

OFFICE OF THE TOWN COMPTROLLER
TOWN OF OYSTER BAY
NASSAU COUNTY, NEW YORK

REQUEST FOR PROPOSALS
FOR
IT CONSULTING SERVICES

NOTES:

1. ISSUANCE DATE: August 1, 2024
2. THIS RESPONSE IS DUE BY: September 23, 2024 4:45PM, EASTERN STANDARD TIME

Note: The dates listed above are estimated goals and may be delayed or extended. The Town reserves the right to adjust to the dates as necessary. All inquiries must be in writing and may be mailed or emailed to the Issuing Office.

PROJECT NAME: **IT CONSULTING SERVICES**



REQUEST FOR PROPOSALS
IT CONSULTING SERVICES

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INTRODUCTION

In accordance with the General Municipal Law § 104-b and the Town of Oyster Bay’s Procurement Policy, the Office of the Comptroller of the Town of Oyster Bay (the “Town”) Information Technology Division (“IT Division”) is seeking proposals from qualified vendors with significant experience interested in providing technology resource requirements as described subsequently in this document. The contract term shall be for a two (2) year period with the option of one two (2) year extension, if mutually agreeable.

The scope of the anticipated services and required experience and knowledge are more fully described below.

AUTHORIZED CONTACT PERSON

Prospective firms are advised that the authorized Town of Oyster Bay contact person for all matters concerning this Request for Proposals (the “Request” or “RFP”) is:

Steven C. Ballas, Comptroller
74 Audrey Avenue
Oyster Bay, NY 11771
Telephone: (516) 624-6440
Email: sballas@oysterbay-ny.gov

FORM OF PROPOSALS

Proposers must submit five (5) copies in a sealed envelope that shall plainly indicate on it the title of the proposal and the date submitted. This shall be delivered to the Office of the Comptroller, 74 Audrey Avenue, Oyster Bay, NY 11771-1592. Attn: Steven C. Ballas, Comptroller.

The following is a list of key dates:

<u>Event</u>	<u>Date</u>
RFP Release	8/1/24
Closing Date for Questions	8/27/24
RFP Due Date to Town	9/23/24
Estimate Contract Award	12/10/24

Note: The dates listed above are estimated goals and may be delayed or extended. The Town reserves the right to adjust the dates as necessary. All inquiries must be in writing and may be mailed or emailed to the Issuing Office.

Request for proposals shall clearly be labeled as RFP for IT Consulting Services.

Proposals received after 4:45PM, EST on September 23, 2024 will not be considered.

Provide the name of a contact person at the firm, as well as such individual's e-mail address and telephone number.

At a minimum, proposing vendors should expansively and thoroughly address the following subjects as a part of their proposal:

1. *Proposer Profile: Organization, Capacity, Staffing, Resumes*

Provide a complete description of the firm's organizational structure, and capacity to provide and support the proposed services; resumes of the proposed personnel (quality/demonstrated skills of proposed personnel); and a clear description of potential resource utilization methods and approach to the transaction.

2. *Related Experience*

Describe any prior public sector experience, project management and implementation qualifications and related experiences of the proposer including references, organizational and technical capacity, and outcome/results of services provided to other similar clients of similar size; comprehensive description of why the proposer can perform the tasks defined in the RFP.

ETHICS AND DISCLOSURE

Pursuant to Town policy, proposers will be required to complete a disclosure questionnaire. That disclosure will be processed through the Town's vendor monitoring system. The questionnaire will be forwarded prior to any award by e-mail to the principal whose name is provided on the firm's response. Any firm that does not complete and return the questionnaire will not be considered for an award under this RFP.

QUALIFICATION BASED SELECTION PROCESS

The Town, after receipt and review of responses to this RFP, reserves the right to reject any or all proposals based upon the information provided by the firm(s) in their proposal(s) and based upon subsequent negotiations between the Town and the firm(s). The review process is based on the qualifications of the firm for the nature of the services solicited under this RFP, as guided by the Town's Procurement Policy, adopted by Town Board Resolution 154-2021, a copy of which is available upon request.

In reviewing the proposals, the following factors will be considered, without limitation:

1. Magnitude, scope, and complexity of the services to be rendered;
2. Experience of the firm in assignments of similar size, scope, and complexity;
3. Special knowledge, verifiable experience and skill level relevant to the "service

- categories”;
4. Proposal completeness, timeliness and compliance with the RFP guidelines and format;
 5. Size, staffing, resources, and financial capability of the firm vs. the size of the assignment;
 6. Past performance with the Town, if any;
 7. Time schedule, financial and technical resources and costs;
 8. Convenience and ability to work on site;
 9. Firm’s current workload with the Town, if any; and
 10. Acceptability and efficacy of proposed analysis, management and implementation methods and procedures and supporting systems for ongoing project management and implementation support, previous engagements of similar scope and quality, description of recommendations and alternative approaches that the Town might use to improve its management process including rationale for the recommendations or alternative approaches.

COST PROPOSAL

The Cost Proposal must provide a detailed fee schedule for the initial 2-year contract term for Service Categories that vendor is submitting for. A one-page Cost Proposal submission sheet, Addendum A, is enclosed within this RFP. Respondents must utilize this sheet when submitting their costs. Clearly indicate a total hourly rate for each Service Category you are responding to.

SCOPE OF SERVICES AND OTHER REQUIREMENTS

The Town currently maintains a staff of technology professionals who fulfill many of the Town’s tasks in the areas of systems planning, system design and development, PC support and LAN/WAN administration. In an effort to meet increased demand in these technical areas, the Town is seeking one or more Vendor(s) who can perform various technical services by providing technical personnel to the Town on a project basis.

Project requirements will be numerous and varied; the Town will require technical services to be performed in the following Service Categories. Each responder must describe their capabilities for each Service Category and reference the personnel proposed for that Service Category.

SERVICE CATEGORIES

The following Service Categories represent the desired Technology Consulting Services for all departments within the Town of Oyster Bay. Please note that no one vendor is expected to offer a proposal on every Service Category. Please advise within the response the Service Categories that the vendor is not offering a proposal for. The Service Categories are as follows:

- a. Chief Information Security Officer/Virtual
- b. Database Administrator
- c. System Developers

- d. Project Managers
- e. Geographic Information Systems (GIS) Analyst

- f. Cybersecurity Support
- g. Network Infrastructure Support Specialist, Physical Layer (Cisco); (Design, Construction, and Maintenance), Wireless LAN/WAN Design and Implementation
- h. PC Support Specialists
- i. Server/Operations Support Specialists (Design, Support, and Implementation)

Chief Information Security Officer/Virtual

The Town desires to procure and implement the services of a Chief Information Security Officer/Virtual (CISO/vCISO), including email, phone, and on-site support. The CISO/vCISO services will consist of executive-level consulting and information security expertise, akin to that which would be provided by a full-time, in-house Chief Information Security Officer. Duties would require, quarterly Steering Committee meetings, review, revisions and updates of IT Policies and Procedures as well the Enterprise IT Security Strategic Plan Development, Enterprise application assessments, security awareness training, annual review of systems and associated risks, assist in the implementation of upgrades, systems restructuring and other information technology initiatives, to serve as an information and consulting source for current events in the rapidly changing information technology environment and to provide related consulting and technical support services to the Town at various locations on an "as needed, when needed" basis. The Town reserves the right to make partial or full award of the services described above.

- Consult with management and IT staff to exchange information, present new approaches, and assist with the utilization of technology to meet business goals.
- Assist in price estimation, solicitation and vendor contract negotiations for all equipment, software, and other related IT purchases.
- Provide technical assistance to the Town on an on-call basis to augment service levels, roll out projects and provide emergency or back up information technology services to Town management and users.
- Assess and anticipate potentially unidentified technology projects and recommend appropriate action and resources.
- Assist in the planning and implementation of strategic and tactical goals, policies, and procedures for the IT department.
- Present training opportunities, current materials and other related information necessary to keep current IT staff up to date with the latest relevant developments in the information technology space.

Database Administrator

Database Administrators (DBA) must be proficient in Microsoft SQL Server 2008, 2014, 2016, 2017, 2019 RDBMS.

DBA's responsibilities include:

- Implementing database designs
- Performance monitoring
- Tuning the database
- Data transformation and loading

- Database replication administration
- OLAP administration
- Developing and maintaining back-up and restore procedures
- Database security administration
- Version control and patch management
- Data Architecture
- The design and building of database systems
- Entity-relationship (ER) diagrams
- Database normalization
- Development and maintenance of the master data schema
- Insuring data integrity

System Developers

System developers must be knowledgeable in several of the following development environments:

- RPG IV
- .NET (ASP.NET, ADO.NET, VB.NET)
- ASP
- XML
- C, C++, C#
- Java (J2EE)
- SQL
- Visual Basic for Applications (VBA)
- Visual Basic (VB)
- ArcObjects
- Crystal Reports
- SSRS
- Oracle

Project Managers

PMP preferred, Project Managers must be knowledgeable in the following:

- Budgeting
- Scope Management
- Change Management
- Time Management
- Cost Management
- Quality Management
- Human Resource Management
- Communications Management
- Risk Management
- Procurement Management
- Proficiency in Microsoft Office

Geographic Information System (GIS) Analysts

As the Town currently maintains an enterprise GIS, the GIS analyst will be responsible for the following:

- Working with Town to implement selected GIS projects
- Editing Town GIS data
- Updating Town GIS data with updates from external sources (i.e., Nassau County, New York State, etc.)
- Maintaining existing GIS applications within the Town
- Training Town personnel in GIS software

In addition to the above, the GIS analyst must be proficient in the following software:

- ArcGIS (ArcView, ArcEditor, ArcInfo)
- ArcGIS License Manager
- ArcCatalog
- ArcSDE
- HTML
- Java Script

Cybersecurity Support

As the Town is currently finalizing its managed security services ensuring proactive detection and response to potential threats, intrusions, attacks, etc, individuals are required to maintain such.

Objectives of this role are:

- Guard all Town data, particularly sensitive information, from both internal and external threats by designing broad defenses against would-be intruders
- Take the lead in day-to-day monitoring for unusual activities, implement defensive protocols, and report incidents
- Collaborate with other members of the cybersecurity team to develop new protocols, layers of protection, and other proactive and defensive systems for remaining ahead of cybercriminals
- Update/Develop/Maintain documentation of security guidelines, procedures, standards, and controls
- Maintain knowledge of current cybercrime tactics

Responsibilities include but not limited to:

- Collect data on current security measures for risk analysis, and write systems status reports regularly
- Monitor constantly for attacks and run appropriate defensive protocols if a breach occurs
- Conduct testing to identify vulnerabilities, and collaborate with cybersecurity team to update defensive protocols when necessary
- Configure antivirus systems, firewalls, data centers, and software updates with a security-first mindset
- Grant credentials to authorized users, monitor access-related activities, and check for unregistered information changes
- Help lead employee training to prevent phishing and other forms of cyberattack

Preferred skills and qualifications:

- Three to five years of experience in cybersecurity
- Deep knowledge of IT, including hardware, software, and networks
- Meticulous eye for detail and an ability to multitask in a fast-paced environment
- Strong abilities in critical thinking, problem-solving, logic, and forensics
- Bachelor's degree (or equivalent) in information systems, information technology, or related field
- Excellent verbal and written communication skills
- Ability to work successfully in both individual and team settings
- Ability to think like a hacker in order to stay ahead of threats

Network Infrastructure Support Specialist, Physical Layer (Cisco); (Design, Construction and Maintenance)

The Town currently maintains a multi-tiered Wide Area Network (WAN). The infrastructure design, construction, and maintenance personnel will be responsible for the following:

- Enterprise network engineering and design.
- Enterprise network access management and security.
- Projects involving small and large scale, industry standard, Gigabit Ethernet cabling to include:
 - Cabling distribution design
 - Cable installation, termination, and testing
 - Cable management equipment and/or furniture
 - Cable termination hardware and/or devices
- Projects involving point to point fiber connections including all devices required to make the circuit operational
- Telecommunications equipment, cabling, hardware, and management tools, to include VoIP.
- Cisco Certifications Required
- Recommending additional wireless LAN/WAN projects
- Designing additional wireless LAN/WAN installations
- Implementing additional wireless LAN/WAN designs

PC Support Specialist

The Town is responsible for maintaining approximately 1000 desktop, laptop computers and tablets. The PC support personnel will be responsible for assisting the Town in maintaining this equipment. The PC support specialist(s) must have a minimum of five (5) years of experience and be proficient in the following:

- Windows 11
- Microsoft Office Product Suite
- Users and printer setup and maintenance on Windows Server 2012
- Hardware architecture
- Active Directory configuration and management
- DNS and DHCP configuration and management

Server/Operations Support Specialist (Design, Support, and Implementation)

The Town is responsible for supporting a multi-location enterprise Windows Active Directory environment. The Town is seeking only Vendor certified consultants proficient in the following:

- Microsoft 2008R2/2012/2012R2/2016/2019 Server Enterprise Environment
- Active Directory Services, SMS, ISA, File & Print Services, Exchange 2010/2016/2019, MOM, SharePoint, IIS, Group Policies, DFS, Software Distribution, SQL server 2008/2014/2016/2017/2019
- VM Ware ESXi 7.0
- Hyper V 2008 R2
- Dell Compellent and PowerStore SANS
- Veritas Back-up Exec
- CiscoWorks
- What's Up Gold Monitoring
- Microsoft System Operations Center (SCOM) 2016
- MS Windows Server Update Services (WSUS) 2012
- Data Protection Manager
- Quest Active Administrator and Security Explorer
- Dell Open Manage Essentials (OME)
- The server/operations support specialist should be knowledgeable in the following equipment:
 - Cisco routers and switches
 - Cisco firewall and VPN equipment
 - Dell rack mounted servers
 - LTO tape drives

USE OF SUB-CONSULTANTS AND OTHER SUBORDINATE ENTITIES

The Prospective firm agrees that the resulting contract may not be assigned, transferred, conveyed or subcontracted without the prior express written authorization of the Town, Office of the Comptroller, IT Division.

PAYMENT AND CLAIMS

Payment for services rendered is made on a monthly basis, following submission of an invoice, detailed timesheets and Town claim form, which is subject to review and audit by Town personnel. Detailed monthly backup will be required in an Excel format.

Note: The Town makes no representation of the actual value of the work under this RFP. Further, as part of the award process, a maximum dollar amount may be determined and may be incorporated into the agreement that is awarded pursuant to this Request for Proposal. The Town further states that it also makes no representation that actual services required will be for the full maximum dollar amount incorporated into the agreement.

PROPOSAL SUBMISSION INSTRUCTIONS

Each proposal shall be prepared simply and economically avoiding the use of elaborate promotional materials beyond those sufficient to provide a complete, accurate, and reliable presentation.

The proposal must be signed by an individual who is authorized to bind the Firm to all commitments made in the proposal. Responses will be accepted by e-mail to the Authorized Contact Person, provided that hard copy submissions are postmarked by the deadline established herein. Copies of e-mailed proposals should also be copied to Christine M. Wiss (cwiss@oysterbay-ny.gov) and Richard P. Principe (rprincipe@oysterbay-ny.gov). Proposals received and/or postmarked after the due date and time will not be considered. The Town is under no obligation to return proposals.

It is each Proposer's responsibility to carefully review all requirements of the RFP, including the scope of work, the specification and terms and conditions. It is further the proposer's responsibility to ask questions, request clarifications, or otherwise advise the Town if any language, specifications or requirements of this RFP appear to be ambiguous, contradictory, or vague. Any questions must be submitted by e-mail only by August 27, 2024 at 12:00 p.m., EST.

Although the Town will make best efforts to respond to any question(s) received by the deadline established above, the Town is under no obligation to respond to such questions, inquiries or assertions. Note that all questions, and all corresponding answers, if any, will be posted on the Town website: <http://oysterbaytown.com/doing-business-with-the-town>.

Proposers will submit all proposals and direct all responses, questions and any other communications to the following contact person:

Steve C. Ballas, Comptroller sballas@oysterbay-ny.gov

with copies to

Christine M. Wiss, Deputy Comptroller cwiss@oysterbay-ny.gov and

Richard P. Principe, Administrative Officer rprincipe@oysterbay-ny.gov

Please indicate in the subject line of any email "IT Consulting Services RFP."

No contact with any other Town personnel other than as outlined in this RFP is permitted until such time as an award has been made by the Town Board.

INSURANCE

The Successful Proposer, at the time of execution of the contract, shall also furnish the Town with insurance certificates of adequate limits, as later indicated to protect the Town, its agents, and employees from any litigation involving Worker's Compensation, Employer's Liability, Disability Benefits, Public Liability and Property Damage, involved in the work. All subcontractors must also furnish copies of their liability insurance and Worker's Compensation Insurance certificates

to the Town. The Town shall be named as an additional insured under each policy, as evidenced by an endorsement to the policy, which endorsement shall be furnished to the Town prior to performing any services.

OTHER GENERAL INFORMATION

1. **Incurred Costs.** The Town shall not be liable for any costs incurred in the preparation and production of a proposal in response to this RFP or for any work performed prior to the issuance of a contract.

2. **Rejection of Proposals.** This RFP does not commit the Town to award a contract, or to procure, or to contract for services or supplies. The Town reserves the right to award this contract to the proposer(s) that best meet the requirements of the RFP. The Town reserves the right to accept or reject any or all proposals received as a result of this request; to negotiate with all qualified sources, or to cancel in part or in its entirety this RFP if it is in the interests of the Town to do so. The Town may require the Proposer selected to participate in negotiation and to submit any price, technical, or other revisions, or their proposals as may result from negotiations.

3. **Addenda to Request for Proposals.** Amendments to this RFP may be necessary prior to closing date and will be posted on the Town website: <http://oysterbaytown.com/doing-business-with-the-town>. It is the sole responsibility of proposers to review that website for addenda prior to making any proposal; the Town will not directly contact interested firms to advise of any amendments to this Request.

4. **Contract Negotiations.** The Town intends to enter into contract negotiations with the firm(s) selected by the Town Board, who shall be required to enter into a written contract with the Town in a form approved by legal counsel for the Town.

5. **Disclosure of Proposal Contents.** The Town will withhold proposals submitted under this RFP from disclosure, unless otherwise required by law, including, but not limited to, the Freedom of Information Law.

6. **Ownership of Information.** All material submitted in response to this RFP will become the property of the Town.

7. **Examination of Records.** In submitting a proposal, the successful Proposer agrees that the Town shall have access to and the right to examine all pertinent documents, papers and records of the Proposer and/or any sub-proposer as related to any contract and/or subcontract resulting from this RFP until six years after final payment has been made pursuant to any contract awarded as a result of the Town's acceptance of proposal.

8. **Disclaimer.** The Town and its respective officers, directors, agents, members and employees make no representation or warranty and assume no responsibility for the accuracy of the information set forth in this RFP. Further, the Town does not warrant nor make any representations as to the quality, content, accuracy or completeness of the information, text graphics, links or other facets of this RFP once it has been downloaded or printed from this or any

server, and hereby disclaims any liability for technical errors or difficulties of any nature that may arise in connection with the Website on which this RFP is posted, or in connection with any electronic medium utilized by respondents or potential respondents in connection with or otherwise related to the RFP.

9. **Negotiated Changes.** In the event that negotiated changes occur after the awarding of the contract, the same pricing policies called for in the original contract will remain in effect.

10. **Certain Termination Provisions.** The contract shall provide that in the event of any material misrepresentation by the Proposer contained in its proposal, the Town shall have the right to immediately terminate the agreement. It shall also provide that in the event the Proposer or any of its principals are convicted of a misdemeanor or felony during the term of the agreement, that the Town shall have the right to terminate the agreement.

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Addendum A

Cost Proposal

Company Information	
Name	
Address	
Contact Name	
Contact Email	
Phone	

Service Category	Hourly Rate
A. Chief Information Security Officer/Virtual	
B. Database Administrators	
C. System Developers	
D. Project Managers	
E. Geographic Information Systems (GIS) Analysts	
F. Cybersecurity Support	
G. Network Infrastructure Support Specialists, Physical Layer (Cisco); (Design, Construction, and Maintenance), Wireless LAN/WAN Design and Implementation	
H. PC Support Specialists	
I. Server/Operations Support Specialists (Design, Support and Implementation)	