

**GOVERNMENT OF  
THE VIRGIN ISLANDS OF THE UNITED STATES**

**Request for Proposal – Negotiation  
Professional Services**

To: .....

Date: August 16, 2019

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RFP No. 037-T-2019 (P)

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Pursuant to 31 V.I.C. 239 (a) (4) and Rules and Regulations thereunder issued, the Government of the Virgin Islands, herein after referred to as GVI, Department of Property and Procurement will receive proposals for the work described below. Proposals will be received no later than **Wednesday, September 11, 2019 @ 4:00 o'clock p.m.** Atlantic Standard Time.

**DESCRIPTION OF WORK:**

Provide Emergency Technical Assistance for the Virgin Islands Police Department Information Technology (IT) Infrastructure in the U.S. Virgin Islands

**SCOPE OF WORK: See Attached**

## **NEGOTIATED PROCEDURES:**

The Commissioner of the Department of Property and Procurement will appoint a Selection Committee to assist in the evaluation and selection of the Contractor. Accordingly, current data on qualifications and performance should be submitted with proposals. After reviewing the qualifications and proposals the Committee will select for discussions from the firm/s or person/s considered not less than three (3), in order of preference, **deemed to be most highly qualified to provide the services herein required.** Discussions will be conducted successively and severally with the firms or persons so selected the anticipated concepts and the relative utility alternative methods of approach for furnishing the services hereunder.

## **FACTORS FOR DISCUSSIONS**

Selection criteria will include **(i)** Professional qualification, registration and general reputation of principals of the firm or person; **(ii)** the extent to which the firm or person specializes in or has provided services of a type and scope similar to the hereunder; **(iii)** familiarity with the location (s) in which services will be performed; **(iv)** capability of meeting schedules; and **(v)** quality of performance on other similar projects.

## **CONTRACT TERM:**

Unless otherwise agreed pursuant to negotiations, the term of the contract awarded under this RFP shall be for a period of 12 months to complete the implementation process for for the scope of work items. A one (1) year maintenance option will be required for all services and hardware with the option to renew.

## **NEGOTIATION:**

The Selection Committee shall recommend to the Commissioner **the highest qualified firm or person with whom a contract shall be negotiated.** The Commissioner, with the assistance of the Selection Committee, shall attempt to negotiate a contract with such firm or person.

Should the Commissioner be unable to negotiate a satisfactory contract with the firm considered to be the most qualified, at a price he determines to be fair and reasonable to the Government, negotiations with that firm will be formally terminated. Negotiations will then commence with the second most qualified, the third most qualified or additional firms, in order of preference, and shall continue until an agreement is reached.

Anthony D. Thomas  
Commissioner  
Property and Procurement

## INSTRUCTION TO PROPOSERS

### A. NOTICE

#### **RFP-037-T-2019 (P) Provide Emergency Technical Assistance for the Virgin Islands Police Department Information Technology (IT) Infrastructure in the U.S. Virgin Islands**

Information provided in the scope of work is to be used only for purposes of preparing a proposal. It is further expected that each bidder will read the scope of work thoroughly, for failure to meet certain specified conditions may invalidate the proposal.

The Government of the Virgin Islands, herein after referred to as GVI, reserves the right to reject any or all proposals or any portion thereof and to accept the proposal deemed most advantageous to GVI. Price shall not be the sole criterion of awarding this project. Scope and quality of work proposed and the ability of the bidder to complete this type of project shall also be considered.

Applicants are requested to submit proposals on the basis of the scope of work. Alternative proposals recommending new features and technology other than that requested in the scope of work will receive consideration providing such new features and/or technology is clearly explained. Any exceptions to the requirements requested herein must be clearly noted in writing and be included as part of the proposal.

The information contained herein is believed to be accurate but is not to be considered in any way as a warranty. Request for additional information clarifying the Scope of Work should be directed in writing to **Chief Deputy Commissioner of Procurement, Lisa M. Alejandro** at [lisa.alejandro@dpp.vi.gov](mailto:lisa.alejandro@dpp.vi.gov).

### B. STATEMENT OF PURPOSE

To assist the Government of the Virgin Islands in meeting the requirement for the following services: **RFP-037-T-2019 (P) Provide Emergency Technical Assistance for the Virgin Islands Police Department Information Technology (IT) Infrastructure in the U.S. Virgin Islands.**

### C. PROPOSED SCOPE OF WORK

See Attached

**D. TIMETABLE**

1. Last day for request for written clarification will be **Thursday, August 29, 2019 @ 4:00 p.m.** Atlantic Standard Time.
2. Proposals will be accepted at Department of Property & Procurement, no later than **Wednesday, September 11, 2019 @ 4:00 p. m.** Atlantic Standard Time.

**E. SUBMISSION OF PROPOSAL**

All interested parties shall submit *one* (1) original and *five* (5) copy sets of proposals, which shall be delivered to the Department of Property and Procurement no later than **Wednesday, September 11, 2019 @ 4:00 p. m.** Atlantic Standard Time.

They shall be addressed to:

Anthony D. Thomas  
Commissioner  
Property & Procurement  
8201 Subbase, 3rd Floor  
St. Thomas, Virgin Islands 00802

**THE SEALED ENVELOPE CONTAINING THE PROPOSAL MUST HAVE THE FOLLOWING INFORMATION WRITTEN ON THE OUTSIDE OF THE ENVELOPE OR PACKAGE:**

SEALED PROPOSALS-DO NOT OPEN

**RFP-037-T-2019 (P)**  
(Name of Bidder)  
(Mailing Address of Bidder)  
(Telephone Number of Bidder)  
(Fax Number of Bidder)

Where proposals are sent by mail, the bidder shall be responsible for their delivery to Department of Property & Procurement before the date and time set for the closing of acceptance of proposals.

**F. WITHDRAWALS OF PROPOSAL**

A proposal may be withdrawn at any time prior to the time specified as the closing time for acceptance of proposals. However, no proposal shall be

withdrawn or canceled for a period of thirty (30) days after said closing time for acceptance of proposals nor shall the successful provider withdraw, cancel or modify the proposal, except at the request of GVI after having been notified that said proposal has been accepted by GVI.

#### **G. INTERPRETATION OF SPECIFICATIONS**

If any person contemplating submitting a proposal requires clarification of any part of the scope of work, he/she may submit to the GVI a written request for an interpretation thereof to the **Chief Deputy Commissioner of Procurement, Lisa M. Alejandro**. GVI will not respond to questions received after the above established date. The person submitting the request will be responsible for its prompt delivery. Any interpretation of the scope of work will be made in writing to all prospective providers. Oral explanations will not be binding.

#### **H. CONSIDERATION OF PROPOSAL**

The Commissioner of Property and Procurement shall represent and act for GVI in all matters pertaining to the scope of work and contract in conjunction therewith. **This RFP does not commit GVI to the award of a contract, nor pay of any cost incurred in the preparation and submission of proposals in anticipation of a contract. GVI reserves the right to reject any or all proposals and to disregard any informality and/or irregularity in the proposal when, in its opinion, the best interest of GVI will be served by such action.** Proposals failing to provide some of the items in the scope of work shall not be rejected per se but any deviations from the scope must be clearly noted.

#### **I. ACCEPTANCE OF PROPOSALS**

GVI will notify in writing acceptance of one of the proposals. Failure to provide any supplementary documentation to comply with the respondent's proposal may be grounds for disqualification.

#### **J. CONTENTS OF PROPOSAL**

The following is a list of information to be included in the written proposal. Failure to comply with all the requirements as outlined, may disqualify the applicant.

1. Introductory letter about the applicant:
  - a. Name, address, email and telephone numbers.
  - b. Type of service for which individual/firm is qualified.
2. Organization:
  - a. Names/addresses of Principals of Firm.

- b. Names of key personnel with experience of each and length of time in organization.
  - c. Number of staff available for project. (Local & Off-Territory)
  - d. Copy of Articles of Incorporation
  - e. Copy of Certificate of Resolution
  - f. Copy of valid Business License
3. Outside consultants that will be retained for this project and percentage of work to be sub-contracted.
4. Project experience:
  - a. List of completed projects and estimated cost of each. Include a brief description of the work performed.
  - b. Current projects underway; scope; percentage completed to date and estimated cost of each.
5. Project References: 3 minimum (including a notarized written consent from the authorized representative which must include: name; telephone number; and email address).
6. Project Approach:
  - a. Describe how you will approach this project and availability to perform the services requested.
7. **Cost: Cost Proposal (*one (1) original and four (4) copy sets of proposals*) must be submitted in a separate sealed envelope.**

#### **K. CONFLICT OF INTEREST**

A proposer filing a proposal hereby certifies that no officer, agent or employee of GVI has a pecuniary interest in this proposal or has participated in contract negotiations on behalf of GVI; that the proposal is made in good faith without fraud, collusion, or connection of any kind with any other Bidder for the same request for proposals; the Bidder is competing solely in its own behalf without connection with, or obligation to, any undisclosed person or firm.

#### **L. LICENSE REQUIREMENT**

An award will not be made to any firm or individual doing business in the Virgin Islands with the Government of the Virgin Islands until evidence is submitted that said firm or individual has a valid Virgin Islands Business License. Bidders must submit hard copy of a valid Virgin Islands Business License within ten (10)

business days after contract award. All Bidders bidding as Joint Ventures must be licensed as a Joint Venture in the Virgin Islands.

#### **M. REQUIRED DOCUMENTS**

1. **PUBLIC LIABILITY:** The successful bidder will be required to obtain and have in place public liability insurance and other insurance necessary as requested in this proposal package. Insurance policy(ies) shall name the Government of the Virgin Islands as "**Additional Insured**". The public liability insurance shall have a minimum limit of not less than **one hundred thousand (\$100,000.00) dollars** for any one occurrence for death or personal injury and **one hundred thousand (\$100,000.00) dollars** for any one occurrence for property damage. Bidder must provide public liability insurance within ten (10) business days after award. For additional guidance, select link below (List of Mandatory Documents).

<https://dpp.vi.gov/sites/default/files/forms/New%20-%20List%20of%20Required%20Docs.09.17.2018.pdf>

2. **WORKERS' COMPENSATION:** Within ten (10) business days after award of contract, the successful bidder must submit a copy of their certificate verifying his firm and agents are covered by Workers' Compensation Insurance.

**FAILURE TO PROVIDE THE CERTIFICATES WITHIN THE STATED TIME PERIOD MAY RESULT IN THE PROPOSAL BEING DEEMED NON-RESPONSIVE AND MAY BE IMMEDIATELY DISQUALIFIED WITH NO FURTHER CONSIDERATION GIVEN FOR POTENTIAL AWARDING OF THE CONTRACT.**

#### **N. REQUIREMENTS FOR CORPORATION**

1. ARTICLES OF INCORPORATION
2. CERTIFICATE OF CORPORATE RESOLUTION
3. CERTIFICATE OF GOOD STANDING

**THESE WILL BE REQUIRED PRIOR TO AWARD OF CONTRACT.**

## Virgin Islands Police Department Managed Technical Assistance Scope Of Work

The Virgin Islands Police Department is in critical need of technical assistance to recover and remediate from past attacks that compromised the outdated infrastructure.

**Goal:** The goal of this project is to assess, purchase and implement a secure and redundant hybrid infrastructure that provides the department with minimal downtime to critical applications while implementing processes to safeguard and respond to vulnerabilities and threats to the organization.

**Task 1:** Provide a complete assessment of the current network that will include the tools required to identify and monitor the network for threats and vulnerabilities external and internal.

**Deliverable :** Install tools that provide a gap analysis and alerts on the various vulnerabilities and threats on the network.

**Task 2:** Provide the tools and resources to implement an end to end security program that will assist the department with establishing policies and processes to protect the department's data.

**Deliverable:** Programs such as an incident management plan, enterprise security architecture and a threat and vulnerability management are all tools that will be required to provide the department with a framework of how the data is stored and protected. A multifactor authentication solution will need to be purchased and implemented.

**Task 3:** Conduct an assessment of the current VMware infrastructure

**Deliverable:** Ensure the servers have been provisioned on the equipment, setup for High Availability failover and maximum uptime. It will also need to be integrated with the power solutions to shut down when the power is interrupted for a specified amount of time to avoid issues when power is restored.

**Task 4:** Assess the current infrastructure to ensure that it will be able to handle (10) additional servers with the following specs: Windows Server 2016, SQL Server 2016 or later, 6 GB memory, 260 GB hard drive and 6 Intel processors.

**Deliverable:** Install the additional servers if possible and purchase the VCenter license, SAN and server to host the additional servers if required or as a redundant solution to the onsite infrastructure

**Task 5:** Integrate Microsoft Azure with the onsite VMware infrastructure to provide redundancy for critical services in the event of a major power outage or equipment



failure at the onsite data center where feasible. Pricing for storage subscription will need to be included.

**Deliverable:** A redundant secure hybrid server infrastructure will need to be configured for redundancy and recovery of all critical servers. These servers will need to be hosted at an offsite location such as a secure cloud environment. Critical servers include Active Directory, DHCP, DNS, and other critical applications.

**Task 6:** Implement a backup Disaster Recovery solution for the servers, home directories, Backup Office 365 Email, Calendars, Contacts, SharePoint, and OneDrive data for approximately 400-500 users. A remote monitoring application will also need to be purchased and installed for users that work remotely to ensure the scheduled backups are completed.

**Deliverable:** A Backup Continuity Disaster Recovery(BCDR) solution will need to be implemented as soon as the network assessment has been completed. Approximately 20 servers with the same specifications as listed in task 4 will need to be implemented on the BCDR platform. The BCDR will need to backup approximately 400 user accounts with a maximum size of 1 TB. We will need a business continuity/disaster recovery platform that will allow us to have backups onsite with secure backups to the cloud and offline. The onsite BCDR platform will need to be able to spin up a virtual instance of a server that is having issues on the network. The platform will also need to be able to synchronize the physical server with the virtual instance of any changes that were made while the physical server was offline. The platform will need to provide email alerts of unsuccessful backups. The BCDR solution will have an infinite retention of the backups in the cloud storage. An efficient process to restore information from the BCDR platform will need to be implemented.

**Task 7:** Upgrade the firewalls on St. Thomas & St. Croix with Cisco ASA with fire power. Two additional Cisco firewalls will need to be purchased to provide redundancy for the two that were purchased previously.

a.) The firewall licenses will need to be updated.

b.) VPN connection will need to be configured on the firewalls to provide VPN access to applications for specific users. The firewalls will also need to be configured to send email alerts.

**Deliverable:** Implement up to date Cisco firewalls with VPN connections setup. Purchase and implement additional network security solutions to be integrated with the firewall that will provide network visibility and network traffic analytics. The solution will provide the department with the ability to know who is on the network and what they are doing.

**Task 8:** Provide a network access control solution that will enable the department to manage which devices can access the network.

**Deliverable:** Purchase and implement a network access control solution.

**Task 9:** Provide a cybersecurity training solution that enables the department to identify the at risk user in the department.

**Deliverable:** Implement a continuous cyber security training portal for the staff to be constantly trained.

**Task 10 :** Reconfigure the existing wireless controller.

**Deliverable:** Configure the wireless controller to be setup with a guest group that is only granted internet access.

**Task 11:** Image and setup approximately 130 new computers.

**Deliverable:** Deploy approximately 130 computers to the staff.

**Task 12:** Purchase and upgrade the Cisco switches and segment with VLANS. An ongoing management service agreement will need to be in place to manage the various updates to the VLANS.

**Deliverable:** Segment the switches by divisions such as Payroll, Accounting, Human Resources, Chief Office, Commissioner Office and segment the servers in a VLAN. The management of VLANS will need to be included as a managed service.

**Task13:** Repair or upgrade the existing UPS at both data centers to provide a minimum of 24 hours battery runtime to power the switches, routers, firewalls and critical servers such as the phone system, domain controller, DHCP and DNS.

**Deliverable:** Implement a battery backup solution with a runtime of 24 hours. The UPS system on St. Croix and St. Thomas will need to be repaired to handle maintaining critical devices during an island wide power outage.

**Task 14:** Provide (3) High Level technical experts and (2) Mid-Level technicians to augment the existing IT staff.

**Deliverable:** A minimum of (3) High Level Technical experts that will be assigned to VIPD for assessing and rebuilding a secure CJIS and NIST compliance network and (2) technicians that will assist with deploying computers and providing end user support.

**Task 15:** Provide training to the IT staff on the various technologies and security processes of the infrastructure.

**Deliverable:** The IT staff will be trained on security processes and managing the various tools and technologies to assist with alerts on suspicious activity on the network and responding to vulnerabilities or attacks.

**Task 16:** Provide training on the policies and processes to approximately 400 end users.

**Deliverable:** Conduct training with approximately 400 end users on the policies and processes of accessing the VIPD network.