

**FREDERICK-FIRESTONE  
FIRE PROTECTION  
DISTRICT**



**Request for Proposals  
Public Works Project  
BID #2018-001**

---

---

**For Professional Information Technology (IT) Managed Services for Frederick-Firestone  
Fire Protection District Facilities**

The Frederick-Firestone Fire Protection District (District) is soliciting written proposals and quotes for ongoing information technology (IT) maintenance and support services to be provided at its Business & Education Center and four (4) fire stations. This is a Guaranteed Maximum Price (GMP) public works project. The District is conducting a Qualifications Based Selection process to retain a local vendor for the aforementioned services. The qualified firm will enable the District to significantly improve IT effectiveness, enhance its quality of services, minimize its support cost, and maximize return on IT investment. The services provided by the selected vendor will include: preparation of final bidding and specification documents, preparation and submittal of a final monthly quote for all services to be provided by the vendor, any necessary consultation meetings, daily, weekly, and monthly remote and onsite maintenance of the District's information technology systems, and supply, setup and installation of required hardware and software.

Sealed proposals responsive to this Request for Proposals ("RFP") must be submitted by providing the information requested in this RFP by **4:00 pm MDT on Friday, February 23, 2018** to:

Frederick-Firestone Fire Protection District RFP 2018-001  
Attn: Jeremy A. Young, Fire Chief  
8426 Kosmerl Place  
Frederick, Colorado 80504  
303-833-2742 Office

During the quote preparation process, all communication, correspondence, questions or requests for clarification shall be directed to Fire Chief Young by email ([jyoung@fffd.us](mailto:jyoung@fffd.us)). General questions may be communicated by phone; however, specific requests for clarifications must be e-mailed. Failure to comply with this requirement may result in disqualification.

Submitting vendors shall mail or hand-deliver two (2) hard copies and one (1) digital copy in Microsoft Word or Adobe PDF format of the proposal to the above stated address. Mailed proposals must be received by the District by the above stated submittal deadline.

A proposal may be withdrawn at any time before the deadline for submitting proposals by notifying the District in writing of the intent to withdrawal. The notice must be signed by the representative of the vendor who submitted the quote. The vendor may thereafter submit a new or modified quote, provided that it is received at the District no later than the deadline.

Modification offered in any other manner, oral or written, will not be considered. Quotes cannot be changed after the submission deadline, unless the District requests clarification.

If a vendor discovers any ambiguity, conflict, discrepancy, omission, or other error in the RFP, the vendor must immediately provide the District with written notice of the problem and request that the RFP be clarified or modified. Without disclosing the source of the request, the District may modify the RFP before the proposal submission deadline by issuing an addendum to all potential bidders to whom the RFP was sent.

If, before the proposal submission deadline, a vendor knows of or should have known of an error in the RFP but fails to notify the District of the error, the vendor shall submit a proposal at its own risk, and if, awarded the project, shall not be entitled to additional compensation or time by reason of the error or its later correction.

All materials submitted in response to this RFP will become the property of the District. All proposals submitted to the District shall constitute public records within the meaning of the Colorado Public (Open) Records Act (CORA) and may be subject to inspection and disclosure to the public in accordance with CORA. A vendor that desires any aspect of its proposal to remain confidential must specifically identify the confidential portion of the proposal and the grounds for claiming confidentiality. Further, the confidential portion must be easily segregated from the rest of the proposal.

This RFP is a solicitation for quotes and proposals and not an offer to contract. The District reserves the right to accept or reject any or all proposals. The District further reserves the right to issue clarifications and other directives concerning this RFP, to require clarification or further information with respect to any proposal, and to determine the final terms of any contract for services. All costs incurred by a vendor for proposal preparation, interviews and contract negotiations are the sole responsibility of the proposing vendor. All prices submitted in the quote shall be binding and valid for 90-days after the closing date.

## **SECTION A - BACKGROUND INFORMATION**

The District currently provides fire suppression, community risk reduction, emergency medical care and transport, and administrative services from four (4) fire stations and one (1) administrative building. The District serves a 32-square mile area in the Town of Frederick, the Town of Firestone and unincorporated areas of southwest Weld County. The five (5) District facilities are as follows:

- Business & Education Center - 8426 Kosmerl Place, Frederick, CO 80504
- Fire Station 1 - 31 Walnut Drive, Frederick, CO 80530
- Fire Station 2 - 3991 Rowe Street, Frederick, CO 80516
- Fire Station 3 - 6800 Tilbury Avenue, Firestone, CO 80520
- Fire Station 4 (Current) - 3525 Highway 119, Firestone, CO 80504
- Fire Station 4 (Future August 2018) - 10706 CR 7, Frederick, CO 80504

The District currently uses Comcast as its main Internet Service Provider (ISP) to include VOIP phone system located at Business and Education Center and the four (4) fire stations. Comcast internet service at this facility is connected to the other four (4) District facilities. Mobile

connectivity for all cell phones and Mobile Data Terminals (MDT's) as well as Station 4's network access is provided through Verizon. This includes broadband cards on all MDTs, two (2) mobile hot spots, and approximately fifteen (15) cell phones.

The District facilities also have an electronic access control system utilizing card readers on identified doors at each facility. This system is currently housed at the Business and Education Center.

The District maintains two (2) servers, both at the Business & Education Center: one (1) Main File and Domain Controller Windows Server 2012 R2 Standard, one (1) Financial Server running Windows Server 2012 R2 Standard and Black Mountain Software, and a potential future server for the phone and access control system.

The network is protected by four (4) SonicWall TZ-300 firewall (with anti-virus/anti-malware subscription services). The District currently maintains 56 systems: 12 Windows 7 Pro workstations, 12 Windows 7 Pro laptops, 3 Windows 10 Pro Desktops, 6 Windows 10 Pro laptops, 5 Windows 10 Pro-Surface 3 tablets, 8 iPads, 1 Asus Windows 8 Pro Networked tablet, and 12 Windows 7 Pro Mobile Data Terminals (MDT) on frontline emergency response apparatus that interface with the Weld County Regional Communication Center's (WCRCC) Computer Aided Dispatch (CAD) system, currently running Spillman software and accessed through Netmotion. The hardware is currently distributed as follows:

- Business & Education Center:
  - Fire Network: 8 Laptops, 7 Desktops, 5 Surface 3 tablets.
  - EOC/Command Training Center Network: 1 Desktop, 16 Laptops, 15 digital Phone Handsets
  - Digital Phone Network: 17 Digital Phone Handsets
  - Off Network: 8 iPads, 1 Tablet
  - WCRCC Network/Netmotion: 2 MDT Laptops
- Fire Station 1:
  - Fire Network: 3 Windows 7 Pro Desktops
  - WCRCC Network/Netmotion: 3 MDT Laptops
- Fire Station 2:
  - Fire Network: 2 Windows 7 Pro Desktops
  - WCRCC Network/Netmotion: 3 MDT Laptops
- Fire Station 3:
  - Fire Network: 1 Windows 7 Pro Desktop
  - WCRCC Network/Netmotion: 3 MDT Laptops
- Fire Station 4:
  - Fire Network (Remote Access via Verizon Broadband): 2 Windows 7 Pro Desktops
  - WCRCC Network/Netmotion: 1 MDT Laptop

Support includes ten (10) full time employees located in the Business & Education Center on a Monday-Friday business hour schedule as well as forty (40) full time, four (4) part time and ten (10) volunteer employees divided among (3), 24-hour shifts at the four (4) fire stations.

Assessment of further system specifications can be arranged through a site visit by appointment prior to the deadline for RFP submittal.

Notice: Successful bidder must understand the District is a progressive and rapidly growing organization. Hardware and service needs may increase or change rapidly due to providing emergency services for all-hazards response from normal day-to-day operations to the ability to respond during a man-made or natural disaster event.

**SECTION B - SCHEDULE FOR PROJECT SERVICES**

- January 24 RFP is released
- January 24 – February 15 Vendor site visits by appointment and questions submitted.
- February 23 Bids are submitted
- February 23-March 8 Bid Compliance Evaluation
- March 12 Successful vendor selected & notified

**SECTION C - PROPOSAL SUBMITTAL REQUIREMENTS**

The proposals shall adhere to the following contents:

Item	Requirement	Comply (Y or N)	Exception (Y or N)
A.	Copy of this RFP with Compliance / Exception items completed on this document		
B.	Vendor Information Page (Attached)		
C.	Introduction letter to include: <ol style="list-style-type: none"> <li>1) Length of time in business of providing proposed services</li> <li>2) Total number of clients</li> <li>3) A list of governmental entities vendor currently provides service to, with preference given to other public safety entities. Include the location of the facility, contact person, and phone number of references for each of the listed examples. Please provide information referencing the actual services provided, customer size (number of users), and the length of tenure providing services to this client.</li> <li>4) Number of full-time personnel in:                             <ul style="list-style-type: none"> <li>• Consulting</li> <li>• Installation and training</li> <li>• Sales, marketing, and administrative support</li> </ul> </li> <li>5) Location of headquarters and any field offices</li> <li>6) Location of office which would service this account</li> </ol>		

	<p>7) Describe how your firm is positioned to provide the services listed above and provide a history of experience on providing similar services.</p> <p>8) Describe your approach to providing these services and your methodology for providing on-going support.</p> <p>9) A statement expressing the vendor’s understanding of the services to be performed and making a positive commitment to provide the services as specified.</p> <p>10) Staff Resources – Identify names of principals and key personnel who will actually provide the information technology services. Summarize the experience and technological expertise of these staff. Describe the role and responsibilities that each of these individuals will have. The local availability of staff that will be providing these services shall be an important consideration.</p> <p>11) Support Services – Please answer the following:</p> <ul style="list-style-type: none"> <li>• Is help desk support available? If so, define the technical level of your help desk</li> <li>• When is support available for both Help Desk and on site? (Indicate XX a.m. to XX p.m. in Mountain Time and the days of the week.)</li> <li>• How are charges for support structured, documented, and tracked?</li> </ul> <p>12) Describe your problem escalation process, including: Initial problem identification (hand-off from help desk), triage for priority and severity of problem, steps for resolving problem escalation when a solution is not forthcoming or an implemented solution is unsatisfactory, and final authority regarding conflicts.</p> <p>13) Indicate your service response time and goal. What is your company’s SLA?</p> <p>14) If your company has had a contract terminated for default during the past five years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the vendor’s non-performance or poor performance; and the issue was either (a) not litigated or (b) litigated, and such litigation determined the vendor to be in default. If default occurred, list complete name, address and</p>		
--	--	--	--

	<p>telephone number of the party. If no such terminations for default have been experienced by the vendor in the past five years, declare that. The District will evaluate the facts and may, at its sole discretion, reject the vendor’s proposal if the facts discovered indicate that completion of a contract resulting from this RFP may be jeopardized by selection of this vendor.</p> <p>15) Beyond the scope of this RFP, what services (related or otherwise) does your company provide that may be of interest to the District?</p> <p>16) Proposal Summary – Summarize your proposal and your firm’s qualifications. Additionally, you may articulate why your firm is pursuing this work and how it is uniquely qualified to perform it. Include other pertinent information that helps the District determine your overall qualifications. Your proposal summary is not to exceed two pages.</p> <p>17) The letter must be signed by a corporate officer or other individual who is legally authorized to bind the applicant to both its proposal and cost schedule.</p>		
D.	<p>A good faith estimate of the Guaranteed Maximum monthly Price for services. The GMP shall include a detailed/itemized estimate of the cost of each service provided. Items not included in the monthly service agreement shall be quoted as a maximum rate per hour. The District is a tax-exempt entity.</p> <ol style="list-style-type: none"> <li>1) Describe how your services are priced, and any specific pricing you are able to provide.</li> <li>2) How many Help Desk calls and on-site visits are included in the monthly fee?</li> <li>3) Define any additional charges (e.g. travel expenses).</li> </ol>		
E.	<p>The proposal shall include an itemized list of all services INCLUDED in the monthly service agreement and rate.</p>		
F.	<p>The proposal shall include an itemized list of all services EXCLUDED from the monthly service agreement and rate, AND a maximum per hour rate for those services.</p>		
G.	<p>All prices shall be binding and valid for the length of the award, but at least 90 days.</p>		
H.	<p>The quote must include at least a 12-month warranty that covers all parts, software, and labor.</p>		
I.	<p>The quote must include the monthly service cost for a term not to exceed three years. Any quote that requires a multi-year service agreement must comply with the State of Colorado TABOR appropriations requirement.</p>		
J.	<p>The Agreement monthly service price shall include vendor</p>		

	attendance at any necessary meetings with District staff and service providers during the course of the agreement, at minimum once per month.		
K.	Final service plans shall be presented to the Fire Chief for approval prior to work commencing.		
L.	Two (2) printed copies and one (1) digital copy of the quote shall be submitted for final review.		

The length of the proposal is not limited; however, concise information is appreciated. Include any additional information you feel is pertinent at the end of the proposal. Only complete submittals that adhere to the standards and requirements set forth herein will be considered.

**SECTION D - PROJECT PARAMETERS AND GUIDELINES**

The following parameters and guidelines will be followed during the preparation of the quote:

Item	Requirement	Comply (Y or N)	Exception (Y or N)
A.	All equipment supplied shall be new unless utilizing existing District hardware, which shall be clearly specified in the proposal.		
B.	The system shall be controlled and monitored from the District’s Business & Education Center located at 8426 Kosmerl Place, Frederick, CO.		
C.	The proposal shall include all necessary software, licensing, certificates, and hardware components. All of the aforementioned shall be current, specified and quoted.		
D.	The proposal shall include itemized pricing for all set-up and installation of new/replacement hardware. Any anticipated communications outages shall be planned for after normal business hours and shall not be for more than 2-hour increments.		
E.	The vendor shall ensure that any person, other than District staff, accessing District data and equipment has completed a criminal background check, with the results submitted to the District before commencing of any work. This includes remote access and any person from your company coming on site.		
F.	The vendor shall ensure that all access accounts, logins and passwords are kept current and provided to the Fire Chief.		
G.	The monthly service price shall include an <b>Initial Assessment</b> : Scope of activity includes compiling/updating inventory of all information technology related assets, assess system architecture and current processes, and make recommendations for improved site-wide IT system performance.		
H.	The monthly service price shall include <b>Desktop Applications Support</b> . Scope of activity includes performing basic support		

	<p>functions including installing PCs, laptops, MDTs, printers, peripherals, and software; diagnosing and correcting desktop application problems, configuring laptops and desktops for standard applications and identifying and correcting end user hardware problems, and performing advanced troubleshooting. Maintain an up-to-date inventory of all District computer related hardware. Assist designated District personnel with software and hardware purchases. Assist in development of software/hardware policies and procedures.</p>		
I.	<p>The monthly service price shall include <b>Network Administration Services</b>. Scope of activity includes all District network equipment including switches, firewalls, routers, and other security devices. Primary installation and maintenance of printers, network copiers/scanners, etc. (or coordinate with the contracted copier vendor). Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades. Alert notifications to designated District personnel in the event of failure. Complete proactive monitoring of network equipment including bandwidth utilization, and other performance indicators, with reporting when specified thresholds are reached. Network performance and capacity management services, and network troubleshooting. Maintain network documentation and procedures.</p>		
J.	<p>The monthly service price shall include <b>Security</b>: Scope of activity includes maintenance of virus detection programs on District servers, email and all other District computers and laptops. Perform security audits as requested and notify District personnel immediately of suspected breaches of security or intrusion detection. Configure District system to enable remote access in a secure environment and provide remote access administration as requested by designated District personnel.</p>		
K.	<p>The monthly service price shall include <b>Strategic Planning</b>: Scope of activity includes engineering, planning, and design services for major system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchasing and technology needs. Install new servers, software and hardware and transfer data when acquired. Strategic planning, design, and installation/upgrade of core network systems. Examples include major network upgrades, provider changes, IP schema redesign, installation of “core” network devices, etc.</p>		
L.	<p>The monthly service price shall include vendor liaison and</p>		



	<p>coordination services with all technology vendors used by the District including but not limited to:</p> <ul style="list-style-type: none"> <li>• Canon (Copiers and Printers)</li> <li>• ERS Account Access (Fire Records Mgmt. Software)</li> <li>• Image Trend (Patient Care Reporting Software)</li> <li>• CrewSense (Staffing Software)</li> <li>• EMS Billing Management Software (EMS Billing)</li> <li>• Comcast Account Access (Main ISP, VOIP Phones)</li> <li>• Verizon Account Access (MDTs, Broadband &amp; Cellular Services)</li> <li>• Weld County Public Safety IT (MDTs, Spillman CAD Software, Netmotion)</li> </ul>		
M.	<p>The monthly service price shall include subcontracting and coordination services for the following systems, unless the vendor provides those services directly:</p> <ul style="list-style-type: none"> <li>• Access Control System</li> <li>• Digital Phone System</li> <li>• Point to Point Radio System (Interfacility Communication Station 4)</li> <li>• Cabling Services</li> </ul>		
N.	<p>The monthly service price shall include coordination with District staff on the maintenance and revisions to the District's website (<a href="http://www.fffd.us">www.fffd.us</a>)</p>		
O.	<p>Any contractual agreement is dependent upon the continuing availability of funds beyond the current fiscal year (January 1 through December 31), because financial obligations of the District payable after the current fiscal year are contingent upon funds for the purpose being appropriated, budgeted, and otherwise made available. The District will make all payments required under the contractual agreement during the period of which such appropriation shall apply. In the event that no funds are made available for payment under the contractual agreement in any fiscal year, the agreement shall terminate at the end of the then current year, with no penalty or additional cost to the District as a result thereof.</p>		

**SECTION E - MATERIALS PROVIDED BY DISTRICT**

The District has material for the project that will be made available to assist in the proposal preparation if requested. These materials are provided as an aid to the vendors but it shall be up to the vendors to confirm any information relied on in the preparation of the design. Those materials shall include:

1. Site Visit, as requested
2. ISP System Requirements, as requested
3. Component specifications, as requested

**SECTION F - CONTRACT AND COMPENSATION**

A written professional services agreement will be required between the District and the selected vendor, which will be in the form and substance required by the District. The contract shall contain a Guaranteed Maximum Price (GMP) for the total monthly service costs and labor rate for items not included in the monthly services; the final GMP set forth in the contract may be different from the good faith estimated GMP set forth in the vendor's original quote based on the concept plans and alternatives developed by the vendor.

The contract shall include insurance requirements for both general liability and errors and omissions. The contract shall include certification concerning employment of illegal aliens. The contract will designate the selected vendor as the Warranty Administrator, which shall be responsible for coordinating and processing any and all warranty claims and work that apply to the labor performed and materials installed on the project. Prior to execution of the contract, the selected vendor shall provide evidence of licensure and good standing for team members where applicable.

The District is in favor a multiple-year contract which will be addressed within the professional services agreement.

If the parties have not signed a professional services agreement acceptable to the District within sixty (60) days of the District notifying the selected vendor, the District may, in its sole discretion, select a different vendor or terminate the RFQ process.

**SECTION G - EVALUATION CRITERIA**

The proposals will be screened by the District. Evaluation criteria for proposals shall generally include the following factors:

1. Adherence to the District's specifications and bid documents;
2. Strength of qualifications of the firm and its staff;
3. Strength of recent, relevant project experience;
4. Strength of unique qualifications of the firm and firm's understanding of services to be provided;
5. Reliability of the firm's systems;
6. Satisfaction of firm's clients/end users;
7. Good faith estimated Guaranteed Maximum Price for the total project and monthly service costs.

The District is not obligated to accept the lowest cost proposal, is not obligated to accept any proposal, and will make its determination based on the best interests of the District. The District retains the right to abandon or terminate the RFQ process at its discretion at any time.

**VENDOR INFORMATION PAGE**

\_\_\_\_\_  
Name of Company

\_\_\_\_\_  
FEIN

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
Mailing Address / P.O. Box

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip Code

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Fax

\_\_\_\_\_  
Project Representative

\_\_\_\_\_  
Title

\_\_\_\_\_  
E-mail Address

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

**Return this Page with Proposal Submission**