



Susquehanna TOWNSHIP

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susquehannatwp.com

REQUEST FOR PROPOSALS FOR MANAGED INFORMATION TECHNOLOGY SERVICES

Susquehanna Township is seeking proposals for a qualified Information Technology Managed Services Provider (“IT Provider”) for its operations. Proposals should adhere strictly to the requirements contained herein. Any questions about this Request for Proposals (“RFP”) should be directed at David Pribulka, Township Manager, by email at dpribulka@susquehannatwp.com as directed in Section 1-11 herein.

ISSUING OFFICE

Susquehanna Township Administration Department on behalf of the Susquehanna Township Board of Commissioners.

RFP NUMBER: RFP-2024-02

DATE OF ISSUANCE: April 16, 2024

Deadline to Respond: May 31, 2024

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CALENDAR OF EVENTS

RFP# RFP-2024-02

The Township reserves the right to make changes or alterations to this schedule as the Township determines is in its best interest.

Activity	Date	Time
Request for Proposals Issued	April 16, 2024	N/A
Deadline for Proposers to Submit Questions via email to dpribulka@susquehannatwp.com	May 13, 2024	2:00 PM
Answers to Proposers questions posted to the Township website at www.susquehannatwp.com	May 20, 2024	N/A
Due Date for Proposals	May 31 2024	3:00 PM
Oral Clarifications/Presentations (If necessary)	June 3, 2024 – June 14, 2024	TBD
Award (Estimate Only)	June 27, 2024	N/A

Part I – General Information for Proposers

1-1 Purpose.

This Request For Proposals (RFP) provides interested Proposers with sufficient information to enable them to prepare and submit proposals for consideration by the Susquehanna Township (“Township”) to satisfy a need for managed Information Technology services.

1-2 Issuing Office.

This RFP is issued by the Susquehanna Township Administration Office on behalf of the Susquehanna Township Board of Commissioners.

1-3 Scope.

This RFP contains instructions governing the proposals to be submitted and the material to be included therein; a description of the service to be provided; requirements which must be met to be eligible for consideration; general evaluation criteria; and other requirements to be met by each proposal.

1-4 Problem Statement.

Susquehanna Township traditionally contracts its Managed IT Services to a qualified contractor. The Township requires support across each of its departments including Administration, Finance, Community & Economic Development, Public Safety (Police and Fire), and Parks and Recreation. The Township also includes the Susquehanna Township Authority, responsible for sanitary sewer conveyance and storm sewer conveyance and treatment. The Township’s current contract expires on December 31, 2024, so it is in the intention of this RFP to identify a qualified contractor who may be able to assume support services effective January 1, 2025.

1-5 Type of Contract.

The Township intends to award one contract RFP-2024-02 as a result of this RFP. It is proposed that if a contract is entered into as a result of this RFP, it will be a fixed fee for in-scope work, and an hourly rate card for additional out-of-scope items. The Township may in its sole discretion undertake negotiations with Proposers whose proposals as to price and other factors show them to be qualified, responsible, responsive and capable of performing the work. Prior to incurring any costs associated with the services outlined in this RFP, the Township and the Contractor shall enter into a written contract for services.

1-6 Background

All personnel assigned to work on police equipment shall have and maintain current Criminal Justice Information Systems clearance. Additionally, Proposers must verify that all assigned personnel have completed a Federal Criminal History Records Information (“CHRI”) and Pennsylvania Access to Criminal Records (“PATCH”) background check. Verification of all required clearances is to be provided annually.

1-7 Rejection of Proposals

The Township reserves the right to reject any and all proposals received as a result of this RFP, or to

negotiate separately with multiple Proposers.

1-8 Subcontracting.

Any use of subcontractors by a Proposer must be identified in the proposal. During the contract period use of any subcontractors by the selected Proposer, which were not previously identified in the proposal, must be approved in advance in writing by the Township.

If a Joint Venture responds to this RFP, the Township will not accept separate proposals from joint venture constituents. A firm will not be permitted to submit a proposal on more than one (1) joint venture for the same RFP. Also, a firm that responds to this RFP as a prime may not be included as a designated subconsultant to another firm that responds to the same RFP. Multiple responses under any of the foregoing situations will cause the rejection of all responses of the firm or firms involved. This does not preclude a firm from being set forth as a designated subconsultant to more than one prime consultant responding to the RFP.

1-9 Incurring Costs.

The Township is not liable for any costs the Proposer incurs in the preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of contract.

1-10 Procurement Schedule of Events.

The current Schedule for Key Procurement Dates for this procurement process leading to an award of the Contract is provided in the Calendar of Events, page 1 of this RFP. The Township reserves the right to make changes or alterations to this schedule as the Township determines is in its best interest. All changes to these dates and/ or times up to and including the due date for Proposals will be issued as an addendum to this RFP and will become part of this RFP and will be posted to the Township's website at <https://www.susquehannatwp.com/RFP>.

Unless otherwise notified in writing by the Township, the dates indicated below for submission of items or for other required actions on the part of a Proposer shall constitute absolute deadlines for those activities and failure to fully comply by the time and date stated shall cause a Proposer to be disqualified. All times stated are in Harrisburg, PA local time and are subject to change.

1-11 Questions and Answers.

There will be no pre-proposal conference for this RFP. No negotiations, decisions or actions shall be initiated or executed by the Proposer as a result of any oral discussions with any Township member, employee, consultant/contractor. Written questions should be submitted by email to dpribulka@susquehannatwp.com with "RFP-2024-02" in the subject line to be received no later than the date and time provided on the Calendar of Events. All questions and written answers will be issued as an addendum to and become part of this RFP and will be posted to the Township's website at <http://www.susquehannatwp.com/RFP> approximately on or before the date provided on the Calendar of Events and only if necessary. Proposers shall use the form provided in Appendix A to submit the questions.

1-12 Addenda to the RFP.

If it becomes necessary to revise any part of this RFP before the proposal response date, addenda will be

posted to the Township's website under the original RFP document (<http://www.susquehannatwp.com/RFP>). It is the responsibility of the Proposer to periodically check the website for any new information or addenda to the RFP.

The Township may revise a published advertisement. If the Township revises published advertisement less than ten days before the RFP due date, the due date will be extended to maintain the minimum ten-day advertisement duration if the revision alters the project scope or selection criteria. Firms are responsible to monitor advertisements/addenda to ensure the submitted proposal complies with any changes in the published advertisement.

1-13 Response.

To be considered, proposals must be delivered to the Susquehanna Township's Administration Department, Attention: David Pribulka, Township Manager, on or before the date and time provided on the Calendar of Events. The Township will not accept proposals via email or facsimile transmission.

Delivery Address:

Susquehanna Township
Attn: David Pribulka, Township Manager
1900 Linglestown Road
Harrisburg, PA 17110
Email: dpribulka@susquehannatwp.com
Phone: (717) 545-4751

Please note that use of U.S. Mail, FedEx, UPS, or other delivery method, does not guarantee delivery to the Administration Department by the above listed time for submission. Proposers mailing proposals should allow sufficient delivery time to ensure timely receipt of their proposals. If the Township office location to which proposals are to be delivered is closed on the proposal response date, due to inclement weather, natural disaster, or any other cause, the deadline for submission shall be automatically extended until the next Township business day on which the office is open. Unless the Proposers are otherwise notified by the Township, the time for submission of proposals shall remain the same.

1-14 Proposals.

To be considered, Proposers should submit a complete response to this RFP, using the format provided in PART II. Each proposal should be submitted in five (5) hard copies of the Technical Submittal, five (5) hard copies of the Diverse Business (DB) participation submittal, and five (5) hard copies of the Cost Submittal. In addition to the hard copies of the proposal, one complete and exact copy of the Technical, Cost and DB submittals, along with all requested documents on a flash drive in Microsoft Office or Microsoft Office-compatible format. The electronic copy must be a mirror image of the hard copy, and the pricing and proposal should be saved as separate files. Proposer should ensure that there is no costing information in the technical submittal. The flash drive should clearly identify the Proposer. The Proposer shall present the proposal to the Administration Department only. No other distribution of proposals will be made by the Proposer. Each proposal page should be numbered for ease of reference.

An official authorized to bind the Proposer to its Proposal must sign the proposal. If the official signs the Proposal Cover Sheet (Appendix B to this RFP) and the Proposal Cover Sheet is attached to the proposal,

the requirement will be met. For this RFP, the proposal must remain valid for at least ninety (90) calendar days. Moreover, the contents of the proposal of the selected Proposer will become contractual obligations if a contract is entered into.

Each and every Proposer submitting a proposal specifically waives any right to withdraw or modify it, except as hereinafter provided. Proposals may be withdrawn by written notice received at the Township's address for proposal delivery prior to the exact hour and date specified for proposal receipt. A proposal may also be withdrawn in person by a Proposer or its authorized representative, provided his/her identity is made known and he/she signs a receipt for the proposal, but only if the withdrawal is made prior to the exact hour and date set for proposal receipt. A proposal may only be modified by the submission of a new sealed proposal or submission of a sealed modification which complies with the requirements of this solicitation.

1-15 Economy of Preparation.

Proposals should be prepared simply and economically, providing a straightforward, concise description of the Proposer's ability to meet the requirements of the RFP.

1-16 Discussions for Clarification.

Proposers who submit proposals may be required to make an oral or written clarification of their proposals to the Issuing Office through the Contract Administration Department to ensure thorough mutual understanding and Proposer responsiveness to the solicitation requirements. The Issuing Office through the Contract Administration Department will initiate requests for clarification.

1-17 Best and Final Offers.

The Issuing Office reserves the right to conduct discussions with Proposer(s) for the purpose of obtaining "best and final offers." To obtain best and final offers from Proposer(s), the Issuing Office may do one or more of the following: a) enter into pre-selection negotiations; b) schedule oral presentations; and c) request revised proposals. The Issuing Office will limit any discussions to responsible Proposer(s) whose proposals the Issuing Office has determined to be reasonably susceptible of being selected for award.

1-18 Prime Proposer Responsibilities.

The selected Proposer will be required to assume responsibility for all services offered in its proposal whether or not it produces them. Further, the Township will consider the selected Proposer to be the sole point of contact with regard to contractual matters.

1-19 Proposal Contents.

Proposals will be held in confidence and will not be revealed or discussed with competitors, unless disclosure is required to be made (i) under the provisions of any Commonwealth or United States statute or regulation; or (ii) by rule or order of any court of competent jurisdiction. All material submitted with the proposal becomes the property of the Susquehanna Township and may be returned only at the Township's option. Proposals submitted to the Township may be reviewed and evaluated by any person other than competing Proposers at the discretion of the Township. The Township has the right to use any or all ideas presented in any proposal. Selection or rejection of the proposal does not affect this right.

In accordance with the Pennsylvania Right-to-Know Law (RTKL), 65 P.S. § 67.707 (Production of Certain Records), Proposers shall identify any and all portions of their Proposal that contains confidential proprietary information or is protected by a trade secret. Proposals shall include a written statement signed by a representative of the company/firm identifying the specific portion(s) of the Proposal that contains the trade secret or confidential proprietary information. Proposers should note that “trade secrets” and “confidential proprietary information” are exempt from access under Section 708(b)(11) of the RTKL. Section 102 defines both “trade secrets” and “confidential proprietary information” as follows:

- 1) Confidential proprietary information: Commercial or financial information received by an agency: (1) which is privileged or confidential; and (2) the disclosure of which would cause substantial harm to the competitive position of the person that submitted the information.
- 2) Trade secret: Information, including a formula, drawing, pattern, compilation, including a customer list, program, device, method, technique or process that: (1) derives independent economic value, actual or potential, from not being generally known to and not being readily ascertainable by proper means by other persons who can obtain economic value from its disclosure or use; and (2) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy. The term includes data processing software by an agency under a licensing agreement prohibiting disclosure.

The Office of Open Records also notes that with regard to “confidential proprietary information the standard is equally high and may only be established when the party asserting protection shows that the information at issue is either ‘commercial’ or ‘financial’ and is privileged or confidential, and the disclosure would cause substantial competitive harm.”

1-20 Reserved.

1-21 News Releases.

News releases pertaining to this project will not be made without prior Township approval, and then only in coordination with the Issuing Office.

1-22 Township Participation.

Unless specifically noted in this section, Proposers must provide all services to complete the identified work. The Township will endeavor to provide as much support from clerical and other staff to ensure successful implementation of the project. Office space will be provided as-needed to stage personnel and materials essential for the implementation. Primary contacts in each Department are identified as follows:

- 1) Administration
 - a. David Pribulka, Township Manager
 - b. Lee Ann Hoffman, Executive Assistant
- 2) Department of Community & Economic Development
 - a. Betsy Logan, Assistant Township Manager
- 3) Finance/Susquehanna Township Authority
 - a. Jill Lovett, Director of Finance
- 4) Park & Recreation
 - a. Doug Knauss, Director of Parks & Recreation

- 5) Public Safety
 - a. Rob Martin, Director of Public Safety

1-23 Cost Submittal.

The cost submittal shall be placed in a separately sealed envelope within the sealed proposal and kept separate from the technical submittal.

1-24 Term of Contract.

The term of the contract will commence on the Effective Date (as defined below) and will end three years thereafter. The Township shall be afforded the option to renew for a successive two years after the initial contract termination date. The Township shall fix the Effective Date after the contract has been fully executed by the Contractor and by the Township and all approvals required by Township contracting procedures have been obtained.

1-25 Proposer's Representations and Authorizations.

Each Proposer by submitting its proposal understands, represents, and acknowledges that:

- 1) All information provided by, and representations made by, the Proposer in the proposal are material and important and will be relied upon by the Issuing Office in awarding the contract(s). Any misstatement, omission or misrepresentation shall be treated as fraudulent concealment from the Issuing Office of the true facts relating to the submission of this proposal. A misrepresentation shall be punishable under 18 Pa. C.S. 4904.
- 2) The price(s) and amount of this proposal have been arrived at independently and without consultation, communication or agreement with any other Proposer or potential Proposer.
- 3) Neither the price(s) nor the amount of the proposal, and neither the approximate price(s) nor the approximate amount of this proposal, have been disclosed to any other firm or person who is a Proposer or potential Proposer, and they will not be disclosed on or before the proposal submission deadline specified in the response section of this RFP.
- 4) No attempt has been made or will be made to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.
- 5) The proposal is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
- 6) To the best knowledge of the person signing the proposal for the Proposer, the Proposer, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last four (4) years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as disclosed by the Proposer in its proposal.
- 7) To the best of the knowledge of the person signing the proposal for the Proposer and except as otherwise disclosed by the Proposer in its proposal, the Proposer has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Proposer that is owed to the Commonwealth.
- 8) The Proposer is not currently under suspension or debarment by the Commonwealth, or any other state, or the federal government, and if the Proposer cannot certify, then it shall submit along

with the proposal a written explanation of why such certification cannot be made.

- 9) The Proposer has not, under separate contract with the Issuing Office, made any recommendations to the Issuing Office concerning the need for the services described in the proposal or the specifications for the services described in the proposal.
- 10) Each Proposer, by submitting its proposal, authorizes all Commonwealth agencies to release to the Township information related to liabilities to the Commonwealth including, but not limited to, taxes, unemployment compensation, and workers' compensation liabilities.

1-26 Indemnification.

The Proposer shall be responsible for, and shall indemnify, defend, and hold harmless the Township and its residents, officers, employees, and agents from any claim, liability, damages, losses, causes of action, and expenses, including reasonable attorneys' fees, arising from damage to life or bodily injury or real or tangible personal property caused by the negligence or other tortious acts, errors, and omissions of Proposer, its employees, or its subcontractors while engaged in performing the work of the Agreement or while present on the Township's premises, and for breach of the Agreement regarding the use or disclosure of proprietary and confidential information where it is determined that Proposer is responsible for any use of such information not permitted by the Agreement. The indemnification obligation shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for Contractor or its subcontractors under Workers' Compensation Acts, Disability Benefits Acts, or other Employee Benefit Act.

1-27 Data/Information Security Breach Notification.

Proposer agrees to accept and comply with Appendix C – Susquehanna Township PA Act 151 of 2022 Compliance Policy.

The Proposer shall report to the Township any Breach affecting Township Data. The notice to be provided to the Township by Proposer shall be provided without unreasonable delay and no later than within 24 hours of Proposer's discovery of any Breach. A Breach shall be deemed to be discovered on the first day on which the Proposer knows or reasonably should have known of the Breach. The notice to be provided to the Township by Proposer shall be made in writing to the Township's Information Security Officer and shall include the following content: (1) the nature of the Breach; (2) the specific Township Data affected by the Breach; (3) the steps the Proposer is taking to remediate the Breach; and (4) steps the Proposer is taking to mitigate future Breaches. Following notification of the Breach, Proposer shall cooperate with the Township's investigation of the Breach and provide any other information regarding the Breach or the Township Data affected which the Township may reasonably request. Should notice to individuals whose information was part of Township Data be required under any applicable data privacy law, including, but not limited to, individual state data breach notice laws or federal laws such as HIPAA and Graham Leach Bliley Act, Proposer shall provide the Township with copies of any template notification letters and draft regulatory correspondence for Township's prior approval.

Proposer shall provide any notifications required under the applicable data privacy laws on behalf of the Township at the request of Township. The Township reserves the right to handle any notifications required and shall notify Proposer if the Township will be handling the required notifications. Upon request, Proposer shall provide the Township with its cyber-security policies and procedures. Proposer agrees to reimburse the Township for any and all reasonable costs associated with the Township's response to Proposer's Breach, including any fees associated with the Township's investigation of

Proposer's Breach, notification costs, and any reasonable offer of credit or identity monitoring product.

1-28 Security and Data Requirements. Proposer will comply with the Security Requirements as described in Appendix C – Susquehanna Township PA Act 151 of 2022 Compliance Policy.

1-29 Reserved

1-30 Insurance. Proposals shall include verification of compliance with the following insurance requirements:

- A. *Required Insurance:* Proposer shall purchase and maintain Worker's Compensation, Commercial General Liability, and other insurance pursuant to the specific requirements herein.
- B. *General Provisions:* The policies of insurance required by this Section as supplemented must:
 - a. include at least the specific coverages required;
 - b. be written for not less than the limits provided, or those required by Laws or Regulations, whichever is greater;
 - c. remain in effect for the duration of the Contract;
 - d. apply with respect to the performance of the work, whether such performance is by the Proposer, any Subcontractor or Supplier, or by anyone directly or indirectly employed by any of them to perform any of the Work, or by anyone for whose acts any of them may be liable; and
 - e. include all necessary endorsements to support the stated requirements.
- C. *Additional Insureds:* The successful firm shall not commence work under the contract executed pursuant to this RFP until all proof of insurance has been submitted and approved by the Township Manager. Minimum insurance requirements are as follows:
 - a. Workers' Compensation Insurance for all employees of the responsive firm. In the event any work is sublet, respondent shall require the subcontractor to similarly provide Workers' Compensation insurance, unless such employees are covered by the protection afforded by the respondent.
 - b. Comprehensive General Liability in an amount not less than \$1,000,000 combined single limit per occurrence for bodily injury and property damage. The Township shall be furnished with a Certificate of Insurance from the successful respondent naming Susquehanna Township as Additional Insured.
 - c. Cybersecurity Insurance in a minimum amount of \$5 million per occurrence.
 - d. All insurance policies required herein shall be issued by companies authorized to do business under the laws of the Commonwealth of Pennsylvania.
 - e. Susquehanna Township shall be promptly notified of any modifications or endorsements made to the successful respondent's insurance coverage no later than thirty (30) days prior to the effective date of the change.

Part II – Information Required From Proposers

Proposals must be submitted in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all requirements in this part of the RFP. Any other information thought to be relevant, but not applicable to the enumerated categories, should be provided as an appendix to the proposal. All cost data relating to this proposal and all Diverse Business cost data should

be kept separate from and not included in the Technical Submittal. Each proposal shall consist of three separately sealed submittals:

1. Technical Submittal, which shall be a response to RFP Part II, A. through G.;
2. Diverse Business Participation Submittal, in response to RFP Part II, Section II-X; and
3. Cost Submittal, in response to RFP Part II, Section II X.

The Township reserves the right to request additional information which, in the Township's opinion, is necessary to assure that the Proposer's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP.

The Township may make such investigations as deemed necessary to determine the ability of the Proposer to perform the work, and the Proposer shall furnish to the Issuing Office all such information and data for this purpose as requested by the Township. The Township reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Proposer fails to satisfy the Township that such Proposer is properly qualified to carry out the obligations of the agreement and to complete the work specified.

2-1 Technical Submittal.

- A. Proposal Cover Sheet (See Appendix B)
 - a. Show the name of your firm, address, name of contact person, contact person's email and telephone number date and the subject: SUSQUEHANNA TOWNSHIP MANAGED INFORMATION TECHNOLOGY SERVICES, RFP 2024-RFP-02. Proposals must be signed by an individual who is authorized to negotiate terms, render binding decisions and commit your firm's resources. In addition, it is required that all information requested in Appendix B be provided including information pertaining to location of office performing the work and contact information.
- B. Table of Contents
 - a. Include a clear identification of the material by section and by page number.
- C. Executive Summary
 - a. Summarize your understanding of the work to be done and make a positive commitment to perform the work necessary. This section should summarize the key points of your submittal. This should be limited to two pages.
- D. Firm Overview
 - a. Provide a brief history and description of your firm's business organization and its Information Technology support service expertise and experience as it relates to the requirements discussed in Part IV of this RFP. Include the location of offices and the number and types of Information Technology support personnel, consultants or other relevant professional staff in each office. Discuss your firm's presence in and commitment to the Commonwealth of Pennsylvania. Include a discussion of the specific expertise and services that distinguish your firm.
 - b. If you propose to subcontract any portion of the work described in your response, the subcontracted firm or firms must be identified in this section. The role of the firm or firms should be explained along with a description of the specific expertise and services that the firm or firms contribute to the overall value of your proposal.

E. Personnel

- a. Provide the names, proposed roles, background and experience, current professional licenses, office location and availability of the consulting personnel that would perform the Information Technology support services as described in Part IV of this RFP. Specifically identify the primary person(s) who will be responsible for managing the relationship with the Township during this endeavor. Proposer must submit a current resume for all proposed staff listing relevant experience and applicable professional affiliations.

F. Relevant Expertise and Experience

- a. Provide a narrative statement regarding your managed Information Technology support services expertise and experience as it relates to Part IV of this RFP. Additionally, include a statement regarding your understanding of the requirements as outlined in this RFP and your ability to provide managed Information Technology support services in accordance with the same.
- b. Describe your firm's experience in providing similar managed Information Technology support services to other clients, especially other governmental entities and/or similar public/private sector transportation organizations. Describe the business practices that enable you to complete these tasks in an efficient, timely and, at times, expeditious manner.
- c. Provide a list of three references of clients for which your firm has performed similar work, as described in this RFP, within the past three years. Studies or projects referred to should be identified and the name of the customer shown, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted.
- d. Include a statement regarding any other specialized managed Information Technology support services your firm may offer.

G. Approach

- a. Provide a description of the proposed approach/methodology that you will follow, along with a project plan and realistic timeline that identifies the phases and tasks required to complete the services defined in Part IV. Include in this section the deliverables and reports that will be provided, the project controls that will be used, and the tasks that will be performed.
- b. Provide a description of all of the deliverables that you will provide as an output of the project plan.
- c. Provide relevant samples of deliverables and project plans from similar services that your firm was primarily responsible for producing.

2-2 Diverse Business (DB) Requirements.

There is no minimum participation level (MPL) for DBs established for this contract. However, the utilization of DBs are encouraged and will be considered as a criterion in the evaluation of proposals and may be considered as a factor in the Township's selection of a firm for this contract.

2-3 Cost Submittal.

The information requested in this section shall constitute your cost submittal. THE COST SUBMITTAL SHALL BE PLACED IN A SEPARATE SEALED ENVELOPE WITHIN THE SEALED PROPOSAL AND ON A USB DRIVE, SEPARATE FROM THE TECHNICAL SUBMITTAL.

Proposers should not include any assumptions in their cost submittals. If the proposer includes assumptions in its cost submittal, the Issuing Office may reject the proposal. Proposers should direct in writing to the Issuing Office pursuant to Part I-11, Questions and Answers of this RFP any questions about whether a cost or other component is included or applies. All Proposers will then have the benefit of the Issuing Office's written answer so that all proposals are submitted on the same basis.

The Proposer must provide a breakdown of costs associated with the Proposal. Proposer must provide information that identifies the Resources (by position) that will be devoted to the effort, the average loaded rate for those resources and the number of hours each will devote to the effort. The table must also identify any other direct costs that went into calculating the Proposer's cost. The sum of the loaded rates times the number of hours for each position, plus the other direct costs must equal the total fixed price cost. Any costs not provided in the cost proposal will be assumed as no charge to the Township.

The selected Proposer shall only perform work on the Contract after the Effective Date is affixed and the fully-executed contract sent to the selected Proposer. The selected Proposer shall not start the performance of any work prior to the date set forth in the contract and the Township shall not be liable to pay the selected Proposer for any service or work performed or expenses incurred before the date set forth in the Notice to Proceed. No Township employee has the authority to verbally direct the commencement of any work under the Contract.

Part III – Criteria for Selection

3-1 Mandatory Responsiveness Requirements.

To be eligible for selection, a proposal shall be (a) timely received from a Proposer; and (b) properly signed by the Proposer.

3-2 Technical Nonconforming Proposals.

The two (2) Mandatory Responsiveness Requirements set forth in Section III-1 above (a & b) are the only RFP requirements that the Township will consider to be non-waivable. The Issuing Office reserves the right, in its sole discretion, to (1) waive any other technical or immaterial nonconformities in the proposal, (2) allow the Proposer to cure the nonconformity, or (3) consider the nonconformity in the evaluation of the proposal.

3-3 Proposal Evaluation.

Proposals will be reviewed by an internal evaluation committee team (IET) of qualified personnel based on the evaluation criteria listed below. The IET will present the evaluations to the Susquehanna Township Board of Commissioners along with a recommendation for an award of the contract to the most qualified Proposer. The Board of Commissioners reserves the right to accept any proposal it deems to be in the best interest of the Township, and no contract shall be awarded until such time as the Board of Commissioners authorizes the same at a public meeting.

The Township will select the most highly qualified firm for the assignment or the firm whose proposal is determined to be most advantageous to the Township by considering the IET's evaluation and recommendation to the Board of Commissioners. In making the Board of Commissioner's determination and the Township's decision, additional selection factors may be considered taking into account the estimated value, scope, complexity and professional nature of the services to be rendered and any other relevant circumstances. Additional selection factors may include, when applicable, the following: geographic location and proximity of the firm, firm's Pennsylvania presence or utilization of Pennsylvania employees for the assignment; equitable distribution of work; diversity inclusion; and any other relevant factors as determined as appropriate by the Township.

Award will only be made to a Proposer determined to be responsive and responsible in accordance with all relevant statutes and policies of the Township including, but not limited to all applicable procurement requirements and the First Class Township Code.

3-4 Evaluation Criteria.

An evaluator scoring rubric shall assist the IET in evaluation of submitted Proposals. The IET shall weight the criteria based on the most critical needs. The rubric will not be provided to Proposers; however, the following criteria will be used in evaluating each proposal:

- A. Understanding the Problem. This refers to the Proposer's understanding of the Township needs that generated the RFP, of the Township's objectives in asking for the services or undertaking the study, and of the nature and scope of the work involved.
- B. Proposer Qualifications. This refers to the ability of the Proposer to meet the terms of the RFP, especially the time constraint and the quality, relevancy, and recency of studies and projects completed by the Proposer. This also includes the Proposer's financial ability to undertake a project of this size.
- C. Personnel Qualifications. This refers to the competence of professional personnel who would be assigned to the job by the Proposer. Qualifications of professional personnel will be measured by experience and education, with particular reference to experience on studies/services similar to that described in the RFP. Particular emphasis is placed on the qualifications of the project manager.
- D. Soundness of Approach. Emphasis here is on the techniques for collecting and analyzing data, sequence and relationships of major steps, and methods for managing the service/project. Of equal importance is whether the technical approach is completely responsive to all written specifications and requirements contained in the RFP and if it appears to meet Township objectives.
- E. Available Facilities. Proximal physical locations of Proposers to the Township facilities located at 1900 Linglestown Road, Harrisburg, PA, and 1955 Elmerton Avenue, Harrisburg, PA shall be a consideration of the IET in evaluating Proposals.
- F. Cost. While this area may be weighted heavily, it will not normally be the deciding factor in the selection process. The Township reserves the right to select a proposal based upon all the factors listed above, and will not necessarily choose the firm offering the best price. The Township will select the firm with the proposal that best meets its needs, at the sole discretion of the Township.

Part IV – Work Statement

4-1 Objectives.

- A. General. The primary purpose of this RFP is to evaluate and select a qualified firm to support the managed Information Technology support needs of each of the Township's Departments. Departments include Administration, Public Safety (Police and Fire), Finance (Township and Authority), Community & Economic Development, Parks & Recreation, and Public Works (Township and Authority). While the support needs of each Department can vary dramatically, there are both baseline support needs and project needs that may fluctuate by Department throughout the terms of this engagement. It should not be assumed that any assignment of priority shall be given to one Department or employee over another.
- B. Specific. Susquehanna Township is in search of a full-service managed Information Technology support provider. Proposals should include a description of all services offered under the firm's standard engagement. Particular emphasis, however, should be placed on three primary criteria: 1) Service Desk Response, 2) Cybersecurity Provisioning, and 3) Strategic Planning. The following bullet points are meant to give some insight into what the Township is seeking in each of these areas; however, it is not meant to be exhaustive:
- 1) Service Desk Response
 - a. Helpdesk Services
 - i. Provide a responsive and accessible help desk to address user inquiries, incidents, and service requests.
 - ii. Offer multi-channel support including phone, email, and web-based ticketing system.
 - iii. Ensure timely resolution of issues.
 - iv. Maintain detailed records of all support interactions for tracking and reporting purposes.
 - b. End-User Support
 - i. Offer technical support to end-users for hardware, software, network, and connectivity issues.
 - ii. Provide assistance with workstation setup, configuration, and troubleshooting.
 - iii. Provide support for the deployment of new and replacement hardware and software.
 - iv. Offer guidance and training to users on best practices for Information Technology usage and security.
 - 2) Cybersecurity Management
 - a. Security Monitoring and Management
 - i. Implement and maintain robust security measures to protect Susquehanna Township's IT infrastructure against cyber threats.
 - ii. Conduct regular monitoring of network traffic, systems, and applications for potential security breaches or vulnerabilities.
 - iii. Deploy and manage intrusion detection/prevention systems, firewalls, antivirus software, and other security tools.
 - b. Incident Response and Remediation
 - i. Develop and implement incident response procedures to promptly address security incidents and breaches.
 - ii. Provide rapid incident response and remediation services to mitigate the impact of security incidents.

- iii. Conduct post-incident analysis and reporting to identify root causes and prevent future occurrences.
 - c. Security Awareness Training
 - i. Offer comprehensive security awareness training programs to educate Susquehanna Township's staff about common cybersecurity threats and best practices.
 - ii. Provide ongoing updates, testing, and reminders on emerging threats and security trends to all users.
- 3) Strategic Planning
 - a. Information Technology Infrastructure Assessment
 - i. Offer comprehensive security awareness training programs to educate Susquehanna Township's staff about common cybersecurity threats and best practices.
 - ii. Provide ongoing updates and reminders on emerging threats and security trends.
 - b. Technology Capital Planning
 - i. Work collaboratively with Susquehanna Township's leadership team to develop a strategic technology roadmap aligned with organizational goals and objectives.
 - ii. Define short-term and long-term IT initiatives, priorities, and milestones.
 - iii. Provide recommendations for technology investments, upgrades, and enhancements to support business growth and efficiency.
 - c. Governance and Compliance
 - i. Assist in the development and implementation of IT governance frameworks, policies, and procedures.
 - ii. Ensure compliance with relevant industry standards, regulations, and best practices.

Some relevant datapoints for Susquehanna Township operations to assist in the development of proposals include:

- 1) 91 Active Director Users;
- 2) Devices/Fixed Assets
 - a. 70 workstations, 5 servers
 - b. 1 firewall
 - c. 7 switches, 9 wireless access points (1900 Linglestown Road)
 - d. 1 switch, 4 wireless access points (1955 Elmerton Avenue)
 - e. Police In-Car Assets
 - i. iMobile Interface with Dauphin County 911 (dispatch)
 - ii. A140 Getac Tablets/Keyboards
 - iii. TRACS Scanner and Printer
 - iv. GIS Interface with Dauphin County
 - v. Verizon Wireless Modem
 - vi. Getac Camera System
- 3) Hours spent on Township supports (includes after-hours support)
 - a. 2022: 734 Hours
 - b. 2023: 799 Hours
 - c. 2024: 201 Hours (through March 25, 2024)

4-2 Nature and Scope of the Project.

The project includes managed Information Technology support services for all Township and Authority systems, operations, and facilities. These include the primary facilities located at 1900 Linglestown Road, Harrisburg, PA, and 1955 Elmerton Avenue, Harrisburg, PA. Additional facilities such as Township parks, Authority pump stations, and Fire Stations may also require support on a case-by-case basis; however, they are not the primary facilities needing support by this Contract.

4-3 Requirements.

- A. The Township requires support for approximately 91 users. There may be additional users that require occasional support including members of the Board of Commissioners and other staff that do not typically access Township systems. A ticketing system that allows users to submit support requests through a variety of media (phone, web-based, email, etc.) is critical. There should also be an ability to escalate support tickets when needed. Support should be provided during normal business hours, with on-call support available for non-business hours. The Township observes most federal holidays. The hours of operation are Monday through Friday, beginning at 7:00 a.m. to 5:30 p.m. Proposals shall provide any ticketing support used after-hours including any answering services. All support personnel must be proficient in the English language.
- B. Beyond typical service desk support requirements, the Township also has hardware and software support needs that range in complexity by Department and task. Proposals should provide a statement of work for completing capital project deployment including new computers and devices; servers; and other hardware systems. The Police Department has special requirements for computerized equipment used in conjunction with its daily operations. Proposals should reference any experience managing Police Department systems in the Commonwealth of Pennsylvania and any credentials and certifications of relevant support staff that may be required to manage sensitive police data.
- C. Capital and Strategic Planning. As the Township deploys more complex hardware and software solutions, there is a greater need for visioning and strategic planning for Information Technology. Proposals should describe the process for supporting the Township in its Capital Improvement Planning and Strategic Planning efforts, as well as other specific projects. Each category should be identified as either in-scope of the standard retainer for services or out-of-scope requiring additional contract engagement or financial commitment from the Township.

4-4 Reports and Project Control.

- A. Status Report. The Proposer should describe their communication plan for informing the Township Manager of contract's task status.
- B. Service Level Agreement. Proposer should provide their sample performance metrics for service desk support.
- C. Ticketing System. Proposer should provide a sample of ticketing system reports.

APPENDIX A – PROPOSER QUESTION FORM

**SUSQUEHANNA TOWNSHIP
MANAGED INFORMATION TECHNOLOGY SUPPORT SERVICES
PROPOSER QUESTION FORM
RFP NO. 2024-RFP-02**

Name of Firm: _____

Address: _____

Telephone: _____

Email: _____

Date: _____

1) RFP Section Reference. *Provide the section in the RFP that is the subject of your question.*

2) Describe your Question/Request for Information.

3) Additional Comments.

Signature of Authorized Firm Representative: _____

Date of Submission: _____

APPENDIX B – PROPOSAL COVER SHEET

**SUSQUEHANNA TOWNSHIP
MANAGED INFORMATION TECHNOLOGY SUPPORT SERVICES
REQUEST FOR PROPOSALS RESPONSE
RFP NO. 2024-RFP-02**

Proposing Firm: _____
Firm Address: _____
Telephone: _____
Email: _____
Proposal Dated: _____

Name of Firm Representative: _____

Title of Firm Representative: _____

Signature of Responding Firm Representative: _____

APPENDIX C – SUSQUEHANNA TOWNSHIP PA ACT 151 OF 2022 COMPLIANCE POLICY

Notification of Breach Requirements

Intent.

It is the intent of this Policy to achieve compliance with Pennsylvania Act 151 of 2022 [P.L. 2139, No. 151], providing for the notification of residents whose personal information data was or may have been disclosed due to a security system breach.

Applicability.

This Policy provides prescriptive measures that all employees of the Township, as well as contractors doing business for or on behalf of the Township, shall follow in the event of a security system breach where personal information as defined herein may have been disclosed.

Definitions.

Act. Pennsylvania Act 151 of 2022 [P.L. 2139, No. 151] and any amendments incorporated subsequently thereto.

Determination. A verification or reasonable certainty that a breach of the security of the system has occurred.

Health Insurance Information. An individual's health insurance policy number or subscriber identification number in combination with access code or other medical information that permits misuse of an individual's health insurance benefits.

Medical Information. Any individually identifiable information contained in the individual's current or historical record of medical history or medical treatment or diagnosis created by a healthcare professional.

Notification. May be provided by any of the following methods of notification:

- i. Written notice to the last known home address for the individual.
- ii. Telephonic notice, if the individual can be reasonably expected to receive it and the notice is given in a clear and conspicuous manner, describes the incident in general terms and verifies personal information but does not require the individual to provide personal information and the individual is provided with a telephone number to call or Internet website to visit for further information or assistance.
- iii. E-mail notice, if a prior business relationship exists and the person or entity has a valid e-mail address for the individual.
 - a. Electronic notice, if the notice directs the person whose personal information has been materially compromised by a breach of the security of the system to promptly change the person's password and security question or answer, as applicable, or to take other steps appropriate to protect the person's online account to the extent the entity has sufficient contact information for the person.
- iv. Substitute notice, if the entity demonstrates one of the following:
 - a. The cost of providing notice would exceed \$100,000.
 - b. The affected class of subject persons to be notified exceeds 175,000.

- c. The entity does not have sufficient contact information.
- d. Substitute notice shall consist of all of the following:
 - i. E-mail notice when the entity has an e-mail address for the subject persons.
 - ii. Conspicuous posting of the notice on the entity's Internet website if the entity maintains one.
 - iii. Notification to major media.

Personal Information. An individual's first name or first initial and last name in combination with and linked to any one or more of the following data elements when the data elements are not encrypted or redacted:

- i. Social Security number;
- ii. Driver's license number or a State identification card number issued in lieu of a driver's license;
- iii. Financial account number, credit or debit card number, in combination with any required security code, access code or password that would permit access to an individual's financial account;
- iv. Medical Information;
- v. Health Insurance Information;
- vi. A username or e-mail address, in combination with a password or security question and answer that would permit access to an online account.

The term does not include publicly available information that is lawfully made available to the general public from Federal, State or local government records or widely distributed media.

Systems Administrator. The designated Information Technology ("IT") Systems Administrator for the Township.

Township. Susquehanna Township, Dauphin County, Pennsylvania

Policy.

It shall be Policy of the Township to fully comply with the terms and provisions of the Act. The Township Manager is designated as the primary point of contact responsible for all reporting requirements prescribed by this Policy. The System Administrator may be designed to act on the Township Manager's behalf for the purposes of compliance with the Act. In addition to the other provisions described herein, the following shall be the Policy of the Township:

1. Township Data Security Storage.

- a. All Personal Information and business sensitive data, including but not limited to passwords, tokens, keys, certificates, and hashes must be encrypted at rest.
- b. The Township shall physically control and securely store information system media within controlled areas (doors are locked and only approved individuals can access these areas).
- c. Personal Information stored on network drives and/or in application databases must have proper access controls (i.e. user identification and authentication) and shall be made available only to those individuals with a valid need to know.
- d. Township-provided portable storage devices (e.g., USB flash drives, SD cards, etc.) used to store Personal Information cannot be used on external systems.
- e. Personal Information may only be accessed remotely from the VPN or through an approved Township virtual interface (remote desktop, screen connect, etc.).

2. *Township Data Security Transmission.*

- a. All Personal Information and business sensitive data, including but not limited to passwords, tokens, keys, certificates, and hashes must be encrypted in transit.
- b. All sensitive information, such as Personal Information, which is transmitted outside the firewall, must be encrypted (websites and any other file transfer methods must use encryption).
- c. If Personal Information needs to be emailed outside the Township network encryption is required.

Procedure.

1. If the Township determines that it is the subject of a breach of the security of the system affecting personal information maintained by the Township or one of its contractors, the Township or Township's System Administrator shall provide notice of the breach of the security of the system required under this Section within seven (7) business days following determination of the breach of the security of the system. Notification shall be provided concurrently to the Office of the Attorney General.
2. All contractors of Susquehanna Township shall, upon discovery of the breach of the security of the system, notify the Township Manager or designee as soon as reasonably practical, but no later than the time period specified in the applicable terms of the contract between the contractor and the Township of the breach of the security of the system.
3. After the effective date of this Policy, any time the Township enters into a contract which involves the use of personal information with a contractor, it shall ensure that the contract includes provisions relating to the agency contractor's compliance with the Act.
4. Notification by Township. If the Township is the subject of a breach of the security of the system, the Township shall provide notice of the breach of the security of the system required under this Policy within seven (7) business days following determination of the breach of the security of the system. Notification shall be provided to the District Attorney of Dauphin County within three (3) business days following determination of the breach of the security of the system. Notification shall occur notwithstanding the existence of exemptions described herein.
 - a. Electronic notification.--In the case of a breach of the security of the system involving personal information for a user name or email address in combination with a password or security question and answer that would permit access to an online account, the Township or contractor, to the extent that it has sufficient contact information for the person, may comply with the Act by providing the breach of the security of the system notification in electronic or other form that directs the person whose personal information has been materially compromised by the breach of the security of the system to promptly change the person's password and security question or answer, as applicable or to take other steps appropriate to protect the online account with the Township or contractor and other online accounts for which the person whose personal information has been materially compromised by the breach of the security of the system uses the same user name or email address and password or security question or answer.

- b. The Township, to the extent that it has sufficient contact information for the person, may comply with the Act by providing the breach of the security of the system notification in electronic or other form that directs the person whose personal information has been materially compromised by the breach of the security of the system to promptly change the person's password and security question or answer.
5. Affected individuals. In the case of a breach of the security of the system involving personal information of an individual's username or email address in combination with a password or security question and answer that would permit access to an online account, a contractor may comply with the Act by providing a list of affected residents of the Township and their valid email addresses, if known, to the Township.

Miscellaneous Provisions.

1. Vendor notification. A vendor that maintains, stores or manages computerized data on behalf of the Township shall provide notice of any breach of the security of the system following discovery by the vendor to the Township. The Township shall be responsible for making the determinations and discharging any remaining duties under the Act.
2. General rule. An entity that maintains, stores or manages computerized data on behalf of the Township that constitutes personal information shall utilize encryption, or other appropriate security measures, to reasonably protect the transmission of personal information over the Internet from being viewed or modified by an unauthorized third party.
3. Transmission policy. An entity that maintains, stores or manages computerized data on behalf of the Township that constitutes personal information shall develop and maintain a policy to govern the proper encryption or other appropriate security measures and transmission of data by the Township.
 - a. Considerations. In developing the policy, an entity shall reasonably consider similar existing Federal policies and other policies, best practices identified by other states and relevant studies and other sources as appropriate in accordance with best practices as established by the Federal Government and the Commonwealth of Pennsylvania.
 - b. Review and update. The policy shall be reviewed at least annually and updated as necessary.