Northwest Arctic Borough

SERVING THE COMMUNITIES OF:
Ambler Buckland Candle Deering Kivalina Kiana
Kobuk Kotzebue Noatak Noorvik Selawik Shungnak

REQUEST FOR PROPOSALS
RFP NO. FY21-02

SECTION I – ANNOUNCEMENT

The Northwest Arctic Borough is requesting proposals for the award of a contract for remote information technology support services ("IT Services") to be provided to the Borough. This Request for Proposals (RFP) details the overall scope of services desired, identifies specific qualifications, and desired skills. Responses to this RFP will be used to select and negotiate with a qualified contractor to provide the services described in this RFP. The Borough Assembly will approve the award of this contract based on the evaluation criteria identified in Section III of this RFP.

This RFP does not commit the Borough to enter into a contract, nor does it obligate the Borough to pay for any costs incurred in the preparation and submission of responses to this RFP. The Borough reserves the right at its sole discretion: to make selections, to reject any or all submissions, to issue subsequent RFPs, to remedy technical errors in the RFP process, and to enter into a contract for all or some of the services described in this RFP.

Proposals must be received by the Northwest Arctic Borough Clerk, P.O. Box 1110, Kotzebue, Alaska 99752 or at the Borough office located at 163 Lagoon Street, Kotzebue, Alaska 99752, by 4:30 p.m., local time on September 4, 2020. The proposals will be opened publicly at 9:00 a.m. on September 8, 2020 or as soon thereafter as practicable. **Proposals received after the deadline will not be considered. FACSIMILE PROPOSALS WILL NOT BE ACCEPTED.**

RFP documents may be obtained from the office of the Northwest Arctic Borough Clerk by mail, email, at www.nwabor.org, or in person at the Borough offices in Kotzebue, Alaska or by calling (907) 442-2500, ext. 105. Questions about this RFP may be directed to Nathan Kotch, Public Services Director, at nkotch@nwabor.org or (907) 412-1417.

NORTHWEST ARCTIC BOROUGH

Lucy S. Nelson, Mayor

July 29, 2020
Date

SECTION II - INSTRUCTIONS TO PROPOSERS

PROPOSAL PREPARATION

Proposal Format: Proposals must be typewritten or prepared in ink and must be attached to the form provided in Section IV of the RFP. Proposals must also include a completed "Local Bidder Certificate" found in Section V of the RFP. No oral, telephone, or facsimile proposals will be accepted. See Proposal Submission below.

Conformance to Proposal Requirements: Proposals must conform to the requirements of the RFP. All necessary attachments (residency statement, references, descriptive literature, etc.) must be submitted with the proposal. Proposal rates must be stated as indicated in the proposal. Failure to comply with all requirements of the RFP may result in proposal rejection.

Signature on Proposal: An authorized representative of the proposer must sign proposals in ink. Signature on a proposal certifies that the proposal is made without collusion with any person, firm, or corporation making a proposal for the same goods and/or services and is in all respects fair and without collusion or fraud. Signature on a proposal also certifies that the proposal is accurate and truthful in all respects, and that proposer has read and fully understands all proposal specifications, terms, and conditions.

Proposal Modification: Modifications or deletions made before submitting a proposal must be initialed in ink by the person signing the proposal. Proposals, once submitted, may be modified in writing before the time and date set for proposal closing. Any modifications shall be prepared on the proposer's letterhead, signed by an authorized representative, and state that the new document supersedes or modifies the prior proposal. Modifications must be submitted in a sealed envelope clearly marked "Proposal Modification," and identify the proposal number and closing date.

Proposal Withdrawals: Proposals may be withdrawn in writing on proposer's letterhead signed by an authorized representative and received by the Borough Clerk prior to proposal closing time. Proposals may also be withdrawn in person before proposal closing time upon presentation of appropriate identification.

Proposal Submission: Hard copy sealed proposals must be received and time-stamped by the Borough Clerk prior to proposal closing time. No proposal received after proposal closing time will be considered. To ensure proper identification and handling, all proposals must be submitted in a sealed envelope, clearly labeled "IT Services RFP FY21-02." The Borough Clerk shall not be responsible for the proper identification and handling of any proposal not submitted in an envelope bearing the required proposal label.

Mail to:
Borough Clerk
Northwest Arctic Borough
P. O. Box 1110
Kotzebue, AK 99752

Proposal Opening: Proposals will be opened at 9:00 a.m. on September 8, 2020, or as soon thereafter as practicable, in the Northwest Arctic Borough Assembly Chambers (unless otherwise specified), 163 Lagoon Street, Kotzebue, Alaska 99752. Proposers may be present; however, award decisions will not be made at the opening, and any proprietary information may be withheld from public inspection.

Evaluation Criteria: Proposals will be evaluated based on the evaluation criteria set forth in Section III of this RFP and on the recommendations received from the Evaluation Committee.

Award: The contract will be awarded for IT Services based on the evaluation criteria and to the proposer who, in the discretion of the Borough, offers the best combination of price and performance, and meets all requirements of the specifications. At its discretion, the Borough may award contracts to more than one proposer. Upon successful completion of the contract, the Borough may consider awarding subsequent projects to the selected contractor(s).

Proposal Rejection: The Borough reserves the right to reject any or all proposals.

Local Bidder Preference: "Local Bidders" are entitled to a 5% bid cost preference as described in the Northwest Arctic Borough Code ("NABC") § 6.16.470, but a contract under this RFP will not be awarded on the basis of cost alone.

Payment: Monthly invoices shall be submitted along with activity reports and an itemized list of time and materials. Proposals that require payment in less than thirty (30) days after receipt of invoice or delivery of services, whichever is later, may be rejected.

Proposal Results: Only a proposer who receives an award will be notified of proposal results; unsuccessful proposers will not be notified. Proposal files are public records and available for review at the Borough Clerk's office between 9:00 a.m. - 11:00 a.m. and 2:00 p.m. - 4:00 p.m. Monday through Friday.

Equal Opportunity: Proposals will receive fair and equitable consideration without regard to race, color, religion, sex, age, national origin, or handicap.

Contact: Direct questions regarding RFP requirements to: Nathan Kotch, Public Services Director, in person or by mail at the Borough offices or by email at nkotch@nwabor.org or phone at (907) 412-1417.

SECTION III – EVALUATION CRITERIA

The Borough's Evaluation Committee will evaluate the RFPs. The Committee will consider how well the proposal meets the Borough's requirements as described in the RFP. It is important that the responses be clear and complete to ensure that the Committee can adequately understand all aspects of the proposal.

Primary Evaluation Criteria

1. Price (the maximum acceptable bid price is $2,750.00/month)
2. Scope of Services
3. Recommendation from References

Minimum Criteria (no points)

1. Two (2) years in business
2. Current Alaska business license
3. At least two (2) references from clients in Alaska
4. Liability Insurance and Workers' Compensation insurance as required by law

Criteria to be Scored and Weight

1. Price (50 points)
2. Scope of Services (35 points)
3. Recommendation from References (15 points)

Award:

Proposals must demonstrate ability to provide services outlined in the "Scope of Services" and include all "Information Required" as described in Section VI of this RFP. If awarded, the contract will be awarded at the discretion of the Borough Assembly to the proposer who is judged to offer the best combination of price and performance, and to have met all specified qualifications. The Borough fully reserves the right to exercise subjective judgment in ranking proposals.

SECTION IV - PROPOSAL SUBMISSION FORM

I, the undersigned, submit the following proposal for comprehensive plan consultation services as further described in this Request for Proposals.

Proposer's Signature: _____

Proposer's Printed Name: _____

Company Name: _____

Address: _____

_____

Phone: _____

Fax Number: _____

Email Address: _____

Business License Number: _____

Professional License Number(s): _____

Federal Tax ID Number (EIN): _____

SECTION V – LOCAL BIDDER CERTIFICATE

"Local Bidder" Certification:

_____ Yes, I certify that I am a "local bidder." The Northwest Arctic Borough Code ("NABC") § 6.16.470 describes the requirements to be considered a "local bidder." Local bidders are eligible for a 5% preference in price consideration. Price consideration is not the sole criteria for awarding a contract under this RFP.

_____ No, I am not a "local bidder" as described in NABC § 6.16.470.

SECTION VI - DETAILED SPECIFICATIONS

At this time, the scope of services includes the following *minimum* specifications. The scope of services will be finalized once the contractor(s) for the project is selected.

1.0 Scope of Services

The work that the contractor is required to perform consists of remote information technology support service for the Borough's server and computers. The Borough's current service provider is Alaska Communications. The Borough requires the following minimum service:

1.1 Required Service. Provide technical support and help desk for approximately 30 to 45 computer users running Windows XP and Windows 10, including routine maintenance for all computers and services, network equipment, network storage, Microsoft server software, etc.; provide preventative maintenance and routine checkups for the Borough's equipment.

1.2 IT Service provider will need to support all hardware and software applications of the Borough that are genuine, fully and properly licensed, and vendor supported, to include desktops, laptops, PC Peripherals, Printers, scanners, Physical servers, Virtualized servers, storage arrays and operating systems.

1.3 Email. Provide, maintain, and update anti-spam software.

1.4 IT Service provider must be a Microsoft Partner.

1.5 Schedule. Provide remote network administration and phone support for users Monday through Friday, 8:00 a.m. to 5:00 p.m. Provide 24-7 automated monitoring of all servers, backups, patch levels, networks and core infrastructure equipment, including but not limited to drives and hardware, firewalls, security, disk space and utilities processor, utilization, backups, software maintenance, services (email, etc.), memory, and antivirus.

1.6 Repairs. Provide for same-day response time.

1.7 Vendor management. Serve as point of contact for IT vendors for covered services and work order requests to include ordering necessary equipment and computers as requested.

1.8 Fees. Preferred flat fee-based for general service and access to remote support. The maximum acceptable bid price is $2,750.00 per month.

2.0 Agreement Period

Work will be performed pursuant to a standard form Borough services contract (sample available from the Borough Clerk) and will commence October 1, 2020 and shall terminate no later than September 30, 2021, unless terminated earlier pursuant to the contract's terms. The

Borough may agree to extend the agreement for additional services, to be determined at a later date.

3.0 Payment

Payment will be made upon monthly invoices itemizing services rendered and reimbursable expenses. The Borough will pay invoices submitted by the selected contractor on a monthly basis as stipulated in the professional services agreement. Prior to payment, invoices will be reviewed to determine if billing is reflective of actual agreed-upon project services and performance. Upon acceptance of the billing by the Borough Finance Department, the payment will be processed and submitted to the contractor.

4.0 Review and Selection Process

4.1 The Northwest Arctic Borough Evaluation Committee consists of the Borough Mayor, the Information Coordinator, and Assistant to the Mayor. The Borough reserves the right to modify the membership of the Evaluation Committee.

4.2 The Evaluation Committee will rank the proposals against the criteria in Section III of this RFP and submit its recommendation to the Assembly for approval and execution of a professional services agreement. The Assembly will award the contract in its sole discretion and judgment.

4.3 The Northwest Arctic Borough may reject any proposal not in compliance with all prescribed public bidding procedures and requirements in this RFP, and may reject any proposals upon a finding that it is in the Borough's interest to do so. The Borough also reserves the right to waive any informality in any proposal and to delete matters from proposals if not prohibited by law.

5.0 Information Required

Proposers must submit one (1) clearly marked "Original" and three (3) copies of their proposal. The Borough reserves the right to solicit additional information from applicants if the Borough deems such information is necessary during the evaluation process.

Responses to this RFP shall include the following components:

5.1 Name or business name, mailing address, telephone number, and email address.

5.2 References: A minimum of two (2) references. List contact name, address, phone number, fax number, and email address for each reference. *The Borough reserves the right to investigate the references and past performance of any applicant with respect to its successful performance of similar projects, compliance with specifications and contractual obligations, completion of prior projects on time, and other factors related to the work of this project. The Borough is not limited to the references provided by the proposer.*

5.3 Approach and Methodology: Describe process, approach, and methodology for performing work. Explain how workload will be managed. Provide a listing of all individuals that would support the completion of this project, with a summary of each person's area of responsibility, expertise, experience, and qualification for this work. Indicate specific software and hardware familiarity and knowledge for each person. Name the individual(s) who would be the Borough's primary contact.

5.4 Cost Proposal: State the rates charged for the above-specified remote information technology support service. Rate proposals should be flat rate and must itemize all monthly charges for the specified support services.

5.5 Include a copy of the proposer's current Alaska business license.