



Request for Proposals Information Technology Managed Services Town of Salem Bid 2014-010

July 2014

Jane Savastano
Finance Director
33 Geremonty Drive
Salem, NH 03079
603-890-2046 fax 603-890-2091
jsavastano@ci.salem.nh.us

Keith Hickey
Town Manager
33 Geremonty Drive
Salem NH 03079
603-890-2120
khickey@ci.salem.nh.us

**Request for Proposals
Information Technology Managed Services**

July 2014

The Town of Salem is requesting proposals from qualified professional network support firms for Information Technology Managed Services. The qualified vendor will enable the Town to improve and maintain Information Technology (IT) effectiveness, enhance its quality of service delivery, minimize support costs and maximize return on investment. The contract will begin in January 2015. Proposal and all correspondence relating to this RFP shall be submitted to:

Jane Savastano
Finance Director
33 Geremonty Drive
Salem NH 03079
603-890-2046
jsavastano@ci.salem.nh.us

Please visit our website to download a copy of this Bid #2014-010 at www.townofsalemnh.org Finance-Purchasing /bids-proposals. Copies will not be faxed. Qualified vendors requiring additional information or clarification relative to the contents of the bid may direct inquiries to Jane Savastano, Finance Director, at 603-890-2046 or jsavastano@ci.salem.nh.us

Proposals must be received, in the form and manner as required by the RFP, at the office of the Finance Director at the above address no later than 11:00 am Tuesday August 12th. Late proposals will not be considered.

The Town reserves the right to reject any or all proposals and/or to limit this procurement to a portion based on the availability of funds and/or as deemed in the best interest of the Town.

Background Information

The Town of Salem, NH provides municipal services to approximately 29,000 residents. The computer networks are housed in Town Hall, located at 33 Geremonty Drive, Police Department located at 9 Veterans Memorial Parkway, Fire Department located at 152 Main Street, Department of Public Works Facility located at 21 Cross Street, Water Treatment Plant located at 161 North Policy Street and the Senior Center located at 1 Sally Sweets Way. The facilities are interconnected by a combination of town owned fiber network and various point to point circuits.

The Town is currently using a qualified firm for these services. There are currently 21 Servers and 152 Desktop Computers town wide. The Town recently replaced all of the Desktop Computers/Laptops in 2014. Most are running Windows 7 with a select few tablets running Windows 8.

Working Knowledge and experience with municipal operations are software is preferred. The Town currently uses Munismart, Clerk Works, Vue Works, Vision Appraisal, Auto-Cad, Map Logic, Spectorsoft 360, Red Alert, ESRI Arc Info, Arc GIS, Arc View, Arc Pad-GIS, Tritech IMC, Outlook 365, Office Tracker, Vipre Anti-virus , SpamSoap, Spam Filtering Service, Weather Tracking, Shadow Protect Backup Systems, Invoice Cloud, View Point and other software to support its municipal operations.

Vendor must have the ability to integrate hardware and software, proven assessment management and tracking capabilities, excellent technical skills, a strong customer service focus and strong communication skills.

Vendor's technicians/engineers should be familiar with the listed software above and current network software and services.

The current firm supplies full time on-site presence with 24/7/365 monitoring. This RFP contains two options.

1. The qualified firm to provide IT Managed Services Monitoring with on-site full time presence
2. The qualified firm to provide IT Managed Services Monitoring without full time presence.

Scope of Services Required

The scope of services is intended to ensure proper operation of the Town's networked computer system, equipment, and related network infrastructure located in multiple buildings within the Town. It is anticipated to include, but no limited to the following:

Server Management

1. Installation, maintenance and administration of hardware and operating systems including monitoring disk space, CPU and memory utilization for approximately 21 Servers.
2. 24/7/365 monitoring of hardware availability and warnings and errors in the system, application, security, DNS and replication logs
3. Troubleshoot problems identified through monitoring and resolve and a timely fashion.
4. Vendor must respond to network or system outages immediately due to the nature of this operation.
5. Maintain virus pattern and engine updates

Workstation & Printer Management

1. Installation, maintenance and administration of hardware and operating systems including updates and patches for approximately 152 Desktop, Laptops and Tablets as well as approx. 250 end users.
2. Monitor Microsoft Updates for the operating systems and core applications on a continuous basis, including patches, fixes and service packs.
3. Bundle non-critical updates into a single load, involving less disruption to operations.
4. Load critical updates to entire network infrastructure.
5. Installation and administration of approx. 45 networked or local laser and inkjet printers.
6. Installation and maintenance of associated uninterruptible power supply (UPS) units.
7. Prompt response time to troubleshoot, triage printer issues. Interface with vendor to coordinate

repairs.

Switch Management

1. Switch administration – port activation and deactivation
2. IOS upgrades and configuration backups
3. Routine switch maintenance
4. Radius security access
5. Monitor switch availability, CPU load, bandwidth utilization, packet loss, and memory utilization.
6. VLAN management
7. Set customer alert thresholds for device up/down status, percent of bandwidth utilized, memory utilized, CPU utilized, and network response times.

LAN Management

1. LAN monitoring (for wireless or Ethernet-based LANs) by periodic polling devices for availability.
2. Respond to system issues and resolve detected faults as they arise
3. Notify designated site personnel of abnormal network behavior

Messaging, Email and Communications (Currently running Outlook 365)

1. Mailbox administration (including management of global account list and distribution list, user account additions and deletions), responding to change requests within a 24 hour period.
2. Manage mailbox policies: mailboxes are limited to a certain size per user; each attachment cannot exceed 25MB however mailboxes can be set to a higher threshold upon request from the Town.
3. Integration of Microsoft Windows security to enable on security model to serve both Windows and Exchange.
4. Support users requiring multiple email aliases
5. Configuration a set up of Outlook client on user workstations
6. Respond to system issues and resolve detected faults as they arise
7. Perform routine Exchange administration
8. Manage telephone and cell phone contracts
9. Respond and interface with vendors regarding down circuits, phone and T1 lines

Firewall

1. Fully manage and monitor firewall 24/7/365
2. Maintain updates and hardware maintenance on firewall
3. Establish and maintain a security rule base
4. Review event logs

Virus Defense (Currently running Vipre Antivirus)

1. Maintain current antivirus software at workstations and servers
2. Scan and clean all email attachments for viruses
3. Remove all infected files
4. Quarantine infected files when detected
5. Lock down client security configurations so end users cannot alter or disable their antivirus software

Backup

1. Daily backup of data on servers (2 per day)
2. Server data will be stored on a fault tolerant expandable storage area network and backups will be pushed up to a secure Cloud facility on a nightly basis.
3. Check audit reports and backup logs regularly to ensure backups are executed properly
4. Work with client in the event of a server failure to restore data to the repaired or replacement server

Onsite Support/Planning

The vendor is expected to provide full-time on-site support in administering to the Town's IT needs. The Town is also including the option not to provide full time onsite support as noted previously. The task includes end user support and training, department level systems and capital needs planning, and input into major system enhancements. Vendor will participate collaboratively with various Town departments to fulfill service needs, and will make recommendations for future purchasing and technology upgrades when advisable. Personnel providing services under this contract resulting from the RFP must be fully qualified to perform the required work. A designated engineer is preferred. All personnel on-site and remote will be required to pass the Department of Justice's criminal background check before performing any work in a Public Safety Building.

Proposals Delivery

Proposals must be delivered, during regular business hours, no later 11:00 am on Tuesday August 12, 2014 to the following address:

Jane Savastano
Finance Director
33 Geremonty Drive
Salem NH 03079
603-890-2046
jsavastano@ci.salem.nh.us

Delivery will be at the VENDOR'S expense and risk. Any and all damages that may occur due to packing or shipping will be the sole responsibility of the VENDOR. Late submissions including those mailed or delivered to the wrong address will be rejected. Postmark does not count for being delivered within the due date and time.

Proposal Evaluations, Contract Execution and Evaluation Criteria

This section shall serve as the criteria from which the Town will rate the VENDOR. In preparing a submittal the Town recommends that the VENDOR address the criteria clearly in their submittal as outlined in the Content of Proposal section above and indicate how they achieve the highest rating. Statements should qualify and demonstrate the VENDOR'S ability to meet each criterion. Statements should be to the greatest extent verifiable.

1. **Submittal Completeness and Quality** – The VENDOR has included all forms and information requested in this RFP. The submittal is concise and of high quality.
2. **Corporate Profile** – The VENDOR demonstrates that it has a strong history, the necessary resources, familiarity with the region, and good working relationships with its subcontractors, if any. This section should include the following:

- Brief Overview and history of your company, including the organization's structure and target technologies.
- Provide a description of qualifications and experience of your firm in providing similar services described above.
- Include a list of personnel certifications
- Total number of clients
- Total number of municipal /government clients
- Staffing – list number of technical staff and technical level, administrative staff etc.
- List number of full-time personnel qualified to support hardware and software listed under Services Required section
- Include a list of at least three customer references with similar networks. Include company name, address, phone number and point of contact.

3. **Project Approach** – The VENDOR demonstrates familiarity with this type of project, suggests innovative tools or methods, has strong project management skills, and utilizes a consistent and effective quality assurance and control strategies.

4. **Cost of Services** – The VENDOR'S proposed guidelines for the range of costs for a project of this size, nature, and scope. The Town is seeking a regular, monthly price for the services described herein. Please provide a total monthly fee and associated breakdown by task to support that figure. Please provide a grand total fee for a three year period with an option to extend. The Town seeks to enter into a fixed fee, three year agreement with an option to extend the contract based upon performance. Please include a cost for providing a full time on-site support presence separately. The Town seeks to compare a full time onsite presence option to hiring a technical IT person of its choice.

While the Town requests this contract to be ALL INCLUSIVE, it recognizes that there may be instances where services fall beyond what can be reasonably included in a basic monthly scope of work. Please provide your firm's opinion on what types of services might fall into this category, and provide appropriate pricing. The following may be considered:

- Site visits outside prescheduled visits
- After hours, emergency response visits
- Additional discounts for multi-year agreements
- Other special circumstances

Cost proposals shall be submitted in a separate, sealed envelope labeled "Cost Proposal". Proposals will be ranked first according to the evaluation criteria listed below, and then cost will be considered. In other words, the Town seeks to make a quality based selection, in a cost-effective manner, within its available budget.

5. **Financial Information** – The VENDOR provides evidence of financial stability and the resources necessary to complete a project of this size, including information on insurance and bonding capabilities.

The RFP's will be evaluated by a designated group of individuals and will rank proposals to your firm's submission. The evaluation process will use the following criteria to rank proposals and award the contract:

- A. Overall Quality of Proposal Response
- B. Experience of the Firm and Assigned Personnel
- C. Approach and Methodology
- D. Satisfaction of Clients/References

E. Pricing

After the closing date and time for receipt of proposals, evaluation and proposal clarifications will begin. Vendors may be asked to give an oral presentation. The Town also reserves the right to schedule a site visit to the Vendor's Facility in order to assess the capability and ability to fulfill the contract

Rejection of Proposals

The Town reserves the right to reject any or all proposals and/or to limit this study to a portion based on the availability of funds and/or as deemed in the best interest of the Town. Any proposal determined to be non-responsive to any of the minimum evaluation criteria of this RFP will be automatically disqualified. The Town may determine that the non-responsiveness is not substantial and can be clarified. In such cases, the Town will allow the VENDOR to make minor corrections and apply the change in the evaluation.

Any of the following reasons may be considered as being sufficient for the disqualification of VENDOR and the rejection of his proposal(s):

1. Failure to adhere to one or more of the provisions established in the RFP.
2. Failure to submit all required information as requested in the specifications by the deadline.
3. Failure to submit the proposal at the time or in the format specified herein or to supply the minimum information requested herein.
4. Failure to meet the minimum evaluation criteria specified in this RFP.
5. Failure to submit its proposal to the required address on or before the deadline date established by the Town.
6. Misrepresentation of services, experience and personnel by providing demonstrably false information in its proposal or failure to provide material information.
7. Failure to submit the cost on the enclosed Cost Proposal.
8. Refusal of a reasonable request for an interview.
9. Refusal to provide clarification requested by the Town.
10. Evidence of collusion.
11. Failure to provide truthful and accurate information in its proposal or misrepresents its product.

Execution of Contract

Upon the acceptance of a VENDOR'S proposal, the Town will prepare and submit an award letter to the successful VENDOR for ordering. In the event that the successful VENDOR fails, neglects or refuses to execute the contract within fourteen (14) days after receiving a notice of award from the Town, the Town may at its option terminate and cancel its action in awarding the bid and the selection of the VENDOR shall become null and void and of no effect.

Incorporated by reference into the contract, which is to be entered into, by the Town and the successful, VENDOR pursuant to this RFP will be:

1. All of the information presented in or with this RFP and the VENDOR'S response thereto.
2. All written communications between the Town and the successful VENDOR whose proposal is

accepted. A designated official of the VENDOR and the Town of Salem shall execute the contract.

Responsibilities of the VENDOR

1. Prime Contractor: The successful VENDOR will be considered as the prime contractor for those services indicated in their proposal and will be required to assume total responsibility for the delivery, installation, setup, conversion, and maintenance of all related services offered in the proposal whether or not the company is the manufacturer, producer, value added reseller, author or supplier of the items. The Town of Salem will consider the successful VENDOR to be the sole point of contact with regard to all contractual matters, including performance or service unless otherwise stated. Prior to final selection, VENDORS may be required to submit any additional information, which the Town may deem necessary to determine the VENDOR'S qualifications to respond to the RFP. Should any of the information requested by the Town be considered by the VENDOR to be confidential it should be so stated. The Town will attempt to treat any information submitted by the VENDOR as confidential if requested to do so; however, the Town cannot ensure such confidentiality.
2. Firm Price: Prices offered by the VENDOR will be firm and not subject to increase during the term of any contractual agreement arising between the Town of Salem, NH and the successful VENDOR as a result of this RFP.
3. No Assignment: Assignment by the successful VENDOR to any third party of any contract based on the RFP or any monies due shall be absolutely prohibited and will not be recognized by the Town of Salem unless approved in advance by the Town in writing.
4. Statement of Time: Time when stated, as a number of days, shall include Mondays through Sundays and Legal Holidays.

Clarification of Proposals

The VENDOR of any proposal that the Town determines susceptible to being selected may be required to discuss or clarify its proposal or demonstrate its applications with the Town any time during the procurement process.

Non-Discrimination in Employment and Affirmative Action

1. The VENDOR shall not discriminate against any qualified employee or applicant for employment because of race, color, national origin, ancestry, age, sex, religion, or physical/mental handicap. The VENDOR agrees to comply with all applicable Federal and State statutes, rules and regulations prohibiting discrimination in employment.
2. If a complaint or claim alleging violation by the VENDOR of such statutes, rules, or regulations is presented, the VENDOR agrees to cooperate in the investigation and disposition of complaint or claim.
3. In the event of the VENDOR'S non-compliance with the provisions in this section, the Town of Salem shall impose such sanctions as it deems appropriate, including but not limited to the following: 1. Withholding of payments due the VENDOR until the VENDOR complies, and, 2. Termination or suspension of any contract or agreement pursuant to this RFP.
4. Force Majeure: Neither party will be liable to the other for any failure or delay in rendering performance arising out of causes beyond its control and without its fault or negligence. Such causes may include, but not be limited to, acts of God or the public enemy, freight embargoes, and unusually severe weather, but the failure or delay must be beyond its control and without its fault or negligence. Dates or times of performance may be extended to the extent of delays excused by this section, provided that the party whose performance is affected notifies the other promptly of the existence and nature of such delay.

Open Procurement

1. The Town reserves the right to accept any item or group of items proposed in any response, unless the VENDOR qualifies the offer by specific limitation. If some items cannot be purchased in greater quantity or independently of others than specifically provided for in the proposal this should be stated.
2. The Town reserves the right to purchase more or less of each item or service at the unit price offered in the VENDOR'S response unless otherwise stated.
3. The Town reserves the right to attach hardware of other VENDORS to the system, unless specifically limited by the VENDOR in the proposal.
4. The Town reserves the right to negotiate with VENDORS regarding variations to the original proposal(s), to include cost, which may be in the best interest of the Town.
5. The Town reserves the right to accept or reject any or all proposals in whole or in part.

Confidentiality

The New Hampshire State statutes regarding the public right to know applies to the proposals, except for financial information regarding the VENDORS, which shall be returned to the VENDORS upon award.

Rights to Submitted Material

All proposal, response inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, displays, schedules, exhibits and other documentation submitted by VENDORS shall become the property of the Town when received.

Application to the Town of Salem for IT Managed Services



1. PROJECT DESCRIPTION:

The Town of Salem, NH is seeking proposals for Information Technology Managed Services.

2. NAME OF FIRM:
(or Joint Venture) TYPE OF ORGANIZATION:
(Proprietorship, Partnership, Corporation, etc.)

ADDRESS: _____ YEAR ESTABLISHED: _____

LOCATION OF PRINCIPAL OFFICE IF OUT OF STATE:

3. NAME AND TITLE OF PRINCIPAL TO CONTACT: _____ PHONE NUMBER: ()

4. GENERAL INFORMATION:
Size of Support Staff: _____

Support Available (Define Hours): _____

Number of Municipal Entity's: _____

Number of Other Client's:

5. KEY PERSONS SPECIALISTS AND INDIVIDUALS IN YOUR FIRM TO BE ASSIGNED TO THIS PROJECT

*Indicate Project Manager with an asterisk. Include a one-page resume of each member of your staff to be assigned to this project as required by the RFP.

NAME:	TITLE:	DISCIPLINE/PROJECT ROLE:

Application to the Town of Salem for Information Technology Managed Services, Part 2

NAME:	TITLE:	DISCIPLINE/PROJECT ROLE:

6. ADDITIONAL INFORMATION OR DESCRIPTION OF RESOURCES SUPPORTING YOUR FIRM'S QUALIFICATIONS FOR THIS PROJECT: (If joint venture, indicate previous experience with this joint venture.)

Name of Person Authorized to sign proposals

Title of Person Authorized to sign proposals

Signature of Above Person



**Town of Salem, New Hampshire
Purchasing Department
33 Geremonty Drive
Salem, New Hampshire 03079
PH (603) 890-2090 FAX (603) 890-2091**

Insurance Requirements

A current Insurance certificate must be provided prior to commencing any work on this project, in the following amounts:

Comprehensive General Liability	
Combined single limit	\$ 1,000,000.00
Workmen's Compensation	
& Employers Legal Liability	\$ 500,000 per accident

The Contractor shall procure and maintain for the duration of this project Workmen's Compensation Insurance as required by State Law for all of his employees that are engaging in any work at the site of the project whether direct employees or subcontracting associates.



Certificate of Non-Collusion

The undersigned certifies under penalties of perjury that this proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.

(Typed or Printed name of Person Signing Proposal)

Signature

Name of Business



Affirmative Action

The VENDOR shall not discriminate against any qualified employee or applicant for employment because of race, color, national origin, ancestry, age, sex, religion, or physical/mental handicap. The VENDOR agrees to comply with all applicable Federal and State statutes, rules and regulations prohibiting discrimination in employment.

If a complaint or claim alleging violation by the VENDOR of such statutes, rules, or regulations is presented, the VENDOR agrees to cooperate in the investigation and disposition of complaint or claim.

I understand that non-compliance with the provisions in this section, the Town of Salem shall impose such sanctions as it deems appropriate, including but not limited to the following:

Withholding of payments due the VENDOR until the VENDOR complies, and, termination or suspension of any contract or agreement pursuant to this RFQ.

(Typed or Printed name of Person Signing Proposal)

Signature

Name of Business

Reference Form

Vendor's Name: _____

Reference Form

Vendor's Name: _____

Reference Form

Vendor's Name: _____

Cost Proposal for Information Technology Managed Services Proposal

The below signature shall certify and agree to the following:

1. That *any and all of the costs* associated with the provision of the VENDORS services and products are included in the attached cost proposal provided by the VENDOR.
2. That the VENDOR understands that the Town will not be able to reimburse expenses nor pay invoices for work conducted prior to contracting.
3. That by filing a proposal the VENDOR is aware of and will be subject to all requirements of this RFP and the proposal filed by the VENDOR.
4. That any and all fee, licenses, leases, subcontracts with other vendors, and any and all agreements, are addressed through the cost proposal.
5. That the cost proposal shall be sufficiently itemized by rational cost sectors as proposed by the VENDOR in a form and manner that allows the reviewer a clear understanding of the division of costs between services, fees, and products.
6. That the cost proposal is organized in a manner that provides monthly itemized costs for the complete due diligence and operations

Business Name_____

Business Address_____

Business Phone_____ Fax_____

Business Type: _____
Individual, Partnership, Corporation etc.

Name of Person Authorized to sign proposals

Title of Person Authorized to sign proposals

Signature of Above Person