

Town of Durham Request for Proposal

Information Technology Support Services

I. Introduction

The Town of Durham 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 its support costs, and maximize return on investment in IT. It is envisioned that the successful candidate will update and configure the IT infrastructure to simplify processes for Town of Durham personnel and be available for support. The Town of Durham is a small municipality with an interest in affordable IT solutions.

II. Background Information

The Town of Durham is seeking IT support services for the Town Office, Public Works, and Fire. The Town is in the process of migrating our website and email from TH Creations to Virtual Towns and Schools.

The summary of infrastructure is as follows:

- a. Town Office (Including Town Administrator, Tax Collection, Finance, Town Clerk, Assessing, and Codes Enforcement).
 - i. One (1) servers
 - ii. Six (6) desktops
 - iii. Two (2) laptops
- b. Fire
 - i. Four (4) desktops (one acts as a server)
 - ii. Four (4) laptops
- c. Public Works
 - i. One (1) desktops
 - ii. One (1) laptop

Vendors are invited to schedule a site visit to review the network at the Town Office. The Town has set aside **Monday, May 8th** for on-site visits. Please contact Ruth Glaeser at adminasst@durhamme.com or 207-353-2561, ext. 10, to schedule a visit.

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, 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 as required. 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** – Develop a plan for 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. Create a schedule of preventive maintenance for equipment and provide a log so Town personnel can properly and promptly perform preventative maintenance. Develop operations, administrative, and quality assurance back up plans and procedural documentation. Instruct Town personnel on setup of new users and editing or removing existing users on the server. Configuration management, including changes, upgrades, patches, etc. General support of the Towns' Trio financial software.
4. **Network Administration Services** – Scope of activity includes all Town network equipment including switches, firewalls, routers, and other security devices. Primary installation of printers, network configuration changes, and installation of patches and upgrades when required. Maintain network documentation and procedures.
5. **Security** – Maintenance plan 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, whether on or remote access. Emergency response should not exceed 2 hours 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 Town.

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
 - 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 ongoing support.

5. Provide three reference with at least 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, vendors should provide pricing for emergency services. 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 1-2hr 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.

- 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

The Board of Selectmen will conduct an evaluation of qualifications and will rate each submittal based upon the following criteria:

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

As part of the evaluation process the Town of Durham may conduct interviews with chosen vendors,

VI. DEADLINE: Deadline for Submission of Proposals. The proposals are due back to the Town of Durham at the Town Offices by 3:30 PM on Monday, May 15th. No later submissions will be accepted. Please submit all proposals in sealed envelopes marked "IT Services Bid". The proposals will be opened at 3:30 PM on May 15th, and it is planned to have bids awarded at the May 16th Selectmen's meeting with the contractor beginning work on initial assessment on Thursday, May 18th.

VII. Miscellaneous:

1. The Town of Durham reserves the right to accept any proposal and/or reject any or all proposals for any reason or no reason.
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 reserve 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.