

TOWN OF ALLENSTOWN



REQUEST FOR PROPOSALS INFORMATION TECHNOLOGY SERVICES

The Town of Allenstown, New Hampshire is accepting proposals for Information Technology Services.

This Request for Proposals is available on the Town's website: www.allenstownnh.gov or upon request from the Town Administrator, 16 School Street, Allenstown, NH 03275, telephone number: 603-485-4276, ext. 112 or email: ta@allenstown.org.

Proposals must be sealed and Marked "IT SERVICES PROPOSAL" and must be received in the Town of Allenstown Town Office by 12:00 p.m., Wednesday, June 26, 2013.

The Town of Allenstown reserves the right to reject any and/or all proposals and to waive any informalities or irregularities in procedure.

REQUEST FOR PROPOSALS FOR IT SERVICES

I. REQUEST FOR PROPOSALS

The Town of Allenstown, NH is soliciting proposals for IT services. Proposals shall include Option 1 and Option 2. The Town will enter into a three year contract there-after renewable annually through mutual agreement. The start date of services will be 1/1/2014.

Option 1: Maintain the existing servers and workstations on site.

Option 2: Move server functions off site to a contractor based server under a private cloud.

II. BACKGROUND

The Town has 4 servers and 46 workstations.

1. Town Hall 9 workstations
2. Police Department 10 workstations
3. Fire Department 7 workstations
4. Highway Department 2 workstations
5. Sewer Department 11 workstations
6. Library 7 work stations

III. PERFORMANCE REQUIREMENTS

Routine services shall be provided as needed. Emergency service shall be provided within 24hours. Emergency service is based upon criticality of the system requiring service.

IV. SCOPE OF SERVICES – IT SERVICES

1. Server and work station replacement plan (one server and 10 workstations per year with the newest version of office. Includes the purchase and installation of new equipment.
2. Manage cloud email with a mix of POP and Exchange versions.
3. Proactive server monitoring.
4. Server OS updates.
5. Desktop OS updates.
6. On site repair action (servers & workstations).
7. Annual cleaning of workstations and servers.
8. Basic network maintenance.
9. Server management.
10. Virus and malware removal.
11. Proactive repair of issues found through monitoring.
12. Proactive maintenance of backups, test restores.
13. Proactive maintenance of anti-virus software.
14. Proactive maintenance of SPAM software.
15. Annual malware protection updates (Mbam).
16. Annual SPAM software updates.
17. Annual virus protection updates.

18. Workstation backups.
19. Monthly report of work finished and in process.
20. Proactive workstation monitoring.
21. 3rd party software loads or updates.
22. Provide Centurion software with updates to three workstations at the Library.
23. Manage domain names on behalf of the town.

V. ADDITIONAL REQUIREMENTS

1. The Contractor shall be compensated as an independent contractor and shall be responsible for providing FICA, Workmen's Compensation, Unemployment Compensation & Liability to all employees assigned to the Town of Allenstown.
2. The Contractor shall not compensate, in any way, a town officer or employee or any member of the family of such officer or employee in the performance of any work under this contract.

VI. INSURANCE SPECIFICATIONS

Certificates of insurance, identifying the Municipality as co-insured, will be submitted to the Municipality no more than thirty (30) days after the signing of the contract. The Municipality will be notified within 15 days in the event of loss or change in coverage or conditions or amounts of coverage. Each policy of insurance shall be issued by a financially secure insurer, duly licensed to do business in the State of New Hampshire.

1. Worker's Compensation – Statutory requirements and benefits if utilizing any additional employees.
2. Commercial General Liability - \$1,000,000 combined single limit. The Town of Allenstown is to be named as an additional insured with respect to the services being procured. This coverage is to include Independent contractor's Liability, Personal Injury Liability, Blanket Contractual Insurance, Board From Property Damage, and Premises, Operations and Completed Operations

VII. EVALUATION OF PROPOSALS

Evaluation of the responses will be based on the extent to which the response meets the requirements of the solicitation and the Town's determination as to the extent to which the respondent is likely to be able to achieve the desired results and fulfill the purposes of the solicitation. Proposers are welcome to submit supporting information or references, demonstrating how they have shown their performance to be in terms of quality and timeliness in tasks performed for other clients or the Town of Allenstown and how responsive they will be in terms of cost efficiency to the Town of Allenstown.

VIII. PROPOSAL DEADLINE

Proposals are due by 12:00 pm, June 26, 2013 in the Office of the Town Administrator, 16 School Street, Allenstown, NH 03275. Proposals received after the deadline will be rejected. Facsimile or email transmissions of proposals will be accepted.

IX. SELECTION PROCESS

The Town may engage in individual discussions with bidders deemed fully qualified, responsible and suitable on the basis of initial responses and with emphasis on professional competence, to

provide the required service. These bidders may be requested to make an oral presentation to explain their proposal and answer questions.

X. PROPOSAL REQUIREMENTS

The Town of Allenstown reserves the right to reject any and all proposals and to make a selection in the best interests of the Town. To be deemed qualified, the Proposer(s) must demonstrate the requisite experience, skills, and resources necessary to successfully perform services requested in the Request for Proposals.

All questions about this Request for Proposals should be submitted to: Town Administrator Shaun Mulholland, 16 School Street, Allenstown, NH 03275: Phone: (603) 485-4276 ext. 112: Fax: (603) 485-8669. ta@allenstown.org

Proposal Form Submission: Bids will be accepted in a sealed envelope clearly marked: IT Services BID Proposal

Proposal Withdrawal: No proposal can be withdrawn after it is filed unless the proposer makes a request in writing to the Town prior to the time and date set for the opening of proposals or unless the Town fails to award or issue a notice of intent to award a contract within 60 days after the date and time set for opening proposals.

Format of Proposals:

1. Executive Summary
2. Brief organizational profile, including background and experience.
3. Previous municipal IT project summaries (if available), including reference contact information.
4. Cost breakdown by department: Town Hall, Police, Fire, Highway, Sewer and Library for each of the three years of the contract for each option (1&2).

Please return this proposal to: Shaun Mulholland
Town Administrator
Town of Allenstown
16 School Street
Allenstown, NH 03275