

Town of Freeport, Maine



REQUEST FOR PROPOSAL INFORMATION TECHNOLOGY SUPPORT SERVICES

Issue Date: February 1st, 2017

Deadline Date: April 4th, 2017 at 4 PM

Freeport Request for Proposals
Information Technology Support Services

I. **Introduction**

The Town of Freeport is soliciting proposals from qualified vendors for Information Technology support services. The qualified vendor will enable the Town to significantly improve information technology (IT) effectiveness, enhance its quality of services, minimize IT support costs, and maximize return on investment in IT.

II. **Background Information**

The Town of Freeport summary of infrastructure: the Town of Freeport currently is running Windows Server 2012(VM Host) and all virtual servers on them are running Windows Server 2008. The worksheet end of this document includes more specific information on the Town's work stations, printers, locations and firewalls. Desktops/workstations are running Windows 7 Pro.

To schedule a site visit to review the network please contact Rick Simard at rs@freeportmaine.com.

III. **Services Required**

1. **Initial Assessment** – Compile/update inventory of all information technology related assets, assess system architecture and current processes, and make recommendations for improved Town-wide IT system performance.
2. **Desktop Applications Support** – Performs basic support functions including installing PCs, laptops, PDAs, printers, peripherals, and office automation software; diagnosing and correcting desktop application problems, configuring laptops and desktops for standard applications and identifying and correcting end user hardware problems, and performing advance troubleshooting. Maintain an up-to-date inventory of ALL Town computer related hardware which will be available upon request and remain the property of the Town. Assist designated Town personnel with software and hardware purchases if needed.
3. **Server Administration Services** – Managing computer systems and networks to include complex application, database, messaging, web and other servers and associated hardware, software, communications, operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Ensure scheduled preventive maintenance for equipment is properly and promptly performed; maintain the maintenance records on the equipment; develop operations, administrative, and quality assurance back-up plans and procedural documentation. Setup new users and edit or remove existing users on server. Server performance and capacity management services with reporting when specified thresholds are reached. Configuration management, including changes, upgrades, patches, etc. General support of the Town's Munis financial software and other specialized software products of the Town, such as Vision and GIS.

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4. **Network Administration Services** – Scope of activity includes all Town network equipment including switches, firewalls, routers, and other security devices. Primary installation and maintenance of printers, network configuration changes, and installation of patches and upgrades. The current Gigabit Network must be maintained with any new equipment install and any new wiring or patch cables, unless exempted by the Town of Freeport. Alert notifications to designated Town personnel in the event of failure. Proactive monitoring of network equipment and performance indicators. Network performance and capacity management services and network troubleshooting. Maintain network documentation and procedures.
5. **Security** – Maintenance of virus detection programs on Town servers, computers, laptops and other equipment. Perform security audits as requested by Town personnel immediately of suspected breaches of security. Provide remote access administration as requested.
6. **Response Time** – General IT services will be scheduled at times that meet the needs and demands of the Town's, whether on-site or remote access. Emergency response should not exceed 2 hrs on Server or Network administration services. See section 11 under submittal requirements for more information.
7. **Strategic Planning** – Contracted separately on an as needed basis.

IV. SUBMITTAL REQUIREMENTS: The following information shall be required in the RFP submittal.

1. Letter of Transmittal – The letter is not intended to be a summary of the proposal itself. The letter of transmittal must contain the following:
 - a. Company name, address and telephone number(s) of the company submitting the proposal
 - b. Name, Title, address, email address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.
 - c. A brief statement of your understanding of the services to be performed and a positive commitment to provide the services as specified.
 - d. Letter must be signed by an individual of the company that is legally authorized to bind the agency to the proposal and cost schedule(s).
 - e. Statement that indicates “Proposal and Cost Schedule(s) shall be valid and binding for Ninety (90) days following the proposal due date and will become part of the contract negotiated with the Towns.
2. General Vendor Information:
 - a. Length of time in business
 - b. Length of time in business providing proposed services
 - c. Total number of municipal clients

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- d. Number of personnel and reference of personnel to be assigned to this account if accepted.
 - e. Location of headquarters and any field offices, as well as the field office to be assigned to this service account
 - f. Proof of insurance
3. Describe how your firm is positioned to provide the services listed above and provide a history of experience on providing similar services
 4. Describe your approach to providing these services and your methodology for providing on-going support
 5. Provide three reference with one being government or municipal.
 6. Staff Resources – Identify names of principals and key personnel who will actually provide the IT services. Summarize the experience and technological expertise of these staff. Provide local availability of staff providing the services. Resumes may be submitted.
 7. Support Services – While it is understood proposals will be submitted either on a package or hourly basis, emergencies arise. Included within your proposal, emergency hours may be built in, but if they are not, and are above and beyond proposal, please answer the following:
 - a. Is help desk support available?
 - b. When is support available on emergency basis (24/7 or certain days of week)?
 - c. How are charges for emergency support structured, documented and tracked?
 - d. What do you provide for access to support staff (800#, email, cell phone, etc...)?
 - e. Please provide your problem escalation process, including
 - i. Initial problem identification
 - ii. Triage for priority and severity of problem
 - iii. Steps for resolving problem escalation when a solution is not forthcoming or an implementation solution is “unsatisfactory.”
 - iv. Final authority regarding conflicts.
 8. Has your company had a contract terminated for default during the past five years? Please describe if so.
 9. Beyond the scope of this RFP, what services (related or otherwise) does your company provide that may be of interest to the Town?
 10. Proposal Summary – Summarize your proposal and your company’s qualifications. Additionally you may provide other pertinent information that will help the Town determine your overall qualifications.
 11. Cost of Services:
 - a. The proposal must contain a fee schedule that includes hourly rates for proposed services. If you have package service agreements that encompass requested services please provide as well. Detail what is included in your service agreements and what is at an additional cost. Please provide response time to each level of service or rate you are proposing. If providing an hourly rate “only” separate out general service rate(s) and emergency 2hr response time rate(s). If proposing weekly or monthly time block service agreements please indicate if it includes emergency response or if it is an additional rate.

The Town of Freeport requests an hourly rate or monthly service agreement for Server/Network support (monitoring, updates, backups, etc...) up to 20 hrs per month to cover desktop administration and/or server/network issues.

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- b. Define any additional charges that you may assess above and beyond your hourly or package fee/rate structure. (e.g. travel expenses, etc...)
- c. Initial assessment of IT structure needs to be detailed and priced separately from general IT services requested.

V. EVALUATION Criteria and Process

A selection committee will conduct an evaluation of qualifications and will rate each submittal based upon the following criteria equally:

- 1. Experience
- 2. Understanding of services to be provided
- 3. Personal expertise
- 4. Compatibility with end users
- 5. Project approach
- 6. Satisfaction of clients/end users
- 7. Cost and/or Fee Structure

VI DEADLINE: Deadline for Submission of Proposals. The proposals are due back to the Freeport Town Hall at 4 PM on April 4th. No late submissions will be accepted. Please submit all proposals in sealed envelopes marked "Technical Services Bid". The proposals will be opened at 4:15 on April 4th, and bids will be awarded during the fourth week of April. The winning contractor will begin work on July 1st, 2017.

VII. Miscellaneous:

- 1. The Town of Freeport reserves the right to reject any and all proposals for failure to meet the requirements contained herein, to waive any technicalities and to individually select the proposal which, in the Town's sole judgment, best meets the requirements of the services requested.
- 2. The RFP creates no obligation on the part of the Town to award a contract or to compensate the proposer for any costs incurred during the proposal presentation, response, submission, presentation, or oral interviews (if requested/held). The Town reserves the right to award a contract based upon proposals received without further discussion or negotiation. Proposers should not rely upon the opportunity to alter their qualifications during discussions.
- 3. The Town further reserves the right to make investigations as it deems necessary to determine the ability of proposers to furnish the required services, and proposers shall furnish all such information for this proposal as the Town may request.
- 4. Proposers must specifically identify any portion of their submittals deemed to contain confidential or proprietary information.