

Information Technology Managed Services - Request for Proposals

October 20, 2017

Town of Westford
1713 Vermont Route 128
Westford, VT 05494

Introduction

The Town of Westford is requesting proposals from qualified, professional technology firms for Information Technology (IT) Managed Services to provide general network support including 24/7 monitoring services, security services, maintenance of hardware, updates to software, trouble shooting and repair on all computer systems and network server equipment, and backup and disaster recovery services through a mix of remote and onsite efforts for the period of January 1, 2018 through December 31, 2022.

Background

The Town of Westford does not have an IT Department and is currently using an outside firm to provide IT Managed Services. The Town has a Windows based computer network consisting of one server, seven desktop and two laptop onsite workstations located at the Town Office, one remote access laptop and one off-site desktop located at the Town Highway Department. All workstations with the exception of the remote laptop and Highway Department are networked.

The Town of Westford has contracts with several vendors for application specific support. The firm selected for IT Managed Services will be required to interface with the application specific vendors when necessary, including but not limited to ensuring new computers are compatible with the applications, installing new workstations and troubleshooting problems as they arise.

Services Required

1. Server and Workstation Administrative Services
Management of network 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 preventative maintenance for equipment in the areas of coverage properly and promptly performed; maintenance of records for all HELP Desk tickets for onsite visits, remote support and telephone support available; development of operations assurance for backup plans and procedures. Configuration management, including changes, upgrades, patches, etc. is maintained; management of user logins and password security is documented; support of software products relating to servers and workstations; and timely response to repair and maintenance work for the user.
2. 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 is required.

3. Email, Security and Backup

Maintenance of Town email accounts using the Town domain, adding, changing, and/or deleting Town employee accounts as requested; maintenance of virus detection programs on the Town server and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to the Town designated person are required. Configuration of the Town systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by the Town Designee. 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.

4. Planning

Engineering, planning and design services for major system enhancements, and/or upgrades to existing systems; recommendations for future purchasing and technology needs, when request or necessary. Installation of new equipment, software and transfer existing data when acquired, will be needed.

Questions

Questions pertaining to this RFP shall be directed to Nanette Rogers, Town Administrator, at (802)878-4587 or townclerk@westfordvt.us. Preferred method of contact is email.

Proposal Submission

All proposals must be received by 3:00 pm on **November 7, 2017**.

All proposals must be addressed and delivered in a sealed envelope to:

Town of Westford
Attn: Nanette Rogers
1713 VT Route 128
Westford, VT 05494

Proposal must include, at a minimum, the following sections:

1. Cover Letter – to contain the following:

- a. Company/individual name, address, telephone number and email address.
- b. A brief summary of the firm’s understanding of the required services to be performed.
- c. A summary of the firm’s proposal, qualifications and approach.
- d. A statement indicating the proposal and cost schedule shall be valid and binding for ninety days following the proposal due date and will become part of the contract that is negotiated with the Town.
- e. The letter must be signed by an individual who is legally authorized to bind the proposing firm stating the firm has read and will comply with all the terms and conditions of the RFP.

2. General Firm Information – to contain the following:

- a. Size of the firm and number of full-time and part-time personnel.
- b. Location of office(s).
- c. Years in business.
- d. Length of time in providing similar services.

- e. Provide the name of the owner and principal parties and identify key personnel including their experience, expertise and training. Also identify whether there will be a single person designated as the primary service provider.
- f. Total number of existing clients broken down between private and public sectors.
- g. Describe how the firm is positioned to provide the services listed above and provide a history of experience on providing similar services.
- h. Describe the firm's approach to providing these services and the methodology for providing on-going support.
- i. Provide the name, title, address, telephone number and email address of three references for clients, preferably of the public sector, whom the firm has provided similar services.

3. Financial Proposal

Please submit a fixed price proposal for a period of at least one year (to be paid monthly) covering all the services described above. The proposal shall provide the Town with two options: Cloud Backup and purchasing a new server.

Receipt of Proposals & Selection of Firm

Proposals will be received by the Westford Town Administrator at the Westford Town Office until 3pm on **November 7, 2017**. The Selectboard plans to review the proposals received and select the firm at the next regular or special Selectboard meeting - tentatively scheduled for November 9, 2017.

Proposal amount will be the primary factor in the selection process; however, other factors (e.g., quality of proposal, qualifications, reference checks, etc.) will also be considered. The Town reserves the right to make the selection based on all factors, and may not necessarily choose the lowest proposal. The Town reserves the right to reject any and all proposals deemed not to be in the best interest of the Town.