

RHODE ISLAND TURNPIKE AND BRIDGE AUTHORITY

P.O. Box 437
1 East Shore Road
Jamestown, Rhode Island 02835-0437

Request for Qualifications

Solicitation Title: Information Technology Consulting Services

Solicitation Number: Contract 18-7

Solicitation Date: May 21, 2018

Bid Proposal
Submission Deadline: June 22, 2018 at 12:00PM

Project Description: Information Technology Services to Support Core Business Functions

Project Location: 1 East Shore Road Jamestown, RI

Pre-bid
Conference: Non-mandatory

June 15, 2018 @ 10-11AM
RITBA Offices
1 East Shore Road Jamestown, RI

Contact Agent: Maggie Baker, CFO
(401) 423-0800

The Rhode Island Turnpike and Bridge Authority, a body corporate and politic (the "Authority"), is soliciting bid proposals to perform the work described in the plans and specifications for the Project in accordance with this solicitation.

Bidders are invited to submit bid proposals to the Authority by the bid proposal submission deadline.

This solicitation contains, and is subject to the terms and conditions of, the Invitation to Bid, Instructions to Bidders, Agreement, General Conditions, any Supplemental Conditions, plans and specifications and Bid Form.

The award of the contract pursuant to this solicitation will be made to the responsive and responsible bidder with the lowest bid price. *The Authority reserves the right to waive any technicalities in the bid proposals, accept or reject any bid proposal, award a contract in the best interest of the State, or revoke any solicitation.*

Scope

The Authority desires to procure the support of an IT services consultant to support its core business functions. The scope of work includes IT staff augmentation with full-time, on-site support and additional on-call support as needed. In addition, the Authority may utilize this consultant for its toll system support if applicable. The Executive Director may request additional information from any proposer and an interview process could follow. The director will negotiate the fee with the vendor selected. If an agreement cannot be reached, the Director will negotiate with the next choice until a satisfactory agreement is reached. The resulting agreement will be for one year from the date of contract with an additional one year mutually agreed option.

The Authority is in the initial stages of defining a strategic plan. It envisions that the selected vendor will provide input into the plan and support the projects and tasks within the plan. The Authority's goals are to be well-staffed, to manage proactively, to provide excellent customer service to its internal and external customers, to update and streamline its business IT systems, and to operate securely and with stability.

Initially, the selected vendor will provide support in critical areas such as end user support, system administration, and network administration. Going forward, the support role will extend into project management and planning.

Experience and Qualifications

- Company history and background
- Areas of specialization
- Location of offices
- Project organization chart and key personnel for the services described herein
- Key personnel resumes
- Most relevant project experience (for company and/or key personnel) within the last five years
- For each relevant project, include:
 - Project Manager
 - A brief description of scope
 - Project start and completion dates
 - Name of the client reference and contact information

The scope of IT support services required includes all typical areas of service, on-site and remote as required, such as:

- Help desk support
- Desktop support
- System administration
- Network engineering and administration
- VOIP system support
- System monitoring and management
- Technical support and training
- Information security support
- IT project management
- Litigation hold and Data discovery requests
- Exchange on-line migration from POP main and Hybrid configuration experience
- Enterprise VMWare ESXi clustering and configurations
- VMView Desktop infrastructure
- Fiber Channel Switch Zoning and redundant Rings
- Dell Blade M1000e Systems
- Replication experience with VEEAM Backup and Replication systems
- Cisco Switch experience with VSS Clustering and Data Center Nexus configurations
- Clustered HA Dell NSA Sonicwall configuration
- Dell MXL Switch configuration and integration with Cisco Core
- CISCO IP telephony and QOS Migration configuration
- Enterprise WAN routing
- Office 365 Sharepoint Intranet design and implementations
- Windows Azure Website design and configuration
- Windows Azure DNS configuration
- Windows Azure and Wordpress
- Website design and maintenance
- Full enterprise Disaster Recovery, Business Continuity, Replication and Co-location experience
- CISCO 3800 series, Wireless AP's and enterprise controllers.
- Experience with Fiber terminations
- Enterprise ISCSI Design and troubleshooting
- Toll system IT technology design and troubleshooting
- Data center HVAC troubleshooting and system design
- P2V migrations into VmWare ESX clusters
- Provide 24/7 support for all competencies mentioned in the RFP

Knowledgeable in the following areas: IOS and Android devices, VMWare products, Drupal Website Design, Windows Server 2012 R2 and 2016, Windows 7 and 10, Barracuda, Web Root, Sendgrid-blast email services, System Center-asset management, Zendesk-help desk ticketing, Tenable and PCI, PII, digital records retention and HIPPA compliance.

Pricing

Provide hourly labor rates for the proposed project team and key disciplines. Include additional job categories and hourly labor rates for ad hoc services as needed.

INSTRUCTIONS TO BIDDERS

Compliance with Instructions to Bidders

These Instructions to Bidders contain terms and conditions that will govern the preparation and submission of a bid proposal and any contract awarded pursuant to this solicitation.

Bidders must comply with each and every requirement of these Instructions to Bidders. Any failure to comply with any requirement may result in the determination of a nonresponsive bid proposal and/or the rejection of the bid proposal.

Priority of Terms and Conditions

The terms and conditions in these Instructions to Bidders *supersede* any and all inconsistent or conflicting terms and conditions in any other provision of any other document in this solicitation or in the bid proposal and govern this solicitation, the bid proposal, and any contract awarded pursuant to this solicitation.

Offer to Contract

Bid proposals constitute an offer to contract with the Rhode Island Turnpike and Bridge Authority (the "Authority") on the terms and conditions contained in the solicitation, the laws of the State of Rhode Island, including all procurement statutes and regulations (available at www.purchasing.ri.gov), and applicable federal and local law, all of which are incorporated into this solicitation and any contract awarded pursuant to this solicitation by this reference.

Comprehensive Review and Inspection

The bidder is responsible for carefully reviewing all of the requirements of this solicitation, inspecting the project location, including checking and/or verifying measurements, site conditions, any limitations, and other details, prior to preparing and submitting its bid proposal. Failure to submit a complete bid proposal may result in rejection of the bid proposal. Claims for additional costs or time resulting from the bidder's failure to inspect and/or verify will not be considered.

Questions

Bidders must not address questions or comments about this solicitation to the Authority or its professional advisors. Questions about this solicitation must be emailed and received by the Authority at mbaker@ritba.org no later than June 8, 2018 @ 1PM in a Microsoft Word attachment with the corresponding solicitation number. Questions, if any, and responses will be posted by June 15, 2018 on the RITBA website, www.ritba.org , as an addendum to this solicitation.

Addenda

Responses to questions from bidders, interpretations of plans and specifications, changes prior to the bid proposal submission deadline, approvals of any substitutions, and supplemental instructions and terms will be posted on the RITBA website. Bidders are responsible for checking the website to determine the issuance of any addenda. No addenda will be issued within the 5-day period preceding the bid proposal submission deadline except for an addendum withdrawing the solicitation or extending the bid proposal submission deadline.

Pre-bid Conference

The Authority will hold a pre-bid conference non-mandatory, at the discretion of the Authority. Bidders are encouraged to attend a non-mandatory pre-bid conference. The bidder's representative must register with the Authority at a non-mandatory pre-bid conference and identify the bidder he or she represents.

Costs

The bidder is responsible for all costs and expenses to develop and submit a bid proposal in response to this solicitation.

Preparation of Bid Proposal

Bid proposals must be made on the Bid Form included in the solicitation and in accordance with the instructions in this solicitation. All applicable blanks must be completed in a legible manner, printed electronically, typed, or handwritten in ink, and amounts must be expressed in both words and figures. In the event of any contradictory terms, handwritten terms prevail over printed or typed terms, and words prevail over figures. Signatures must be in ink. No additional provisions, conditions, or limitations may be made by the bidder, and any erasures and/or corrections must be initialed in ink by the person signing on behalf of the bidder.

Submission of Bid Proposal

Each bid proposal (a complete package, with the signed Bidder Certification, signed Bid Form, IRS Form W-9, signed General Contractor Apprenticeship Certification, if applicable, and duplicate original) must be submitted in a *separate sealed envelope* with the bidder's name and address and the specific "Solicitation Number," "Solicitation Title," and the "Bid Proposal Submission Deadline" marked in the upper left-hand corner of the envelope.

The bid proposal must be delivered (via mail, messenger service, or personal delivery) to the Authority and date-stamped receipted by the date and time specified for the bid proposal submission deadline. Bidders should mail bid proposals sufficiently in advance of the bid proposal submission deadline to ensure timely delivery to the Authority. Bid proposals must be addressed to:

Rhode Island Turnpike and Bridge Authority
Office of the Executive Director
P.O. Box 437
1 East Shore Road
Jamestown, Rhode Island 02835-0437

Bid proposals that are not received by the Authority by the bid proposal submission deadline for whatever reason will be deemed late and will not be considered. Postmarks will not be considered proof of timely submission.

At the bid proposal submission deadline, bid proposals will be opened and read aloud in public.

Bid Price

The bidder must submit a Base Bid Price on the Bid Form to perform all of the work specified in the solicitation and addenda. The costs of alternates shall not be included in the calculation of the Base Bid Price. The bidder shall separately provide the cost for each alternate listed in the Bid Form. The cost for each alternate must be designated as an addition to, or subtraction from, the Base Bid Price. Alternates will be selected, if any, by the Authority in the order of priority listed in the Bid Form.

Bidder Certification Form

The bidder must complete, sign, and submit the Bidder Certification Form for this solicitation as the first document with each bid proposal.

Sensitive Security Information

This solicitation may contain "sensitive security information" subject to protection pursuant to the Transportation Security Administration, Department of Homeland Security, in accordance with the provisions of 49 C.F.R. Part 1520. The unauthorized possession or use of SSI without prior written consent from the Authority is a violation of federal and state law and will subject the violator to penalties or other enforcement actions by the Department of Homeland Security. Bidders must take all reasonable steps to safeguard all information designated as sensitive security information in the bidder's possession or control from unauthorized disclosure.

If this solicitation contains sensitive security information, the sensitive security information will be marked on the top with the protective marking: "Sensitive Security Information" and will include the distribution limitation on the bottom:

"*WARNING:* This record contains Sensitive Security Information that is controlled under 49 CFR Parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know," as defined in 49 CFR Parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR Parts 15 and 1520."

Public Copy

Bid proposals submitted in response to this solicitation are public records pursuant to the Rhode Island "Access to Public Records Act," R. I. Gen. Laws §§ 38-2-1 et seq. Each bid proposal must include a duplicate original "public copy" to be available for public inspection upon the opening of bids. Bidders may redact in the public copy any trade secrets or commercial or financial information which is of a privileged or confidential nature pursuant to the Access to Public Records Act.

Responsibility of Bidder

The Authority may make a reasonable inquiry to determine a bidder's capability in all respects to perform fully the contract requirements, including without limitation, the financial strength and responsibility, integrity, and reliability of the bidder. The failure of a bidder to provide information promptly in response to an inquiry, including without limitation, financial statements and business references, may result in a determination of the bidder's non-responsibility.

Subcontractors

The bidder must demonstrate that it is able to perform a substantial portion of the work using its own workforce. Any bidder that does not maintain a permanent workforce and/or proposes to perform a disproportionate amount of the work through one or more subcontractors will be considered unqualified. The successful bidder must establish to the satisfaction of the Authority the reliability and responsibility of any subcontractors proposed to perform any work pursuant to this solicitation.

Taxes

The Authority is exempt from federal excise taxes and state and municipal sales and use taxes. The bidder shall not include such taxes in any prices in the bid proposal.

Indemnification

The successful bidder will indemnify and hold the Authority, its members, officers, employees, agents, successors and assigns, harmless from and against any and all claims, demands, actions, causes of action, damages, losses, judgments, recoveries, liabilities, costs and expenses (including without limitation, attorneys' fees and costs), or any kind, that the Authority, its members, officers, employees, agents, successors and assigns may incur arising out of this solicitation, any contract awarded pursuant to this solicitation, and/or the act or omission of the bidder, its subcontractors, or their employees and agents.

Divestiture of Investments in Iran Requirement

No bidder engaged in investment activities in Iran as described in R.I. Gen. Laws § 37-2.5-2(b) may submit a bid proposal to, or renew a contract with, the Authority. Each bidder submitting a bid proposal or entering into a renewal of a contract is required to certify that the bidder does not appear on the list maintained by the General Treasurer pursuant to R.I. Gen. Laws § 37-2.5-3.

Withdrawal

A bidder may withdraw its bid proposal at any time prior to the bid proposal submission deadline. Bid proposals are irrevocable for a period of 60 days following the bid proposal submission deadline.

Reservation of Rights

The Authority reserves the right, at any time, for any reason, in its sole discretion, to: (i) revoke, suspend, or terminate this solicitation; (ii) accept or reject any and all bid proposals, in whole or in part; (iii) waive any technical defects, irregularities, or omissions in any bid proposals; and/or (iv) terminate any contract awarded pursuant to this solicitation, with or without cause.

Award

The Authority, in its sole discretion, will award the contract pursuant to this solicitation to the responsive and responsible bidder who submits the lowest responsive and responsible bid proposal. The Authority may determine, in its sole discretion, the low bid proposal on the basis of the amount of the Base Bid Price plus the alternates selected in accordance with the Bid Form. The successful bidder will receive a Notice of Intent to Award from the Authority with instructions for the bidder to submit further documentation. The successful bidder shall be authorized to commence work only upon the issuance of the Notice to Proceed by the Authority. The issuance of the Notice to Proceed and the continuation of any contract awarded pursuant to this solicitation are contingent upon the availability of funds.

Prevailing Wages

For contracts priced under \$1 Million

The successful bidder and its subcontractors must pay their workers at the applicable prevailing wage rates (adjusted every July 1) for the various trades on a weekly basis, pay their workers one and one-half times the applicable prevailing wage rates for each hour worked in excess of 8 hours in any one day or 40 hours in any one week, and submit certified weekly payroll forms on a monthly basis to the user agency. Prevailing wage posters and rate schedules, available at the Rhode Island Department of Labor and Training website at www.dlt.ri.gov, must be posted at the project site.

For contracts priced \$1 Million or More

The successful bidder and its subcontractors must pay their workers at the applicable prevailing wage rates (adjusted every July 1) for the various trades on a weekly basis, pay their workers one and one-half times the applicable prevailing wage rates for each hour worked in excess of 8 hours in any one day or 40 hours in any one week, submit certified weekly payroll forms on a monthly basis to the user agency, and maintain a certified prevailing wage daily log at the project site. Prevailing wage posters and rate schedules, available at the Rhode Island Department of Labor and Training website at www.dlt.ri.gov, must be posted at the project site.

Occupational Safety

The successful bidder must ensure (if the total contract price is at least \$100,000) that all employees at the project site possess a card issued by the United States Department of Labor certifying successful completion of an OSHA ten (10) hour construction safety program.

Hazardous Substances

The successful bidder must submit a chemical identification list to the Rhode Island Department of Labor and Training upon receipt of a Notice to Proceed from the Authority prior to performance of the contract awarded pursuant to this solicitation and make available to all employees a list of any hazardous substances that may present a risk of exposure.

Substitutions

Any proposal in response to a request for substitutions in this solicitation must include the detailed information necessary for a comprehensive evaluation, including (without limitation) the name of the material or equipment of the proposed substitution and a complete description of the proposed substitution, with drawings and performance and test data. Products specified in this solicitation establish a standard of quality, performance, dimension, function, and appearance. Proposed substitutions must meet the standard and will not be considered without the prior written approval of the Authority. All substitution approvals will be posted as addenda to the solicitation.

Licenses

The successful bidder and anyone performing any work on the contract awarded pursuant to this solicitation must possess all of the licenses required by any federal, state, or local law to perform such work.

Insurance

The successful bidder must submit a copy of an endorsement and a certificate of insurance that references the solicitation number and names the Authority as “certificate holder” and as “additional insured” upon the issuance of the Notice of Intent to Award, on an annual basis during the term of the contract awarded pursuant to this solicitation, and from time to time upon request. The certificate of insurance must state that 30 days’ advance notice of cancellation, nonrenewal, or material change in coverage (referencing the solicitation number) will be sent to: Rhode Island Turnpike and Bridge Authority, Office of the Executive Director, P.O. Box 437, 1 East Shore Road, Jamestown, Rhode Island 02835-0437, and provide evidence of the following specific types and amounts of insurance:

<u>Type of Insurance</u>	<u>Amount of Coverage</u>
Comprehensive General Liability	\$1 Million each occurrence (inclusive of both bodily injury and property damage) _
	\$1 Million products and completed operations aggregate
	\$1 Million general aggregate

Equal Opportunity

The successful bidder must demonstrate a commitment to equal opportunity and submit an affirmative action plan for review by the Rhode Island Department of Administration State Equal Opportunity Office within the ten-day period following the Notice of Intent to Award. Information about this equal opportunity requirement is available at: <http://odeo.ri.gov/> or (401) 222-6397.

Drug-Free Workplace

The successful bidder shall comply, and require that its employees comply, with the State of Rhode Island Drug Free Workplace policy and provide a certificate of compliance within the ten-day period following the Notice of Intent to Award.

Criminal Background Check

The successful bidder may be required to provide a Bureau of Criminal Identification check and/or a national background check (for each individual who be performing services under the contract awarded pursuant to this solicitation) within the ten-day period following the Notice of Intent to Award.

Foreign Corporations

No foreign corporation or limited liability company may transact business in the State of Rhode Island until it shall have obtained a Certificate of Authority from the Rhode Island Secretary of State, and no foreign limited partnership may transact business in the State of Rhode Island until it shall have obtained a Certificate of Registration from the Rhode Island Secretary of State. The successful bidder, if a corporation or limited liability company will be required to provide a current Good Standing Certificate, and if a limited partnership will be required to provide a current Letter of Legal Existence, issued by the Rhode Island Secretary of State within the ten-day period following the Notice of Intent to Award.

Campaign Finance

The successful bidder who has contributed, within the 24 months preceding the contract award, an aggregate amount of more than \$250.00 within a calendar year to any Rhode Island general officer, candidate for general office, any member of the general assembly, or any Rhode Island political party, must file a "Vendor Affidavit" with the State of Rhode Island Board of Elections. Information about "Vendor Affidavits" and electronic filing is available at www.elections.ri.gov or Board of Elections, Campaign Finance, (401) 222-2056.

Binding Contract

The form of agreement the successful bidder will be required to execute is included in the solicitation. A binding contract between the Authority and the successful bidder will be formed by the issuance of a Notice to Proceed from the Authority, *and only by the issuance of a Notice to Proceed, and only to the extent of available funds.* The binding contract will incorporate and be subject to the terms and conditions of the solicitation, including the Invitation to Bid, the Instructions to Bidders, the General Conditions, any Supplemental Conditions, the Plans and Specifications, the Bid Form, the Bidder Certification Form, the Agreement, and also the Notice to Proceed. The successful bidder shall be authorized to commence work only upon the issuance of the Notice to Proceed.

Compliance with Terms of Contract

Failure of the successful bidder to comply with the terms and conditions of any contract awarded pursuant to this solicitation may result in nonpayment, suspension or termination of the contract, suspension or debarment of the bidder, or any other necessary or appropriate remedy.

**RHODE ISLAND TURNPIKE AND BRIDGE AUTHORITY
BID FORM**

BID INFORMATION:

Bidder Firm: _____

Bidder Address: _____

President/Owner: _____

Project Name: Contract 18-7
Information Technology Consulting Services

Project Location: 1 East Shore Road, Jamestown, RI 02835
Owner: Rhode Island Turnpike and Bridge Authority
Owner Rep: Maggie R. Baker, CFO

We the undersigned propose to furnish to the Rhode Island Turnpike and Bridge Authority, "Information Technology Consulting Services" per attached specifications for the prices stated below.

Price will be for one year of service with a mutually agreed option to roll over for one additional year.

Price in words: _____

Price in figures: \$ _____

SUBMISSION OF BID

Respectfully submitted this _____ day of _____, 2018.

Submitted by: _____
(Name of bidding firm or corporation)

Authorized
Signature: _____
(Handwritten Signature)

Signed by: _____
(Type or print name)

Title: _____
(Owner/Partner/President/Vice President)

Witnessed by: _____
(Handwritten Signature)

Attest: _____
(Handwritten Signature)

By: _____
(Type or print name)

Title: _____
(Corporate Secretary or Assistant Secretary)

Street Address: _____

City, State, Zip _____

Phone: _____

License No.: _____

Federal ID No.: _____

(Affix Corporate Seal Here)

RHODE ISLAND TURNPIKE AND BRIDGE AUTHORITY

RIVIP BIDDER CERTIFICATION COVER FORM

SECTION 1 - BIDDER INFORMATION

Bidder must be registered as a vendor on the RIVIP system at www.purchasing.ri.gov to submit a bid proposal.

Solicitation Number:

Solicitation Title:

Bid Proposal Submission
Deadline:

Date

Time

Bidder Name:

RIVIP Vendor ID#:

Bidder Email:

Address:

Telephone:

Fax:

Contact Name and Title:

Contact Email:

Submission by the Bidder of a bid proposal pursuant to this solicitation constitutes an offer to contract with the Rhode Island Turnpike and Bridge Authority on the terms and conditions contained in this solicitation and the bid proposal. The Bidder certifies that: (1) the Bidder has reviewed this solicitation and agrees to comply with its terms and conditions; (2) the bid proposal is based on this solicitation; and (3) the information submitted in the bid proposal (including this Bidder Certification Cover Form) is accurate and complete. The Bidder acknowledges that the terms and conditions of this solicitation and the bid proposal will be incorporated into any contract awarded to the Bidder pursuant to this solicitation and the bid proposal. The person signing below represents, under penalty of perjury, that he or she is fully informed regarding the preparation and contents of this bid proposal and has been duly authorized to execute and submit this bid proposal on behalf of the Bidder.

BIDDER

Date: _____

Name of Bidder

Signature in ink

Printed name and title of person signing on behalf of Bidder