



## **CITY OF CENTRAL FALLS**

### **REQUEST FOR PROPOSALS FOR INFORMATION TECHNOLOGY SUPPORT AND MANAGEMENT OF CENTRAL FALLS POLICE DEPARTMENT**

**BID# 2022-0005**

#### **SPECIFICATIONS AND INSTRUCTIONS**

Issue Date:

JUNE 3<sup>RD</sup> 2022

The submission deadline for responses is June 10, 2022 at 12:00 p.m.

**CITY OF CENTRAL FALLS, RHODE  
ISLAND**

**REQUEST FOR PROPOSALS**

**FOR INFORMATION TECHNOLOGY SUPPORT AND MANAGEMENT OF  
CENTRAL FALLS POLICE  
BID #2022-0005**

**Purpose:**

The Central Falls Police Department seeks 24/7/365 Information Technology (IT) support services and management for all Police Department IT operations.

**Scope of Work:**

- 1) Comprehensive server, desktop and network support including real-time technical assistance, monitoring, and remedial and preventative maintenance.
- 2) Set up new users and perform basic support functions including the installation of PCs, laptops, tablets, printers, scanners, and software.
- 3) Diagnose and correct desktop application problems, configuring laptops, tablets, and desktops (or equivalent) for standard applications identifying and correcting hardware problems, performing windows patches and updates along with other preventative maintenance.
- 4) Provide assistance with software and hardware purchases when requested by designated department personnel.
- 5) Install new servers, software and hardware and transfer data when acquired.
- 6) 24/7/365 monitoring and alerting for all server/network related issues as necessary.
- 7) 24/7/365 monitoring and alerting for security/data integrity issues.
- 8) On-site technician presence no less than one-day every week. During this day, the technician should visit personnel to assist users with issues and do any necessary maintenance on servers and other equipment.
- 9) Planning services to include:
  - a) Technology planning, vision, operations, security, and high-level evaluation.
  - b) Make recommendations for future purchasing and technology needs for the organization and specific departments as needed during the annual budget

preparation process.

c) Preparing a written monthly summary to the Police Department outlining IT incidents that were reported and how they were resolved (i.e. still open, resolved, etc.).

d) Quarterly meetings with the Department administration to discuss outstanding issues.

e) Maintain inventory of all IT-related assets.

10) Regularly assess excess equipment, assist with removing sensitive information, and recommend destruction or disposal when appropriate.

11) Preventative maintenance services at intervals necessary to keep department IT equipment in good working condition. Preventative maintenance includes, but is not limited to, the following:

a) Checking the status of the backups

b) Checking and patching the server

c) Reviewing the server and firewall log files

d) Checking and patching the firewall

e) Antivirus updates

f) PC general health and maintenance including disk management (fragmented files, deleting temporary file folders, emptying recycling bins.)

g) Software updates

h) Monitoring network and Internet connectivity, reliability, and performance

i) Monitoring stability and performance of database and communication systems in the Police Department

12) Remedial maintenance services when notified by the department that equipment or systems are inoperative. Remedial maintenance includes, but is not limited to the following:

a) Virus extraction

b) Returning equipment to original working order (labor only, parts will be at the departments expense)

c) Rebuilding servers and workstations after unplanned incidents (labor only, parts will be at department's expense)

13) Serve as the liaison between the Central Falls Police Department and vendors

providing IT relevant services; for example, our ISP, security system provider, printing services, phone, etc.

14) Serve as the liaison between the Central Falls Police Department and the Rhode Island State Police, the RI Office of Attorney General, the Federal Bureau of Investigation, and other government entities relative to secure law enforcement databases.

15) Review and test the Central Falls Police Departments Disaster Recovery Plan and provide leadership if/when the plan is ever implemented.

**Instructions:**

Respondents to this solicitation must submit one (1) original response and three (3) copies in a sealed envelope labeled with the address of the property. Proposals must include a USB copy of the proposal in the envelope no later than 12:00 p.m. on Friday, June 10, 2022, at the office of the Purchasing Agent, Central Falls City Hall, 580 Broad Street, Central Falls, Rhode Island 02863. This bid will be publicly opened and read at a later date once it is scheduled with the Purchasing Board. An official authorized to bind the Respondent to the provisions of its response must sign the Response Form. The City will review all responses and reserves the right to accept or reject any and all responses.

Response must be submitted in a sealed envelope and addressed to:

Jahaira Rodriguez  
 Purchasing Agent  
 City of Central Falls  
 580 Broad Street  
 Central Falls, RI 02863

The lower left corner of envelope must contain the following identification: SEALED RESPONSE, FOR INFORMATION TECHNOLOGY SUPPORT AND MANAGEMENT OF CENTRAL FALLS POLICE, Bid No: 2022-0005.

NO RESPONSES WILL BE ACCEPTED AFTER 12:00 P.M June 10, 2022.

*It is the responsibility of bidder to check the Central Falls purchasing webpage for any addendums: (<https://www.centralfallsri.gov/rfps>).*

**Selection Criteria**

Proposals in response to this RFP will be reviewed and ranked using the criteria listed below and the top ranked respondents will be interviewed prior to making a selection.

1. The respondent’s background and relevant work experience as related to the scope of work.
2. The qualifications and suitability of experience of any staff members that will be assigned to tasks outlined in the scope of work. (The response must identify and provide resumes for staff members who will be working on each task.)

3. Quality of the response to the RFP in demonstrating a clear understanding of the scope of work and goals for the project and effectiveness in working in multi-racial and multi-lingual communities.
4. Demonstrate proven ability to complete required tasks in a timely, cost-effective manner and responsiveness to client’s needs by providing references from current and prior clients for similar projects.
5. Quality of interview with the selection committee.
6. Cost proposal.

**PROPOSAL CONTENT.** Proposer must describe in detail how they will meet the requirements of this RFP and may provide additional related information with their proposal. The proposal should be presented in a format that corresponds to, and references, the responsibilities outlined in the Scope of Work and should be presented in the same order. Proposals should be straightforward and concise. Emphasis should be concentrated on conforming to the RFP instructions, responding to the RFP requirements, and on providing a complete and clear description of the offer, including a cost proposal. If a complete response cannot be provided without referencing supporting documentation, you must provide such documentation with the proposal indicating where the supplemental information can be found.

**PROPOSER'S BACKGROUND.** Proposer must provide a company profile. Information shall include:

- a. Company ownership. If incorporated, the state in which the company is incorporated and the date of incorporation.
- b. Location of the company offices.
- c. Number of employees both locally and nationally.
- d. Location(s) from which employees will be assigned.
- e. Name, address, and telephone number of the Proposer’s point of contact for a contract resulting from this RFP.
- f. Company background/history and why Proposer is qualified to provide the services described in this RFP.
- g. Length of time Proposer has been providing services described in this RFP. Please provide a brief description.
- h. Resumes for key staff to be responsible for performance of any contract resulting from this RFP.

Proposer must include in their proposal a complete disclosure of any alleged significant prior or ongoing contract failures, any civil or criminal litigation or investigation pending which involves the Proposer or in which the Proposer has been judged guilty or liable. Failure to comply with the terms of this provision will disqualify any proposal. The City of Central Falls reserves the right to reject any proposal based upon the Proposer’s prior history with the City of Central Falls or with any other party, which documents, without limitation, unsatisfactory performance, adversarial or contentious demeanor, significant failure(s) to meet contract milestones or other contractual failures.

**PROPOSER'S REFERENCES.** Proposers should provide a minimum of three (3) references from similar projects performed for any local government clients within the last five years. Information provided shall include:

- a. Client/Business name;
- b. Project description;
- c. Project dates (starting and ending);
- d. Client/Business project manager name and telephone number

**PUBLIC RECORDS.** Rhode Island law provides that municipal records shall be open for personal inspection by any person. Information and materials received by the City of Central Falls in connection with an RFP response shall be deemed to be public records subject to public inspection upon award, recommendation for award, or 10 days after proposal opening, whichever occurs first. However, certain exemptions to the public records law are statutorily provided. If the Proposer believes any of the information contained in his or her response is exempt from the Public Records Law, then the Proposer, must in his or her response, specifically identify the material which is deemed to be exempt and cite the legal authority for the exemption, otherwise, the City of Central Falls will treat all materials received as public records.

**QUALIFICATION OF PROPOSERS.** Each Proposer shall be skilled and regularly engaged in the general class or type of work called for under the contract for no less than three (3) years. It is the intention of the City of Central Falls to award a contract to a Proposer who furnishes satisfactory evidence that the Proposer has the requisite experience, ability, sufficient capital, facilities, and plant to enable the Proposer to prosecute the work successfully and properly, and to complete it within the time specified in the contract. To determine the degree of responsibility to be credited to the Proposer, the City of Central Falls will weigh any evidence that the Proposer has performed satisfactorily other contracts of like nature, magnitude and comparable difficulty and comparable rates of progress. In selecting the Proposer offering the most advantageous proposal, consideration will be given not only to the financial standing but also to the general competency of the Proposer for the performance of the work covered and/or specified in the contract documents. To this end, each Proposal shall be supported by a statement of the Proposer's relevant experience which shall include descriptions of the work your firm completed to deliver similar services for three (3) projects for a municipal or other governmental unit within the last five years. Descriptions shall also include the name of the entity for which the Proposer performed the work, the beginning and end dates of each project, and the contract amount.

**QUESTIONS AND COMMENTS.** All questions regarding this RFP must be submitted in writing to the Central Falls Police Department no later than **12:00 p.m. on Wednesday, June 8, 2022.** Questions received after that time will not be addressed. Questions should be emailed to [aroberson@cfpd.centrefallsri.gov](mailto:aroberson@cfpd.centrefallsri.gov). All submitted questions and the City's written response to each will be available as an addendum that will be posted to the City's website (<https://www.centrefallsri.gov/rfps>) on **or before 4:00 p.m. on June 9, 2022.** Potential proposers are responsible for accessing the addendum on the website or by contacting the Central Falls Planning Department at [tdeller@centrefallsri.us](mailto:tdeller@centrefallsri.us) to request a copy of the addendum. Proposers must acknowledge receipt of all addenda on the City proposal form which will be submitted with the proposal package.

# FOR INFORMATION TECHNOLOGY SUPPORT AND MANAGEMENT OF CENTRAL FALLS POLICE

## Response Form

TO: THE CITY OF CENTRAL FALLS

From: \_\_\_\_\_

The signature below certifies that the undersigned is authorized to submit this proposal on behalf of the Respondent and to bind the Respondent to the provisions of its response. Further, the signature certifies that:

- The undersigned has not entered into any collusion with any person in respect to this proposal or any other proposal or the submitting of a response to this bid.
- If selected to perform the work, the undersigned will act in good faith to complete projects as part of this effort in an expeditious manner.

The undersigned acknowledges that they have read any Addendums that may have been issued following the initial posting of this RFP. Specifically, the Respondent acknowledges reading the following Addendum(s):

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Name of Proposer (Person, Firm, or Corporation)

\_\_\_\_\_  
Signature of Proposer's Authorized Representative

\_\_\_\_\_  
Name & Title of Authorized Representative

\_\_\_\_\_  
Date of Signing