



Clifton Sanitation District

# Managed Service Provider Request for Proposal

**RFP COORDINATOR:**

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Issued Date: July 13, 2022

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## **1. Introduction**

Clifton Sanitation District (District) is pleased to invite you to respond to this Request for Proposal (RFP) for Managed IT Services. The intention of this RFP is to solicit responses and formal proposals from qualified Managed IT Services Providers (MSPs) and select a single organization to provide IT services to the District.

### ***1.1 About Clifton Sanitation District***

Clifton Sanitation District is located on the Western Slope of Colorado, between Grand Junction and Palisade and provides sanitary sewer service to an estimated 21,000 residents of Clifton and the Community of Whitewater. This is completed through operation and maintenance of approximately 80 miles of buried sewer pipeline assets ranging from 6" to 30" in diameter with over 2,000 associated manholes. Wastewater conveyed through this collection system is received at the District's 2.5 MGD treatment facility. Effluent from this facility is discharged to the lower Colorado River following preliminary and secondary treatment as well as disinfection under a Colorado Department of Public Health and Environment National Pollutant Discharge Elimination System permit.

The District was organized June 30, 1967 and was established for the purpose of providing sanitary sewer service to properties within the District boundaries, if feasibly possible. The District is a governmental subdivision of the State of Colorado and a corporate body with those powers of a public quasi-municipal corporation that are specifically granted, or necessary or incidental to those powers specifically granted for carrying out the objectives and purposes of the District, pursuant to C.R.S. Section 32-1-101 et. Seq.

The District operates as a self-supporting enterprise, meaning that the revenue received from wastewater treatment and other operating revenue sources must be adequate to cover expenses of day-to-day operation of the District. Capital projects, including infrastructure, capacity development, and equipment purchases are funded using non-operating revenues, primarily generated from fees charged to connect to the District's infrastructure and purchase treatment facility capacity.

### ***1.2 Purpose & Scope***

With this RFP, the District is requesting information about your company and the IT products and solutions you provide as outlined in the Service Requirements section. This information will be gathered from several different organizations and used to evaluate provider options for the District.

This RFP is issued solely for information and planning purposes. This document does not commit the District to contract for any service, supply, or subscription whatsoever. The District will not reimburse any costs incurred as a result of participation in response to the RFP. All costs associated with response will solely reside at the responding party's expense.

### **1.3 Confidentiality Statement**

All information included in this RFP is considered confidential and intended only for use by responders. No information included in this document, or in discussions related to the District's Managed Service Provider selection effort, may be disclosed by MSP to another party or used for any other purpose without the express written consent of the District. All proposal materials become property of the District and are subjected to public disclosure unless reported as confidential.

## **2. Environment Overview**

The information below outlines the general demographics of the District and our current technical environment, however it is not intended to be all inclusive. The MSP must schedule an on-site visit by contacting the RFP Coordinator before the **Intent to Respond date (July 29, 2022)** to confirm the below information. The physical location of all below equipment is 3217 D Road, Clifton CO 81520.

### **2.1 Current Technical Environment**

- **Core Hardware**
  - **Server**
    - **HP Proliant Tower server with Microsoft Server 2019**
  - **Onsite Microsoft Exchange server 2019**
  - **UPS and generator backup for Plant site**
- **Software Systems**
  - **Windows OS**
  - **Proficy IFix with Historian (SCADA only)**
- **Connectivity (Internet Information)**
  - **CenturyLink 100mb fiber connection**
  - **Network communication – fiber between buildings and ethernet within buildings**
- **Remote Access / VPN**
  - **Cisco AnyConnect**
- **Applications (On-premise or in the cloud, third party maintenance or support)**
  - **Office (2013+ Standalone and 365)**
  - **Win-911 (third party maintenance)**
  - **Adobe**
  - **QuickBooks**
  - **ESRI ArcGIS**
  - **POSM server (SQL Database Driven)**
  - **AllMax Software (SQL Database Driven)**
  - **Apex IHR (SQL Database Driven)**
  - **Time Clock Plus (SQL Database Driven)**
- **Backups, Antivirus and Remote Support Software**
  - **Barracuda**

- **Backup and network security appliances**
    - **WebRoot**
  - **Workstations and other Devices**
    - **11 employee workstations plus 1 SCADA workstation**
    - **Sewer inspection CCTV workstation in mobile unit**
    - **3 laptops**
    - **Miscellaneous Android and IOS phones/tablets, current service provider Verizon**
    - **Allen Bradley PLC's and network switches**
    - **IC Realtime Camera system with on-site DVR**
    - **Print and scan services via 2 Konica Minolta MFP's**
  - **Phone System**
    - **Verticomm**

### 3. Service Requirements

As part of this RFP, the District has requirements for the following services. We realize that not every MSP will be able to provide all of the services listed below. However, each MSP must provide a response to the below items stating how they do or do not meet the requirements.

- **Help Desk Support** – The MSP must offer superior 24x7x365 Help Desk support by utilizing industry best practice processes and procedures.
- **Response Times** – The MSP must be able to provide, at a minimum, a 2 (two) hour response time for critical issues, a 24 (twenty-four) hour response time for major issues, and a 72 (seventy-two) hour response time for normal issues. Provide data, including but not limited to, initial response time and Mean Time To Repair/Resolve/Recover (MTTR) supporting MSP's stated response times.
- **On-Site Support** – When needed, the MSP must have the ability to deploy onsite resources within 2 (two) hours to assist in issues which cannot be resolved through remote access to in-house systems.
- **Server & Network System Monitoring** – The MSP must provide 24x7 monitoring of the District's server & network system with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- **Patch Management Services & Preventative Maintenance** – The MSP must provide management of critical security and system patches to all servers and systems on the network to ensure the District's IT systems and resources are properly managed and maintained.
- **SCADA** – The MSP should have experience with and the ability to troubleshoot SCADA systems. Including but not limited to; the network, phone, fiber, application connections that exist on the SCADA computer.
- **Business Continuity and Disaster Recovery** – The MSP must be able to support the District's ability to recover based on the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) agreed upon by organizational constituents. In addition, backup and redundancy should be used to support this need.
- **Remote Backup** – The MSP must monitor and maintain District backup systems.
- **Email System Management** - The District requires the management and administration of the District email system for all users.

- **Antivirus, AntiSpam & Antispyware Protection** – The District is looking for solutions to defend against security threats including phishing, malware, spam, viruses.
- **Networking Support** – The District requires proactive management and monitoring of all switches, firewalls, routers and Wi-Fi systems, and other networking equipment as identified by the District.
- **Security Systems Monitoring** – MSP must provide proactive monitoring and management of the District security systems, including firewalls, intrusion prevention, secure remote access, Multi-factor Authentication, and any implementations of advanced security solutions the District may utilize. The MSP shall follow Water Industry standards for Cybersecurity.
- **Vendor Management** – The MSP should be able to manage other vendors which may be contracted for by the District and serve as the key point of contact unless escalated.
- **Warranty and Asset Inventory Management** – The District expects the MSP to maintain a hardware and asset inventory that includes Desktops, Laptops, Servers, Printers/Scanners, and notify the District of any potential service or warranty issues. The MSP must also assist with managing the lifecycle of the District’s devices and maintain an equipment inventory to ensure systems are always current. The District targets a lifecycle of 5 (five) years for standard workstations, 3 (three) years for critical equipment (SCADA, network switch, etc.), and 5 (five) years for server replacement.
- **Software Licensing Control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation. The District at its sole discretion may independently manage software licensing.
- **Procurement Management** – The MSP must assist with the selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts. The District reserves the right to independently source equipment and replacement parts.
- **PC Deployment** – Delivery and setup of machines on-site to match prior operating state and user preferences.
- **Desktop and Laptop Support** – MSPs must include their ability to support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning for new equipment as needed.
- **Printers, Copiers and Scanners** – The MSP must be able to support existing printers, copiers and scanner related network issues.
- **Desktop Software Standardization and Software Licensing and Upgrades** – MSP must have a process for identifying standardization and management of desktop images and ensuring that staff are using current products as well as current OS and browser versions.
- **Lifecycle Management of Hardware Units** – The MSP must have processes for end-of-life notification, replacement, and asset decommissioning/recycling.
- **Break Fixes and Installation** – The MSP must offer routine and on-call break/fix services, including emergency response to server or network issues.
- **Move, Add, Change (MAC)** – The District is looking for the MSP to help with any changes to the location, configuration of existing equipment or software, and installation of additional equipment or software as needed.
- **Mobile Device Support** – In addition to laptops and desktops, District staff may utilize mobile phones and tablets. The MSP will need to support secure provisioning (and ongoing support of that provisioning) of any mobile device into the company network. In the event the device is lost, the corporate mail and contact data should be able to be easily removed from the device while preserving individual’s personal information. A Mobile Device Management strategy / system recommendation should be considered and included in response to this RFP.

- **Reporting** – The MSP should provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.
- **Technology Strategy Planning** – The MSP will work with current IT staff to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its mission statement.
- **Account Management** – The MSP must offer an internal escalation process in tandem with the District to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered.
- **Project Management** – The MSP should be able to offer project management and technical engineering resources to assist with technical projects as identified by the MSP or the District.
- **Solution Design** – The MSP must provide solution packages (e.g., hardware, software, licensing) and associated consolidation of data.
- **Service Levels** – The MSP should identify service level agreements or objectives and report back on a regular basis to the District on their ability to meet these agreements or objectives.
- **IT Policy Review and Development** – The MSP should be able to assist in the development of customized policies related to the use of technology.
- **Hosting** – The MSP should offer services relative to hosting or co-location of equipment, either directly or through partners.
- **Onboarding and Offboarding Staff** – The MSP must have process and procedure in place to onboard or offboard team members in a timely and efficient manner.
- **Scalability** – The MSP must be able to offer a model where scaling up or down from a systems and cost perspective is simple and nimble.
- **End-User Security Awareness Training** – The MSP should offer Security Awareness Training to teach the District’s staff and employees about current threats, terms, standards, and compliance to help the District avoid a security incident.
- **Vulnerability Testing** – The MSP should offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of the District’s business network.
- **Managed SOC-as-a-Service** – The MSP should offer Managed SOC-as-a-Service to monitor the District’s environment and ensure proactive detection and response to threats, intrusions and attacks.

## 4. Qualifications and References

### 4.1 Qualifications

The MSP shall have the expertise, licensure, and resources to provide managed IT services for the District’s current and future operations and maintain staff that are qualified and available to provide necessary, specialized expertise in various technological areas.

The MSP must provide a list of current staff and qualifications and licensure that they currently hold.

The MSP must be able to consistently maintain and allocate sufficient staff resources to provide timely service.

The MSP must have experience with Water or Wastewater cybersecurity, SCADA systems, network switches, third-party phone systems and applications, and server systems.

The MSP must be able to maintain (at their own expense) a policy or policies of insurance sufficient to insure against all liability, claims, demands, and other obligations assumed by the MSP pursuant to the District's standards.

#### **4.2 References**

The MSP must submit at least three (3) references for current or past clients with projects that include products and service similar to those proposed for the District. References of similar size and organizations located in the State of Colorado, specifically on the western slope would be preferred. Information provided for each reference must include the client's name, address, phone number, specific contact person, email for the contact person, length of service with client, and services utilized by the client.

### **5. Response Process**

#### **5.1 Notification of Intent to Respond & Clarifying Questions**

Please indicate your intent to respond to this RFP by email to the Primary RFP Contact listed below by the *Intent to Respond and Questions Due* date outlined below. In addition, please provide the contact details of the individual responsible for coordinating your RFP response. Clarification questions shall be provided in writing to the Primary RFP Contact prior to or in conjunction with the *Intent to Respond*. No questions will be accepted following this date.

#### **5.2 Addenda Posting**

Should an addenda become required to answer clarification questions or to formally revise this RFP, it will be posted to the District's website at [www.cliftonsanitation.com](http://www.cliftonsanitation.com) on or before the *Addenda Posting* date listed below. MSP's must include the date(s) of all addenda received in their response to this RFP.

#### **5.3 Financial Proposal**

The MSP must provide a clear pricing model that outlines all monthly service delivery costs as well as any proposed one-time software or start-up costs. The pricing model should include a breakdown of pricing structure (per user, per hour, etc.) and any additional billing rates, hourly costs, and additional expenses for each user or from the list of service requirements.

The MSP should note that some of the technological services that are normally managed by the MSP are managed by the District either directly or through third party. This includes the District's VoIP phone system and various applications. To which, the MSP does not need to provide pricing for these services.

As the District is a tax-exempt Title 32 Special District, all proposals must exclude taxes.



#### **5.4 Primary RFP Contact**

Please direct all inquiries regarding to this RFP to:

Travis Dilley  
Clifton Sanitation District  
3217 D Road, Clifton Colorado, 81520  
970-257-6589  
tdilley@cliftonsanitation.com

#### **5.5 Response Delivery Instructions**

The District requires responses to this RFP to be delivered in writing. You may attach documentation to support your answers, if necessary.

Please submit all responses via sealed hard copy no later than **August 31, 2022 @ 4:30 PM** to:

Travis Dilley  
Clifton Sanitation District  
3217 D Road, Clifton Colorado, 81520  
970-257-6589  
tdilley@cliftonsanitation.com

Proposals will be opened on the date listed above and after **4:30 PM**. Any response received after the delivery date and time specified will not be considered.

Proposals shall include a service requirements response, statement of qualifications, references, pricing breakdown, and a current version of any master services agreement or other contract that would be utilized if chosen.

## **6. Selection Criteria & Process**

### **6.1 Selection Criteria**

The District will evaluate the responses based on multiple criteria and will select the best overall solution to fit its needs. The District is not obligated to select the lowest price proposal. All responses will be evaluated in the following areas:

- Completeness of solutions
- Expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities
- Financial considerations
- Statement of Qualifications
- References

## 6.2 Selection Process

All responses will be evaluated as received and included in the following process:

- Review and scoring of responses, as well as clarification of information as deemed necessary by the evaluation team.
- Conducting reference calls/site-visits as deemed appropriate by the evaluation team.

## 7. Key Dates

Below is a timeline outlining the process steps with due dates for each step of the process. By participating in the RFP process, MSPs agree that they can adhere to the following timeline and the meeting times they reserve through this process.

<b>Task</b>	<b>Completion Date</b>
RFP Posted on District Website	<b>July 13, 2022</b>
Intent to Respond & Questions Due from MSPs	<b>July 29, 2022</b>
Addendum Posted	<b>August 10, 2022</b>
Responses Due from MSPs	<b>August 31, 2022</b>
MSP Notice of Award	<b>September 9, 2022</b>
MSP "Go Live"	<b>October 1, 2022</b>

## Thank You

Clifton Sanitation District looks forward to reviewing your response and would like to thank you in advance for your participation. The Managed Service Provider selection project is very important to our continued success and represents a major focus of effort for the District. We appreciate and value your input, expertise, and feedback.