

## LOWER MAKEFIELD TOWNSHIP

### REQUEST FOR PROPOSALS

#### 2025 - 2027 MANAGED INFORMATION TECHNOLOGY SERVICES

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The Township of Lower Makefield is soliciting Requests for Proposals (RFPs) from interested and qualified firms for Managed Information Technology Services for a term beginning January 1, 2025, through December 31, 2027.

One original response to this Request for Proposals, including this RFP document and all required documents, shall be delivered electronically to [dkratzer@lmt.org](mailto:dkratzer@lmt.org) to the attention of David W. Kratzer, Jr., Township Manager, 1100 Edgewood Road, Yardley, PA 19067 by no later than **4:00PM on Friday, September 27, 2024**. Late proposals will be rejected.

All documents/information submitted in response to this solicitation shall be available to the general public. Lower Makefield Township will not be responsible for any costs associated with the oral or written and/or presentation of the proposals. Lower Makefield reserves the right to reject any and all proposals, with or without cause, and waiver any irregularities or informalities in the proposals. Lower Makefield Township also reserves the right to negotiate with all qualified sources, or to cancel in part or in its entirety the RFP when the township determines that such action is in its best interests.

Lower Makefield further reserves the right to make such investigations as it deems necessary as to the qualifications and any and all respondents submitting proposals.

#### **I. Qualification Requirements:**

##### A. Vendor/Firm qualifications:

1. Must have a minimum of ten (10) years' experience in computer networking, government technology support and consulting services with demonstrated experience in maintaining multiple computer networks and domains, computer hardware such as servers, switches, routers, hubs, power back-ups, PCs, laptops and telecommunications equipment; common operating platforms, standard software applications, specialized software applications, cyber-security protection, spam control and firewalls; along with guiding public agencies or businesses on network and communications systems infrastructure and upgrades (inclusive of ancillary hardware and software).

Note: maintenance of the Township's website is not a component of this contract.

2. Give a *brief* summary of your company's history in providing the services outlined above. (Include/Attach in your response to this RFP.)
3. Attach documentation demonstrating that your firm has current membership in the following programs:

- Microsoft Certified Partner
- Microsoft Azure Cloud Certification

**B. Technical staff qualifications:**

The Vendor/Firm’s technical staff’s qualifications, for technicians and consultants to be assigned to provide services under a contract with Lower Makefield Township, must encompass thus:

Certifications – Technicians:

- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Certified Professional (MCP)
- CompTIA A+ Certification
- Certification in Criminal Justice Information Systems (CJIS)
- Datto Partner and Certifications

Staff Competencies:

- VMWare ESX Infrastructure Virtualization
- Microsoft Server 2012 and/or newer version(s)
- Microsoft SQL Server 2014 and/or newer version(s)
- HP Networking Technologies
- Synergy DE Application Framework
- Sophos Security Gateway Firewall/VPN technologies
- Microsoft Active Directory in multi-site, multi-forest, multi-domain environment
- Portal Administration/ Microsoft Online Portal/ Office 365 Administration
- Ubiquiti Wireless Network Devices
- Certified Datto Technical Specialist
- Cyber-security requirements of federal CJIS
- Fiber, Cabling and connectivity solutions experience with Verizon and Comcast.

\_\_\_\_\_By initialing, the vendor/firm warrants that it employs multiple technicians/engineers on staff with documented competency in the areas listed above, all of whom will be available, as necessary, to provide services to the Township.

C. Background checks:

The vendor/firm agrees to require all technicians assigned to the contract to undergo a criminal history records check by submitting their fingerprints to the Lower Makefield Township Police Department prior to performing any services on behalf of the Township. Notwithstanding, the Township may accept the results of a criminal history search performed by another local police agency and/or the State Police if such records check was performed within three years of July 1, 2024, and the results are disclosed by the other agency to the Lower Makefield Township Police Chief.

Note: In special circumstances, the Township reserves its right to waive this requirement to meet an emergent need or respond to a network breach.

**II. Performance Capabilities:**

Vendor/Firm warrants that it has sufficient technological and staff capacity to provide remote telephonic support 24 hours per day/7 days per week/52 weeks per year and continuous monitoring of all critical systems and network components and can provide telephonic Emergency Service within one (1) hour of being contacted. By initialing, the vendor/firm agrees that it will confer with the Township to establish critical service level parameters for network and server performance, as well as communications equipment up-time (provided that the service disruption is not caused by the Internet Services Provider(s) used by the Township).

Vendor/Firm agrees to provide on-line managed image-based off-site data backup of up to four (4) Terabytes of critical system data to a minimum Tier 2 secure facility, and maintain such archived data as required by Township policy, State and/or federal regulations. Attach your backup strategy that will be used to protect the township's data stored both on-prem & in the cloud.

A. Performance statistics:

(Please respond based upon your firm's book of business for its most recently concluded fiscal year.)

Note: "after hours" service requests are defined as all calls or emails to the Help Desk (by whatever nomenclature is used, e.g., IT service center, tech support, etc.) received outside of the standard Monday through Friday business workweek or on federally recognized holidays.

- Average time (in minutes) to answer/respond to service requests during normal business hours.
- Average time (in minutes) to identify and completely resolve the problem expressed in the service request received during normal business hours.

The Township occasionally requires after hours response.

- Average time (in minutes) to answer/respond to after-hours service requests.
- Average time (in minutes) to identify and resolve the problem expressed in the after-hours service request.
- Number of technicians, on average, assigned to respond to after-hours service requests.

Does your firm use Multi-Form Factor Authentication when connecting to client resources? If yes, please explain the system they will be used.

What Quality Assurance methods does your firm utilize to ensure that the end user's problem was completely and satisfactorily resolved? (Explain.)

**B. Firm Assurances:**

State the date of your firm's most recent independent security audit and provide the contact information for the company providing the audit.

What changes (if any) were made to the firm's operations in response to the independent security audit?

Indicate *how frequently*, along with the most recent date the firm reviewed and updated its:

Incident Response Plan

Disaster Recovery Plan

Business Continuity Plan

What data loss prevention tools does your firm use or have experience in? (For software, be sure to identify version.)

Will your firm's technicians be able to access the Township's network, software and work stations using mobile devices?

If so, describe the security measures to ensure the mobile device is safeguarded.

### C. Specialized Knowledge:

Indicate (attach a one page summary of) your firm's experience with any cyber-security requirements and/or proprietary software privacy requirements for applications *utilized by Pennsylvania municipal law enforcement agencies* for the purposes of uploading, storing and/or accessing criminal and/or traffic records, reports or investigative files, or dashcam/ body worn camera video or audio footage, and which require strict compliance with standards established by the Penna. Office of the Attorney General, Division of State Police and/or higher federal authority including, but not limited to information stored in the Criminal Justice Information System or in the National Criminal Information Center.

Indicate (attach a one-page summary of) your firm's experience with managing an operating system that hosts Bucks County CAD software platform for core municipal activities (finance, payroll, procurement, HR, benefits), Spatial Data Logic – SDL Municipal Management software or a comparable software platform designed for processing core public agency transactions/ activities.

Indicate (attach a brief summary of) any experience your firm may have with cyber- security regulations required by Penna. Municipal Insurance Providers such as Vulnerability Studies, Internal and External Penetration Testing and Multi-Factor Authentication (MFA).

### **III. Duties and Responsibilities:**

Routine Responsibilities:

- Provide on-site support by Microsoft Certified technicians for no less than eight (8) hours per week during normal business hours (ordinarily one day per week), along with unlimited phone support. (Note: the assigned technician should have sufficient flexibility as to days and hours to meet the Township's operational needs and have an active Level 4 Security Awareness Certification from CJIS.)
- Service, configure and optimize the performance of all Township owned and operated computer systems, including approximately Eighty-five (85) workstations/laptops, servers, and specialty equipment/ systems are currently Hosted.
- Troubleshoot and provide possible repair to internet or domain connectivity, mobile device connectivity, email and other common problems with connectivity to all areas.
- Provide remote and on-site management of all applications, data, server and files including ancillary equipment such as MFDs, printers and scanners. (Note: there are mobile data terminals installed in police vehicles that are part of these responsibilities.)
- Provide 24 x 7 x 52 monitoring of all critical systems and network components. All system events and critical service parameters must be monitored with appropriate alerting when parameters exceed specified operating ranges.
- As needed, coordinate and/or oversee the installation of enterprise/ proprietary software in conjunction with proprietary software vendors to ensure that system requirements will support said software and/or can be hosted or maintained, and assist as necessary with connecting software to PCs, laptops, tablets and/or other mobile devices.

- Coordinate IT/IS requirements within and between Township departments and, where necessary, establish credential VPNs for remote end users. All remote connections to township are required to be protected by MFA.
- Maintain, install, diagnose and repair all hardware and standard software as needed, including providing VOIP support and support for security camera systems. (Note: installations of common hardware and standard software should ordinarily occur on the day the assigned technician works on-site.)
- Provide remote telephonic support 24 hours per day, 7 days per week, 52 weeks per year via an on-call technician and Emergency Service with a one (1) hour response time.
- Schedule and perform any major equipment upgrades (e.g., servers, switches, telecommunication equipment, etc.) and service packs or security upgrades prior to or after standard business hours upon reasonable notice to the Township. All operating system & application updated are to be pushed out during a predefined maintenance window that is agreed upon by the Township and the vendor.
- Provide technical insight on the use of electronic records information management systems to store records, as requested, to ensure compliance with County and State Division of Archives and Records Management (or DORES) requirements for e-records.
- Provide technical insight and guidance on adapting to shifting technological work requirements due to epidemics, pandemics or other circumstances which necessitate secured remote end user access to electronic records, data and software applications and the convening of business meetings and public meetings using audio-visual platforms that comply with the Penna. Open Public Meetings Act, when applicable, and do not compromise the Township's network, telecom systems, hardware or software.
- Configure and install appropriate software on newly acquired electronic devices for employees (to be done along with routine IT functions during the day is onsite (this will only occur very occasionally)

Cyber-security and consulting responsibilities:

- Advise and recommend to the Township policies regarding acceptable computer use and best practices to safeguard its networks and computing infrastructure, as well as for encrypting financial transactions and protecting data containing personal identification information.
- Manage, maintain and regularly test virus/spam protection software and provide Penetration and Vulnerability testing providing quarterly audits and response plans.
- Install, manage, monitor and maintain network firewalls and patches, and make immediate repairs when breaches or attempted breaches occur.
- Develop a critical incident response/ disaster recovery plan for Township networks, hardware and telecommunications equipment/ systems and designate and sustain a Computer Security Incident Response Team to promptly address such incidents.

- Regularly evaluate network security and security software/ updates and perform periodic vulnerability scans in accordance with industry standards.
- Promptly inform Township officials by no later than the next business day of any cyber- security incidents whether or not any data was compromised.
- Upon request, assist the Township with Budget and Technology planning and recommendations, provide quotes and acquisition support for equipment and software using Government Contracts to provide the best pricing value.
- Recommend software upgrades or replacement software, as necessary, to safeguard the Township's networks, computing infrastructure and telecommunications facilities.
- If recommending the Township move to partial or full cloud-based solutions/applications or data storage, ensure that due diligence is exercised and that such solutions/applications or data storage is hosted on dedicated servers or in FedRAMP Moderate Impact Level Authorized cloud environments.
- Make unbiased recommendations relating to the purchase of hardware and software to support operational requirements of each Township department; recommendations should take into account the interoperability and compatibility of existing or projected systems.
- Make unbiased recommendations relating to the acquisition or purchase of upgraded telecommunications equipment or facilities, common software packages, common software applications, browsers, etc.

Miscellaneous:

- Provide end user training for MS Office products as requested.
- Maintain the Township's Active Directory and domains to include creating, disabling and archiving end user accounts, and establishing access to network shares/ folders/ drives.
- Recommend and/or arrange for the procurement of replacement hardware in a fashion that ensures consistency of device type, performance capabilities and interoperability with existing servers, networks, telecom and other equipment.
- Ensure that any and all replacements or repairs to equipment under warranty are handled in accordance with the warranty provisions.
- Submit a monthly performance report by not later than the 15<sup>th</sup> of the following month listing summary service requests during normal business hours and after hours, response times, number and type of service patches or software upgrades installed, network/system uptime, the assigned technician's activities while on site and any other relevant information requested by the Township.

\_\_\_\_\_ By initialing here, vendor/firm agrees to perform all of the tasks outlined in Sec. III above, and within the scope and intent of the responsibilities above, if awarded a contract.

**Pricing and terms:**

Payment under said contract shall be made monthly – See Sec. V.6. below. The Township is a government agency and is tax exempt. The successful vendor shall comply with all employment and labor laws of the State of Pennsylvania.

State your firm’s monthly fee for performing all of the tasks outlined in Sec. III above except as indicated below:

\$ \_\_\_\_\_ per month

Additional fees:

\$ \_\_\_\_\_ per hour for performing additional **on-site** services during normal business hours (on days/ times *other than* 8 hours per week included in the above monthly fee).

\$ \_\_\_\_\_ per hour for performing additional **on-site** services during after-hours (as defined in Sec. II above).

State your firm’s monthly fee for providing managed image-based off-site data backup of up of critical system data to a minimum Tier 2 secure facility (Datto or equivalent Cloud Storage):

\$ \_\_\_\_\_

List what partnerships you have with IT hardware and software providers?

State your firm’s monthly fees to furnish the following licenses or software using, where possible, established Government Pricing Plans:

\$ \_\_\_\_\_ MS Project Plan

\$ \_\_\_\_\_

\$ \_\_\_\_\_ MS 0365 Business Standard

\$ \_\_\_\_\_

\_\_\_\_\_ MS Exchange Online – Plan 2

MS Hosted Exchange Online – Plan 1



\$ \_\_\_\_\_ MS Hosted Exchange Online – Plan 1  
\$ \_\_\_\_\_ Annual Sophos Firewall Subscription cost

Note: for MS 0365 licenses, the Township reserves its rights to modestly increase or decrease needed quantities by +/- 10%.

Note: pricing for all pass-through fees for licenses, subscriptions, equipment, etc., is exempt from sales tax.

The Township reserves the right to revise or cancel said contract with a 60-day written notice to the successful vendor.

#### **IV. MANDATORY CONTRACT REQUIREMENTS**

NOTE: The proposed vendor/firm agrees to incorporate the entire contents of this RFP package as an attachment to the vendor/firm’s proposed form of contract; the express terms of the RFP package take precedence over conflicting terms in the vendor/firm’s proposed form of contract.

##### **1. INSURANCE AND INDEMNIFICATION**

A. The insurance documents indicated by an (X) shall include but are not limited to the following coverages.

  X   I. General Liability:

A. Commercial General Liability with a \$1,000,000 per occurrence and \$2,000,000 aggregate for Bodily Injury, Personal and Advertising Injury and Property Damage including Blanket Contractual Liability, Products Liability.

B. Contractor’s insurance to be primary and non-contributory.

C. 60-day notice of intent to cancel, non-renew, or make material change in coverage.

D. Municipality to be named as “Additional Insured.”

  X   II. Automobile Liability:

A. \$1,000,000 Combined Single Limit of Liability for Bodily Injury and Property Damage per accident.

B. Coverage to include “Owned, Non-Owned, and Hired” automobile.

X   III. Workers' Compensation/Employer's Liability:

- A. Certificate of Insurance indicating "statutory" limits.
- B. 60-day notice of intent to cancel, non-renew or make material changes in coverage.
- C. Employer's Liability, \$1,000,000.

  X   IV. Cyber Security and Privacy Liability Insurance.

- A. \$1,000,000 per occurrence or claim
- B. 60-day notice of intent to cancel, non-renew or make material change in coverage
- C. Said policies shall contain the following coverage:
  - 1. Liability arising from the theft, dissemination and/or use of confidential or proprietary information, including but not limited to, personally identifiable information (PII), protected health information (PHI), security codes, access codes, passwords, security codes or personal identification numbers (PINS), if applicable;
  - 2. Notification costs, credit monitoring and other expert services, regulatory fines and defense costs for claims or suits in relation to Par. C.1. above;
  - 3. Network security liability arising from unauthorized access to, use of, or tampering with computer systems, including hacker attacks;
  - 4. Liability arising from the introduction of a computer virus into, or otherwise causing damage to the vendor's (first party) or Township's computers, computer system, communications system or network, or similarly related property and the data, software and programs thereon;
  - 5. Liability arising from professional misconduct or lack of the requisite skill required for the performance of services defined in the contract or agreement.
- D. Municipality to be named as "Additional Insured."

       V. Other Forms of Insurance Required:

B. CERTIFICATES OF THE REQUIRED INSURANCE

Certificates of Insurance for the coverages required above shall be submitted with the RFP. Such coverage shall be with an insurance company authorized to do business in the State of Penna. and shall name the Township as an additional insured.

Self-insured contractors shall submit an affidavit attesting to their self-insured coverage and shall name the Township as an additional insured.

### C. INDEMNIFICATION

Proposer agrees that it shall indemnify, save harmless and defend the Township of Lower Makefield, its elected and appointed officials, its employees, agents, volunteers and others working on behalf of the Township, from and against any and all claims, losses, costs, attorney's fees, damages, or injury including death and/or property loss, expense claims or demands arising out of or caused or alleged to have been caused in any manner by a defect in any equipment, materials or services supplied under the Proposal/ Agreement or by the performance of any work under the Proposal/ Agreement, including all suits or actions of every kind or description brought against the Township, either individually or jointly with the Proposer for or on account of any damage or injury to any person or persons or property, caused or occasioned or alleged to have been caused by, or on account of, the performance of any work pursuant to or in connection with the Proposal/ Agreement, or through any negligence or alleged negligence in safeguarding the work area, or through any act, omission or fault or alleged act, omission or fault or alleged act, omission or fault of the Proposer, its employees, subcontractors/ sub-consultants or agents.

### 2. **METHOD OF CONTRACT AWARD**

A. The length of the contract shall be for the period of January 1, 2025 through December 31, 2027. Pursuant to the requirements of this RFP solicitation shall be subject to the availability and appropriation of sufficient funds annually.

B. The Township shall evaluate all complete proposals submitted by qualifying vendors as of the submission deadline.

C. An award of contract shall be based upon the cumulative score of the proposals weighted thus: firm qualifications (10%); technical staff qualifications (10%); performance capabilities/ statistics (10%); firm assurances (10%); specialized knowledge (20%); and pricing (40%).

D. The vendor/firm shall submit a proposed form of contract which shall be included as part of the proposal package.

E. The vendor/firm shall note any deviations from the proposal package; exceptions must be formally accepted by the Township.

F. In the event of a tie, the Township reserves the right to award equal or tie bids to any of the tied proposers.

### 3. **ADDITIONAL QUESTIONS FOR PROSPECTIVE RESPONDENTS**

1. A copy of your Commonwealth of Pennsylvania Business Registration Certificate.
2. A copy of your Equal Opportunity Employment policy.
3. A copy of your Americans with Disabilities Act policy.

4. Disclosure of Political Contributions (last five years) to candidates and/or campaigns in Lower Makefield Township.
  - i. Any amount of currency
  - ii. Any other monetary or in-kind (goods or services) contributions in excess of \$250 in the aggregate from one source
5. Attach a list of contracts with public agencies in the vicinity of Bucks County (up to a maximum of 10 agencies) indicating the name of the public agency, the term of the contract, a summary description of the nature of the contract, the number of end users serviced. The contract listing may encompass contracts covering the years 2019 through the present.
6. Have any of your employees previously or currently work for Lower Makefield Township? If so, please provide names and dates of employment.
7. Do any of your staff have family members that have or currently work for Lower Makefield Township? If so, please provide names and dates of employment.
8. Provide a list of all lawsuits against your firm within the last five years. Include name, date, and description of the lawsuit. If an outcome was reached, please provide a description and any associated monetary values.
9. Has your firm been found to be in violation of any Federal, State, or local laws or regulations in the last five years? If so, please provide a description of each violation and associated remedy and/or action taken.