



**REQUEST FOR PROPOSALS  
INFORMATION TECHNOLOGY SERVICES**

**LOWER NAZARETH TOWNSHIP**

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# **NOTICE TO PROPOSERS REQUEST FOR PROPOSALS INFORMATION TECHNOLOGY SERVICES**

Lower Nazareth Township is seeking a qualified professional Vendor(s) to manage and support all its information technology and security needs for the Township's operations. These services shall include but are not limited to hardware (server, desktop/laptop), software, network support and monitoring, helpdesk, back-ups, remote access and onsite support, email maintenance and support, inventory control and management (hardware and software), security, and disaster recovery as outlined within this RFP.

Vendors are required to have verifiable working knowledge and experience in managing information technology for local government.

All proposals should be submitted through PennBid by 10:00 a.m. on September 12, 2025 - <https://pennbid.bonfirehub.com>. Paper proposals will not be accepted. All documents and solicitation details are available online at no cost except for any fees that the successful bidder may be responsible for paying directly to PennBid – <https://pennbid.bonfirehub.com>.

On September 12, 2025, at 10:00 a.m., Lower Nazareth Township will receive the sealed proposals and open them online, with results being made public via PennBid.

Lower Nazareth Township reserves the right to reject any and all proposals, or to award to the Vendor, who in the sole discretion and judgement of the Township, makes the most advantageous proposal. The Township also reserves the right to waive or permit the curing of any informalities or irregularities in a proposal as permitted by law.

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## **INTRODUCTION / GENERAL INFORMATION**

### **A. PURPOSE OF THE REQUEST FOR PROPOSAL**

Lower Nazareth Township is seeking a qualified professional vendor(s) to manage and support all its information technology and security needs for the entire Township operations. The successful vendor will provide hardware (server, desktop/laptop), network, software support and monitoring, helpdesk, back-ups, remote access and onsite support, email maintenance and support, security, and disaster recovery as outlined within this RFP. The successful vendor will be required to have key staff personnel on site at the Township building at a minimum of four (4) times per year for quarterly maintenance and updates. It is also required that the successful vendor has verifiable working knowledge and experience working with local government information technology services and data.

### **B. BACKGROUND**

Lower Nazareth Township is a Second-Class Township located in Northampton County, Commonwealth of Pennsylvania, with a five (5) member Board of Supervisors and a Township Manager. Lower Nazareth Township has a staff of five (5) office employees and eleven (11) public works employees. The Township is approximately 13.4 square miles, has approximately 51.91 miles of Township-owned roads, approximately 14.34 miles of state-owned roads, and has an approximate population of 6,922 residents.

Departments are staffed by full-time staff members, all non-exempt employees, with the exception of the Township Manager, who is an exempt employee.

The Lower Nazareth Township Board of Supervisors reserves the right to choose the lowest responsible and responsive proposal, which in its judgment, is best suited for the intended purposes and reserves the right to reject any and all proposals, with or without cause, and to waive any irregularities or informalities in the proposals. The Township also reserves the right to re-solicit proposals if all proposals are initially rejected.

### **C. INSURANCE**

In furtherance of the covenant to indemnify, the Successful Bidder with whom a contract is awarded shall procure and maintain, for the duration of the contract period and throughout the time of performing the work as set forth in the Contract, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the Contract by the Successful Bidder, his agents, representatives, employees or subcontractors, pursuant to the Contract or any subsequent contract. Insurance shall be of the type and meet or exceed the following requirements:

Workman's Compensation	Statutory Coverage
Commercial General Liability (General Aggregate)	\$2,000,000
Commercial General Liability (Combined Single Limit/occurrence	
Damage to Rented Premise	\$ 100,000
Medical Expense (any one person)	\$ 5,000
Bodily Injury	\$1,000,000
Property Damage	\$1,000,000
Products	\$2,000,000
Automotive Liability	\$1,000,000
Excess Indemnity	\$2,000,000
Employer Liability	\$1,000,000
Pollution (if applicable)	\$2,000,000
Professional Liability	\$1,000,000

Comprehensive General Liability must include Contractor's Liability; Contractual Liability; Fire Legal Liability; Completed Operations and Products Liability, all on occurrence basis only, with Personal Injury Coverage and Broad Form Property Damage. Comprehensive General Liability must also include Explosion, Collapse, and Underground Property Damage (XCU). Completed Operations and Products Liability must be kept in force for at least two (2) years after the date of final completion. All other required insurance policies shall also be on an occurrence basis only.

In addition, vendors maintain Cyber Technology Errors & Omission/Cyber Liability with a minimum limit of \$5,000,000.

Insurance shall be obtained from insurance companies authorized and licensed to do business in the Commonwealth of Pennsylvania by the Department of Insurance, shall have a current rating of "A-" or better by the A.M. Best Co. Insurance Service or equivalent rating by Moody's Investor Services or Standard & Poor's, shall be admitted in the Commonwealth of Pennsylvania, and which shall be subject to acceptance and approval by the owner.

The Successful Bidder shall name the Township as an additional insured on all required insurance policies on a primary non-contributory basis. Within ten (10) days after execution of the Contract, Contractor shall furnish the Township with copies of insurance policies or binders and endorsements (if necessary) evidencing Contractor's compliance with the requirements set forth above, which policies or binders and endorsements (if necessary) shall provide for at least thirty (30) days prior written notice of cancellation or material change.

The Successful Bidder shall provide the Township with proof of workman's compensation insurance.

## **D. SCHEDULE OF EVENTS**

<b><u>Event</u></b>	<b><u>Date</u></b>
RFP Visible on PennBid	August 15, 2025
Proposal Due Date	September 12, 2025
Interviews with Vendors	September 29, 2025, to October 10, 2025
Anticipated Award of Selected Vendor	October 15, 2025
Start of Contract	November 1, 2025

**---END OF INTRODUCTION/GENERAL INFORMATION---**

## **E. SCOPE OF WORK**

### **1. IT SERVICE REQUIREMENTS**

The Vendor awarded this contract will work with the Township Manager and other internal staff to provide a seamlessly integrated system of support for all IT services. The following are services that will be required:

- Threat Monitoring – at minimum, every 8 hours
- Immediate notification and response to detected threats to mitigate the threat
- Help Desk Support as needed
- Server Support (onsite and cloud based)
- Network Support
- Desktop and Laptop Support
- Back-up services, including cloud-based hosting
- Internet Service Providers
- Electronic Mail w/Barracuda spam filter or better product
- Sentinel One Pro anti-virus protection or better product
- Setup and maintenance of Laser Fiche
- VPN
- Preparation and annual update of an Incident Management and Response Plan
- Support for IT Operational Recovery Plan
- Assistance with development of IT/Security policies and procedures
- Managing, monitoring, and responding to systems and reporting issues and concerns to Township management
- Employee training (if needed)
- Ensuring compliance with the information security standards
- Quarterly on-site maintenance visits to the Township building
- Replacement of current Fortinet firewall
- Implementation of Multi-Factor Authentication

### **2. EQUIPMENT TO BE SUPPORTED**

- \* Servers – 3
  - \* Desktops – approximately \_\_\_\_\_ workstations
  - \* Printers –
3. The current hardware, software and services required may change throughout the duration of the contract.
4. Vendors may occasionally, on behalf of Lower Nazareth Township, purchase hardware or software. The vendor is required to submit a quote(s) to the Township prior to making any purchase. Upon approval, the Township will assume responsibility for payment directly to the vendor in which the hardware or software was purchased.

## **F. GUIDELINES FOR PROPOSAL PREPARATION**

Vendor proposals in response to this RFP will be incorporated into the final agreement between Lower Nazareth Township and the selected vendor. The submitted proposals must include each of the following sections:

### **1. COVER LETTER**

- a. The official registered name of the business, address, and telephone number of the Vendor's offices located nearest to Lower Nazareth Township. If the company name has changed within the past five (5) years, provide the previous company name.
- b. Brief history, including the established year and number of years the company has been offering managed IT services.
- c. Must be signed by the individual authorized to bind the Vendor.

### **2. EXECUTIVE SUMMARY**

- a. Proposal response shall include an executive summary to include a brief overview of the proposal or any additional information pertaining to your proposal.
- b. Emphasis should be on conforming to the RFP instructions, responding to the RFP requirements, and providing a complete and clear description of what is being offered as it relates to the Scope of Work.

### **3. APPROACH**

- a. Provide a detailed description of the approach and methodology to be used to accomplish the Scope of Work of this RFP. Lower Nazareth Township expects the Vendor to conduct quarterly site visits as well as being available through phone, video conference, or email as needed throughout the week.
- b. The following should be addressed when responding to this RFP:
  - Describe your company's history of working with other municipalities in the Commonwealth of PA
  - Is your support model all-inclusive? If not, what is not included.
  - Does in-person response, review, and other contact rotate amongst support staff?
  - What will be the process for after-hours emergencies?
  - Is help desk staff local? If not, where are they located?
  - What is your average response time and problem resolution time?
  - How are major system problems or outages handled?



- Are help desk staff employees subcontracted?
- What process is in place if the help desk cannot resolve the problem?

#### 4. STAFFING

- Provide a list of personnel who will be working with Lower Nazareth Township and indicate the functions that each will perform. Please note it is the Township's desire to have designated individuals assigned to Lower Nazareth Township for all IT needs. The request would not disqualify any vendor if accommodation cannot be satisfied. Please include a resume for each designated personnel who will be working with the Township and list all certifications, if any, related to Information Technology services.
- Background checks and fingerprinting are required of all staff working with law enforcement systems onsite or help desk.
- Upon award and during the contract period, if different personnel are assigned to the Township, those names, qualifications, and certifications must be submitted to the Township Manager.

## G. QUALIFICATIONS

A successful vendor must possess the capability to fully perform the Contract requirements in all respects including possessing the necessary facilities, experience, organization, financial capacity, integrity, and reliability to fulfill the conditions of the Contract and its terms and specifications.

All vendors are required to have been in business for a minimum of five (5) years as of the date of submission in order for the Township to accept a proposal and to be considered responsive. If a vendor's business name changed within the past five-year period, proof must be submitted as part of your proposal.

It will be expected that the successful vendor will be responsible for managing the Township's long-term IT plan to keep systems up to date and functional in the most cost-effective manner. The successful vendor will supply Lower Nazareth Township Management with a list of recommendations for all software and hardware needs no later than July 1<sup>st</sup> of each year.

The overall goal of this RFP is to procure a reliable, long-term, comprehensive, responsive, proactive and trustworthy IT management and support that will promote and enhance the Township's ability to serve the community.

## **H. REFERENCES**

Vendors shall provide a list of at least three current contract references for which Vendor performs similar services. Include the name and contact information for the client receiving similar services. At least one of the references should be comparable to Lower Nazareth Township in terms of size and requirements. It is also advisable to include at least one governmental agency within Pennsylvania.

Describe projects similar in size and scope to demonstrate competence to perform these services. Included should be the names of key staff that participated in those contracts and their specific responsibilities, and a summary of the proposer's demonstrated capabilities, including the length of time that the services outlined in the Scope of Work have been provided. The Township reserves the right to contact the references listed.

## **I. QUESTIONS/CLARIFICATIONS**

Any requests for clarification concerning the requirements and conditions set forth in this Request for Proposal must be made in writing and submitted to the Township Manager, online via PennBid – <https://pennbid.bonfirehub.com> and by using the “questions tab” supplied by PennBid. Responses to such questions will be provided to ALL bidders in addition to the bidder making the request and will be posted on the PennBid site. Such response shall not constitute an Addendum unless issued with the title “Addendum.” Any requests for clarification or modification by a Bidder must be submitted at least five (5) business days prior to the bid submission date. Bidders will be unable to submit questions and/or clarifications after the submittal deadline.

## **J. PRICING**

All responses to this Request for Proposal must clearly state the cost of providing the services in the Scope of Work:

1. Proposed yearly and monthly cost based upon the Scope of Work
2. Proposals must state an hourly fee for work outside of the Scope of Work which could include additional days onsite if needed.
3. Proposal pricing should be based upon, but not limited to the following services:
  - a. On site time – Quarterly maintenance visits
  - b. Help desk support
  - c. After hours support
  - d. Hardware support, installations, troubleshooting and maintenance
  - e. Software support, installation, troubleshooting and maintenance
  - f. Training (if applicable)
  - g. Back-up services for all servers
  - h. Regular reporting on system health
  - i. Network security and disaster recovery

- j. Replacement of Fortinet firewall
  - k. Preparation of an Incident Management and Response Plan with annual update
  - l. In what instances would we incur extra costs?
  - m. What is not included in your proposal pricing?
4. The prices submitted within your proposal must be held firm for a period of 120 days from the proposal date.

## **K. SUBMISSION OF PROPOSALS**

Lower Nazareth Township will receive proposals online and sent in one (1) pdf file via PennBid – <https://pennbid.bonfirehub.com>. All proposals must be submitted no later than 10:00 a.m. on September 12, 2025.

1. Conditions for Proposal Acceptance-  
Lower Nazareth Township reserves the right to reject any and all proposals, or to award the Vendor, who, in the sole discretion and judgment of the Township, makes the most advantageous proposal. The Township also reserves the right to waive or permit the curing of informalities or irregularities in a proposal as permitted by law.
2. Contract Term and Extensions  
This is a three-year contract and may be renewed for two (2) additional one (1) year terms upon mutual written consent of both parties. In the event one or both parties do not elect to extend the contract, this contract and pricing must be extended for a period not to exceed six (6) months to prevent a lapse in contract coverage.

## **L. PRESENTATION/INTERVIEW**

Lower Nazareth Township may select a vendor to come into the Township building for a presentation or interview. If a presentation / interview is requested, the proposed key staff members, as identified in the Proposal, must be in attendance.

## **M. EVALUATION/AWARD CRITERIA**

Evaluation of proposals will be based upon the Vendor's responsiveness to the RFP, the ability of the Vendor to meet the needs of Lower Nazareth Township and the total price quoted for all items covered by the RFP.

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a vendor:

- \* Completion of all required responses in the correct format
- \* The extent to which Vendor's proposed solution fulfills Lower Nazareth Township's stated requirements as set out in this RFP
- \* An assessment of the Vendor's ability to deliver the indicated services in accordance with the specifications set out in this RFP

- \* The Vendor's stability, experiences, and record of past performance in delivering such services.
- \* Overall monthly/yearly cost of Vendor's proposal.

## **N. RESERVATIONS**

Lower Nazareth Township reserves the right to:

- \* To reject any and all proposals, with or without cause, and to waive any irregularities or informalities in the proposals, with the exception of the required non-collusion affidavit;
- \* The Township also reserve the right to re-solicit proposals;
- \* Accept other than the lowest priced offer;
- \* Award more than one contract

## **O. INDEMNIFICATION**

The successful vendor hereby agrees to exonerate, defend, indemnify and save harmless the Township and its respective governing Boards, committees and commissions (including the individual members thereof), their elected and appointed officers and officials, and their respective management, representatives, advisors, insurers, Engineers, Solicitors, other professional consultants, appointees, employees, agents, independent contractors, and assigns (collectively the "Township Representatives"), from any and all claims (including claims of negligence), actions, awards, verdicts, and judgments, together with reasonable counsel and expert witness fees, pertaining to, relating to, resulting from, caused by, sustained in connection with, based upon or arising out of the Successful Vendor's performance pursuant to the Contract.

## **P. NON-DISCRIMINATION**

Vendor agrees that it shall abide by the following non-discrimination requirements:

- (1) In the hiring of employees for the performance of work under the contract or any subcontract, no contractor, subcontractor, or any person acting on behalf of the contractor or subcontractor shall by reason of gender, race, creed or color discriminate against any citizen of this Commonwealth who is qualified and available to perform the work to which the employment relates.
- (2) No contractor or subcontractor or any person on their behalf shall in any manner discriminate against or intimidate any employee hired for the performance of work under the contract on account of gender, race, creed, or color.
- (3) The contract may be canceled or terminated by Lower Nazareth Township, and all money due or to become due under the contract may be forfeited for a violation of the terms or conditions of that portion of the contract.

## **Q. NON-COLLUSION AFFIDAVIT**

The Vendor shall complete the non-collusion affidavit included in these documents. The form must be signed and notarized with a notary seal affixed. Any responses received without the non-collusion completed will be considered nonresponsive.