

**I-195 Redevelopment District
Request for Proposal
for
IT Services**

Deadline for Submissions: Wednesday, March 24, 2023 at 3:00 P.M.

The I-195 Redevelopment District (District) is soliciting proposals from a firm or firms qualified to provide full-service support for desktop, web, networking, backup and recovery, and related services.

About the I-195 Redevelopment District

The District and its governing Commission were created in late 2011 to serve as the responsible authority for the sale, marketing, and oversight of land made available in downtown Providence as a result of the relocation of Interstate 195. The I-195 Redevelopment Act of 2011 designates the District parcels for “commercial, institutional and residential development and beneficial reuse, including without limitation to support or encourage workforce development, education and training, and the growth of ‘knowledge-based’ jobs and industries such as research and development, life sciences, media technologies, entrepreneurship and business management, design, hospitality, software design and application, and a variety of other uses consistent with a ‘knowledge-based economy’.”

The District is led by an Executive Director and a Commission that includes seven individuals nominated by Governor Daniel McKee and approved by the Rhode Island Senate.

The District is comprised of individual parcels, the majority of which is developable land with approximately seven acres, designated as park land, known as Innovation District Park.

For more information on the District, please visit www.195district.com.

For more information on Innovation District Park, please visit www.pvdinnovationdistrictpark.com.

Project Overview

The District is seeking a firm to provide all aspects of IT Services. This is in lieu of having District staff performing that function, as well as all aspects of desktop and network support for all technology aspects of the District.

Scope of Work

The scope of the services for which this solicitation is issued is below. The District recognizes the changing environment of the technology space and expects that this scope will evolve over the duration of the engagement to match changes in hardware, software, and practices. The District employs six individuals, each with MacBook Pro laptops. The District offices are located within a coworking space, Cambridge Innovation Center, which includes an IT infrastructure system. Additional information on hardware and software can be shared with final candidates.

The successful firm will be required to work closely with District staff on coordination of services. It is expected that the successful firm will meet a minimum of quarterly with District management but as frequently as needed to address emerging issues. The desktop support activity will perform duties such as those outlined below, as needed. Additional services may be requested.

1. IT Management Services
 - a. Provide advice related to technology needs and trends such as:
 - i. Security
 - ii. Data retention
 - iii. User education / training
 - iv. Collaboration tools
 - b. Review and provide input to policies and procedures, such as but not limited to:
 - i. Acceptable internet use
 - ii. Use of personal computers and phones
 - iii. Email Spam Filtering
 - iv. Offsite and on-premises Backups for Disaster Recovery
 - c. Develop recommendations for hardware selection to support new equipment needs, which may include:
 - i. Desktops
 - ii. Portable computers
 - iii. Printers
 - iv. Tablets
 - v. Servers
 - vi. Networking Equipment
 - d. Identify and recommend technology to improve efficiency, ergonomics, and security, such as:
 - i. Dual monitors
 - ii. Email scanning
 - iii. Web filtering
 - e. Assist with software selection
2. Desktop support, which may include:
 - a. Troubleshoot, set up, upgrade, and repair laptops, tablets, and cell phones (as applicable)
 - b. Determine required hardware specifications and order hardware and software
 - c. Set up of new computers, servers, network equipment, monitors, peripherals
 - d. Handle intrusions (viruses, spam, malware)
 - e. Printer Setups (1 Local User Printer), maintaining the Print Server
3. Infrastructure upkeep / upgrade
 - a. Update operating systems (computers, cell phones, etc., as applicable)
 - b. Monitor data backups – Barracuda Echo
 - c. Upgrade firmware, software, and hardware on District equipment
4. Manage disaster recovery and data retention
 - a. Local and cloud backup of servers
5. Additional services, including but not limited to:

- a. Procure and manage renewals, in conjunction with District, for the following representative items:
 - i. Web and email domains
 - ii. SSL certificates for websites
 - iii. Software/hardware, and subscriptions for departments
 1. Barracuda Echo platform backup / recover
 2. Barracuda Email spam filter
 3. Adobe Cloud
 4. Phone system
 5. Office 365
- b. Manage licenses and warranties
 - i. Office 365
- c. Provide IT guidance for special projects such as:
 - i. Planning for office move and/or redesigns
 - ii. Public records requests
 - iii. Providence Innovation District Park pavilion installation and support
 - iv. Providence Innovation District Park WIFI access and support
 - v. Other technical IT needs that arise for the Providence Innovation District Park relating to, but not limited to pedestrian counters and security cameras
- d. Provide ad hoc technical support, development, and enhancements for District websites:
 - i. 195district.com
 - ii. Pvdinnovationdistrictpark.com

Qualifications

Firms responding to this solicitation shall have a minimum of 15 years of experience working with similarly sized organizations, including governmental and quasi-governmental agencies. Staff proposed for the effort shall be employees of the respondent and not contracted services (1099 employees). For special projects, which will be authorized by separate work-orders, the successful firm may propose contractors which will be subject to the approval of the District prior to commencement.

Project Timeline

This engagement is contemplated to be a three-year contract with one (1) three-year extension, at the discretion of the District.

The successful Proposer(s) will enter into a contract for services with the District. The duration of the initial contract between the District and the successful Proposer is expected to begin March 2023.

Proposal Requirement

Proposals should include the following:

- A general description of the firm including:

- A description of the organization and personnel who will be involved in this work, including identification of key staff, their resumes, and specific roles. Any relevant licensure should be noted. Job titles and rates for any subcontractors that the respondent is including should also be provided.
- A description of other accounts or projects involving similar services, in particular previous engagements with any governmental, public authority, public agenda, and/or quasi-governmental entities. Describe the role and experience of key personnel assigned to other similar accounts who will be assigned to this account.
- A short narrative outlining the approach to the requested services and contract. This should be no more than one page.
- Three (3) client references (current governmental or quasi-governmental preferred). Provide the name of the organization, services, contact name, telephone number, and email.
- Proof of ability to satisfy insurance coverage requirements subject to approval of the District:
 - General Liability for bodily injury, including accidental death, and property damage \$1,000,000 for each occurrence and \$2,000,000 for annual aggregate. Include Contractual Liability, Contractors Protective, and Products /Completed Operation coverage. Coverage must include a waiver of subrogation and be primary and non-contributory.
 - Workers' Compensation Insurance as required by the General Laws of Rhode Island.
 - Commercial Auto Liability with limits of \$1,000,000.
 - Umbrella Liability – minimum of \$1,000,000
 - Professional Errors & Omission with minimum of \$1,000,000
 - Cyber Liability with third party coverage included with a minimum of \$1,000,000
- A fee proposal which includes any overhead costs as well as the customary hourly rate of each person whose resume is provided in response to requirements below, and/or any flat fee proposal. If the respondent contemplates any purchases or pass-through charges during the engagement, any mark-up rate above actual cost shall be identified. Respondents shall also provide the rate premium and any other fees for after hours, weekend, and emergency situations which may occur during this engagement. Although the proposed fees will be taken into account, the District reserves the right to negotiate a lower or different fee structure with any proposer selected.

The District reserves the right to request further information from finalists.

Administrative Proposal Elements

- Acknowledgement of the Conflict-of-Interest Affidavit requirements (see Appendix A).

- Certification that a Certificate of Good Standing from the Rhode Island Division of Taxation will be delivered to the District upon award.
- A listing of all current and on-going contracts which may be of conflict of interest.
- A disclosure of all outstanding financial obligations with the State of Rhode Island.
- Completion of the ISBE participation plan form attached as part of Appendix B.

The District will not provide any reimbursement for any cost associated with the development or presentation of a proposal.

Criteria for Selection

EVALUATION CRITERIA

	Points
OVERALL EXPERIENCE OF COMPANY & DEMONSTRATED RESULTS Our evaluation will include an assessment of the history of your company, your experience as it relates to the requirements within this RFP, evidence of past performance, quality and relevance of past work, references, and related items.	40
QUALIFICATIONS OF PERSONNEL Our evaluation will include an assessment of the qualifications and experience of your managerial team, staff, subcontractors, and related items.	30
BUDGET APPROACH/COST EFFECTIVENESS Effective and efficient delivery of quality services is demonstrated in relation to the budget allocation. The allocation is reasonable and appropriate.	30
Total	100
MBE/WBE/DisBE Participation (additional potential points)	6 pts

The District will initially score the proposals applying the aforementioned evaluation criteria to identify up to three finalists. The three finalists will be interviewed by the District. The District reserves the right to adjust the initial scores using the evaluation criteria above based on the interview.

ISBE Participation

The Rhode Island Department of Administration has defined an ISBE as a small business enterprise that is owned by one or more individuals who are women or minorities as defined by R.I. Gen. Laws § 34-17.1-3 that is owned or controlled by one or more individuals with disabilities as defined by R.I. Gen. Laws § 37-2.2.-2. To be recognized, the business must be certified as either:

1. A minority business enterprise by the Office of Diversity, Equity, and Opportunity, a division in the Department of Administration (“ODEO”);
2. A women business enterprise by ODEO; or

3. A Disability Business Enterprise by the Governor’s District on Disabilities.

The District supports the fullest possible participation of ISBEs in the procurement of services.

Logistics

Responses to this RFP are due by Friday, March 24, 2023, by 3:00pm. One (1) electronic (PDF) version and five (5) printed copies of the complete proposal must be mailed or hand-delivered in a sealed envelope marked:

I-195 Redevelopment District
Attn: **RFP for IT Services**
225 Dyer Street, Fourth Floor
Providence, RI 02903

Timeline

March 7, 2023, at 4:30PM	Submission of Written Questions
March 9, 2023	Questions and Answers to be Posted
March 24, 2023, at 3:00PM	Proposals Due
April 2023	Proposer Interviews and Selection

Notifications

- In accordance with R.I. Gen. Laws § 28-5.1-1(a), equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island State government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of State employment. This policy applies to all areas where the State dollar is spent, in employment, public services, grants and financial assistance, and in State licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090.
- In accordance with R.I. Gen. Laws § 7-1.2-1401(a), no foreign corporation, a District without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful proposer.
- All proposals are “public records” as that term is defined in R.I. Gen. Laws § 38-2-2(4) without regard to any of the exceptions enumerated therein. As such, they are accessible to the public pursuant to the Rhode Island Access to Public Records Act, R.I. Gen. Laws § 38-2-1, et seq.

Note: Late responses will not be accepted, and responses received via electronic submission only will be disqualified.

Questions, interpretations, or clarifications concerning this RFP should be directed by e-mail to Amber Ilcisko at: ailcisko@195district.com no later than 4:30pm on Tuesday, March 7, 2023. **No phone calls will be accepted.** Responses to questions, interpretations, or clarifications concerning this RFP will be posted online via addendum at www.195district.com and www.ridop.ri.gov by Thursday, March 9, 2023 to ensure equal awareness of important facts and details.

The District reserves the right to reject any or all proposals for not complying with the terms of this Request for Proposals. In addition, the District reserves the right to modify the scope of services if in the best interest of the District. The District also reserves the right to negotiate with the selected Contractor(s) in the event that the lowest responsive and responsible proposal price exceeds available funds. Any proposal may be withdrawn prior to the above scheduled time for the opening of proposals or authorized postponement thereof. Any proposals received after the time and date specified shall not be considered. No bidder may withdraw a proposal within sixty (60) days after the actual date of the opening thereof.

The District reserves the right to terminate this solicitation prior to entering into any agreement with any qualified proposer pursuant to this Request for Proposals, and by responding hereto, no proposers are vested with any rights in any way whatsoever.

APPENDIX A

CONFLICT OF INTEREST AFFIDAVIT

The undersigned does solemnly declare under the pains and penalties of perjury that this Affidavit is true and correct to the best of my knowledge, information and belief on behalf of myself and _____ (“Contractor”):

The Contractor entered into an Agreement dated _____ (“Agreement”) with the I-195 Redevelopment District (the “District”), which provides that the Contractor shall undertake certain

1. services with regard to _____.

2. The undersigned warrants that except as disclosed in paragraph 4 below, there are no relevant facts, circumstances now giving rise or which could, in the future give rise to a conflict of interest as defined herein. For purposes of this affidavit, “Conflict of Interest” means that because of other activities or relationships with other persons, a person or the Contractor is unable or potentially unable to render impartial assistance, advice or services to the District, or the person’s objectivity in performing the work set forth in the Agreement is or might be otherwise impaired or has an unfair competitive advantage.

3. The following facts or circumstances give rise to or could in the future give rise to a conflict of interest (Explain in detail): _____
_____.

4. The undersigned agrees that if an actual or potential conflict of interest arises or the undersigned learns of or has reason to believe an actual or potential conflict of interest or an appearance of a conflict of interest may arise involving the District, the Undersigned and/or the Contractor, after the date of this affidavit, the undersigned shall immediately make a full disclosure in writing to the District of all relevant facts and circumstances. This disclosure shall include a description of actions with the undersigned or Contractor has taken or proposes to take to avoid, mitigate, or neutralize the actual or potential conflict of interest or appearance of a conflict of interest. The undersigned and the Contractor shall work with the District to take any action determined by the District to address such situation.

Executed this _____ day of _____, 2023.

Contractor:

By: _____

Name: _____

Its duly authorized _____

APPENDIX B

PROPOSER ISBE RESPONSIBILITIES AND MBE, WBE, AND/OR DISABILITY BUSINESS ENTERPRISE PARTICIPATION FORM

A. Proposer's ISBE Responsibilities (from 150-RICR-90-10-1.7. E)

1. Proposal of ISBE Participation Rate. Unless otherwise indicated in the RFP, a Proposer must submit its proposed ISBE Participation Rate in a sealed envelope or via sealed electronic submission at the time it submits its proposed total contract price. The Proposer shall be responsible for completing and submitting all standard forms adopted pursuant to 105-RICR-90-10-1.9 and submitting all substantiating documentation as reasonably requested by either the Using Agency's MBE/WBE Coordinator, Division, ODEO, or Governor's District on Disabilities including but not limited to the names and contact information of all proposed subcontractors and the dollar amounts that correspond with each proposed subcontract.
2. Failure to Submit ISBE Participation Rate. Any Proposer that fails to submit a proposed ISBE Participation Rate or any requested substantiating documentation in a timely manner shall receive zero (0) ISBE participation points.
3. Execution of Proposed ISBE Participation Rate. Proposers shall be evaluated and scored based on the amounts and rates submitted in their proposals. If awarded the contract, Proposers shall be required to achieve their proposed ISBE Participation Rates. During the life of the contract, the Proposer shall be responsible for submitting all substantiating documentation as reasonably requested by the Using Agency's MBE/WBE Coordinator, Division, ODEO, or Governor's District on Disabilities including but not limited to copies of purchase orders, subcontracts, and cancelled checks.
4. Change Orders. If during the life of the contract, a change order is issued by the Division, the Proposer shall notify the ODEO of the change as soon as reasonably possible. Proposers are required to achieve their proposed ISBE Participation Rates on any change order amounts.
5. Notice of Change to Proposed ISBE Participation Rate. If during the life of the contract, the Proposer becomes aware that it will be unable to achieve its proposed ISBE Participation Rate, it must notify the Division and ODEO as soon as reasonably possible. The Division, in consultation with ODEO and Governor's District on Disabilities, and the Proposer may agree to a modified ISBE Participation Rate provided that the change in circumstances was beyond the control of the Proposer or the direct result of an unanticipated reduction in the overall total project cost.

B. MBE, WBE, AND/OR Disability Business Enterprise Participation Plan Form:

Attached is the MBE, WBE, and/or Disability Business Enterprise Participation Plan form. Bidders are required to complete, sign and submit with their overall proposal in a sealed envelope. Please complete separate forms for each MBE, WBE and/or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation.

MBE, WBE, and/or DISABILITY BUSINESS ENTERPRISE PARTICIPATION PLAN

Bidder's Name:

Bidder's Address:

Point of Contact:

Telephone:

Email:

Solicitation No.:

Project Name:

This form is intended to capture commitments between the prime contractor/vendor and MBE/WBE and/or Disability Business Enterprise subcontractors and suppliers, including a description of the work to be performed and the percentage of the work as submitted to the prime contractor/vendor. Please note that all MBE/WBE subcontractors/suppliers must be certified by the Office of Diversity, Equity and Opportunity MBE Compliance Office and all Disability Business Enterprises must be certified by the Governor's District on Disabilities at time of bid, and that MBE/WBE and Disability Business Enterprise subcontractors must self-perform 100% of the work or subcontract to another RI certified MBE in order to receive participation credit. Vendors may count 60% of expenditures for materials and supplies obtained from an MBE certified as a regular dealer/supplier, and 100% of such expenditures obtained from an MBE certified as a manufacturer. This form must be completed in its entirety and submitted at time of bid. **Please complete separate forms for each MBE/WBE or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation.**

Name of Subcontractor/Supplier:

Type of RI Certification: MBE WBE Disability Business Enterprise

Address:

Point of Contact:

Telephone:

Email:

Detailed Description of Work to Be Performed by Subcontractor or Materials to be Supplied by Supplier:

Total Contract Value (\$):

Subcontract Value (\$):

ISBE Participation Rate (%):

Anticipated Date of Performance:

I certify under penalty of perjury that the forgoing statements are true and correct.

Prime Contractor/Vendor Signature

Title

Date

Subcontractor/Supplier Signature

Title

Date