



REQUEST FOR PROPOSALS (RFP) FOR

MOBILE DEVICE MAINTENANCE

Proposal Issue Date: June 28, 2024

Proposal Due Date: July 5, 2024, 5 PM (PST)

COASTSIDE FIRE PROTECTION DISTRICT
1191 MAIN STREET, HALF MOON BAY, CA 94019

Introduction and Purpose of the RFP

The Coastside Fire Protection District (District) is requesting proposals for mobile device management services for fire apparatus mobile routes and data terminals.

Background on the District

The Coastside Fire Protection District is a special district providing general fire prevention, fire suppression, and emergency response services through a service contract with CAL FIRE. All personnel within the District are CAL FIRE employees who work on behalf of the District. The District operates three fire stations that serve approximately 30,000 residents. Its jurisdictional boundaries cover approximately 50 square miles, which includes the City of Half Moon Bay, the communities of Montara, Moss Beach, Princeton-By-The-Sea, El Granada, Miramar, and surrounding unincorporated areas of San Mateo County.

Scope of Work

The District is requesting proposals from qualified professionals experienced in mobile device management. All bids must provide a not-to-exceed amount.

The successful respondent is expected to work closely with Fire District staff to ensure seamless transition of mobile device management and provide the following services:

1. Assume management of existing mobile data routers (Cradlepoints) and Mobile Data Terminals (iPads)
2. Utilization of Cradlepoint NetCloud device management software (customer to maintain account subscription) to configure and monitor district-owned mobile routers, including performance of:
 - a. Monitoring
 - b. 8am – 5pm on-call service to respond to mobile device issues via remote support
 - c. Patches/updates
 - d. Remote disabling of devices, upon request
 - e. Onboarding of new devices
 - f. Service tickets for work performed
 - g. Monthly status reports
 - h. Other tasks, as requested
3. Utilization of Apple Business Manager software to configure and monitor district-owned mobile data terminals (iPad tablets) and AirWatch mobile device management software (customer to maintain account subscription), including performance of:
 - a. Monitoring
 - b. 8am – 5pm on-call service to respond to mobile data terminal issues via remote support
 - c. Patches/updates
 - d. Remote disabling of devices, upon request
 - e. Onboarding of new devices
 - f. Adding/removing/modifying applications, upon request
 - g. Configuring devices to meet the operational requirements of the District
 - h. Service tickets for work performed

- i. Monthly status reports
- j. Other tasks, as requested

Note: All costs for software, subscription licensing, hardware support or maintenance remain the responsibility of the District.

Format and Contents of the Submission

Submissions should be in a PDF format and include the following information:

1. Agents and Address
 - a. Name, mailing address, email address, and telephone number.
 - b. Description of the company.
 - c. Name(s), title(s), and business address of the person(s) responsible for submitting the proposal.
 - d. Description of the experience of mobile device management.
2. Fees
 - a. A three year proposal with breakdown of the per-unit/per-month cost of mobile device management for:
 - i. Mobile Routers (Cradlpoints)
 - ii. Mobile Data Terminals (iPads)
3. References
 - a. At least three references, including individual contact name, name of the organization, email address and telephone number from other municipalities or government agencies where similar work was performed.

Timetable for Submission

For consideration to be given to any proposal submitted for this RFP, respondents must submit proposal via email only to: meghan.henry@fire.ca.gov with "Mobile Device Management-RFP" in the subject line of email, on or before July 5, 2024 by 5:00 pm (PST). Late responses will not be accepted, and faxed responses will not be considered.

Proposed Timeline

1. Issue RFP June 28, 2024
2. Proposals Due July 5, 2024
3. Review of Proposals July 8, 2024
4. Check references July 9, 2024
5. Notify Selected Finalist July 10, 2024
6. Award and Sign Contract July 12, 2024

Evaluation Criteria

All proposals will be reviewed by the Fire Chief, his designee and or, Fire District Staff. Those deemed unresponsive will be removed from consideration and notified. Proposals will be assessed using the following criteria in its evaluation and comparison of submitted proposals. The criteria listed are not necessarily an all-inclusive list. The order in which they appear is not intended to indicate their relative importance.

1. Responder's compliance with specifications as outlined in the RFP.
2. Experience.
3. Recent references from similar clients.
4. Cost of Services.

The District shall have absolute discretion in determining the applicability and weight or relative weight of some or all the criteria listed above.

Right to Reject Proposals:

The District reserves the right to reject any or all proposals. Any award made for this engagement will be made to the responder who, in the opinion of the District, is best qualified to conduct the study. The selection of the proposal will be made at the sole discretion of the District.

District Contact

For questions regarding the RFP, the Fire District Fee study or specifications, please contact Meghan Henry at: Meghan.henry@fire.ca.gov or (650) 726-5213.

Public Records and Use of Submissions

All information included in this RFP and submissions received in response to this RFP are subject to disclosure pursuant to the California Public Records Act. All submissions become District property and will not be returned. The District reserves the right to retain all proposals, as well as any reports, data, or other material prepared or assembled by proposer and submitted to District in response to this RFP, and to use any idea in any proposal regardless of whether that proposal is selected, or to release the proposal in response to a Public Records Act request without notice to the proposer.

Failure to Execute the Agreement

If the Consultant to whom the award is made fails to enter into the Professional Services Agreement prepared by the District within twenty (20) days after award the award will be annulled, and an award may be made to the next proposer who will fulfill every stipulation as if it were the party to whom the first award was made in the District's discretion.

Reservation of Rights

The District reserves the right to:

1. Accept or reject any proposals received in response to this RFP, and to readvertise for new submittals.
2. Waive or modify any irregularities in proposals received after prior notification to the respondent.
3. Request the submission of proposal modifications at any time before the award is made, if such is in the best interest of the District.
4. Consider proposals or changes received at any time before the distinction is made, if such is in the best interest of the District.

5. Request clarification and additional information from the respondent during the evaluation process.
6. Negotiate with the selected respondent to include further services not identified in this RFP.
7. The District shall not be responsible for any costs incurred by the respondent in preparing, submitting, or presenting its response to this RFP.

Confidentiality

All information included in this RFP is subject to disclosure according to the California Public Records Law contained in California Code §§ 9-337 through 9-350. If you provide trade secrets, production records, appraisals, bids, or proprietary information please mark clearly that confidential business information.

Disclaimer

THIS IS A REQUEST FOR PROPOSALS (RFP) ONLY. It is intended to identify potential independent contractors who can provide commercial appraisal services for the Coastside Fire Protection District. The information provided in this RFP is subject to change and is not binding on the District. The District has not made a commitment to procure any of the items discussed, and release of this RFP should not be construed as such a commitment or as authorization to incur cost for which reimbursement would be required or sought. All submissions become District property and will not be returned.

June 27, 2024

Jonathan Cox, Deputy Chief
Coastside Fire Protection District