



Town of Palisade, Colorado

175 E 3rd Street * Palisade, CO 81526 * Tel: 970.464.5602

Request for Proposal RFP-24-0001-0927

Information Technology Services

RESPONSES DUE:

Thursday, October 24, 2024, before 4:00 pm (Mountain Time)

**Accepting One Electronic AND Three Printed Hard Copy Responses
Only Submitted To
Palisade Town Hall: 175 E 3rd Street, Palisade, CO 81526**

Contact Agent:

Keli Frasier, Town Clerk
kfrasier@townofpalisade.org
(970) 464-5602

REQUEST FOR PROPOSAL

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Section 1.0: Administrative Information & Conditions for Submittal

- 1.1 Americans with Disability Act (ADA) Compliance Mandate:** Following HB21-1110, all documents produced and submitted in response to this solicitation must adhere to the provisions outlined in §§24-85-101, C.R.S., and subsequent sections, as well as the Accessibility Standards for Individuals with a Disability, as established by the Office of Information Technology under section §24-85-103 (2.5), C.R.S. Additionally, all documents must align with the State of Colorado’s technology standards related to accessibility, including Level A.A. conformity with the latest iteration of the Web Content Accessibility Guidelines (WCAG) as integrated within the State of Colorado’s technology standards.
- 1.2 Required Review:** The Offeror is responsible for thoroughly reviewing all solicitation documentation to gain a comprehensive understanding of the scope, specifications, project requirements, and all associated rules, regulations, laws, conditions, instructions, and procurement policies related to the solicitation process and the Project or Work outlined in this Request for Proposal (RFP).
- 1.3 Issuing Office:** This RFP is issued by the Town of Palisade, Colorado (hereafter “Town” or “the Town”). The contact agent responsible for this procurement is:
Keli Frasier, Town Clerk
kfrasier@townofpalisade.org
- Except for pre-bid or site visit meeting(s), all inquiries, concerns, clarifications, or communication about this solicitation, including process, specifications, and project scope, must be in writing to the Purchasing Agent. Other communication may result in disqualification.
- 1.4 Purpose:** The intent and purpose of this Request for Proposal (RFP) is to establish a contract through competitive negotiation for Information Technology Services for the Town of Palisade.
- 1.5 Compliance:** All Offerors, by submitting a proposal, commit to adhere to all conditions, requirements, and instructions in this RFP as stated or implied herein or modified by addenda. Should the Owner omit anything necessary to the clear understanding of the requirements, or should it appear that various instructions conflict, the Offeror(s) shall secure instructions from the Purchasing Agent before the submittal deadline.

- 1.6 Submission:** Please refer to section 4.0 of this Solicitation for the Preparation and Submittal Terms. Proposals must adhere to the formatting guidelines outlined in Section 4. Failure to comply with the specified format may result in proposals being deemed non-responsive.
- 1.7 Public Disclosure:** Under the Colorado Open Records Act (CORA), all information (except for items designated as classified, confidential, or proprietary) within any bid or proposal is subject to public disclosure. Upon the issuance of an award and executed contract, both the solicitation file and the bid(s) or proposal(s) contained therein are subject to an Open Records Request. In instances of Solicitation or Project cancellation, public disclosure is contingent upon adherence to pertinent laws.
- 1.8 Withdraw of Proposals:** A proposal must be firm and valid for award and may not be withdrawn or canceled by the Offeror for sixty (60) days following the submittal deadline date and only before award.
- 1.9 Acceptance of Proposal Content:** The Proposal selected by the Town, if any, shall become a part of the Contract Documents. Failure of the successful Offeror to accept the obligations in the contract shall result in cancellation of the award, and such Offeror shall be removed from future solicitations. When a Contract is executed by and between the Offeror and the Town, the Offeror may be referred to as the “Consultant” or “Firm.”
- 1.10 Addenda:** Official response to questions, interpretations, corrections, and changes to this solicitation or extensions to the opening/receipt date will be made by the Purchasing Agent by a written Addendum to the solicitation. Addenda will be issued electronically through BidNet Direct Rocky Mountain E-Purchasing System website and on the Town’s website <https://palisade.colorado.gov/>. An Offeror(s) must acknowledge receipt of all addenda in the proposal(s).
- 1.11 Confidential Material:** All materials submitted in response to this RFP will ultimately become public records and shall be subject to inspection after the Contract award. “Proprietary or Confidential Information” is defined as any information that is not generally known to competitors and which provides a competitive advantage—unrestricted disclosure of proprietary information places it in the public domain. Only submittal information identified with the words “**Confidential Disclosure**” and uploaded as a separate document may establish the information as confidential or proprietary. Any material the Offeror(s) intends to be treated as confidential or proprietary in nature must include a written explanation for the request. Consistent with the Colorado Open Records Act (CORA), the request shall be reviewed and

decided by the Owner. If denied, the Offeror will have the opportunity to withdraw its proposal or to remove the confidential or proprietary information. Neither cost nor pricing information nor the entire proposal may be claimed as confidential or proprietary.

1.12 Response Material Ownership: All proposals become the property of the Owner upon receipt and may only be returned to the Offeror at the Owner's option. Selection or rejection of the proposal shall not affect this right. The Owner shall have the right to use all ideas or adaptations of the ideas contained in any proposal received in response to this RFP, subject to limitations in the materials marked as "Confidential Material." Disqualification of a proposal does not eliminate the Town's right.

1.13 Minimal Standards for Responsible Prospective Offerors: The Offeror must affirmatively demonstrate its responsibility. A prospective Offeror must meet the following minimum requirements:

- Be able to comply with the schedule.
- Have a satisfactory record of performance of projects of similar scope and size.
- Have a satisfactory record of integrity and ethics.
- Be otherwise qualified and eligible to receive an award and enter into a Contract with the Owner.

1.14 Taxes: The Owner is exempt from State, County, and Municipal Taxes; and Federal Excise Tax. Therefore, all fees shall not include taxes.

1.15 Federal Taxpayer Identification Certificate (W-9): Successful Offerors new to conducting business with the City must furnish a completed standard "Federal Taxpayer Identification Certificate (W-9)" before the Contract is executed. Additionally, the City reserves the right to request a current W-9 from established business relationships as necessary.

Section 2.0: Insurance Requirements

2.1 Insurance Requirements: The selected Firm agrees to procure and maintain, at its own cost, policies of insurance sufficient to insure against all liability, claims, demands, and other obligations assumed by the Firm under the Contract. Such insurance shall be in addition to any other insurance requirements imposed by the Contract or by law. The Firm shall not be relieved of any liability, claims, demands, or other obligations assumed under the Contract because it failed to procure or maintain insurance in sufficient amounts, durations, or types.

The Firm shall procure and maintain and, if applicable, shall cause any subcontractor of the Firm to procure and maintain insurance coverage listed below. Such coverage shall be procured and maintained with forms and insurers acceptable to the Owner. All coverage shall be continuously maintained to cover all liability, claims, demands, and other obligations assumed by the Firm under the Contract. In the case of any claims-made policy, the necessary retroactive dates and extended reporting periods shall be procured to maintain such continuous coverage. Minimum coverage limits shall be as indicated below unless specified otherwise:

(a) Worker Compensation: The Firm shall comply with all State of Colorado Regulations concerning Workers' Compensation and other statutory insurances as required.

(b) General Liability: Insurance with minimum combined single limits of:

ONE MILLION DOLLARS (\$1,000,000) for each occurrence and

The policy shall apply to all premises, products, and completed operations. The policy shall include coverage for bodily injury, broad form property damage (including completed operations), personal injury (including coverage for contractual and employee acts), blanket contractual, products, and completed operations. The policy shall contain a severability of interest provision.

(c) Comprehensive Automobile Liability insurance with minimum combined single limits for bodily injury and property damage of not less than:

ONE MILLION DOLLARS (\$1,000,000) for each occurrence and

Concerning each of the Firm's owned, hired, or non-owned vehicles assigned to be used in the performance of the Services/Work.

(d) Professional Liability & Errors and Omissions Insurance policy with a minimum of:

ONE MILLION DOLLARS (\$1,000,000) per claim

This policy shall provide coverage to protect the Firm against liability incurred as a result of the professional services performed as a result of responding to this solicitation.

- 2.2 Additional Insured Endorsement:** The policies required by paragraphs (b), (c), and (e) above shall be endorsed to include the Town of Palisade, its elected and appointed Officials, employees, and volunteers as Additional Insureds. Every required policy above shall be primary insurance, and any insurance carried by the Owner, its officers, or its employees, or carried by or provided through any insurance pool of the Owner, shall be excess and not contributory insurance to that provided by the Firm. The Firm shall be solely responsible for any deductible losses under any policy required above.

Section 3.0: Specifications/Scope of Services

- 3.1 Background/General:** The Town of Palisade, Colorado, was incorporated on April 4, 1904, and is in Mesa County. It is home to approximately 2,700 residents and covers a total area of 1.1 square miles. This historic town sits at the base of Mount Garfield and is the epicenter for orchards and vintners in Colorado. More information about Palisade can be found at www.townofpalisade.org. The Town has a sophisticated government and needs high-functioning IT services for 50 employees, 911 calls, Police, and Fire. The Town has newly installed fiber it currently uses.
- 3.2 Statement of Need:** The Town of Palisade is seeking proposals from qualified contractors, herein referred to as “Offeror,” to provide a cost-effective and efficient information technology support service to safeguard information and assets, support operations, and coordinate the use of resources to improve the Town and the lives of its residents. This service contract will be awarded for twenty-four (24) consecutive months starting January 1, 2025, and be eligible for a maximum of three (3) annual contract extensions after the end of the initial contract term at the discretion of the Town. The contract award will be subject to annual governmental appropriations.
- 3.3 General Specifications:** The Offeror will provide a bid to provide day-to-day support to the Town’s information technology infrastructure. This infrastructure includes server support, integration with various software platforms, phone support, help desk services, integration and troubleshooting network devices, security support, asset management services, website support, onsite troubleshooting and repair of hardware and network elements, emergency services support, security cameras, and key-coded entry systems to facilities. This bid shall also include the cost of all software licensing that will be provided by the Offeror.
- 3.4 Rates:** This bid shall be a fixed fee basis with all service aspects included. Billing will be on a monthly basis. Any hardware replacements or additions will be in addition to

the fixed fee bid. Any additional software licenses will be in addition to the fixed fee bid.

3.5 Server Environment:

- Support of physical server hardware, 2 servers, and 4 vms, connected to Fiber
- Setup and management of Hyper-V virtualization environment
- Installation and configuration of SANs and network-attached storage devices
- Management of network infrastructure needed for the server environment, VLANs, iSCSI
- Management of Windows operating systems
- Coordination with facilities on support of network infrastructure across county facilities and IT closets. This includes the 911 Call Center with the City of Grand Junction to both Palisade Fire and Police Departments.
- Setup and coordination of interfaces with cloud, software vendors, etc.
- Management of remote access needs by software vendors
- Updating and support of applications, operating systems, and environment
- Replacement and upgrade of servers, SAN, switch, and data center hardware – lifecycle management
- Around-the-clock support of these environments, 365 days a year

3.6 Network Environment:

- Coordination with internet service providers as it relates to Town needs, including configuring static Ips
- Managing network switches and VLAN environment
- Setup, configuration, and management of all routers
- Management of wireless access points (approximately 5)
- WAN management and routing between Town facilities
- Support and coordination of access control systems
- Support and coordination of network-attached HVAC systems
- Support for fiber network

3.7 Workstations and Users:

- Onsite workstation deployment, maintenance, troubleshooting, and support – approximately 65 workstations/laptops
- Around-the-clock help desk support for servers, workstations, and users, including 2-3 times per month, a 2:00 am – 3:00 am call from emergency service personnel, and calls after 6:00 pm, 365 days a year
- Installation and troubleshooting of software
- Coordination with vendors on servers, workstations, software packages, and copiers/HVAC/Access Control
- Onsite support for issues that require dispatch
- Support of printers and copiers, scan to email, installation, etc.
- Conversion to Windows 11 completed no later than July 31, 2025

3.8 Council Support: Support of iPads for council members, 1-2 times per year training on using email, teams, etc. – help desk/onsite support for when council members need help

3.9 Phone System:

- Setup and initial configuration of VOIP Office system
- 1 analog fax line for copier
- Ongoing support of the phone system, voicemail boxes, setting up phones, programming, user training, upgrades, moving extensions, moving jacks/wiring, support of fax devices including fax to email/etc.
- Support of special devices such as Intoxilyzer and other dial tone-based systems

3.10 Website Hosting and Domain: Website hosted by State of Colorado. Regular site backups and website/code troubleshooting, estimated 3-4 hours per month on average annually, 3 domain names, 2 sites.

3.11 Software:

- **Antivirus:** Antivirus Software for Servers and Workstations – advanced threat detection and monitoring

- **Backup:**
 - (a) Onsite Image Backup – 2 physical servers and 4 vms – approximately 3TB
 - (b) Offsite Data Backup – 2TB
 - (c) Disaster Recovery Solutions with Same-Day Restoration
- **Office 365:**
 - (a) 27 Basic Users – Email with online apps
 - (b) 65 Standard Users – Email and desktop apps
 - (c) Email Archival Compliance
 - (d) Advanced spam filtering/sandboxing/ URL rewriting
 - (e) Ingestion of Archived Emails from PST/Other sources, approximately 30TB
- **Other Software:**
 - (a) Net Motion – 8 Licenses
 - (b) Two Factor Authentication

3.12 Additional Requirements: All services must be included in the bid. Hourly bidding for consultation, installation, setup, maintenance, and support will not be accepted. Additionally, all Offerors shall address the following in their bids:

- Is your company an existing CJIS-authorized service provider?
- Have all your staff members completed a CJIS background check?
- What is your company's drug screening policy?
- Does your team have a staff member trained and authorized by Tyler Technologies New World Public Safety Solutions/City of Grand Junction for Enterprise CAD/Fire EMS solutions?
- Do you have references/customers of other public safety information systems your team has supported?
- What is the limit/amount of cyber liability insurance that your company maintains?
- Does your team support an existing Net Motion deployment?
- What experience do you have with coordination with outside vendors performing audits and for compliance needs, such as CJIS, IT audits, security audits, DHS security assessments, etc. Include a description of your change management process to address remediation of findings.
- What experience do you have with coordination with City/County partners on information systems, training, etc.

- What are your internal controls to ensure data integrity and protect confidential data?
- Have you performed a System and Organization Controls (SOC) audit?

Section 4.0: Preparation and Submittal of Proposals

4.1 RFP Response: In order to be considered for selection, Offerors must submit a complete response to this RFP. One (1) electronic, and three (3) printed copies of each proposal must be submitted to:

Keli Frasier, Town Clerk
 Town of Palisade
 175 East 3RD Street
 Palisade, CO 81526

Identify on the outside of the envelope: Sealed RFP # 24-0001-0927

4.2 Timeline:

- Request for Proposal Published: Friday, September 27, 2024
- Appointments to view Town Hall IT system need to be scheduled prior to Thursday, October 10, 2024, with the Town Clerk
- Questions Due: Thursday, October 10, 2024
- Question Responses Due: Monday, October 14, 2024
- **RFP Due: Thursday, October 24, 2024, 4:00 pm.**
- Board of Trustees Contract Meeting: Tuesday, November 5, 2024
- Notification of Decision to Applicants: Wednesday, November 6, 2024

4.3 Proposal Preparations:

- Proposal shall be signed by an authorized representative of the Offeror. All information requested should be submitted. The Contract Administrator will review all proposals to ensure that the required information is included. Failure to submit all information requested may result in a request to submit the missing information. Proposals that are substantially incomplete or lack key information may be rejected as incomplete. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
- Proposals will be reviewed and evaluated by a Committee as designated by the Town.

- Proposal should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
- Proposal should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. The proposal should contain a table of contents which cross-references the RFP requirements. Information that the Offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material.
- Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.

4.4 Specific Requirements:

- Offerors are required to submit the following information/items as a complete proposal:
 - (a) The return of the RFP general information form and addenda, if any, signed and completed as required.
 - (b) Please provide three (3) recent references, similar to the Town, for whom you have provided the type of services in the last five (5) years described herein. Include the date(s) services were furnished, the client name, address, and the name, phone number, and email address of the individual that the Town has your permission to contact.
 - (c) Respond to each item in Section 3.0 Specifications/Scope of Service and your ability to meet the mandatory requirements.
 - (d) A history of your company, including financial standing, locations, and closest facility to the Town.
 - (e) In detail, describe your approach to providing these services to the Town and how you will fulfill the Town's requirements. Explain how you will address any complaints and correct any service-related problems.

Section 5.0: Evaluation and Award of Contract

5.1 Evaluation Criteria:

- Company history, company stability, staff experience, staffing stability, and financial resources.
- Experience and quality of performance in providing this service to other entities of similar size.
- Approach to providing this service and fulfillment of the Town's requirements.
- Methodology of addressing complaints and correcting service-related problems.
- Approach to equipment maintenance, repair, and replacement.
- Policy and philosophy for customer service.
- Costs.

5.2 Award of Contract: Selection shall be made to the Offeror deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors set forth in the Request for Proposal, including price. Negotiations shall be conducted with the Offeror selected. Price shall be considered but need not be the sole determining factor. After negotiations have been conducted with each Offeror selected, the Town shall select the Offeror who, in its opinion, has made the best proposal and shall award the contract to that Offeror. The Town may cancel the Request for Proposal or reject proposals at any time prior to an award and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous. Should the Town determine in writing and at its sole discretion that only one Offeror is fully qualified or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation price of work and the contractor's proposal as negotiated.

Section 6.0: Reservation of Rights

The Town reserves the right to award, in part or in whole, to one or more vendors or to reject any or all proposals, whichever is deemed to be in its best interest.