

# Request for Quotes

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## On-Call IT Services

### Strafford Regional Planning Commission

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**Contacts:** Megan Taylor-Fetter – Office Coordinator  
Strafford Regional Planning Commission  
150 Wakefield St Rochester, NH 03867  
(603) 994-3500 ext. 115  
[mtaylorfetter@strafford.org](mailto:mtaylorfetter@strafford.org)

**Date of Issue:** October 3, 2022

**Deadline for Submission: Monday, November 14, 2022, at 4:30 PM**

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#### **A. Project Description:**

The Strafford Regional Planning Commission (SRPC) is requesting quotes for on-call managed IT services and implementation of three other IT initiatives. SRPC is looking for consultants to perform remediations identified in a cybersecurity audit, assist with cloud migration, make software recommendations, and perform on-call IT Services for all hardware.

#### **B. Scope of Services**

The SRPC employs a staff of 20 who work in a hybrid work from home environment. SRPC provides computers and software to staff. SRPC seeks qualified firm(s) to provide one or all of the following services. Preference will be given to firm(s) that can provide two or more services.

##### 1: Implementation of Cybersecurity Action Plan (Timeframe: By January 31, 2023)

SRPC has recently had a cybersecurity audit conducted and has an implementation roadmap.

- Address vulnerabilities identified in recent cybersecurity audit.
- Prioritize the most critical vulnerabilities.
- Assist in setting up a maintenance plan to ensure that cybersecurity vulnerabilities are addressed in a timely manner in the future.
- Assist in implementing CIS controls and a proactive approach to cyber security.

##### 2: Software Recommendations (Timeframe: By January 31, 2023)

- Review current software on all hardware.
- Identify software that is no longer supported or not meeting the needs of the organization.
- Identify replacement software.

##### 3: Cloud Migration (Timeframe: March – April 2023)

SRPC would like to migrate from an on-premise server to a cloud storage option for 80% of our files, with the other 20% remaining on an on-premise server (databases with known compatibility issues in cloud storage).

- Identify the best cloud platform for the organization.
- Develop a roadmap to migration.
- Support the organization in the setup and file migration.

#### 4: Managed IT Services (Timeframe: Contract Lifespan)

SRPC does not have trained dedicated IT staff but does have a small team of tech-savvy staff who can manage limited day-to-day IT issues. SRPC is looking for an IT Service provider who will

- Be available for on-call assistance as needed during regular office hours, 8:30 AM – 5:00 PM with afterhours only in the event of an emergency,
- Conduct monthly or quarterly checks to ensure that everything is in good order,
- Make proactive recommendations on improvements to the SRPC environment to ensure that we are utilizing best practices, and
- Have an account manager familiar with our environment.

#### **C. Project Schedule**

The selected consultant(s) should be prepared to commence work as soon as a contractual agreement is executed. Each service will have its own timeframe for completion:

1. Implementation of Cybersecurity Action Plan (Timeframe: By January 31, 2023)
2. Software Recommendations (Timeframe: By January 31, 2023)
3. Cloud Migration (Timeframe: March – April 2023)
4. Managed IT Services (Timeframe: Contract Lifespan)

The agreement will extend through December 31, 2024, with the option for annual extension for up to 3 additional years.

#### **D. Request for Quotes Requirements**

A firm, partnership, or individual interested in providing cybersecurity and IT Asset assessments to SRPC must provide a written quote that includes the following:

1. Contact Information: Include the name, address, phone, email address, and federal tax payer ID number of the firm. (The term "firm" used in this RFQ is meant to include all forms of organizations that may respond.) If the quote proposes to utilize a subcontractor, the information required in items 1 through 5 must include the relevant information for the subcontractor(s).
2. Proposed Scope of Work and Budget: Brief description of how the services will be supplied including the firm(s)' approach for each task and/or procedures to be used. Cost for services is to be provided at the task level. Applicants must also include a billing rate schedule.
3. Statement of Qualifications and Experience: Include the qualifications of the firm and the key personnel that will undertake the proposed services. List the names of key personnel, their titles, experience, and their role. Please include brief descriptions of up to three recent and relevant projects or services that the firm has completed.
4. References: Include contact information for three (3) persons or agencies that SRPC may contact.
5. Evidence of Insurance: Provide evidence that the firm maintains in force, at its sole expense, the following insurance coverage:
  - a. Commercial or comprehensive general liability insurance; and
  - b. Workers' compensation and employer's liability insurance as required by law.

#### **E. Review and Evaluation Process:**

The submissions will be reviewed by a selection committee comprised of SRPC staff and municipal staff. A remote/virtual interview (e.g. Zoom, etc.) may be requested prior to final selection.

The evaluation criteria are as follows:

- Qualifications and experience of the personnel to be assigned to the project. Professional competence as evidenced by the firm, partnership, or individual's three most current related projects and references (20%)
- Specialized Experience of the Project Team (10% per service listed above)
- Clarity, completeness, and conciseness of the statement of qualifications and approach outlined in the statement narrative (15%)
- Total cost of services (25%)

#### **F. Submission Process:**

**Questions** regarding this RFQ should be directed to Megan Taylor-Fetter, Office Coordinator at [mtaylorfetter@strafford.org](mailto:mtaylorfetter@strafford.org) **by Monday, October 24, 2022 at 4:30 PM**. Responses to all questions received regarding this RFQ shall be **posted** on the SRPC website ([www.strafford.org](http://www.strafford.org)) by 4:30 PM on **Friday, October 28, 2022**.

Quotes with all required information are to be submitted electronically to Megan Taylor-Fetter, Office Coordinator at [mtaylorfetter@strafford.org](mailto:mtaylorfetter@strafford.org).

All quotes must be received by SRPC no later than **4:30 PM on Monday, November 14, 2022**. Materials received after this time will not be accepted or reviewed. It is the intent of SRPC to notify applicants of our **decision by Monday, December 5, 2022**.

The expense of preparing and submitting a quote is the sole responsibility of the consultant. SRPC reserves the right to reject any or all proposals received, to negotiate with any qualified source, or to cancel in part or in its entirety this Request for Quotes. This solicitation in no way obligates SRPC to award a contract.

SRPC will afford firms, partnerships, or individuals full opportunity to submit proposals in response to this invitation and will not discriminate on the basis of race, color, national origin, sex, age, or disability in consideration of this award.