



Snyderville Basin Special Recreation District

Request for Proposal (RFP) for:

Information Technology Managed Services

Issued November 15, 2021

Proposals due at 12:00pm, December 3, 2021

Submit Complete Proposals To:
Snyderville Basin Special Recreation District
Attn: Justine Kadziel
5715 Trailside Drive
Park City, UT 84098

RFP Contact: Justine Kadziel, Marketing & Outreach Manager

justine@basinrecreation.org
www.basinrecreation.org

GUIDELINES FOR APPLICANTS

I. Introduction

The Snyderville Basin Special Recreation District (the “District”) is requesting proposals (the “Proposal(s)”) from qualified and motivated information technology (“IT”) vendors (the “Proposer(s)”) to provide Information Technology managed services for the District. The District’s operations demand consistent and secure service at two locations, requiring the ability for its staff to work seamlessly and efficiently.

II. District Information

Snyderville Basin Recreation, a Special Service District, is located within the unincorporated Snyderville Basin area near Park City in Summit County (the “Basin) and lies thirty (30) miles east of Salt Lake City, Utah. The Basin area has a population of approximately 6,200 people.

Established in 1986, the District’s mission is to “enhance life” with the vision of “connecting the community through recreation.” To that end, the District owns and manages nearly 2,300 acres of open space, has built and/or maintains 170 miles of trails and works with Summit County and state and local organizations on planning and conservation issues. The District also operates an 87,000-square foot indoor fieldhouse facility, comprised of an indoor turf field, multipurpose gymnasium, cardio machines and weight rooms, an indoor running track, and outdoor pool, and serves over 265,000 visitors a year. Additionally, the District owns and operates several outdoor park facilities, which includes bike parks, a skate park, groomed cross-country trails, sports facilities, ponds, community areas, and dog parks. Finally, the District manages popular recreation programs, fitness classes, camps, and community events that have grown without pause over the last decade to serve the residents in the Basin area.

III. Background Information

The District employs approximately 40 full-time and 10 part-time staff working between two locations. Additionally, there are seven Administrative Control Board members that require remote access and a District email address. The District does not have an IT Department and currently utilizes a third-party contractor for its information technology services.

IT services are required at the following locations:

- Trailside Administrative Offices
5715 Trailside Drive, Park City, Utah 84098
One floor – approximately 15,300 square feet
Approximately 30 workstations
- The Fieldhouse

1388 Center Drive, Park City, Utah 84098
Two floors – approximately 87,000 square feet
Approximately 20 workstations

All full-time employees utilize a thin client computer (with single/dual monitor(s) and keyboard/mouse) at their individual workstation. Each full-time employee has an office phone and the District operates with a VoIP phone system. Most of the full-time staff are equipped with either a District-owned laptop or personal home device and use a VPN for remote server access.

Currently, the District operates within the following IT infrastructure:

- Proprietary Private Clouds which include data regulation compliance, enterprise grade cyber security (AntiVirus, AntiMalware, AntiRansomware, IDS/IPS, Spam Filtering, Content Filtering, etc.), native back-up and disaster recovery, automated redundant infrastructure and data centers, unlimited data center resource usage
- Cloud hosted VoIP phones
- Unlimited 24/7/365 support
- SaaS – Office and Windows 365, Hosted Exchange Email, SQL, SharePoint, VDIs, and other SaaS platforms
- Haas – all necessary hardware including servers, workstations, routers, switches, wireless access points, etc.)
- Internet connectivity for both office locations – third party provider currently shares these expenses
- Proactive IT management (systems reliability and security monitoring, patching, maintenance, etc.). Process driven employee onboarding and offboarding and new equipment deployment.
- vCIO strategic planning and consulting

IV. Scope of Work

The District is seeking a cost-effective, dependable, and efficient information technology infrastructure and desires a fully outsourced IT management vendor to deliver services such as network, application, equipment, and security via ongoing and regular support. Proven diagnosis and assessment capabilities, expert technical skill, emphasis on minimal downtime, availability, and strong customer service are required. The District is interested in continuing to bundle services and provide its employees remote-access functionality. The following details the minimum services to be provided:

a. Initial Assessment

With assistance of District staff, compile inventory of all information technology equipment and processes to make recommendations for improved system performance.

b. Desktop Applications Support

Perform basic support functions, including the installation of desktop computers, laptops, printers, phones, peripherals, and software installation and upgrades. Diagnose and repair desktop application problems, correct hardware issues, configure laptops with VPN set-up, identify phone service outages, and perform overall advanced troubleshooting. Maintain an up-to-date inventory of District IT hardware. Assist with hardware and software purchases as needed, as well as disposal of surplus equipment.

c. Server Administration Services

Manage computer network and associated hardware, software, communications, and operating system(s) necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Monitor server performance to ensure scheduled preventative maintenance is performed and back-up and disaster recovery plans and procedures are in place and fully functional. Create proper access/restriction mapping to server locations for new/existing users. Orchestrate and complete the removal of the District's only physical server to transfer those large files/documents to the cloud-based server due to the internet bandwidth improvement.

d. Network Administration Services

Maintenance, regular analysis, routine configuration changes, and installation of patches and upgrades of all network activity including switches, firewalls, routers, wireless access points, VoIP phone system, printers/scanners, and other security devices. Manage back-up and disaster recovery systems. Monitor network equipment bandwidth utilization at both locations and other performance indicators and provide regular recommendations for system improvements.

e. Security

Management and monitoring of virus/malware detection and spam reduction programs for District servers, email, computers, and laptops. Perform periodic security audits and notify the District of suspected breaches of security or intrusion detection. Institute MFA controls for all internal and external network access points. Provide industry best practices for overall system cybersecurity.

f. Information Technology Strategic Planning

Provide technical leadership and recommendations for all information technology issues and needs. Assist the District in IT suggestions to increase efficiency, security, and reduce costs.

g. Support

End user support, and occasional training, must be timely, friendly, and professional. Urgent and emergency support must be available 24/7/365. Routine support must be available Monday through Friday from 8am to 5pm both remotely

and in person if necessary. The District requests a dedicated single support representative from the vendor, who, if available, can communicate directly with the team. Additional onsite support may be needed for special projects.

h. Alternatives

Vendors may propose alternative services if the vendor can demonstrate such will significantly improve IT effectiveness, enhance its quality of services and or security, minimize its support cost, and maximize return on investment.

V. Budget

Cost proposals must be submitted to accomplish the scope of work outlined above, including any costs for ongoing post-deployment maintenance, support, and upgrades, including hourly rates for service and shall be submitted in a separate, sealed envelope labeled “Cost Proposal.” The District anticipates entering into a multi-year annual contract billed monthly for services engagement. The proposal must include a cost breakdown, with optional, add-on items identified. Primary internet connection at each location is covered by the District, with the request for an alternate ISP connection and failover process at The Fieldhouse location be covered by the vendor. Cost proposals should reflect this set-up. Offers made in accordance with this RFP must be good and firm for a period of ninety (90) days from the date of proposal opening.

VI. Proposal Requirements

- a. **Summary Statement** – Provide a brief statement that summarizes your qualifications in relation to the unique and general requirements of this project.
- b. **Proposed Project Team Organization/Performance on Past Projects** – Provide information on at least three (3) similar type/sized projects that demonstrate your ability to accomplish a project of this scope and size. Provide a reference for each project listed above including contact information.
- c. **Proposed Project Schedule** – Provide a schedule for the project and any necessary downtime.
- d. **Testing, Cybersecurity, and Support Plan** – Provide information on your company’s testing and quality assurance process. Provide a detailed cybersecurity plan including an outline of all cybersecurity controls along with the benefit(s) each provides. What kind of ongoing support does your company offer and what are the fees associated with that support?
- e. **Anticipated Fees and Sample Service Agreement** – Include all fees for this project and a sample Services Agreement for review.

- f. **Statement on Immigration Status** - Pursuant to Utah Code Annotated 63G-11-103, The District is prohibited from entering into any contract for the performance of services with any successful proposer who does not provide The District with proof of registration and participation in a federally approved immigration status verification system. Failure to provide the required proof may be grounds for rejection of a successful proposal.

- g. **License** - All bidders must be properly licensed to conduct business in the State of Utah. All bidders shall provide evidence that the firm is licensed to do business in the State of Utah with their bid. Proof of all applicable professional licenses is required.

VII. Evaluation and Criteria Process

Proposals will be evaluated according to the following criteria:

Criteria	% of Points
Vendor history and relevant experience (including references)	20%
Approach to project	15%
Timeline of project (including limited downtime)	15%
Service support plan	30%
Cost	20%

The District may consider as incomplete any proposal not prepared and submitted in accordance with the provisions herein and may waive any informalities or reject such proposal for lack of formality.

VIII. Contract

Provide a sample service contract for review that reflects the anticipated multi-year contract to be billed on a monthly basis.

IX. Inquires

All questions regarding this RFP should only be submitted via email to:

Justine Kadziel, Marketing & Outreach Manager
justine@basinrecreation.org

Questions must be received no later than 4:00pm on Friday, November 19, 2021. Responses to requests for explanations and questions shall be made in the form of an addendum and posted to the District's procurement webpage on Wednesday, November 24, 2021 and can be found here: <https://www.basinrecreation.org/about/district-information/procurement/>

Any other information and/or supplemental instructions shall be in the form of a written addendum and posted on the same site. Addenda issued to bidders shall become part of the Contract Documents and all proposals shall include the work described in the addenda.

In order to maintain the fair and equitable treatment of everyone, bidders shall not unduly contact or offer gifts or gratuities to The District, any Board member, employee or agent of The District, users or selection committee members in an effort to influence the selection process or in a manner that gives the appearance of influencing the selection process. This prohibition applies before the RFP is issued as the project is developed and extends through the award of a contract. Failure to comply with this requirement may result in a disqualification in the selection process. Bidders should be aware that selection committee members will be required to certify that they have not been contacted by any of the bidders in an attempt to influence the selection process.

X. Submission Instructions

Any proposal not received before the date and time specified shall not be accepted. Faxes of proposals are not permitted. All bidders must deliver or mail three (3) copies of the submittal.

Submit all material no later than **Friday, December 3, 2021 at 12:00pm to:**

Snyderville Basin Special Recreation District
Attention: Justine Kadziel
5715 Trailside Drive
Park City, UT 84098

The selected proposer will be required to enter into a written contract with the District on January 31, 2022 in order to provide the services required in the RFP.

The District reserves the right at any time during the RFP process to reject any proposal if it determines that the firm submitting the proposal is not responsible or the proposal is not responsive or does not meet mandatory minimum requirements in this RFP.

This RFP does not commit the District to award a contract, to pay any costs incurred in the preparation of proposals to this request or to procure or contract services. The District reserves the right to accept or reject any or all proposals received as a result of this request or to cancel in part or in its entirety the RFP, if it is in the best interest of the District. The District also reserves the right to amend or modify the project scope prior to the award of contract, as necessity may dictate.

Submittals become the property of the District. All information submitted in the proposal becomes public record upon completion of the procurement process. If any proprietary information is contained in or attached to the proposal, it must be clearly identified by the vendor. However, the District reserves the right to release the entirety of any RFP submitted, in accordance with state law.

If an offeror submits a proposal that contains information claimed to be business confidential or protected information, the offeror must submit two separate proposals:

1. One redacted version for public release, with all protected business confidential information either blacked-out or removed, clearly marked as "Redacted Version"; and
2. One non-redacted version for evaluation purposes clearly marked as "Protected Business Confidential".

Pricing may not be classified as business confidential and will be considered public information. An entire proposal may not be designated as "PROTECTED", "CONFIDENTIAL" or "PROPRIETARY" and shall be considered to be non-responsive unless the offeror removes the designation.

The final recommendation must be approved by the District’s Administrative Control Board before any contract may be signed.

XI. Timeline

Event	Date	Time (MST)
RFP Issued	Monday, November 15	12:00PM
Questions Submitted By	Friday, November 19	4:00PM
Answers Posted to Website	Wednesday, November 24	4:00PM
Proposals Due	Friday, December 3	12:00PM
Evaluation of Proposals	Week of December 6	
Approval of Service Agreement by SBSRD Board	Thursday, December 9	
Announcement of Selected Company	Friday, December 10	
Contract Start Date	January 31, 2022	