REQUEST FOR QUOTE:

Information Technology Services

<municipality name>, Vermont

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Contact for RFQ:  

<name>  
<title>  
<organization>  
<telephone>  
<email>

Prepared by:  

<name>  
<telephone>  
<email>

The <municipality name> is an equal opportunity employer and is committed to equal opportunity in its contracting process. Auxiliary aids and services are available upon request to individuals with disabilities.
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1 Introduction

The <municipality name> is soliciting proposals from qualified service providers for Information Technology (IT) support services. IT is a critical component for the organization, and is used daily by every employee, contractor, partner, and end users to provide services to our clients. The qualified service provider will utilize a managed service provider approach to enable <municipality name> to significantly limit the footprint of on-site IT infrastructure, enhance IT effectiveness and quality of services, minimize its support cost, and maximize return on investment in IT. The outsourcing strategy has been designed to secure a broad and reliable range of services from either one or multiple service providers prepared to take the defined responsibilities for the tuning, reliability, and integration of <municipality name’s> information systems. The prospective service provider may provide in house cloud services or act as a broker with cloud service providers. A key deliverable for this work is a high level, scalable IT infrastructure.

2 Current Environment

<Insert detailed description of current environment here>

3 Services Required

The following details the services that prospective service providers should consider providing to <municipality name> in the area of information technology services. The prospective service provider may propose to provide either a set of services or all of the services described below:

3.1 <Insert modules from catalogue here>

3.2 Alternatives

Vendors may propose alternative services, if the vendor can demonstrate alternatives will significantly improve information technology (IT) effectiveness, enhance its quality of services, minimize its support cost, and maximize return on investment in IT.

4 Submittal Requirements

4.1 Letter of Transmittal

The letter is not intended to be a summary of the proposal itself. The letter of transmittal must contain the following statements and information:
4.1.1 Company name, address, and telephone number(s).

4.1.2 Name, title, address, e-mail address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.

4.1.3 Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.

4.1.4 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.

4.1.5 Statement which indicates proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the agreement that is negotiated.

4.2 **General Vendor Information**

Please provide the following information:

4.2.1 Length of time in business

4.2.2 Length of time in business of providing proposed services

4.2.3 Total number of clients

4.2.4 Number of full-time personnel in: Consulting, installation, training, sales, marketing, and administrative support

4.2.5 Office location(s) which would service this account

4.3 **Positioning & Experience**

Describe how your firm is positioned to provide either a set of services or all the services listed above. Provide a history of experience on providing similar services.

4.4 **Approach & Methodology**

Describe your approach to providing these services and your methodology for providing on-going support.

4.5 **Provide References**

Provide three (3) references for clients whom you have provided similar services. Please provide information referencing the actual services provided, customer size (number of users), and the length of tenure providing services to this client.
4.6 **Staff Resources**

Identify names of principals and key personnel who will actually provide the information technology services. Summarize the technological expertise of these staff. Describe the role and responsibilities that each of these individuals will have.

4.7 **Nonperformance**

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 nonperformance 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 the complete name, address and telephone number of the party.

4.8 **Other Services**

Beyond the scope of this RFQ, what services (related or otherwise) does your organization provide that may be of interest?

4.9 **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 may help <municipality name> determine your overall qualifications. Your proposal summary is not to exceed two pages.

4.10 **Cost of Services**

The proposal must contain a fee schedule that includes fixed rate business hours support and hourly rates for additional services.

4.10.1 Describe how your services are priced, and any specific pricing you can provide.

4.10.2 Define any additional charges (e.g., travel expenses).

5 **Evaluation Criteria & Process**

A selection committee will conduct an evaluation of qualifications and will rate each submittal based upon the following criteria:

1. Experience
2. Understanding of services to be provided
3. Personnel expertise
4. Compatibility with end users
5. Project approach
6. Satisfaction of clients/end users
7. Cost

6 Miscellaneous

<municipality name> reserves the right to reject any and all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in <municipality name>’s sole judgment, best meets the requirements of the project.

This RFQ creates no obligation on the part of <municipality name> to award a contract or to compensate the proposer for any costs incurred during proposal presentation, response, submission, or presentation. <municipality name> reserves the right to award a contract based upon proposals received without further discussion or negotiation.

<municipality name> further reserves the right to make such an investigation as it deems necessary to determine the ability of proposers to furnish the required services, and proposers shall furnish all such information for this purpose.

Proposers must specifically identify any portions of their submittals deemed to contain confidential or proprietary information, or trade secrets. Those portions must be readily separable from the balance of the proposal. Such designations will not necessarily be conclusive, and proposers may be required to justify why <municipality name> should not, upon written request, disclose such materials.