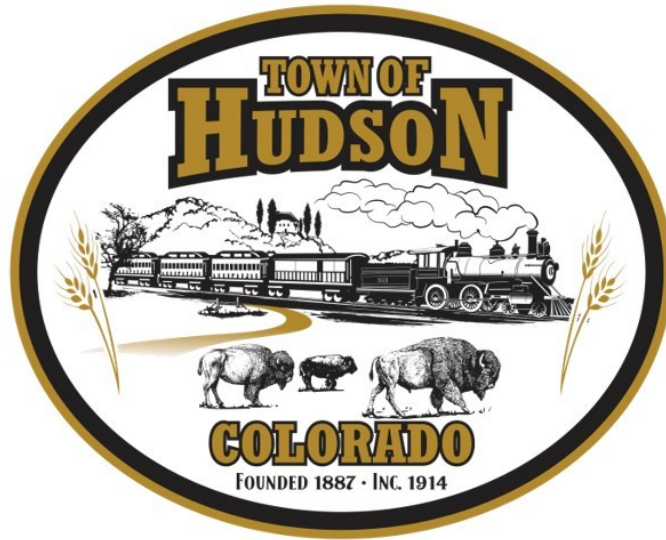**REQUEST FOR QUALIFICATIONS**
INFORMATION TECHNOLOGY SERVICES

Issued: March 23, 2022

Response Deadline: April 15, 2022

Contact: Town of Hudson

Jennifer Woods, Interim Town Manager

PO Box 351

Hudson, CO 80624-0351

jwoods@hudsoncolorado.org

303-536-9311

GENERAL INFORMATION

The Town is located in Weld County, Colorado. The Town's population includes approximately 1,900 people and is a half-hour from downtown Denver. The Town currently maintains full and part-time staff and when at full capacity maintains approximately 40 employees across five (5) departments, the Library, Police, Public Works, Planning and Building, and Administration.

SUMMARY

The Town of Hudson is seeking qualified firms for Information Technology (IT) Services. The Town is interested in receiving qualifications from firms that can manage the ever-changing technology needs of the various multi-disciplinary departments and facilities it supports. Additionally, the Town is seeking an experienced firm that can support the Town in the increasing complexity of the network and cyber security, network management, technical assistance and software management.

DESIRED QUALIFICATIONS

- IT services for all of locations of information technology in Town within the government authority located in Hudson, CO.
- IT is responsible for maintaining and troubleshooting the Town's operating platforms including:
- 7 Councilmembers; 5 Planning Commissioners with email access and portable electronic devices.
- 5 department directors.
- Public Safety operates on an onsite server with security clearance and CBI clearance may be required to access the server.
- Management of all Town servers, networks, software and hardware, including those located at and/or utilized by Town Hall, Public Works, Public Works Water Plant, Public Works Wastewater Plant, Police Department, and Library including database, messaging, web and other servers and associated hardware, software, communications and operating systems necessary for the quality, security, performance, availability, recoverability and reliability of the system.
- The Town currently uses the Microsoft platform, including Outlook email, and has approximately 40 users.
- Manage computer systems, network and associated hardware, software, operating systems necessary for the quality, security, performance, availability, recoverability and reliability of the system.
- Maintain accurate inventory of all network components.
- Management of cyber security, including firewalls.
- Regularly document and/or back up device configurations such as firewalls, switches,

servers. Management of secure backup of all data.

- Responsible for deploying and maintaining approved antivirus or malware prevention software to all systems it supports and providing timely updates for all components of the software on any externally facing services.
- Run malware prevention software scans routinely (at a minimum weekly) and will run antivirus and malware prevention software immediately after the installation of any new software, not normally supported by the firm.
- Document requests for IT support, as well as planned system changes. The results and actions shall also be documented.
- Maintain file level user permissions across the network.
- Broadcast all significant planned network changes to any affected user in advance.
- Set-up new users and edit or remove existing users from the server.
- Manage the wireless network(s) for the use of internal employees and visitors.
- Manage printers and other network devices.
- Perform oversight, conduct constant review and monitoring, complete maintenance and updates, and coordinate changes and deployments to stay in compliance with legal regulations, technical advancements, and industry best practices.
- Coordinate security measures to negate the possibility of data security breaches early on in hardware and software development lifecycle.
- Provide information security to protect the confidentiality, integrity, and availability of Town information assets.
- Monitor for intrusions or other unauthorized use.
- Assist in development of IT related policies using best practices. Annually revisit information security policies and procedures for the changes in laws, new risks in the world, as well as technology and standard changes.
- Budgeting and assisting the town with IT equipment and software needs. Assist department directors in estimating anticipated equipment and software costs for the budget approval process.
- Help Desk Services include:
  - Ability for town staff to submit service requests electronically and over the phone.
  - Ability to provide 24/7 off-site support to troubleshoot issues in an effort to minimize impacts to the Town's productivity. After hours and holiday support for the Police Department.
  - Virtual training on user setup for new hires.
- Preventative maintenance of equipment, software and hardware. Coordination of any repairs or maintenance work with designated personnel.
- Coordination with technology vendors as needed.

SUBMISSION REQUIREMENTS

One (1) original paper or electronic copy of the RFQ should be submitted. It is the sole responsibility of the Consultant to assure that their submission is received by the Town prior to the time specified. Any submission received after the stated time and date will not be considered and will be returned unopened to the submitter. Submission shall be valid for ninety (90) days. Submissions must be received by the Town no later than **5:00 p.m. MST, April 15, 2022.** Email submissions are preferred, but paper submissions received in-person or by mail will also be accepted and should be addressed to:

> Town of Hudson
> Attn: Jennifer Woods, Interim Town Manager
> 50 South Beech Street (Physical Address)
> PO Box 351 (Mail Address)
> jwoods@hudsoncolorado.org (Email Address)
> Hudson, CO 80642

FREQUENTLY ASKED QUESTIONS (FAQs)

Questions regarding this RFQ may be submitted to jwoods@hudsoncolorado.org with the subject line IT SERVICES RFQ QUESTION **no later than the end of business April 1, 2022**. The questions will be compiled into an FAQ document and posted on the Town website by April 8, 2022.

CONTENT OF SUBMISSION

The purpose of this section is to identify the information that should be submitted:

A. Consultant Information:

The Consultant should clearly indicate the trade and/or legal name of the business, business address, business telephone, business website, and names of persons authorized to represent the business.

B. Summary of Understanding of Proposed Services:

The prospective Consultant should indicate an understanding of the requested services as described in Scope of Services and describe how it proposes to service the Town in these aspects.

C. References:

A list of relevant IT contracts held during the last five (5) years, and a representative from each location that the Town may contact. The list of references should specify whether each municipality, organization or company is a current or past client.

D. **Other Activities:**

- Please indicate if your firm is willing/able to provide any additional services.
- Please indicate your typical response time for returning calls/requests for service.
- What timeline would reflect your firm's ability to begin supporting the Town?

E. **Cost of Services and Billing Methods:**

- Fee schedule/hourly rate.
- What is your billing procedure (i.e. monthly, quarterly, etc.)? How do you communicate billing invoices and other requests for payment for services (email invoices, mail invoices, etc.)?

Submitting consultants will not be reimbursed for any cost associated with the preparation of their submission. Upon submittal, all documents will become the property of the Town of Hudson, and as such, shall be public information. Submissions and attachments will not be returned to proposing firms. The Town reserves the right to reject any or all requests for qualifications, to waive technicalities or informalities, and to accept any request for qualification deemed to be in the best interest of the Town. Consultant shall be an independent contractor.