanced security.
 - Ensuring appropriate security protocols and access methods for all wireless access points, including 8 or more off-site pump station locations.
 - Configuration and maintenance of network switches and other network infrastructure.
 - Firewall configuration changes and updates.
- Manage system access for new employees and terminated users, as directed by the District.
- Provide regular status reports and participate in regular (quarterly) planning meetings with District Management.
- On-site cybersecurity employee training.

Additional Services

The District may choose to engage a proposing firm in additional work not listed as part of the Managed IT Services. These tasks are irregular, may be considered as special projects, and will be added to the Scope of Work at the District’s option. Proposers are encouraged to list and detail their qualifications and proposals to provide Additional Services to demonstrate the breadth of services available. Additional Services of interest to the District may include:

- Lease options for workstations and servers
- Printer maintenance
- Telephone system installation and/or maintenance
- Fiberoptic system installation and/or maintenance
- Security systems installation and/or maintenance, such as security cameras and access systems
- Website aesthetic and content management
- Potential VPN solutions
- Recording equipment/software for public meetings
- Other services identified by the Proposer

Evaluation Criteria

Scoring of proposals will be based on the evaluation criteria shown in **Table 1**. Failure to provide all required information may result in a lower score or cause a proposal to be deemed non-responsive. Selection will be made based on the firm receiving the highest total score. Note that the District reserves the right to reject any or all proposals, at the District’s option, and to request highest and best offers from the highest scored firms in the event of a tied score.

Table 1 Evaluation Criteria

Selection Category	Weighting Criteria	Maximum Possible Points
Proposer's ability to meet the demands of the scope of work	X 6	30
Proposer's responsiveness to the District's needs, including local presence	X 4	20
Past experience and references	X 3	15
Proposal Cost	N/A	35
Total Possible Score		100

Cost will be scored by giving the lowest proposed not to exceed annual cost the maximum possible points (35). All higher cost proposals will receive a points score using the following formula and rounding down to the nearest whole number:

$$Score = 35 * \left(\frac{Lowest\ Cost}{Proposer's\ Cost} \right)$$

For example, if Proposal A is the lowest cost proposal at \$11,000, and Proposal B is \$15,000 then Proposal A will receive 35 points and Proposal B will receive $(\$11,000 / \$15,000) \times 35 = 25.67$, rounded down to the nearest whole number, equals 25. No additional weighting criteria will be applied to cost.

Selection Process

Submitted proposals will be evaluated and scored by an Evaluation Committee. The proposer selected to provide the IT Services will be expected to timely enter into a contract with the District that is consistent with this RFP and includes such addition terms as are reasonably acceptable to the District. Should the proposer having the highest combined score fail to agree to non-cost contract terms that are reasonably acceptable to the District, the District reserves the right to reject the highest ranked proposer and enter into a contract with the next highest ranked proposer, as if that proposer had submitted the highest ranked proposal, or cancel the solicitation.

Each proposer may submit a sample engagement contract with its proposal, which contract may, in the District's discretion, form the basis of any negotiations with the selected proposer.

Addenda

In the event that it becomes necessary to revise any part of this RFP, firms that are invited to submit in response to the RFP, and any other person requesting such information, will be notified by e-mail that a copy of the addenda is available on the District's website. It is the responsibility of each firm to ensure that its contact information given to the District is correct, including the telephone number and the email address. The final date for the issuance and notifying of addenda will be five (5) days prior to the due date of the proposal in response to this RFP.

Accuracy of Proposal

All proposals will be relied upon to be true and accurate. The District will rely on this information when evaluating each submission using the criteria listed in the Evaluation Criteria section of this RFP.

Proposal Submission and Deadline

The first page of the proposal should include:

- 1. Title: “Proposal to Provide Managed Information Technology (IT) Services”

- 2. Responder information: Firm Name / RFP Contact Person
 Address
 Telephone
 E-mail

The deadline for responses is 10:00 AM, September 18, 2024. Proposals must be submitted in person at 2618 W Pioneer Rd, Marriott-Slaterville, UT 84404.

Late Submission: Proposals received after 10:00 AM mountain time, on the deadline date will not be considered.

Applicable Federal and State Laws and Regulations

The proposal, the contract with the successful firm, and the work shall conform with all applicable Federal, State, and Local government laws, rules and regulations, including but not limited to the requirements of Utah Code Ann. § 63G-12-302(3).

Employment Verification

The firm must be registered with Verified Utah, or a similar employment verification service, and so certify to the District or justify the reason for not being so registered to the satisfaction of the District.

Required Insurance Policies

The successful firm will be required to secure and maintain the following policies of insurance:

- 1. Workers’ compensation and employer’s liability insurance as required by the State of Utah unless a waiver of coverage is allowed and acquired pursuant to Utah law. This requirement includes proposers who are doing business as an individual and/or as a sole proprietor, as well as corporations, limited liability companies, joint ventures and partnerships. Except as specifically identified in the proposal or authorized in writing by the District, none of the work is to be subcontracted.

- 2. Professional liability insurance with a minimum policy covering damages caused by an act, error, or omission or any negligent act, with coverage of not less than \$1,000,000 per occurrence and in the aggregate. (The District is not to be an additional insured on professional liability insurance).

Any insurance coverage required herein that is written on a “claims made” form, rather than on an “occurrence” form, shall (i) provide full prior acts coverage or have a retroactive date effective before the date of the contract between the District and the successful firm, and (ii) be maintained for a period of at least 3 (three) years following the end of the term of the said contract or contain a comparable “extended discovery” clause. Evidence of current extended discovery and the purchase options available upon policy termination shall be provided to the District.

All policies of insurance shall be issued by insurance companies licensed to do business in the State of Utah and either:

1. Currently rated A- or better by A.M. Best Company; or
2. Listed in the United States Treasury Department’s current Listing of Approved Sureties (Department Circular 570) as amended.

The successful proposer shall furnish certificates of insurance, acceptable to the District, verifying the foregoing matters concurrent with the execution of the contract with the District and thereafter as required. All required certificates and policies shall provide that coverage thereunder shall not be canceled or modified without providing at least 30 (thirty) days prior written notice to the District. In the event the successful offeror fails to maintain and keep in force any insurance policy as required herein, the District shall have the right, at its sole discretion, to obtain such coverage and reduce payments to said proposer by the costs of said insurance.

Contract

A contract may be awarded (pending successful contract negotiations) to the responder whose proposal has the highest score, taking into consideration price and other evaluation factors described in this RFP.

In accordance with the Utah Procurement Code, the District reserves the right to award the contract to a technically lower-cost responder that scored lower than the highest scoring responder if, based on a cost benefit analysis required by the Utah Procurement Code, the highest scoring responder will not provide the best value to the District.

Protected Information

As a governmental entity, the District is subject to the Government Records Access and Management Act, Title 63G, Chapter 2 of the Utah Code (“GRAMA”), and cannot guarantee that information provided in a proposal will not be subject to disclosure under GRAMA.

Cost of Responding to RFP and Contract Negotiations

All expenses relating to responding to this RFP, including, but not limited to, preparing, submitting, and presenting a proposal, attending meetings in relation to this RFP, discussions, and all travel, dining, lodging, and communication expenses will be borne by the proposing firm. The District assumes no liability for any costs incurred by a firm in responding to this RFP.

All expenses of the successful responder relating to conducting contract negotiations, including but not limited to drafting, research, legal review, preparation, attending meetings, site visits, travel, dining, lodging, and communication expenses, will be borne by the firm.

A firm may not bill for any expense that was incurred prior to the time that the contract is signed and the District authorizes the proposer to proceed with the work.