

Town of Thurman

REQUEST FOR PROPOSAL INFORMATION TECHNOLOGY SUPPORT SERVICES

Proposals will be received by the Town of Thurman for Information Technology Support Services. Interested vendors should submit one original and 5 copies of their proposal response documentation in a sealed envelope marked as follows:

IT SUPPORT SERVICES

Please submit bids to:

Jeanie Sprague, Town Clerk

Town of Thurman

PO Box 29

Athol, New York 12810

Formal proposals must be **received by Monday May 10th, 2016 at 4:00 PM. Bids will be opened and read on May 11th, 2016 at 7:00 PM.**

Vendors are required to provide as much detail as possible in this proposal, regarding scope of services, approach to protecting and securing the technology used by Town of Thurman users, and their capability and experience. The town will utilize evaluation and selection criteria, based the Town's standard proposal process, to determine an acceptable vendor. The Town of Thurman reserves the right to reject any or all proposals or to accept any proposal considered most advantageous.

Copies of the Request for Proposal are available electronically at www.thurman-ny.com. Proposals will be public information after bids are opened. Please direct all inquiries to Evelyn Wood, Town Supervisor, at thurmansupervisor@verizon.net or 518-623-9649.

Prepared by:
Town of Thurman
April 2016

REQUEST FOR PROPOSAL INFORMATION TECHNOLOGY SUPPORT SERVICES

1. INTRODUCTION

The Town of Thurman is requesting proposals from qualified, professional technology vendors for Information Technology Support Services. The qualified vendor would provide necessary technical services, which would enable the Town to:

- **Protect and secure its technology facilities**
- **Ensure the efficient operation of its data processing networks and related computer systems in its defined user community**
- **Enhance its quality of service for departments**
- **Minimize the spending and maximize the ROI for investment in technology**

The ideal vendor will resolve computer systems and network issues in accordance with standard and acceptable Best Practices for maintenance and support benchmarks. The successful vendor will be expected to organize HELP DESK service calls efficiently and to ensure that there is NO significant computer downtime during normal working hours, generally 8:00AM to 4:00PM, Monday through Friday. The vendor is expected to report on status of technology issues and communicate effectively with the Town's departments.

2. BACKGROUND INFORMATION

The Town of Thurman currently does NOT have an IT Department and is currently using an outside vendor service to provide maintenance and support on as needed basis for its user community.

There are: 8 desk top computers, and 2 Laptops in the departmental areas to be covered under the service and support agreement with the successful vendor. These PC's are located throughout the first and second floor of the building. One desk top is located in the adjacent Highway Garage. These PC's vary by manufacturer, aging, specifications, software, and service pack versions. Windows 2007 is the prevalent systems used on the workstations. Town of Thurman uses various versions of Windows software.

This section summarizes the services to be provided to the Town in this RFP. The Town of Thurman is looking for a maintenance and support program to be designed under two major categories. These categories are PREVENTIVE MAINTENANCE/strategic forecasting alongside town leadership and AS NEEDED or responsive MAINTENANCE, to accommodate departmental computer system activities and user equipment performance. The Town of Thurman expects the vendor proposal to define, in detail, the approach to be used in the above categories. Distinction of time and material costs for these efforts are important to billing and future budget considerations.

A. Desktop Application Support

Performance of basic support functions, including the installation of PC's, laptops, PDA's, printers, peripherals, and office software; diagnosis and correction of desktop application problems, configuring of PC's

and laptops for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed; maintenance of an updated inventory of all related computer related hardware, to make available to Town personnel upon request; and implementation of HELP Desk procedures under policy constraints of the successful vendor.

B. Server and Workstation Administrative Services

Management of networks and computer systems, including complex applications, databases, messaging, servers and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, and recoverability of the systems.

Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for all HELP Desk tickets for both on- site visits and telephone support is available; development of operations and quality assurance for backup plans and procedures are being followed.

Configuration management, including changes, upgrades, patches, etc. is maintained; management of user login's and password security is documented; and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user.

C. Network Administration Services

Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices is included.

Installation and maintenance of printers, scanners, network devices et al; analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed; alert notifications in case of failure of equipment.

Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; continuous troubleshooting are required.

Maintenance of network documentation for daily, weekly, and monthly services is required.

D. Email, Security and Backup Efforts

Maintenance of Town of Thurman email accounts using Town domain, adding, changing, and/or deleting Town employee accounts as requested; maintenance of virus detection programs on Town of Thurman servers and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to the town designated person are required.

Requirements for a data backup policy, with procedures in place to handle daily, weekly, and monthly backup of the computer, data and information, email, and the like; program to restore systems and data if servers and/or computers go down, are required.

E. Planning

Engineering, planning, and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs, when requested or necessary.

Installation of new equipment, software, and transfer existing data when acquired, will be needed.

F. Not Included

The contract to be awarded does not obligate the Town of Thurman to purchase computer equipment, hardware devices, cabling, licenses, software et al from the successful vendor. *Replacement parts are not part of this contract.* The scope also does not include computer equipment and networks not owned by the Town such as PRI, and OPS systems.

3. SUBMISSION REQUIREMENTS

The Town of Thurman is requesting that the proposal submitted address the subjects with specificity. We are looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth operating, efficient process, and effective informational technology system.

Due to the nature of this proposal, it is requested that each proposal be brief and to the point and consist of no more than ten pages. Each proposal shall provide the following information:

Letter of Transmittal:

The letter of transmittal must contain the following statements and information:

1. Company name, address, telephone number(s), and website.
2. Name, title, email address, and telephone number of the person(s) to contact and who are authorized to represent the firm and to whom correspondence should be directed.
3. Federal and State taxpayer identification numbers of the firm.
4. A brief statement of your understanding of the services to be performed and make a positive commitment to provide services as specified.
5. The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.
6. A statement indicating that the proposal and cost schedule will be valid and binding for ninety (90) days following the proposal due date, and will become part of the contract negotiated with the Town of Thurman.

Profile:

1. Provide a short profile of the firm including at a minimum:
 - a) Length of time in business.
 - b) Length of time in providing proposed services.
 - c) Number of clients.
 - d) Number of clients in the public sector.
 - e) Location of office to service the account.
 - f) Minority-owned, and Woman-owned business, if applicable.

Cost of Services

The Town of Thurman is requesting that the vendor submit a FIXED FEE service contract for a twelve month period, with an option to renew for up to three additional terms of twelve months. Payment schedule should also be included (ie monthly, quarterly)

Vendors must list, specifically, any services which would not be covered in the proposal price. The vendor shall indicate the impact, if any, of changes in the Town's IT infrastructure (number of servers and PC's) on the fixed fee. Identify the following for those services not under the fixed fee:

- a) A fee schedule containing the vendor hourly rates
- b) A description of how services will be billed
- c) A description of additional charges, as in out-of-pocket expenses for travel, subsistence, etc.

5. Evaluation Criteria

The Thurman Town Board, will review the vendors' qualifications. From this review, an evaluation and selection process will be completed. The Town Board will award the contract.

6. Miscellaneous

Thurman Town Board reserves the right to reject any or all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in the Town Board's sole judgment, best meet the requirements of the program.

The RFP creates no obligation on the part of the Town of Thurman to award a contract or to compensate the Bidder for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews. The Town of Thurman reserves the right to award a contract based on proposals received without further discussion or negotiation. Vendors should not rely upon the opportunity to alter their qualifications during any discussions.

The Town of Thurman further reserves the right to make such investigation as it deems necessary, to determine the capability of the vendors to furnish required services, and vendors shall furnish all such information for this purpose as the Town may request.

Vendors must specifically identify any portions of their submittals, deemed to contain confidential and proprietary information, or trade secrets. The vendors may be required to justify why the Town of Thurman should not, upon written request, disclose such materials.

All requests from the vendor for additional information must be made in writing (includes email), and this information provided will be made available to all vendors at the discretion of the Town of Thurman.