

Town of Rehoboth
Request for Quotation

For

Information Technology Consultant Services

INTRODUCTION

The Town of Rehoboth, Massachusetts, through its Board of Selectmen (The Town) is soliciting quotations from firms to provide an assessment of its Information Technology Systems. The quotations must be submitted post marked by midnight on January 18, 2023 or date and time stamped at the Board of Selectmen's Office at 340 Anawan Street, Rehoboth, MA 02769 by 4PM on January 18, 2023 or email to: darruda@rehobothma.gov by January 18, 2023

This Request for Quotes has been posted on The Town of Rehoboth's website. <https://www.rehobothma.gov>

The Town anticipates that the cost of these services will be \$10,000 or less, therefore the Town will award the contract using "sound business practices" pursuant to the Massachusetts Uniform Procurement Act, Massachusetts General Laws, Chapter 30B. The purpose of this Request for Quotations is to ensure the Town has received the needed quality of services at a reasonable price.

The Town of Rehoboth is situated in Bristol County between Taunton and East Providence, RI. It was settled in 1636 as part of Plymouth colony. Based on the 2021 population estimates program, Rehoboth has 12,687 residents making it 157th out of 348 Massachusetts communities. The town's annual operating budget is approximately \$33 million.

The town supports ~100 town employees. IT systems are located within several administration buildings throughout the town including:

Town Hall – 340 Anawan Street

Rehoboth Police Department – 334 Anawan Street

Rehoboth Fire Department (3 stations) - 334 Anawan Street

Rehoboth Highway Department – 345 Anawan Street

Rehoboth Maintenance Department – 27 Francis Farm Road

Council on Aging / Veteran's Agent / Nurse – 27 Francis Farm Rd

Rehoboth Animal Control/Forestry Department – 148 Peck Street

The Dighton Rehoboth School District is excluded from these services.

PROJECT DESCRIPTION

The Town of Rehoboth is soliciting quotes to perform an assessment of its IT systems, applications, security, policies, and procedures.

APPROACH:

The Selected Contractor-

The Selected Contractor will plan on interviewing key staff (IT consumers) to determine vision, strengths and capabilities to gain an overall picture of the current state of the IT infrastructure and needs of the staff members. The Town will make available the assistance of the current IT support resource. The Town requires a report that will include a prioritized list of infrastructure, systems and applications, recommendations for new systems or upgrades if needed including assessing its current cyber security strategy, tools and the cyber security impact of any recommendations included in the respondent's report.

FINAL REPORT

The intent of the assessment will target three areas:

1. General recommendations for efficient, effective on-going support
2. Wide- and Local-area network documentation and improvements
3. Security improvements and recommendations

The final report shall include the following sections:

Environment Overview

This section will include a high-level topology diagram showing the number of servers, firewalls, switches, wireless access points, printers, and end points per location.

Assessment Items and Recommendations

This section will provide a statement of current procedures with general recommendations which will cover:

Email and email filter assessment of current products
Endpoint Operating System assessment of versions in use
System backups - both on-site and cloud-based

Support strategy including current support ticketing system or process
Security strategies in place today and proposed:

- Multi-Factor Authentication
- User security training
- Firewall hardening
- Geo-Blocking
- Written Information Security Plan (WISP)
- Security patch installation protocol
- Current system monitoring and management tools in use

Security

This section will detail the current state of endpoint and network security with recommendations to implement tighter security controls.

Equipment Deficiencies

This section will contain a list of equipment that would require immediate replacement in order to ensure security of the entire network.

The final report will be used as the basis for a second RFP seeking a fully managed, secure Managed Service Plan (MSP) with on-going, scheduled and emergency support for the Town.

SELECTION SCHEDULE/TIME AND PLACE OF SUBMISSION OF QUOTATIONS

The selection schedule is as follows:

Deadline for Questions: January 4, 2023, by 4:00PM
Response to Questions Issued: January 12, 2023

Quotation Submission Deadline:
Post Marked by midnight on January 18, 2023 or date and time stamped at the Board of Selectmen's Office, 340 Anawan Street, Rehoboth, MA 02769 by noon on January 18, 2023 or email to: darruda@rehobothma.gov by January 18,2023
The Town of Rehoboth intends to make the decision on or before January 30, 2023

The Town reserves the right to alter the timeline as it deems necessary.

It is the responsibility of respondents to check the website for any addenda or modifications to this this Request for Quotes. Prospective respondents should note that all clarifications and exceptions including those relating to the terms and conditions of the contract must be submitted prior to submission of a quotation.

Answers to all questions of a substantive nature will be posted on The Town's website at (<https://www.rehobothma.gov>). It is the responsibility of respondents to ensure that

they receive all information by visiting the website. Responses must be received no later than 4PM on January 4, 2023.

Any quotation received after the time specified will be considered late and will not be considered for award.

CONTENTS OF QUOTATIONS

All quotes should provide information relating to the elements listed below in sufficient detail to allow the Town to conduct an informed and fair selection process.

A submission of a quote must, at a minimum, include the following:

1. Firm background; provide a brief description of the firm along with the firm's website address.
2. Fee structure: provide a lump sum fee for the requested work.
3. Relevant experience, both with services being provided and with governmental, and/or not for profit entities.
4. Proposed time frame to complete the services requested.
5. References from three current or previous clients whose engagement was materially similar to this request.
6. Please provide proof of adequate financial stability.

REVIEW AND EVALUATION

The Town selection committee will evaluate and compare each submitted quotation using a variety of quantitative and qualitative criteria. The sole purpose of the evaluation process is to determine which contractor submitting a quote can provide the best value to the Town (highest level of service and desired deliverables in the most cost effective manner that most closely meets the Town's needs). The Town may select a quotation that proposes a price higher than the lowest price among the other eligible and qualified respondents if it is determined that the additional technical merit offered is worth the additional price in relation to the other quotes received.

Therefore, the Town will utilize sound business practices to select the quotation best suited to the quality of services needed at a reasonable price.

The Town will take the following into consideration when reviewing quotations:

- Demonstrated management experience;
- Satisfactory financial and technical skills;
- Relevant professional qualifications and certifications of the company and staff;
- Geographic location of the contractor and its staff who will be providing the requested services to the Town;

- Experience working with municipal organizations similar to the Town of Rehoboth in the Commonwealth of Massachusetts;
- The contractor's ability to commit the necessary time and staff to complete the requested services within one month after the award.
- The overall clarity of the quotation submitted;
- The references provided give favorable evaluations if/when they are contacted by the Town.

VALIDITY OF QUOTATIONS

Quotations shall be good for thirty (30) days from the due date and the town may award a contract at any time during that period. Should there be reasons why a contract cannot be awarded within the specified period; the time may be extended by mutual agreement between the Town and the selected contractor.

RIGHT OF REFUSAL

The Town reserves the right to (a) reject any or all quotations, or to make no award, (b) request modifications to initial quotations or (c) make partial or multiple awards. In addition, the Town reserves the right to obtain other supplemental information. The Town further reserves the right to excuse technical defects in a quotation when, in its sole discretion, such excuse is beneficial to the Town.

FORM OF CONTRACT

By submitting a quotation, contractors are agreeing to enter into the Town's standard form of Contract. The contract is viewable at the town's RFP website (**Request for Quotation for Information Technology Consultant Services**)

(<https://www.rehobothma.gov>)