

**Town of Durham Request for Proposal  
Information Technology Support Services  
Due June 12, 2017 at 3:30 pm**

**I) Introduction**

- A) The Town of Durham is soliciting proposals from qualified vendors for information technology support services. The qualified vendor will enable the Town to improve information technology (IT) effectiveness, enhance its quality of services and minimize its support costs. 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**

- A) 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.
- B) The summary of infrastructure is as follows:
- 1) Town Office (Including Town Administrator, Tax Collection, Finance, Town Clerk, Assessing, and Codes Enforcement).
    - (a) *One (1) servers*
    - (b) *Six (6) desktops*
    - (c) *Two (2) laptops*
  - 2) Fire
    - (a) *Four (4) desktops (one acts as a server)*
    - (b) *Four (4) laptops*
  - 3) Public Works
    - (a) *One (1) desktops*
    - (b) *One (1) laptop*
- C) Vendors are invited to schedule a site visit to review the network at the Town Office. Please contact Ruth Glaeser at [adminasst@durhamme.com](mailto:adminasst@durhamme.com) or 207-353-2561, ext. 10, to schedule a visit.

**III) Services Required** – we request these services bid as a one-time fee and indicate additional hourly expenses beyond what is included. Please detail what is included in your bid.

- A) **Initial Assessment** – Compile /update inventory of all information technology related assets, assess system architecture and current processes, and make recommendations for improved IT system performance.

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- B) **Server Administration Services** – Develop a plan for managing computer systems and networks. Provide Town personnel a schedule of preventive maintenance for equipment to be accomplished by Town personnel. 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.
  - C) **Security** – Assist the Town with a security procedure plan and an ongoing corresponding maintenance plan for Town servers, computers, laptops and other equipment.
- IV) **Additional Services Required** – we request these services bid on an hourly basis (bundled hours are accepted).
- A) **Desktop Applications Support on an as needed basis** – Perform basic support functions when required; 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. Assist designated Town personnel with software and hardware purchases as needed.
  - B) **Response Time** – IT services will be scheduled on an as needed basis. Emergency response times should be reasonable and agreed upon at time of award. Specify different levels of service and associated costs.
  - C) **Strategic Planning** – Contracted separately on an as needed basis.
- V) **Submittal Requirements:** The following information shall be required in the RFP submittal.
- A) Letter of Transmittal – The letter is not intended to be a summary of the proposal itself. The letter of transmittal must contain the following:
    - 1) Company name, address and telephone number(s) of the company submitting the proposal.
    - 2) 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.
    - 3) A brief statement of your understanding of the services to be performed and a positive commitment to provide the services as specified.
    - 4) 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).
    - 5) 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.

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**VI) General Vendor Information:**

- A) Length of time in business.
- B) Location of headquarters and any field offices, as well as the field office to be assigned to this service account.
- C) Proof of insurance (required upon award of contract)
- D) Describe your approach to providing these services.
- E) Provide three references with at least one being government or municipal.
- F) Support Services –
  - 1) Is help desk support available?
  - 2) When is support available on emergency basis (24/7 or certain days of week)?
  - 3) How are charges for emergency support structured, documented and tracked?
  - 4) What do you provide for access to support staff (800#, email, cell phone, etc...)?
  - 5) Please provide your problem escalation process, including
    - (a) *Initial problem identification.*
    - (b) *Triage for priority and severity of problem.*
    - (c) *Steps for resolving problem escalation when a solution is not forthcoming or an implementation solution is “unsatisfactory”.*
    - (d) *Final authority regarding conflicts.*

VII) **Beyond the scope** of this RFP, what services (related or otherwise) does your company provide that may be of interest to the Town?

VIII) **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.

**IX) Cost of Services:**

- A) The proposal must contain a fee schedule of hourly rates for proposed services. If you have bundled fees that encompass requested services please provide as well. Detail what is included in your one-time fee portions and what is at an additional cost. Please provide response time to each level of service or rate you are proposing. Please separate out your general service hourly rate and emergency 1-2hr response time hourly rate. If proposing monthly time block service agreements please indicate if it includes emergency response or if emergency response is at an additional rate.
- B) Define any additional charges that you may assess above and beyond your hourly rate structure. (e.g. travel expenses, etc...)

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**X) Evaluation Criteria and Process**

- A) The Board of Selectmen will conduct an evaluation of qualifications and will rate each submittal based upon the following criteria:
- 1) Cost and/or Fee Structure
  - 2) Experience
  - 3) Project approach
  - 4) Understanding of services to be provided
  - 5) Satisfaction of clients/end users

**XI) Deadline:**

- A) 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, June 12<sup>th</sup>, 2017. 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 June 12<sup>th</sup>, 2017, and it is planned to have bids awarded at the June 13<sup>th</sup>, 2017, Selectmen's meeting with the contractor beginning work on initial assessment on Thursday, June 15<sup>th</sup>, 2017.

**XII) Miscellaneous:**

- A) The Town of Durham reserves the right to accept any proposal and/or reject any or all proposals for any reason or no reason.
- B) 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.
- C) 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.
- D) Proposers must specifically identify any portion of their submittals deemed to contain confidential or proprietary information.