

REQUEST FOR QUOTES

Comprehensive IT Management and Cybersecurity Monitoring

The Berkshire County Retirement Board (“Board”) is seeking quotes from qualified firms to provide comprehensive IT management and cybersecurity monitoring on behalf of the Berkshire County Retirement System (“System”). The firm serving in this capacity must have a broad range of experience providing comprehensive IT management and cybersecurity monitoring to both government and private entities. The firm serving in this capacity should have knowledge of M.G.L. c. 32, and PERAC, the Public Employee Retirement Administration Commission in Massachusetts, and its regulations and guidelines.

I. General Information and Quote Submission Requirements

- The Berkshire County Retirement Board at 29 Dunham Mall, Pittsfield, MA 01201, must receive quotes no later than 3:00 pm EST on or before **July 26, 2024**. (“Quote Deadline”)
- The Board intends to review quotes by **July 31, 2024**. The Board may cancel this Request for Quote (“RFQ”), or reject in whole or in part all quotes, if the Board determines that cancellation or rejection serves the best interests of the System. The term of agreement will include the full scope of services in this Request for Quote and the term of the contract shall be negotiated at the time of vendor selection. The Board reserves the right to terminate the contract for any reason on thirty (30) days written notice.
- Questions concerning this RFQ must be submitted in writing to: Sheila LaBarbera, Executive Director, Berkshire County Retirement Board, 29 Dunham Mall, Pittsfield, MA 01201 on or before **July 17, 2024**. Questions may be hand-delivered, mailed, or emailed. Written responses will be mailed or emailed to all individuals or firms on record.
- After the Quote Deadline, provisions of the quotes may not be changed in a manner prejudicial to the interests of the System or fair competition. The submission cost quote must remain firm for 90 days after the Submission Deadline.

RESPONSE TO REQUEST FOR QUOTE

PRICE SUBMITTED BY _____

- The quote must be signed by the authorized individual(s).
- Quotes shall be opened in the presence of one (1) or more witnesses in the Berkshire County Retirement Board Offices, 29 Dunham Mall, Pittsfield, MA 01201 on **July 26, 2024** at 3:30pm EST.

II. Candidate Questionnaire

- List the name of your firm, address and telephone number of the home office, and address of the office(s) providing services under the contract.
- Provide a general description of the firm including size, number of employees, primary business, other businesses or services, and type of organization (franchise, partnership, corporation, etc.)
- Identify the staff that will render services under the contract.

III. Scope of Services to be inclusive in Quote

The System is a Massachusetts Retirement System created pursuant to M.G.L. c. 32, §§ 1-28 inclusive, and governed by the rules and regulations promulgated by the Public Employee Retirement Administration Commission (“Commission”). The System is comprised of 44 member units with a total membership of 2596 as of 12/31/2023 including 1670 members and 926 retirees or survivors. The System is directed by five Board members and employs three staff members.

SCOPE OF WORK COVERED BY QUOTE

The Proposer is expected to provide the following to the Board:

1.) Comprehensive IT Management and Cybersecurity Monitoring shall include the following:

- Helpdesk and support hours – identify hours of operation and any limitations monthly usage
- Managed Desktop (3 units) / Laptops (3 units)
- Managed Server (2 units)
- Bitdefender MDR
- Backup & Disaster Recovery - Server
- Backup & Disaster Recovery - Desktop
- Cloud Backup for Email and OneDrive
- Microsoft 365 E5 (full suite of security and compliance tools)
- Email Encryption
- Windows Enterprise (support for Virtual Desktop Access and Universal Print)
- SaaS Monitoring and Management (tracking and analyzing the performance of online and desktop applications to unveil risky behaviors and help secure the organization)
- Cybersecurity Services - Darkweb Monitoring, Cloud Data Protection, Email Protection, Secure Browsing, Phishing Simulator, Awareness Training
- Monthly Penetration Testing to identify vulnerabilities in network
- Domain Name - 1yr
- Wildcard SSL Cert - 1yr
- Managed WordPress Website Hosting (min 5 users)

- Sonicwall TZ270 w/ 2yr Advanced Protection Services Suite or comparable commercial firewall device
- Hourly rate for special projects
- Hardware purchases necessary for implementation of comprehensive IT management and cybersecurity monitoring
- Travel expenses – hourly rate and mileage costs if applicable

IV. EVALUATION OF QUOTES

- The contract will only be awarded if grant funds (available through insurance carrier) to cover the cost of development and implementation of the comprehensive IT management and cybersecurity monitoring program is approved in FY25.
- The quote should be submitted as an all-inclusive monthly rate. Proposer should identify and break out any costs not included in the monthly rate i.e. hardware costs, travel expenses and hourly rate for any special services.
- The Quotes shall be evaluated by the Berkshire County Retirement Board and staff based on the criteria contained herein and is deemed most advantageous to the Berkshire County Retirement Board.
- The Berkshire County Retirement Board reserves the right to request additional information or clarifications to any quote. The Berkshire County Retirement Board reserves the right to reject any and all quotes and to award a contract as determined to be in the best interests of the Berkshire County Retirement System. The determination as to whether or not to make an award as a result of this RFQ shall be at the sole and absolute discretion of the Berkshire County Retirement Board.
- All proposals shall remain firm for sixty (60) calendar days after the quote opening.
- Any quote designated as the apparent winning quote shall be subject to a vote of the Berkshire County Retirement Board and the execution of a written agreement.

Any proposer submitting a quote must satisfy the following minimum qualifications. Quotes that do not demonstrate compliance with the minimum qualifications will not be considered.

The minimum qualifications necessary to be considered under this RFQ are the following:

1. At least five (5) years of experience as a managed service provider with extensive knowledge of computer systems and support services.
2. The Proposer must maintain liability coverage and that such coverage will be applicable to the Proposer's actions under this RFQ and Agreement.

All Finalists may be required to appear for an interview at the Board's discretion.

V. Quote

“RFQ Pension Administration Software Services”

Name of Firm and individual(s) submitting bid: _____
(Please Print)

Contact Person _____

Address: _____

Telephone / FAX#: _____ / _____

E-mail address: _____

VI. REFERENCES

Provide a minimum of (2) references that can be contacted and include the contact information.

Certification

An individual or entity responding to this RFQ must certify in writing as follows:

“The undersigned certifies under the pains and penalties of perjury that this proposal has been made in good faith and without collusion or fraud with any other person. As used in this certification, the word “person” shall mean a natural person, business, partnership, corporation, union, committee, club or other organization, entity or group of individuals.

(Signature of individual submitting quote)

(Name of business)