



BOARD OF CONTRACT AND SUPPLY
CITY OF PROVIDENCE, RHODE ISLAND

REQUEST FOR PROPOSALS

Item Description: **IT MANAGED SERVICES (EXPIRES 6-30-28)**

Date to be opened: **TUESDAY, JANUARY 17, 2023**

Issuing Department: **PROVIDENCE WATER**

QUESTIONS

- Please direct questions relative to the bidding process, how to fill out forms, and how to submit a bid (Pages 1-8) to Purchasing department.
 - Phone: (401) 680-5264
 - Email: purchasing@providenceri.gov
 - Please use the subject line “**RFP Question**”
- Please direct questions relative to the Minority and Women’s Business Enterprise Program and the corresponding forms (Pages 9-13) to the MBE/WBE Outreach Director for the City of Providence, Grace Diaz
 - Phone: (401) 680-5766
 - Email: gdiaz@providenceri.gov
 - Please use subject line “**MBE WBE Forms**”
- Please direct questions relative to the specifications outlined (beginning on page 14) to the issuing department’s subject matter expert:
 - Stephen Colman - stevec@provwater.com
(401) 521-6300 ext. 7124

Pre-bid Conference

IT Managed Services Pre-Bid Meeting
Tuesday, December 20, 2022 at 1:00 PM (Eastern Time)

Please join my meeting from your computer, tablet or smartphone. <https://meet.goto.com/pw-stevec>
You can also dial in using your phone.
United States: +1 (571) 317-3122
Access Code: 603-672-085

Get the app now and be ready when your first meeting starts: <https://meet.goto.com/install>



**BOARD OF CONTRACT AND SUPPLY
CITY OF PROVIDENCE, RHODE ISLAND**

INSTRUCTIONS FOR SUBMISSION

Bids may be submitted up to **2:15 P.M.** on the above meeting date at the **Department of the City Clerk, Room 311, City Hall, 25 Dorrance Street, Providence.** At 2:15 P.M. all bids will be publicly opened and read at the Board of Contract Meeting in the City Council Chambers, on the 3rd floor of City Hall.

- Bidders must submit **2 copies** of their bid in sealed envelopes or packages labeled with the captioned **Item Description** and the **City Department to which the RFP and bid are related and must include the company name and address on the envelope as well.** (On page 1).
- If required by the Department, please keep the original bid bond and check in only one of the envelopes.
- Communications to the Board of Contract and Supply that are not competitive sealed bids (i.e. product information/samples) should have **“NOT A BID”** written on the envelope or wrapper.
- Only use form versions and templates included in this RFP. If you have an old version of a form **do not recycle it for use in this bid.**
- The bid envelope and information relative to the bid must be addressed to:

**Board of Contract and Supply
Department of the City Clerk – City Hall, Room 311
25 Dorrance Street
Providence, RI 02903**

****PLEASE NOTE:** This bid may include details regarding information that you will need to provide (such as proof of licenses) to the issuing department before the formalization of an award.

*This information is **NOT** requested to be provided in your initial bid by design.*

All bids submitted to the City Clerk become public record. Failure to follow instructions could result in information considered private being posted to the city’s Open Meetings Portal and made available as a public record. The City has made a conscious effort to avoid the posting of sensitive information on the City’s Open Meetings Portal, by requesting that such sensitive information be submitted to the issuing department only at their request.



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BID PACKAGE CHECKLIST

Digital forms are available in the City of Providence Purchasing Department Office or online at

<http://www.providenceri.gov/purchasing/how-to-submit-a-bid/>

The bid package **MUST** include the following, in this order:

- Bid Form 1: Bidder's Blank as the cover page/ 1st page (*see page 6 of this document*)
- Bid Form 2: Certification of Bidder as 2nd page (*see page 7 of this document*)
- Bid Form 3: Certificate Regarding Public Records (*see page 8 of this document*)
- Forms from the Minority and Women Business Enterprise Program: Based on Bidder Category. *See forms and instructions enclosed (pages 9-13) or on: <https://www.providenceri.gov/purchasing/minority-women-owned-business-mbewbe-procurement-program/>*

***Please note: MBE/WBE forms must be completed for EVERY bid submitted and must be inclusive of ALL required signatures. Forms without all required signatures will be considered incomplete.**

- Bidder's Proposal/Packet: Formal response to the specifications outlined in this RFP, including pricing information and details related to the good(s) or service(s) being provided. Please be mindful of formatting responses as requested to ensure clarity.
- Financial Assurance, *if requested* (as indicated on page 5 of this document under "Bid Terms")

All of the above listed documents are REQUIRED. (With the exception of financial assurances, which are only required if specified on page 5.)

*****Failure to meet specified deadlines, follow specific submission instructions, or enclose all required documents with all applicable signatures will result in disqualification, or in an inability to appropriately evaluate bids.**



BOARD OF CONTRACT AND SUPPLY
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NOTICE TO VENDORS

1. The Board of Contract and Supply will make the award to the lowest qualified and responsible bidder.
2. In determining the lowest responsible bidder, cash discounts based on preferable payment terms will not be considered.
3. Where prices are the same, the Board of Contract and Supply reserves the right to award to one bidder, or to split the award.
4. No proposal will be accepted if the bid is made in collusion with any other bidder.
5. Bids may be submitted on an “equal in quality” basis. The City reserves the right to decide equality. Bidders must indicate brand or the make being offered and submit detailed specifications if other than brand requested.
6. A bidder who is an out-of-state corporation shall qualify or register to transact business in this State, in accordance with the Rhode Island Business Corporation Act, RIGL Sec. 7-1.2-1401, et seq.
7. The Board of Contract and Supply reserves the right to reject any and all bids.
8. Competing bids may be viewed in person at the Department of the City Clerk, City Hall, Providence, immediately upon the conclusion of the formal Board of Contract and Supply meeting during which the bids were unsealed/opened. Bids may also be accessed electronically on the internet via the City’s [Open Meetings Portal](#).
9. As the City of Providence is exempt from the payment of Federal Excise Taxes and Rhode Island Sales Tax, prices quoted are not to include these taxes.
10. In case of error in the extension of prices quoted, the unit price will govern.
11. The contractor will **NOT** be permitted to: a) assign or underlet the contract, or b) assign either legally or equitably any monies or any claim thereto without the previous written consent of the City Purchasing Director.
12. Delivery dates must be shown in the bid. If no delivery date is specified, it will be assumed that an immediate delivery from stock will be made.
13. A certificate of insurance will normally be required of a successful vendor.
14. For many contracts involving construction, alteration and/or repair work, State law provisions concerning payment of prevailing wage rates apply ([RIGL Sec. 37-13-1 et seq.](#))
15. No goods should be delivered, or work started without a Purchase Order.
16. **Submit 2 copies of the bid to the City Clerk, unless the specification section of this document indicates otherwise.**
17. Bidder must certify that it does not unlawfully discriminate on the basis of race, color, national origin, gender, gender identity or expression, sexual orientation and/or religion in its business and hiring practices and that all of its employees are lawfully employed under all applicable federal, state and local laws, rules and regulations. (See Bid Form 2.)



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BID TERMS

1. Financial assurances may be required in order to be a successful bidder for Commodity or Construction and Service contracts. If either of the first two checkboxes below is checked, the specified assurance must accompany a bid, or the bid will not be considered by the Board of Contract and Supply. The third checkbox indicates the lowest responsible bidder will be contacted and required to post a bond to be awarded the contract.
 - a) A certified check for \$_____ must be deposited with the City Clerk as a guarantee that the Contract will be signed and delivered by the bidder.
 - b) A bid bond in the amount of _____ per centum (%) of the proposed total price, must be deposited with the City Clerk as a guarantee that the contract will be signed and delivered by the bidder; and the amount of such bid bond shall be retained for the use of the City as liquidated damages in case of default.
 - c) A performance and payment bond with a satisfactory surety company will be posted by the bidder in a sum equal to one hundred per centum (100%) of the awarded contract.
 - d) No financial assurance is necessary for this item.
2. Awards will be made within **sixty (60) days of bid opening**. All bid prices will be considered firm, unless qualified otherwise. Requests for price increases will not be honored.
3. Failure to deliver within the time quoted or failure to meet specifications may result in default in accordance with the general specifications. It is agreed that deliveries and/or completion are subject to strikes, lockouts, accidents and Acts of God.

The following entry applies only for COMMODITY BID TERMS:

4. Payment for partial delivery will not be allowed except when provided for in blanket or term contracts.

The following entries apply only for CONSTRUCTION AND SERVICE BID TERMS:

5. Only one shipping charge will be applied in the event of partial deliveries for blanket or term contracts.
6. Prior to commencing performance under the contract, the successful bidder shall attest to compliance with the provisions of the Rhode Island Worker's Compensation Act, RIGL 28-29-1, et seq. If exempt from compliance, the successful bidder shall submit a sworn Affidavit by a corporate officer to that effect, which shall accompany the signed contract.
7. Prior to commencing performance under the contract, the successful bidder shall, submit a certificate of insurance, in a form and in an amount satisfactory to the City.



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BID FORM 1: Bidders Blank

1. Bids must meet the attached specifications. Any exceptions or modifications must be noted and fully explained.
2. Bidder's responses must be in ink or typewritten, and all blanks on the bid form should be completed.
3. The price or prices proposed should be stated both in **WRITING** and in **FIGURES**, and any proposal not so stated may be rejected. **Contracts exceeding twelve months must specify annual costs for each year.**
4. Bids **SHOULD BE TOTALED** so that the final cost is clearly stated (unless submitting a unit price bid), however **each item should be priced individually**. Do not group items. Awards may be made on the basis of *total* bid or by *individual items*.
5. All bids **MUST BE SIGNED IN INK.**

Name of Bidder (Firm or Individual): _____

Contact Name: _____

Business Address: _____

Business Phone #: _____

Contact Email Address: _____

Agrees to bid on (Write the "Item Description" here): _____

If the bidder's company is based in a state *other than Rhode Island*, list name and contact information for a local agent for service of process that *is located within Rhode Island* _____

Delivery Date (if applicable): _____

Name of Surety Company (if applicable): _____

Total Amount in Writing*: _____

Total Amount in Figures*: _____

**** If you are submitting a unit price bid, please insert "Unit Price Bid"***

Use additional pages if necessary for additional bidding details.

Signature of Representation

Title



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BID FORM 2: Certification of Bidder
(Non-Discrimination/Hiring)

Upon behalf of _____ (Firm or Individual Bidding),

I, _____ (Name of Person Making Certification),

being its _____ (Title or "Self"), hereby certify that:

1. Bidder does not unlawfully discriminate on the basis of race, color, national origin, gender, sexual orientation and/or religion in its business and hiring practices.
2. All of Bidder's employees have been hired in compliance with all applicable federal, state and local laws, rules and regulations.

I affirm by signing below that I am duly authorized on behalf of Bidder, on
this _____ day of _____ 20_____.

Signature of Representation

Printed Name



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BID FORM 3: Certificate Regarding Public Records

Upon behalf of _____ (Firm or Individual Bidding),

I, _____ (Name of Person Making Certification),

being its _____ (Title or "Self"), hereby certify an

understanding that:

1. All bids submitted in response to Requests for Proposals (RFP's) and Requests for Qualification (RFQ's), documents contained within, and the details outlined on those documents become public record upon receipt by the City Clerk's office and opening at the corresponding Board of Contract and Supply (BOCS) meeting.
2. The Purchasing Department and the issuing department for this RFP/RFQ have made a conscious effort to request that sensitive/personal information be submitted directly to the issuing department and only at request if verification of specific details is critical the evaluation of a vendor's bid.
3. The requested supplemental information may be crucial to evaluating bids. Failure to provide such details may result in disqualification, or an inability to appropriately evaluate bids.
4. If sensitive information that has not been requested is enclosed or if a bidder opts to enclose the defined supplemental information prior to the issuing department's request in the bidding packet submitted to the City Clerk, the City of Providence has no obligation to redact those details and bears no liability associated with the information becoming public record.
5. The City of Providence observes a public and transparent bidding process. Information required in the bidding packet may not be submitted directly to the issuing department at the discretion of the bidder in order to protect other information, such as pricing terms, from becoming public. Bidders who make such an attempt will be disqualified.

I affirm by signing below that I am duly authorized on behalf of Bidder, on

this _____ day of _____ 20_____.

Signature of Representation

Printed Name



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WBE/MBE Form Instructions

The City of Providence actively seeks Minority and Women business enterprises to participate in bids to meet the City's procurement needs. Pursuant to the City of Providence Code of Ordinances, Chapter 21, Article II, Sec. 21-52 (Minority and Women's Business Enterprise) and Rhode Island General Laws (as amended), Chapter 31-14, et seq. (Minority Business Enterprise), Minority Business Enterprise (MBE) and Women's Business Enterprise (WBE) participation goals apply to contracts.

The goal for Minority Business Enterprise (MBE) participation is **10%** of the total bid value.

The goal for Women's Business Enterprise (WBE) participation is **10%** of the total bid value.

The goal for combined MBE/WBE participation is **20%** of the total bid value.

Only businesses certified with the State of Rhode Island as minority and/or women business enterprises are counted towards the City's goals. Eligible minority or women-owned businesses are encouraged to seek certification from the State of Rhode Island Minority Business Enterprise Compliance Office at: <http://odeo.ri.gov/offices/mbeco/>

Note: MBE certification with the State of Rhode Island on the basis of Portuguese heritage is not currently recognized by the City of Providence's MBE program.

Bid Requirements:

All Bidders: All bidders **must complete and submit the *MBE/WBE Participation Affidavit*** indicating whether or not they are a state-certified MBE/WBE and acknowledging the City's participation goals. Submission of this form is **required with every bid**. **Your bid will not be accepted without an affidavit.**

Bidders who will be subcontracting: *In addition to the MBE/WBE Participation Affidavit*, Bidders who will be subcontracting must submit the ***Subcontractor Disclosure Form*** as part of their bid submission. All subcontractors, regardless of MBE/WBE status, must be listed on this form. Business NAICS codes can be found at <https://www.naics.com/search/>. Awarded bidders are required to submit

Subcontractor Utilization and Payment Reports with each invoice.

Waiver Requests:

- a) If the percentage of the total amount of the bid being awarded to MBE or WBE vendors is less than 20% (Box F on the Subcontractor Disclosure Form) and the prime contractor is not a Rhode Island State-certified MBE or WBE, the Bidder must complete the *MBE/WBE Waiver Request Form* for review.
- b) If the prime contractor company has the capacity to perform the whole project, the City of Providence requires the contractor to meet the city's goal of a combined 20% of MBE and WBE participation.
- c) If the contractor is a nonprofit organization, the City of Providence requires the nonprofit organization to provide the *MBE/WBE Participation Affidavit Form* and proof of its nonprofit status.
- d) If the contractor has researched the RI Certified minority list (<http://odeo.ri.gov/offices/mbeco/mbe-wbe.php>) and the state does not have any companies in the desired trade, the City of Providence requires the contractor to provide the *MBE/WBE Participation Affidavit Form*.
- e) Waivers will be considered for approval on a case-by-case basis.



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Verifying MBE/WBE Certification

It is the responsibility of the bidder to confirm that every MBE or WBE named in a proposal and included on a contract is certified by the Rhode Island Minority Business Enterprise Compliance Office. The current MBE/WBE directory is available at the State of RI MBE Office, One Capitol Hill, 2nd Floor, Providence, RI, or online at <http://odeo.ri.gov/offices/mbeco/mbe-wbe.php>. You can also call (401) 574-8670 to verify certification, expiration dates, and services that the MBE/WBE is certified to provide. Note: MBE certification with the State of Rhode Island on the basis of Portuguese heritage is not currently recognized by the City of Providence's MBE program.

Form Instructions:

Access all bid forms from <http://www.providenceri.gov/oeo/> or <http://www.providenceri.gov/purchasing/minority-women-owned-business-mbewbe-procurement-program/>. Download the forms as blank PDFs. Once saved on your computer, fill them out using the Adobe program. The fillable PDFs must be completed in Adobe in order to be saved properly. Google Chrome and similar platforms do not allow for the forms to be saved as filled PDFs. Therefore, please download the blank forms to your computer, then fill them out and save.

Assistance with Form Requirements

Examples of completed forms can be found on the City of Providence website at <http://www.providenceri.gov/oeo/> or <http://www.providenceri.gov/purchasing/minority-women-owned-business-mbewbe-procurement-program/>.

Contract Requirements:

Prime contractors engaging subcontractors must submit the *Subcontractor Utilization and Payment Report* to the City Department's Fiscal Agent with every invoice and request for final payment. A copy of all forms should be sent to the MBE/WBE Outreach Director Office, Grace Diaz at gdiaz@providenceri.gov. This form is not submitted as a part of the initial bid package.

For contracts with durations of less than 3 months, this form must be submitted along with the contractor's request for final payment. The form must include all subcontractors utilized on the contract, both MBE/WBE and non- MBE/WBE, the total amount paid to each subcontractor for the given period and to date. A copy of all forms should be sent to the MBE/WBE Outreach Director Office, Grace Diaz at gdiaz@providenceri.gov. During the term of the contract, any unjustified failure to comply with the MBE/WBE participation requirements is a material breach of contract.

Questions?

For more information or for assistance with MBE/WBE Forms, contact the City of Providence MBE/WBE Outreach Director, Grace Diaz, at gdiaz@providenceri.gov or (401) 680-5766.



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MBE/WBE PARTICIPATION AFFIDAVIT

Project /Item Description (as seen on RFP):

Prime Bidder: _____ Contact Email and Phone _____

Company Name, Address and Trade: _____

Which one of the following describes your business' status in terms of Minority and/or Woman-Owned Business Enterprise certification with the State of Rhode Island? _____ MBE _____ WBE _____ Neither MBE nor WBE

By initialing the following sections and signing the bottom of this document in my capacity as the contractor or an authorized representative of contractor, I make this Affidavit:

It is the policy of the City of Providence that minority business enterprises (MBEs) and women business enterprises (WBEs) should have the maximum opportunity to participate in procurements and projects as prime contractors and vendors. Pursuant to Sec. 21-52 of the Providence Code of Ordinances and Chapter 31-14 *et seq.* of the Rhode Island General Laws (as amended), MBE and WBE participation goals apply to contracts.

The goal for Minority Business Enterprise (MBE) participation is 10% of the total bid value.
The goal for Women's Business Enterprise (WBE) participation is 10% of the total bid value.
The goal for combined MBE/WBE participation is 20% of the total bid value.

I acknowledge the City of Providence's goals of supporting MBE/WBE certified businesses. Initial _____

If awarded the contract, I understand that my company must submit to the Minority and Women's Business Coordinator at the City of Providence (MBE/WBE Office), copies of all executed agreements with the subcontractor(s) being utilized to achieve the participation goals and other requirements of the RI General Laws. **I understand that these documents must be submitted prior to the issuance of a notice to proceed.** Initial _____

I understand that, if awarded the contract, my firm must submit to the MBE/WBE Office canceled checks and reports required by the MBE/WBE Office on a quarterly basis verifying payments to the subcontractors(s) utilized on the contract. Initial _____

If I am awarded this contract and find that I am unable to utilize the subcontractor(s) identified in my Statement of Intent, I understand that I must substitute another certified MBE and WBE firm(s) to meet the participation goals. **I understand that I may not make a substitution until I have obtained the written approval of the MBE/WBE Office.**
Initial _____

If awarded this contract, I understand that authorized representatives of the City of Providence may examine the books, records and files of my firm from time to time, to the extent that such material is relevant to a determination of whether my firm is complying with the City's MBE/WBE participation requirements.
Initial _____

I do solemnly declare and affirm under the penalty of perjury that the contents of the foregoing Affidavit are true and correct to the best of my knowledge, information, and belief.

Signature of Bidder

Printed Name

Company Name

Date



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SUBCONTRACTOR DISCLOSURE FORM

Fill out this form only if you WILL SUBCONTRACT with other parties. If you will not subcontract any portion of the proposed bid, do not fill out this form.

Prime Bidder: _____ Primary NAICS _____

Code: _____

Item Description (as seen on RFP): _____

Please list all Subcontractors below. Include the total dollar value that you propose to share with each subcontractor and the dollar amount to be subcontracted. Please check off MBE and WBE where applicable. The directory of all state-certified MBE/WBE firms is located at www.mbe.ri.gov. Business NAICS codes can be found at

<https://www.naics.com/search/>

Proposed Subcontractor	MBE	WBE	Primary NAICS Code	Date of Mobilization	\$ Value of Subcontract
					\$
					\$
					\$
					\$
					\$
					\$
A. MBE SUBCONTRACTED AMOUNT:					\$
B. WBE SUBCONTRACTED AMOUNT:					\$
C. NON-MBE WBE SUBCONTRACTED AMOUNT:					\$
D. DOLLAR AMOUNT OF WORK DONE BY THE PRIME CONTRACTOR:					\$
E. TOTAL AMOUNT OF BID (SUM OF A, B, C, & D):					\$
F. PERCENTAGE OF BID SUBCONTRACTED TO MBEs AND WBEs. (Divide the sum of A and B by E and multiply result by 100).					%

Please read and initial the following statement acknowledging you understand. If the percentage of the total amount of the bid being awarded to MBE or WBE vendors is less than 20% (Box (F) and the prime contractor is NOT a Rhode Island State-certified MBE or WBE, you must fill out the MBE/WBE WAIVER REQUEST FORM for consideration by City of Providence MBE/WBE Outreach Director. Initial _____ Required

Signature of Bidder

Printed Name



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BID PACKAGE SPECIFICATIONS



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SUPPLEMENTAL INFORMATION

If the issuing department for this RFP determines that your firm's bid is best suited to accommodate their need, you will be asked to provide proof of the following prior to formalizing an award.

An inability to provide the outlined items at the request of the department may lead to the disqualification of your bid.

*This information is **NOT** requested to be provided in your initial bid that you will submit to the City Clerk's office by the "date to be opened" noted on page 1. This list only serves as a list of items that your firm should be ready to provide on request.*

All bids submitted to the City Clerk become public record. Failure to follow instructions could result in information considered private being posted to the city's Open Meetings Portal and made available as a public record.

You must be able to provide:

- Business Tax ID will be requested after an award is approved by the Board of Contract and Supply.
- PROOF OF INSURANCE



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CITY OF PROVIDENCE STANDARD TERMS & CONDITIONS

1. The terms “you” and “your” contained herein refer to the person or entity that is a party to the agreement with the City of Providence (“the City”) and to such person’s or entity’s employees, officers, and agents.
2. The Request For Proposals (“RFP”) and these Standard Terms and Conditions together constitute the entire agreement of the parties (“the Agreement”) with regard to any and all matters. By your submission of a bid proposal or response to the City’s RFP, you accept these Standard Terms & Conditions and agree that they supersede any conflicting provisions provided by bid or in any terms and conditions contained or linked within a bid and/or response. Changes in the terms and conditions of the Agreement, or the scope of work thereunder, may only be made by a writing signed by the parties.
3. You are an independent contractor and in no way does this Agreement render you an employee or agent of the City or entitle you to fringe benefits, workers’ compensation, pension obligations, retirement or any other employment benefits. The City shall not deduct federal or state income taxes, social security or Medicare withholdings, or any other taxes required to be deducted by an employer, and this is your responsibility to yourself and your employees and agents.
4. You shall not assign your rights and obligations under this Agreement without the prior written consent of the City. Any assignment without prior written consent of the City shall be voidable at the election of the City. The City retains the right to refuse any and all assignments in the City’s sole and absolute discretion.
5. Invoices submitted to the City shall be payable sixty (60) days from the time of receipt by the City. Invoices shall include support documentation necessary to evidence completion of the work being invoiced. The City may request any other reasonable documentation in support of an invoice. The time for payment shall not commence, and invoices shall not be processed for payment, until you provide reasonably sufficient support documentation. In no circumstances shall the City be obligated to pay or shall you be entitled to receive interest on any overdue invoice or payment. In no circumstances shall the City be obligated to pay any costs associated with your collection of an outstanding invoice.
6. For contracts involving construction, alteration, and/or repair work, the provisions of applicable state labor law concerning payment of prevailing wage rates (R.I. Gen. Laws §§ 37-13-1 et seq., as amended) and the City’s First Source Ordinance (Providence Code of Ordinances §§ 21-91 et seq., as amended) apply.
7. With regard to any issues, claims, or controversies that may arise under this Agreement, the City shall not be required to submit to dispute resolution or mandatory/binding arbitration. Nothing prevents the parties from mutually agreeing to settle any disputes using mediation or non-binding arbitration.
8. To the fullest extent permitted by law, you shall indemnify, defend, and hold harmless the City, its employees, officers, agents, and assigns from and against any and all claims, damages, losses, allegations, demands, actions, causes of action, suits, obligations, fines, penalties, judgments, liabilities, costs and expenses, including but not limited to attorneys’ fees, of any nature whatsoever arising out of, in connection with, or resulting from the performance of the work provided in the Agreement.
9. You shall maintain throughout the term of this Agreement the insurance coverage that is required by the RFP or, if none is required in the RFP, insurance coverage that is considered in your industry to be commercially reasonable, and you agree to name the City as an additional insured on your general liability policy and on any umbrella policy you carry.
10. The City shall not subject itself to any contractual limitations on liability. The City shall have the time permitted within the applicable statute of limitations, and no less, to bring or assert any and all causes of action, suits, claims or demands the City may have arising out of, in connection with, or resulting from the performance of the work provided in the Agreement, and in no event does the City agree to limit your liability to the price of the Agreement or any other monetary limit.
11. The City may terminate this Agreement upon five (5) days’ written notice to you if you fail to observe any of the terms and conditions of this Agreement, or if the City believes your ability to perform the



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terms and conditions of this Agreement has been materially impaired in any way, including but in no way limited to loss of insurance coverage, lapsing of a surety bond, if required, declaration of bankruptcy, or appointment of a receiver. In the event of termination by the City, you shall be entitled to just and equitable compensation for any satisfactory work completed and expenses incurred up to the date of termination.

12. Written notice hereunder shall be deemed to have been duly served if delivered in person to the individual or member of the firm or entity or to an officer of the entity for whom it was intended, or if delivered at or sent by registered or certified mail to the last business address known by the party providing notice.
13. In no event shall the Agreement automatically renew or be extended without a writing signed by the parties.
14. You agree that products produced or resulting from the performance of the Agreement are the sole property of the City and may not be used by you without the express written permission of the City.
15. For any Agreement involving the sharing or exchange of data involving potentially confidential and/or personal information, you shall comply with any and all state and/or federal laws or regulations applicable to confidential and/or personal information you receive from the City, including but not limited to the Rhode Island Identity Theft Protection Act, R.I. Gen. Laws § 11-49.3-1, during the term of the Agreement. You shall implement and maintain appropriate physical, technical, and administrative security measures for the protection of, and to prevent access to, use, or disclosure of, confidential and/or personal information. In the event of a breach of such information, you shall notify the City of such breach immediately, but in no event later than twenty-four (24) hours after discovery of such breach.
16. The Agreement is governed by the laws of the State of Rhode Island. You expressly submit yourself to and agree that any and all actions arising out of, in connection with, or resulting from the performance of the Agreement or relationship between the parties shall occur solely in the venue and jurisdiction of the State of Rhode Island or the federal court located in Rhode Island.
17. The failure of the City to require performance of any provision shall not affect the City's right to require performance at any time thereafter, nor shall a waiver of any breach or default of this Agreement constitute a waiver of any subsequent breach or default or a waiver of the provision itself.
18. If any term or provision of this Agreement, or the application thereof to any person or circumstance shall, in any extent, be invalid or unenforceable, the remainder of this Agreement shall not be affected thereby, and each term and provision shall be valid and enforceable to the fullest extent permitted by law.

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1 GENERAL

Providence Water (PW) is Rhode Island's largest water utility and is owned and operated by the City of Providence. PW provides drinking water to 600,000 Rhode Islanders in more than a dozen communities through wholesale distribution and has more than 74,000 direct retail customers in Providence, North Providence, Cranston, Smithfield, and Johnston.

1.1 Project Scope

This RFP seeks to establish a contract with a firm that has the technical expertise, breadth of experience, and availability to support PW's information technology needs, which includes general support and advice on its critical infrastructure, security, and software.

PW is seeking proposals from qualified vendors for IT Managed Services for the operation, management, and maintenance of PW's computer network and systems hardware, software and network connectivity. There will be a defined balance of the work performed by the provider and the work performed by the PW IT department.

1.2 Terms/Definitions

The terms vendor, bidder, contractor, proposer, and offeror used herein all refer to the vendor submitting a response to this RFP. The terms bid and response are synonymous.

1.3 Questions and Inquiries Regarding RFP

Proposers may submit questions regarding the RFP via email to stevec@provwater.com or in writing to:

Stephen Colman, Providence Water, 125 Dupont Drive, Providence, RI 02907

Question Deadline: All questions must be RECEIVED no later than **January 6, 2023**.

No officer or agent of the Utility is authorized to waive this requirement. No questions will be accepted if not received by the submission deadline.

Vendors are also encouraged to send notice of their interest in bidding, with contact information, to stevec@provwater.com to facilitate distribution of any Q&A or other pertinent info.

1.4 Review of Proposals

Selection will begin with evaluation of submitted proposals to ensure all of the submittal requirements have been met. Proposals not meeting the submittal requirements will be eliminated from further consideration. The Selection Committee members will then evaluate the submittals based on the evaluation criteria in Section 1.10. The Selection Committee will meet to discuss the evaluations and develop by consensus a shortlist of the most qualified firms. The Selection Committee may select the top

ranked firm, or the Selection Committee may hear presentations from a short list of firms selected by the committee. If presentations are made by the short-listed firms, the committee will rank firms based on presentations.

During all evaluation and negotiation periods, no Company will be compensated for any costs incurred or services or products provided in connection with this RFP prior to execution of the Contract, including without limitation the costs of attending meetings in Providence, revising their Proposal, or participating in extended negotiations with the Utility.

The Utility reserves the right to terminate discussions with any short-listed Company at any time in the Utility's sole discretion. The Utility further reserves the right to short-list additional Companies that were not initially selected as a short-list Company, and to evaluate and negotiate with such Company as though they had been designated a short-list Company at the outset.

1.5 Partial or Multiple Awards

PW reserves the right to make partial awards, by selecting only certain phases / services from a proposal or make awards to more than one vendor. Be sure to itemize the costs as requested, so that each category/phase stands on its own. Describe in detail any dependencies between line items, especially if receiving a partial award would affect pricing or discounts in any way.

1.6 Contract Limits

Note that there shall be no minimum or maximum purchase obligation.

1.7 Standards of Design and Workmanship

All aspects of work provided shall be designed, tested, implemented, and documented in accordance with recognized professional and industry best practices. All work shall be performed by properly certified and qualified personnel.

1.8 Contract Cancellation

PW reserves the right to cancel the contract at any time with a thirty (30) day notice.

1.9 Special Notes

All information developed under this project is the property of the PW. Prior approval by the General Manager is required before the release of any element of the data or information developed for this project. PW reserves the right to award some or all of these service to multiple vendors.

1.10 Bid Evaluation

Figure 1:

All bids will be evaluated according to the following criteria:

Evaluation Criteria	Percent Value
Overall Cost	30%
Technical and Functional requirements	30%
Qualifications of Respondent and Professional recommendations and experience	20%
Demonstrated understanding and responsiveness of the RFP	20%
Total Points	100%

2 CURRENT ENVIRONMENT

The information below outlines the general demographics of PW and our current technical environment.

Staff includes: (1) Director, (2) System Administrator, (1) Web Application Developer,
(2) Desktop Administrator, (1) Technical Writer, (1) Account Administrator

End users utilize a Windows environment with approximately 250 users.

Sites include: Dupont (Central Operation Facility) and Scituate (Purification Plant)

ENVIRONMENT OVERVIEW:

- Core Hardware
 - Over 100 virtualized server environment
 - Mixed NAS and SAN environment
- Software systems
 - Windows, Linux, Oracle, SQL Server
- Connectivity
 - Metro Ethernet between Dupont and Scituate, disparate internet providers, 2-way radios
- Remote Access/VPN
 - VDI environment with multi-factor authentication
- Applications
 - ERP, Customer Service, Maintenance Management, ESRI, GIS
- Backups, Antivirus, and Remote Support Software
 - Backup and recovery software for virtual and physical servers, desktops and mobile devices
- VoIP Phone System
 - Approximately 250 phones
 - PW plans to upgrade the current phone system to either an on-premises system or a cloud-based system within the next year
- Desktops and Other Physical Devices
 - Approximately 250 with a mix of thin client, desktops, laptops, iPads and Androids

Details of hardware and software will be shared with shortlist candidates.

3 SERVICE LEVELS

Figure 3:

PW expects the IT support services firm to meet the following service levels.

Severity Level	Response Time <i>Standard Hours 8:00 am to 5:00 pm</i>	Resolution Time
Critical (multiple systems/staff affected; production halted)	One hour response	90% resolved in less than 4 hours
High (Single system/site affected; work stoppage at single site)	Two hour response	90% resolved in less than 8 hours
Normal (Single system affected; performance issue or other noncritical request)	Four hour response	75% resolved in less than 16 business hours
Low (Minor performance affecting issue; limited scope or affect)	One business day response	75% resolved in less than 1 week

Please include afterhours support costs and service levels.

Discuss how your response time and resolution time is calculated. Is it by issue or is it a cumulative number?

4 SERVICE REQUIREMENTS

The following services are the current priority items for PW, and each should be specifically addressed in the proposal, including how you would manage support for each area and how the cost is determined, attach documentation as necessary.

4.1 Virtual Infrastructure Administration for IT, OT and DR Environments

- Firmware updates, software updates, patch management, certificate management, performance monitoring and tuning, troubleshooting and problem resolution, and general administration
- Preventative maintenance and reporting (refer to section 4.12)
- Backup and recovery (refer to section 4.13)
- Staff augmentation

4.2 System Administration

- Administer Domain Controller, DNS, and DHCP
- Create Windows and Linux virtual servers
- Certificate management, performance monitoring and tuning, troubleshooting and problem resolution, and general administration
- Configuration management consisting of the creation, testing, management and implementation of templates
- Preventative maintenance and reporting (refer to section 4.12)
- Backup and recovery (refer to section 4.13)
- Staff augmentation

4.3 Storage Administration

- Firmware updates, patch management, performance monitoring and tuning, troubleshooting and problem resolution, and general administration for SAN and NAS storage devices from various manufacturers
- Preventative maintenance and reporting (refer to section 4.12)
- Backup and recovery (refer to section 4.13)
- Staff augmentation

4.4 File System Administration

- Organize, categorize and archive data by classification
- Administer access rights
- Preventative maintenance and reporting (refer to section 4.12)
- Backup and recovery (refer to section 4.13)
- Staff augmentation

4.5 Virtual Desktop Infrastructure Administration

- Software updates, certificate management, performance monitoring and tuning, troubleshooting and problem resolution, and general administration of provisioning servers, connection servers and remote access gateway servers
- Software updates, certificate management, performance monitoring and tuning, troubleshooting and problem resolution, optimization, entitlement, deployment, and general administration of virtual desktop computers
- Configuration management consisting of the creation, testing, management and implementation of templates and base images
- Preventative maintenance and reporting (refer to section 4.12)
- Backup and recovery (refer to section 4.13)
- Staff augmentation

4.6 Network Administration

- Firmware and software updates, replacement due to planned obsolescence, certificate management, performance monitoring and tuning, troubleshooting and problem resolution, and general administration of unified routers/firewalls
- Firmware and software updates, replacement due to planned obsolescence, certificate management, performance monitoring and tuning, troubleshooting and problem resolution, and general administration of switches
- Firmware and software updates, replacement due to planned obsolescence, certificate management, performance monitoring and tuning, troubleshooting and problem resolution, and general administration of wireless access points
- Firmware and software updates, replacement due to planned obsolescence, certificate management, performance monitoring and tuning, troubleshooting and problem resolution, and general administration of RED (Remote Ethernet Devices) used to provide secure tunnel between locations
- Preventative maintenance and reporting (refer to section 4.12)
- Backup and recovery (refer to section 4.13)
- Staff augmentation

4.7 GIS Web Application Development

- Manage all aspects of application development in an ESRI GIS Enterprise environment including, but not limited to, monitoring servers, software updates, GIS Enterprise patch management, maintenance of GIS spatial database, reconcile and posting of versioned GIS data, and general administration
- Backup and recovery of GIS services including, but not limited to, map services, portal applications, portal maps, GIS data store, GIS dash boards and GIS web applications
- Preventative maintenance and reporting (refer to section 4.12)

- Backup and recovery (refer to section 4.13)
- Staff augmentation

4.8 Database Administration

- Creation, deletion and modification of databases, schemas and tables of various database types, performance monitoring and tuning, troubleshooting and problem resolution, and general administration
- Preventative maintenance and reporting (refer to section 4.12)
- Backup and recovery (refer to section 4.13)
- Staff augmentation

4.9 Office 365 Administration

- Management of PW's email system including continuous improvement, troubleshooting and problem resolution, and general administration
- Management and verification of email archives
- Preventative maintenance and reporting (refer to section 4.12)
- Backup and recovery (refer to section 4.13)
- Staff augmentation

4.10 Mobile Device Management

- Firmware updates, software updates, patch management, certificate management, performance monitoring and tuning, troubleshooting and problem resolution, and general administration
- Manage all aspects of mobile device management including, but not limited to, automatic deletion, data backup, controlled updates, application control, security, geo-fencing and meet regulatory compliance on all PW owned mobile devices
- Preventative maintenance and reporting (refer to section 4.12)
- Backup and recovery (refer to section 4.13)
- Staff augmentation

4.11 Phone System Administration

- Management of PW's phone system including, but not limited to, troubleshooting and problem resolution, phone extensions, call recordings, call queues, announcements and general administration
- Preventative maintenance and reporting (refer to section 4.12)
- Backup and recovery (refer to section 4.13)
- Staff augmentation

4.12 Preventative Maintenance and Reporting

- Manage critical security and/or system patches to all systems on the network
- Patch management shall be applied on a predetermined, scheduled basis
- Security patches shall be applied at a mutually agreed upon, earliest time possible
- Reporting of performance metrics including, but not limited to, system health and uptime shall be provided on a predetermined, scheduled basis
- Reporting of help desk metrics including, but not limited to, open, closed and active incidents shall be provided on a predetermined, scheduled basis
- Maintain an accurate hardware inventory to report on maintenance, warranties, and refresh schedules
- Monitor the status of the proposed services
- Monthly management level status reports shall be prepared
- Monthly meetings with PW shall occur to review work performed, availability, usage, metrics, help desk ticket summary, security issues and concerns, and long-range planning
- Review meetings may be scheduled to discuss service delivery and planning to ensure the needs of IT and PW are met

4.13 Backup and Recovery

- Maintain backups and recovery testing that meet or exceed the following:
 - Production Servers:
 - Minimum of 1 time per day
 - Minimum RPO of 180 consecutive days and 1 year, 2, 3, 4, 5, 6 and 7 years
 - Maximum RTO of 30 minutes
 - Laptops:
 - Minimum of 1 time per week
 - Minimum RPO of 90 consecutive days
 - Maximum RTO of 30 minutes
 - Databases:
 - Minimum of 10 times per day
 - Minimum RPO of 45 consecutive days, 12 consecutive weeks, 9 consecutive months and annually on June 30th to coincide with the end of the fiscal year
 - Maximum RTO between 15 and 45 minutes
 - Unified Routers/Firewalls:
 - Minimum of 1 time per day
 - Minimum RPO of 180 consecutive days
 - Maximum RTO of 15 minutes
 - Switches:
 - Minimum of 1 time per day
 - Minimum RPO of 180 consecutive days
 - Maximum RTO of 15 minutes

- Files:
 - Minimum of 1 time per day
 - Minimum RPO of 180 consecutive days and 1 year, 2, 3, 4, 5, 6 and 7 years
 - (Refer to Figure 3)
- Reporting – frequency and validity of backups, and frequency and validity of recoveries including RPO, RTO, SDO and MTO
- Staff augmentation

4.14 On-boarding / Off-boarding of Team Members

The vendor must have a process and procedure in place to on-board or off-board qualified, team members in a timely and efficient manner.

5 VENDOR QUALIFICATIONS

It is important that the proposing vendor have the capability and resources to support the project. To this end, please respond fully and completely to the following questions and information requests and include with your response.

5.1 Cover Letter

The cover letter is the proposer's official letter transmitting the complete proposal to PW. The cover letter must include:

1. Full name and address of the proposer's firm;
2. State of incorporation or in which it is licensed to operate; and
3. Form of business, and the name and contact information for your organization or team for this proposal.
4. Concise statement indicating whether the proposer is prepared to supply all services set forth in the Service Requirements or only some. State clearly which sections of the Service Requirements are included in your proposal with reference to the numbering above. If the proposer consists of a team or joint venture, an authorized representative of each of the participating organizations is required to sign the letter. Respondents must include a chart or diagram explaining the intended form and structure of any proposed partnership or joint venture.

5.2 Company Profile

Please provide the following information regarding the proposer's company.

1. Give a brief overview of your organization's involvement in providing IT services in the marketplace.
2. How long has the organization been in this business?
3. In what cities do you maintain offices?
4. Indicate the number of employees in your organization. You may also include additional details such as employees' areas of expertise, experience with virtualization, certifications, etc.
5. How many employees are dedicated to account management and/or technical support?
6. How is the helpdesk operated? (i.e., contact method, staffing, etc.)
7. How many employees are full-time vs. contractual?
8. Who are your technology partners? Please describe your relationships and experience with manufacturers and major distribution partners in the technology marketplace.
9. What differentiates your organization from your competitors in the marketplace, and how will this be relevant to us?
10. Will you subcontract any components of the proposed solution to third party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.

11. Please provide details of current customer accounts that are similar in scope and requirements to those of PW.

5.3 Project Team Qualifications

1. All proposed team members should be listed and a profile of each should be provided. The proposed staff should be identified as technical leads and implementation project leads. Each profile should indicate the position held by the team member, experience with similar projects, and length of employment with the proposer.
2. A summary of the implementation team management methodology should be included. This should include a project plan that addresses proper approach to change management, issues management communications management, etc.
3. The level of implementation management assistance to be provided, and the level required by PW through each phase of the implementation should also be addressed.
4. A description of the ongoing support function should be included. This should include support options available, availability/amount of support time, hours, average response times, etc.

5.4 Service and Support

1. Describe fully your technical support options, including the assistance request process, escalation process, support hours, response times (for emergency and non-emergency support requests), staffing levels, staff expertise, and physical location of the help desk.
2. Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end-user perspective.
3. What options are available for user training and technical training that may be required by PW staff?

5.5 Proposed Approach and Solution

1. Please provide a proposed work plan for a migration to your organization as a PW vendor. Specifically, provide the following information:
 - a. Key activities
 - b. Timing
 - c. Information/resource requirements
 - d. Deliverables
 - e. Key milestones, checkpoints, and other decision points
2. If we elect to move forward with your organization, what PW resources would you require (e.g., information, data, staff resources, communication) during migration and on an ongoing basis?
3. Please identify the team that will be assigned to the account and describe how you plan to interact with PW and any third-party providers that may provide services.
4. Please describe your experience in providing the following value-added services:
 - a. Remote backup

- b. Technology strategy planning
 - c. Network and email system monitoring
 - d. Move, Add, Change (MAC)
 - e. Warranty, break fixes and installation
 - f. Technical support, including remote user support
 - g. Implementation planning and guidance
 - h. On-site implementation of business applications
 - i. Life cycle management of hardware units
 - j. Software licensing control
 - k. Configuration Management
5. Please describe your experience in providing server technology and service for your customers, focusing on planning, implementation, and ongoing support.

5.6 References

At least five references for past projects that include products and services similar to those proposed for PW. References of similar size and organization located near the state of Rhode Island would be preferred. Information should include client name, address, phone number, specific contact person, email for contact person, length of service with client, services utilized by client.

5.7 Rates and Financials

1. Explain your rate structure. Is it an hourly rate, monthly retainer, other structure? Elaborate on how the rates would be applied, for instance, different Support Proposal items might require a different rate application.
2. Describe the pricing model(s) that you typically employ for your standard services.
3. Please indicate the charges associated with each of the following services in U.S. dollars, including the key driver of each cost and whether it is included in a standard per-unit cost vs. charged on an ad hoc basis.
 - Remote backup
 - Technology strategy planning
 - Network and email system monitoring
 - Move, Add, Change (MAC)
 - Warranty, break fixes and installation
 - Technical support, including remote user support
 - Implementation planning and guidance
 - On-site implementation of business applications
 - Life cycle management of hardware units
 - Software licensing control
 - Configuration Management



Bidder's Blank

Table 1 – Virtual Infrastructure Administration (Hourly Rates) – Refer to Section 4.1 of the RFP

Routine Maintenance (Proactive)			
Inside Standard Hours		Outside Standard Hours	
	Hourly Rate		Hourly Rate
	\$		\$

Incident Response (Reactive)							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Staff Augmentation / Ad-Hoc Requests							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Is the bidding organization bidding on the preceding table? Yes _____ No _____

Can the bidding organization meet the terms of the Service Level Agreement? Yes _____ No _____

What is the estimated number of monthly hours for Routine Maintenance? _____

Refer to Section 3 of the RFP for Standard Hours.

Refer to Section 3 of the RFP for Service Level Agreement severity levels and their associated response and resolution times.

Table 2 – Systems Administration (Hour Rates) – Refer to Section 4.2 of the RFP

Routine Maintenance (Proactive)			
Inside Standard Hours		Outside Standard Hours	
	Hourly Rate		Hourly Rate
	\$		\$

Incident Response (Reactive)							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Staff Augmentation / Ad-Hoc Requests							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Is the bidding organization bidding on the preceding table? Yes _____ No _____

Can the bidding organization meet the terms of the Service Level Agreement? Yes _____ No _____

What is the estimated number of monthly hours for Routine Maintenance? _____

Refer to Section 3 of the RFP for Standard Hours.

Refer to Section 3 of the RFP for Service Level Agreement severity levels and their associated response and resolution times.

Table 3 – Storage Administration (Hourly Rate) – Refer to Section 4.3 of the RFP

Routine Maintenance (Proactive)			
Inside Standard Hours		Outside Standard Hours	
	Hourly Rate		Hourly Rate
	\$		\$

Incident Response (Reactive)							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Staff Augmentation / Ad-Hoc Requests							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Is the bidding organization bidding on the preceding table? Yes _____ No _____

Can the bidding organization meet the terms of the Service Level Agreement? Yes _____ No _____

What is the estimated number of monthly hours for Routine Maintenance? _____

Refer to Section 3 of the RFP for Standard Hours.

Refer to Section 3 of the RFP for Service Level Agreement severity levels and their associated response and resolution times.

Table 4 – File System Administration (Hourly Rate) – Refer to Section 4.4 of the RFP

Routine Maintenance (Proactive)			
Inside Standard Hours		Outside Standard Hours	
	Hourly Rate		Hourly Rate
	\$		\$

Incident Response (Reactive)							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Staff Augmentation / Ad-Hoc Requests							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Is the bidding organization bidding on the preceding table? Yes _____ No _____

Can the bidding organization meet the terms of the Service Level Agreement? Yes _____ No _____

What is the estimated number of monthly hours for Routine Maintenance? _____

Refer to Section 3 of the RFP for Standard Hours.

Refer to Section 3 of the RFP for Service Level Agreement severity levels and their associated response and resolution times.

Table 5 – Virtual Desktop Administration (Hourly Rates) – Refer to Section 4.5 of the RFP

Routine Maintenance (Proactive)			
Inside Standard Hours		Outside Standard Hours	
	Hourly Rate		Hourly Rate
	\$		\$

Incident Response (Reactive)							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Staff Augmentation / Ad-Hoc Requests							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Is the bidding organization bidding on the preceding table? Yes _____ No _____

Can the bidding organization meet the terms of the Service Level Agreement? Yes _____ No _____

What is the estimated number of monthly hours for Routine Maintenance? _____

Refer to Section 3 of the RFP for Standard Hours.

Refer to Section 3 of the RFP for Service Level Agreement severity levels and their associated response and resolution times.

Table 6 – Network Administration (Hourly Rate) – Refer to Section 4.6 of the RFP

Routine Maintenance (Proactive)			
Inside Standard Hours		Outside Standard Hours	
	Hourly Rate		Hourly Rate
	\$		\$

Incident Response (Reactive)							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Staff Augmentation / Ad-Hoc Requests							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Is the bidding organization bidding on the preceding table? Yes _____ No _____

Can the bidding organization meet the terms of the Service Level Agreement? Yes _____ No _____

What is the estimated number of monthly hours for Routine Maintenance? _____

Refer to Section 3 of the RFP for Standard Hours.

Refer to Section 3 of the RFP for Service Level Agreement severity levels and their associated response and resolution times.

Table 7 – GIS Web Application Development (Hourly Rates) – Refer to Section 4.7 of the RFP

Routine Maintenance (Proactive)			
Inside Standard Hours		Outside Standard Hours	
	Hourly Rate		Hourly Rate
	\$		\$

Incident Response (Reactive)							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Staff Augmentation / Ad-Hoc Requests							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Is the bidding organization bidding on the preceding table? Yes _____ No _____

Can the bidding organization meet the terms of the Service Level Agreement? Yes _____ No _____

What is the estimated number of monthly hours for Routine Maintenance? _____

Refer to Section 3 of the RFP for Standard Hours.

Refer to Section 3 of the RFP for Service Level Agreement severity levels and their associated response and resolution times.

Table 8 – Database Administration (Hourly Rates) – Refer to Section 4.8 of the RFP

Routine Maintenance (Proactive)			
Inside Standard Hours		Outside Standard Hours	
	Hourly Rate		Hourly Rate
	\$		\$

Incident Response (Reactive)							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Staff Augmentation / Ad-Hoc Requests							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Is the bidding organization bidding on the preceding table? Yes _____ No _____

Can the bidding organization meet the terms of the Service Level Agreement? Yes _____ No _____

What is the estimated number of monthly hours for Routine Maintenance? _____

Refer to Section 3 of the RFP for Standard Hours.

Refer to Section 3 of the RFP for Service Level Agreement severity levels and their associated response and resolution times.

Table 9 – Office 365 Administration (Hourly Rates) – Refer to Section 4.9 of the RFP

Routine Maintenance (Proactive)			
Inside Standard Hours		Outside Standard Hours	
	Hourly Rate		Hourly Rate
	\$		\$

Incident Response (Reactive)							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Staff Augmentation / Ad-Hoc Requests							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Is the bidding organization bidding on the preceding table? Yes _____ No _____

Can the bidding organization meet the terms of the Service Level Agreement? Yes _____ No _____

What is the estimated number of monthly hours for Routine Maintenance? _____

Refer to Section 3 of the RFP for Standard Hours.

Refer to Section 3 of the RFP for Service Level Agreement severity levels and their associated response and resolution times.

Table 10 – Mobile Device Management (Hourly Rates) – Refer to Section 4.10 of the RFP

Routine Maintenance (Proactive)			
Inside Standard Hours		Outside Standard Hours	
	Hourly Rate		Hourly Rate
	\$		\$

Incident Response (Reactive)							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Staff Augmentation / Ad-Hoc Requests							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Is the bidding organization bidding on the preceding table? Yes _____ No _____

Can the bidding organization meet the terms of the Service Level Agreement? Yes _____ No _____

What is the estimated number of monthly hours for Routine Maintenance? _____

Refer to Section 3 of the RFP for Standard Hours.

Refer to Section 3 of the RFP for Service Level Agreement severity levels and their associated response and resolution times.

Table 11 – Phone System Administration (Hourly Rates) – Refer to Section 4.11 of the RFP

Routine Maintenance (Proactive)			
Inside Standard Hours		Outside Standard Hours	
	Hourly Rate		Hourly Rate
	\$		\$

Incident Response (Reactive)							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Staff Augmentation / Ad-Hoc Requests							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Is the bidding organization bidding on the preceding table? Yes _____ No _____

Can the bidding organization meet the terms of the Service Level Agreement? Yes _____ No _____

What is the estimated number of monthly hours for Routine Maintenance? _____

Refer to Section 3 of the RFP for Standard Hours.

Refer to Section 3 of the RFP for Service Level Agreement severity levels and their associated response and resolution times.

Table 12 – Intentionally left blank

Table 13 – Recovery Operations (Hourly Rates) – Refer to Section 4.13 of the RFP

Routine Maintenance (Proactive)			
Inside Standard Hours		Outside Standard Hours	
	Hourly Rate		Hourly Rate
	\$		\$

Incident Response (Reactive)							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Staff Augmentation / Ad-Hoc Requests							
Inside Standard Hours				Outside Standard Hours			
Critical	High	Normal	Low	Critical	High	Normal	Low
\$	\$	\$	\$	\$	\$	\$	\$

Is the bidding organization bidding on the preceding table? Yes _____ No _____

Can the bidding organization meet the terms of the Service Level Agreement? Yes _____ No _____

What is the estimated number of monthly hours for Routine Maintenance? _____

Refer to Section 3 of the RFP for Standard Hours.

Refer to Section 3 of the RFP for Service Level Agreement severity levels and their associated response and resolution times.

Vendor Name: _____ Tel No: _____

Address: _____

City: _____ State: _____