



REQUEST FOR PROPOSALS

Cover Sheet

General Information	
Project Name	Information Technology Services
Project Description	The Special Service Districts (listed below) desire to engage a qualified firm to provide a range of information technology, computer network, and data-related services.
The Special Service Districts:	The engagement will be with: the Jordanelle Special Service District, North Village Special Service District, Twin Creeks Special Service District, Strawberry Lakeview Special Service District, Strawberry Ranch Special Service District, and Owl's Nest Special Service District.
Contract Term	Two (2) years, with three (3) one (1) year extensions to be selected at the option of the SSDs. Initial term to commence in April 2024.
Procurement Process Information	
Contract Administrator	Dana Kohler P.O. Box 519 Heber City, Utah 84032 dana@jssd.us <i>All communications regarding this solicitation must be through the Contract Administrator.</i>
Selection Method	This is a best value procurement, in which selection of a Proposer is based on a combination of price and qualitative/technical components. Evaluation factors are set forth below:
<i>Evaluation Criteria</i>	
Technical Factors	
○ Qualifications and Experience	
○ Work Processes	
○ References	
○ Proposed Contract	
Price	

RFP Schedule	
• JSSD Issues Request for Proposals	March 25, 2024
• Deadline to submit Questions and Requests for Changes	April 1, 2024
• Last day for JSSD to issue addenda and clarifications	April 4, 2024
• Deadline to submit Proposals	April 8, 2024
Included as part of this RFP	
Part A – Project Information and JSSD Background	
Part B – Procurement Process & Proposal Contents	
Part C – Standard Terms of Solicitation	
Proposal Contents	
Quality Proposal Page Limit The cover letter, price proposal, forms, and proposed contract do not count toward the page limit. (See Part B)	10 pages
Submittal Instructions <ul style="list-style-type: none"> • Email the Quality Proposal and proposed contract to the Contract Administrator. The Quality Proposal should be in the form of a single .pdf file. • Email the Price Proposal to dana@jssd.us. The Price Proposal should be in the form of a single .pdf file. <p>See Part B for more information.</p>	

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Part A – Project Information & JSSD Background

1. THE SPECIAL SERVICE DISTRICTS

The Jordanelle Special Service District (“JSSD”) is a special service district organized pursuant to Utah Code Ann. § 17D-1-101 *et seq.* JSSD provides culinary water and sanitary sewer services in portions of Wasatch County, Utah. The Wasatch County Council serves as the governing body of JSSD, which is managed by a General Manager.

Likewise, the Twin Creeks Special Service District, North Village Special Service District, Strawberry Lakeview Special Service District, Strawberry Ranch Special Service District, and Owl’s Nest Special Service District each provide water and/or sewer services in different unincorporated areas of Wasatch County.

Other than JSSD, none of the special service districts listed above have any employees. Rather, employees of JSSD manage the other special service districts under contracts with JSSD.

2. THE PROJECT

A. Services

The selected Proposer shall provide the following services either onsite and/or remotely:

1. Evaluate and review the JSSD’s network for functionality, security and data retention. If needed, make recommendations to assure these objectives. If requested, make the needed changes or upgrades to assure these objectives.
2. Monitor the network to assure proper operation at all times including internet and wireless access.
3. Administer and maintain the network, including peripheral devices such as tablets and smartphones, including establishing and enforcing protocols, performing setups, troubleshooting problems, administering print and periphery functions, assessing configurations, installing hardware and software or overseeing their installation, and supervising system backups.
4. Secure the network and data including protection from malicious software, cyber threats, control of access, physical security, disaster preparation and prevention, and maintenance of backup systems.
5. Install and configure as needed new servers, desktops, tablets, smartphones, and other devices including the installation of software.
6. Work with third-party vendors to ensure the correct and secure installation of their hardware and/or software.

7. Report network and user problems to vendors, as appropriate, maintaining logs and following through with vendors to ensure resolution.
8. Troubleshoot problems with the network, desktops, laptops, tablets, smartphones and other devices.
9. Assure retention and access to data including emails.
10. Recommend and implement a technology replacement program for the regular and cost effective replacement of servers, desktops, tablets, smartphones, and other devices.
11. Provide training to District staff as needed.
12. Phone responses should be within 1 hour during normal business hours. Onsite responses should be within 1 business day. 24-hour emergency response should be available seven days a week.
- 13. Provide a technician to be on-site at JSSD a minimum of 4 hours per week.**

B. Infrastructure

The contractor will be responsible for the following current and future infrastructure. Numbers are approximate:

1. 3-4 Servers (Dell)
2. Microsoft Exchange – Office 365
3. Miscellaneous Network/Wireless Equipment
4. 15 Personal Computers (Windows XP, 7 and 10 - Various Brands)
5. 8 Laptops/Notebooks (Windows XP, 7 and 10 – Various Brands)
6. 12 Tablets (Android and Windows)
7. 22 Smartphones (Samsung/Android and Apple/iOS)
8. 5 Desktop Printers

The contractor will be responsible to work with the following and future third-party vendors:

1. 2 Network Copiers/Printers/Scanners (Les Olson Company)
2. 3 SCADA Systems (SKM)
3. Multiple Phone System (seeking new VoIP phone vendor)
4. Caselle Government Accounting Financial Software (Caselle)
5. Cellular Service (Verizon Wireless)
6. Internet Access (Allwest)

C. Locations

The following locations require support:

1. Wastewater Treatment Plant/Administrative Offices, 5360 N. Old Highway 40, Heber City, Utah, 84032. Location of servers and 7 employees. Requires separate wireless network and fiber internet access.
2. Keetley Water Treatment Plant, 10500 N 1450 W, Heber City, Utah, 84032. Requires separate wireless network and fiber internet access.
3. Distribution/Collection Shop, 10500 N 1450 W, Heber City, Utah, 84032. Requires separate wireless network and fiber internet access.
4. Mine Shop, 10500 N 1450 W, Heber City, Utah, 84032. Requires separate wireless network and fiber internet access.
5. Twin Creeks Water Treatment Plant, 6135 E. Lake Creek Road, Heber City, Utah, 84032. Requires separate fiber internet.
6. Fisher Ranch Water Treatment Plant, 6556 N. Old Highway 40, Heber City, Utah. 84032

D. Insurance

Prior to awarding of the contract, but not required in the proposal, the contractor shall procure and maintain the following insurance policies:

- Commercial General Liability (\$1 Million Per Occurrence/\$2 Million Aggregate)
- Comprehensive Automobile Liability
- Workers Compensation
- Professional Liability (Errors and Omissions)

The insurance provided pursuant to this RFP shall be the primary insurance for any and all claims arising under or related to this contract. The above policies are required to be maintained in force until completion of the contract. JSSD must be named as an additional insured. Failure to provide proof of insurance or failure to maintain insurance as required in this bid, or by law; are grounds for immediate termination of the contract. In addition, the awarded bidder should be liable for all re-procurement costs and any other remedies under law.

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Part B – Procurement Information & Proposal Content

1. QUALITY PROPOSAL

The Quality Proposal should include the following information.

A. Cover Letter and Executive Summary

Proposers should provide a cover letter briefly describing their company, their services, and their interest in the Project described in this RFP. The cover letter should state whether the Proposal includes any trade secret information. (See Part C, paragraph 1.C).

B. Qualifications and Experience

Proposers should describe their experience and ability to perform the services contemplated by this RFP. Proposers should make specific reference to their experience working with government entities such as JSSD.

C. Work Processes

Proposers should describe how they will manage the services to be provided, including whether they will assign a dedicated service provider, how they will communicate with the Districts, etc. In addition, Proposers should describe:

- How the Proposer will monitor JSSD's network.
- How the Proposer will respond to alerts.
- How requests for assistance will be processed and managed.
- Ability to be onsite as needed.

D. Proposed Contract

Proposers should provide the contract that they propose to execute with the Special Service Districts. The Districts will evaluate it for the reasonableness of its commercial terms.

3. PRICE PROPOSAL

Proposers must submit a separate Price Proposal that details the price to be charged for the services to be performed. Prices may be based on set fees for specific types of work, hourly rates, monthly rates, or any other pricing mechanism typical in the industry. The Price Proposal does not need to be in any specific format, but should include enough information for JSSD to understand the basis for the Proposer's bid.

The Price Proposal must be submitted separately (see below).

4. PROPOSAL FORMAT

Proposals should adhere to the following format:

- Proposals should be submitted in two separate .pdf files. One file should include the quality proposal, and the other file should include the price proposal.
- Proposals should consist primarily of 8 ½ by 11 inch pages. 11 by 17 inch pages may be used for drawings, charts, tables, and schedules. No text should be included on 11 by 17 inch size pages except for text that is required for the interpretation of the chart, table, or schedule.
- Proposals should be printed in a minimum of 12-point font.
- The Quality Proposal should not exceed the Page Limit shown on the RFP Cover Sheet.

Failure to follow the format described above may result in the Proposal being deemed non-responsive.

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Part C – Standard Terms of Solicitation

1. INSTRUCTIONS TO PROPOSERS

A. Submission of Proposals.

Proposals will be received by the Contract Administrator via email, or as otherwise arranged between the Proposers and the Contract Administrator. The Contract Administrator will log the date and time of each Proposal received. Any Proposal received after the Deadline to Submit Proposals listed on the RFP Cover Sheet will be considered non-responsive. It is the responsibility of the Proposer to ensure that its Proposal is received by the Contract Administrator by the specified time.

B. Minimum Standards.

This RFP sets forth the minimum requirements that all Proposals must meet. Failure to submit Proposals in accordance with this RFP may render the Proposal unacceptable or non-responsive. JSSD may, in its sole discretion, waive minor irregularities in a Proposal that do not alter the quality or quantity of the information provided.

C. Confidential, Protected, and Public Information

In accordance with Utah Code Section 63G-2-305(6) of the Government Records Access and Management Act ("GRAMA"), information related to this procurement will not be made public until after execution of the contract with the successful Proposer. Procurement information includes the Proposals submitted by Proposers in response to this RFP and any accompanying documentation, as well as records maintained by JSSD during the procurement process.

JSSD will maintain a process to ensure confidentiality for the duration of this procurement. If the Proposer submits information in its Proposal that it believes is "trade secret," the Proposer must follow the procedure set forth in Section 63G-2-309 of GRAMA.

Additionally, for ease of Proposal evaluation, JSSD requests that each Proposer also follow the steps identified below:

- 1) Clearly mark all trade secret information as such in its Proposal at the time the Proposal is submitted, and state in a cover letter that the "DOCUMENT CONTAINS TRADE SECRET INFORMATION," and identifying each section and page which has been so marked;
- 2) Include a statement with its Proposal justifying the Proposer's determination that certain records are trade secret information for each record so defined;

3) In addition to the Proposal copies submitted in accordance with the Submittal Instructions on the RFP Cover Sheet, submit one electronic copy of the Proposal that has all the trade secret information deleted from the Proposal and label such copy of the Proposal "Public Copy." If a Proposer submits a Proposal containing no trade secret information, no "Public Copy" need be submitted. However, any Proposer that submits a Proposal containing no trade secret information must so certify in a cover letter to its Proposal; and

4) Defend any action seeking release of the records it believes to be trade secret information and indemnify, defend, and hold harmless JSSD and its agents and employees from any judgments awarded against JSSD or its agents and employees in favor of the party requesting the records, including any and all costs connected with that defense. This indemnification survives JSSD's cancellation or termination of this procurement or award and subsequent execution of the contract. In submitting a Proposal, the Proposer agrees that this indemnification survives as long as the trade secret information is in possession of JSSD.

All records pertaining to this procurement will become public information after execution of the Contract, unless such records are identified as trade secret information as specified above. No liability will attach to JSSD or its agents for the errant release of trade secret information by JSSD or its agents under any circumstances.

D. Submitting Questions to JSSD

Questions and Requests for changes to the RFP must be submitted via email to the Contract Administrator. All questions must be directed to the Contract Administrator identified on the RFP Cover Sheet. Questions must be received no later than the Deadline to submit Questions and Requests for Changes listed on the RFP Cover Sheet.

JSSD's answers to timely questions will be issued by the Contract Administrator no later than the Last day for JSSD to issue Addenda and Clarifications, listed on the RFP Cover Sheet. Answers, without identifying the party who posed the question, will be provided to all parties that submitted a Notice of Intent to Submit a Proposal.

E. Requests for Approved Equals or Changes

Whenever a brand, manufacturer, or product name is indicated in this RFP, they are included only for the purpose of establishing identification and a general description of the item. Wherever such names appear, the term "or approved equal" is considered to follow.

Requests for Approved Equals must be submitted to the Contract Administrator via email, no later than the Deadline to Submit Questions or Requests for Changes.

Any request for an approved equal must be fully supported with technical data, test results, or other pertinent information as evidence that the substitute offered is equal or better than the RFP requirement.

It should be understood that specifying a brand name, components, and/or equipment in this RFP will not relieve the Proposer from its responsibility to provide the product in

accordance with the performance specifications, warranty, and contractual requirements. The Proposer shall notify JSSD of any inappropriate brand name, component, and/or equipment that may be called for in this RFP and shall propose a suitable substitute for consideration.

F. Multiple or Alternative Proposals

Submission of multiple or alternative Proposals, except as specifically called for in the RFP, may render all such Proposals non-responsive and may cause the rejection of some or all of such Proposals.

G. Withdrawal of Proposals

A Proposer may withdraw its Proposal before the Proposal due date without prejudice to itself by submitting a written request for its withdrawal to the Contracts Administrator. If a Proposer withdraws its Proposal prior to the Deadline to Submit Proposals, JSSD will return the Proposal to the Proposer.

H. Cost of Proposals

JSSD is not liable for any costs incurred by Proposers in the preparation of Proposals submitted in response to this RFP.

I. Examination of Request for Proposals

The submission of a Proposal constitutes an acknowledgment upon which JSSD may rely that the Proposer: (i) has thoroughly examined and is familiar with the RFP, including any contractual terms included in the RFP, (ii) is familiar with any work site identified in the RFP, and (iii) has reviewed and inspected all applicable statutes, regulations, ordinances, and resolutions addressing or relating to the goods and services to be provided hereunder. The failure or neglect of a Proposer to receive or examine such documents, work sites, statutes, regulations, ordinances, or resolutions will in no way relieve the Proposer from any obligations with respect to the Proposer's Proposal or to any contract awarded pursuant to this RFP. No reduction or modification in the Proposer's obligations will be allowed based upon a lack of knowledge or misunderstanding of this RFP, work sites, statutes, regulations, ordinances, or resolutions.

J. Firm Offer

Unless otherwise stated in this RFP, submission of a Proposal constitutes an offer to provide the goods or services described in the RFP, for the price set forth in the Proposal. Such offer must be good and firm for a period of ninety (90) days after the Deadline to Submit Proposals.

K. No Collusion

By submitting a Proposal, the Proposer represents and warrants that its Proposal is genuine and not a sham, and that the Proposer has not colluded with any other parties regarding this procurement process. If JSSD learns that the Proposal is not genuine, or that the Proposer did collude with other parties, or engaged in any anti-competitive or

fraudulent practices in connection with this procurement process, JSSD may immediately terminate any resulting contract and seek any remedies available in equity or at law.

2. SELECTION PROCESS

A. Changes to the RFP Schedule

JSSD may make changes to the RFP Schedule in its sole discretion. Deadlines shown on the RFP Cover Sheet that apply to JSSD, such as the Last day to for JSSD to issue addenda and clarifications, are estimates only, and may be adjusted by JSSD in its sole discretion.

B. Addenda to the Request for Proposals

JSSD may make changes to the RFP, by issuing a written addendum to the RFP which will be issued to all firms or individuals that submitted a Notice of Intent to Submit a Proposal.

C. JSSD's Procurement Options

Based on submitted information, JSSD may do or take any of the following actions, without limitation:

- select a Proposer based solely on the written Proposals, with or without subsequent negotiations;
- ask for more information or Clarifications before making a selection;
- determine a Short List, conduct Discussions, and/or request Best and Final Offers ("BAFOs") before making a selection;
- if a material error in the RFP is discovered during the evaluation process, JSSD may issue an addendum to all Proposers that have submitted Proposals requesting revised Proposals based upon the corrected RFP.
- decline to accept any Proposal;
- re-advertise;
- cancel the RFP without awarding a contract;
- cancel the RFP and award the contract on a sole source basis;
- elect to otherwise procure the needed services in accordance with JSSD policy and procedures.

JSSD reserves the right to negotiate price, scope, schedule, and other contract terms with the preferred Proposer after a selection is made.

D. Responsiveness

Proposals that are conditional, that attempt to modify the RFP requirements, that contain additional terms or conditions, or that fail to conform to the requirements or specifications of the RFP may be considered non-responsive.

E. Responsibility

JSSD will not select a Proposer who is deemed by JSSD, in its sole discretion, to lack the ability or responsibility to perform successfully under the terms of the contract. Such determination of responsibility may encompass management, technical, legal, and financial matters.

F. Checking References

JSSD reserves the right to contact any reference specifically named by the Proposer in its Proposal or any other additional references as deemed appropriate by JSSD, including references suggested by the Proposer's named references or references known to JSSD through its own knowledge of the industry.

G. Requests for Clarification

The Proposer shall provide accurate and complete information to JSSD. If information is incomplete, appears to include a clerical error, or is otherwise unclear, JSSD may either (i) declare the Proposal non-responsive, (ii) evaluate the Proposal as submitted, or (iii) issue a Request for Clarifications to the Proposer stating the information needed and a date and time by which the information must be provided. If the Proposer does not respond to the Request for Clarifications in a timely manner, or if the Proposer's response is deemed to be insufficient by JSSD, in its sole discretion, then JSSD may declare the Proposal non-responsive.

H. Short Listing

JSSD may declare a Short List including only those Proposers that have a reasonable chance of being selected. JSSD will declare a Short List, if it chooses to do so, after a careful analysis of the Proposals. JSSD may declare a Short List of only one Proposer. JSSD will not be required to announce how many Proposers are on the Short List.

I. Discussions

JSSD may, at its sole discretion, conduct written and/or verbal Discussions with any of the Proposers on the Short List regarding the content of their Proposal. If Discussions are held, they will be held with all Proposers on the Short List.

J. Best and Final Offers

Although JSSD reserves the right to issue a request for Proposal revisions (including Best and Final Offers), JSSD is under no obligation to do so. JSSD may make its selection and award based on the initial Proposals submitted.

If JSSD requests Proposal revisions and/or BAFOs, Proposers on the Short List may be informed of and requested and/or allowed to revise their Proposals, including correction of any weaknesses, minor irregularities, errors, and/or deficiencies identified to the Proposers by JSSD following initial evaluation of the Proposals. The request for Proposal revisions and/or BAFOs will allow adequate time for the Proposers to revise their Proposals. Upon receipt of the Proposal revisions and/or BAFOs, the process of evaluation will be repeated. The process will consider the revised information and re-evaluate and revise ratings as appropriate. Although this RFP allows for Proposal revisions

and/or BAFOs, all efforts will be made to make a selection based on initial Proposals. If Discussions are held, JSSD will attempt to limit the selection process to a single BAFO following Discussions. If a Proposal revision and/or BAFO is requested of a Proposer, and that Proposer opts to not submit a Proposal revision and/or BAFO, that Proposer's original Proposal or most recent Proposal revision, as appropriate, will be treated as its BAFO.

K. Best Value Determination

This is a Best Value procurement, in which selection of a Proposer is based on a combination of price and qualitative/technical components. Accordingly, JSSD might not select the Proposal with the lowest price, or the Proposal with the highest qualitative/technical rating. JSSD will select the responsible Proposer whose Proposal is deemed to be the most advantageous to JSSD.

L. Negotiations

After selection but prior to award of the Contract, JSSD may, at its sole discretion, either conduct negotiations with the successful Proposer or JSSD may choose to not conduct negotiations with the successful Proposer and award the Contract to the successful Proposer based on its written Proposal and any additional information received during Discussions and Proposal revisions and/or BAFOs, if conducted.

If JSSD and the selected Proposer are unable to reach a meeting of the minds on the scope, contractual terms, and/or price of the Contract, then JSSD may, in its sole discretion, negotiate with the next most advantageous Proposer or choose to terminate the procurement in its entirety.

If JSSD receives only one responsive Proposal, JSSD reserves the right to negotiate all elements of the Proposal and the Contract with the sole responsive Proposer, including, but not limited to, profit.

M. Board Approval

Execution of a contract with the selected proposer may be subject to the approval of the JSSD Governing Body.