

THE MATTABASSETT DISTRICT
Request for Qualifications (“RFQ”)
Information Technology Support Services 2022-2025 (3 Year)
RFQ Solicitation Reference No. 2022-24

I. INTRODUCTION

The Mattabassett District (“District”) is a public entity. The District owns and operates a regional sewer treatment facility and functions as a municipality under the Connecticut General Statutes. The District is seeking qualification statements (“Qualification Statement”) from information technology firms with a minimum of five (5) years of experience in implementing, servicing, managing and maintaining computer hardware and software systems, servers, networks, intra and internet activities, managing databases, retrieving and transmitting data; and maintaining associated telephone and communication systems and other related digital and e-commerce activities. Respondents must demonstrate substantive technical knowledge and the staffing and ability to maintain and improve the District’s current computer network operations and to recommend and implement enhancements to the District’s systems as necessary. This RFQ for Information Technology (“IT”) Support Services may involve a multiyear service contract, which is anticipated to begin in the Fall of 2022. Interested Parties must submit their written Qualification Statements so that the Statements are received by the District **no later than 2:00 PM** Eastern Daylight Savings time on **March 10, 2022**. Qualification Statements and other submissions received after that date and time may be received by the District as a clerical function only; and, will not be evaluated or otherwise eligible for consideration.

ALL STATEMENTS AND SUBMISSIONS MUST BE IN SEALED ENVELOPES/PACKAGES AND BE CLEARLY IDENTIFIED AS “MATTABASSETT DISTRICT - INFORMATION TECHNOLOGY RFQ SUBMISSION 2022-24”

The District shall have no express or implied obligation to reimburse any respondent company or firm for any costs or expenses incurred in preparing Qualifications Statements in response to this request. The estimated annual fee for the services in this RFQ is between \$30,000 and \$100,000, subject to change without notice. The District will select up to three firms to be interviewed by a Committee. The District anticipates conducting interviews during the **week of April 11th 2022**. The selection process and criteria will consider the firm’s experience, size, capability, professional and technical certifications (i.e. Cisco, Meraki and Microsoft) and technical expertise to address the District’s comprehensive and complete IT needs.

The District reserves the right to retain all Qualification Statements submitted and to use any ideas in a Qualification Statement regardless whether that proposal is selected. Submission of a Qualification Statement indicates acceptance by the respondent of the conditions contained in this request for Qualifications, unless clearly and specifically noted in the Qualification Statements submitted and confirmed in any eventual contract between The District and the firm selected.

II. DISTRICT NETWORK INFORMATION

The District computer systems and network includes multiple work stations, tablets, laptops, servers and local networks along with a multitude of software applications.

Some of the District’s process equipment is computer controlled with VPN access to allow remote access to the office and equipment.

III. NATURE OF SERVICES REQUIRED

The District desires the IT Company to provide IT Support (hardware and software) for up to 60 Devices, currently. The District will require office support for its Software (i.e. Access, Customer Portal, Endpoint AV Software, Mobile Device Management Software, NOC Portal) and Managed Services (i.e. Automated Patch Mgmt., Automated Maintenance, Automated AV Updates and Scans, 24/7 historical monitoring and monitoring on firewall and servers).

The District will also require Office Support (with 24/7 Emergency) (i.e. remote help desk and management of IT networks, field tech support, engineering support and endpoint content filtering support). The hours needed for these services will be determined. District will also require remote cloud backup storage for approximately 28 stations and 4 laptops including all maintenance, verifications and restoration when necessary and antispam antivirus with remote management services to block email messages.

The District does not maintain any IT support staff in-house and as such is looking for complete support for all computer and server hardware, software, network, internet, backup, and support equipment maintenance under a multiyear contract.

The services described and required herein must be included and addressed with your response **and be complete and fully encompass** the District's comprehensive IT requirements.

THE DISTRICT RESERVES THE RIGHT IN ITS SOLE DISCRETION TO REJECT ANY ALL QUALIFICATION STATEMENTS AND SUBMISSIONS OR TO EXTEND DEADLINES OR CANCEL THIS PROCUREMENT AT ANY TIME IF IT IS DEEMED IN THE BEST INTERESTS OF THE DISTRICT.

The District reserves the further right to modify or amend this procurement at any time before a contract award; to refuse to accept Qualification Statements that do not comply with the District's procurements requirements; to reject any Qualification Statement that is incomplete or in which there exist significant inconsistencies or inaccuracies; to require respondents, at their own expense, to submit written clarification of statements in any manner or format the District may determine; waive any technical defects, irregularities and omissions if in the District's judgment it is in the District's best interest; contract for all or any portion of the scope of services or tasks contained in this RFQ or contract with one or more respondents if deemed in the best interest of the District; to negotiate separately any services in any manner needed to serve the best interests of the District and to reopen the entire process if the District determines that the statements and submissions are unacceptable.

Please address all inquiries via email to **Elaine Brousseau at ebrousseau@mattdist.org** who will serve as the District's contact person.

All questions, comments, submissions and other communications with the District regarding this RFQ must be addressed to the above named contact person by **March 10, 2022**. Any information and material received that does not indicate that it is RFQ related or included contents will be opened as general mail.

At all times it remains solely the responsibility of a respondent to obtain any and all Addendums, if any are issued, or obtain official announcements pertaining to this RFQ. Neither the issuance of this RFQ nor the District's receipt of a response creates any liability or obligation on the part of the District.

Due regard will be given to the protection of proprietary information contained in all submissions received; however, respondents must be aware that all material associated with this procurement solicitation remains subject to the terms of the Connecticut Freedom of Information Act (“FOIA”). The particular pages or sections, if any, that a respondent considers confidential and proprietary must be specifically identified as such.

Insurance Consultant represents that it has purchased and agrees that it will keep in force for the duration of the performance of the Services or for such longer term as may be required by this Contract, in a company or companies lawfully authorized to do business in the state of Connecticut, such insurance as will protect the District from claims for loss or injury which might arise out of or be related to the Services required by this Contract regardless whether such operations and Services be conducted by Consultant or by an approved subcontractor or its subcontractors for which Consultant may be responsible. Consultant represents and agrees that the insurance is written for and shall be maintained in an amount not less than the limits of the liability specified below or required by law, whichever coverage is greater. Consultant certifies that coverage shall be written on a “claims made” form and shall be maintained without interruption from the commencement of Services and work until the expiration of all applicable statutes of limitation.

- a) Worker’s Compensation subject to State statutory limits, and employer liability, \$1,000,000.
- b) Commercial General Liability with limits of not less than \$1,000,000 per occurrence, \$2,000,000 Aggregate.
- c) Professional Liability with limits not less than \$1,000,000 per claim, \$1,000,000 Aggregate.
- d) Commercial Automobile Liability (owned, non-owned, hired) of at least \$300,000 each accident.
- e) Cyber liability not less than \$1,000,000 per Claim and Aggregate.
- f) Umbrella Liability of not less than \$3,000,000 per Occurrence and Aggregate, over the Commercial General Liability, Commercial Automobile Liability, and Employer Liability.

Certificate The Consultant shall file Certificates of Insurance, naming the District as an additional insured, in duplicate or electronically, acceptable to all parties prior to commencement of Services, which shall contain a provision that coverage under the policies shall not be canceled or allowed to expire or permit material changes until at least Thirty (30) days written notice has been given to the District.

Cyber Insurance Requirement: Cyber Insurance, in an amount not less than \$1,000,000 per claim and annual aggregate, covering all acts, errors, omissions, negligence, and including infringement of intellectual property (except patent and trade secret) in the performance of services for the District or on behalf of the District hereunder. Vendor’s policy will provide for Data Security & Privacy “Cyber” coverage (including coverage for unauthorized access and use, failure of security, breach of confidential information, of privacy perils, as well as breach mitigation costs, extortion, and regulatory coverage).

Such insurance shall be maintained in force at all times during the term of the agreement and for a period of two years thereafter for services completed during the term of the agreement. The District shall be given at least 30 days’ notice of the cancellation or expiration of the aforementioned insurance for any reason.

The District is an Equal Opportunity/Affirmative Action Employer and Contractor.

Please be sure that the following contact information, at a minimum, is included with any Qualification Statement and any appended Submission:

Respondent Company: _____

Business Address: _____

E-mail address: _____

Business Telephone Number: _____

By: _____

Print name: _____

Title: _____

Date: _____