

TOWN OF NORTH HAVEN REQUEST FOR PROPOSALS INFORMATION TECHNOLOGY NETWORK SUPPORT SERVICES

Issue Date: March 7, 2016

Due Date: 10:00 AM, Monday, March 28, 2016

I. Introduction

The Town of North Haven is soliciting proposals from qualified professional vendors for Information Technology support services. As a core part of the RFP response, vendors must provide pricing per hour for onsite, as-needed consulting services. The qualified vendor will enable the Town to significantly improve information technology (IT) effectiveness, enhance its quality of services, minimize its support cost, and maximize efficiency and the Town's return on investment in IT.

II. Background Information

The Town of North Haven currently runs a Windows 2003 and Windows 2008 R2 server environment with workstations running Windows 7 or Windows XP Professional. These workstations connect via basic network shares to the servers which serve as basic file and application servers. Most servers reside in a VMWare virtual environment with some physical servers. The Town Buildings on the Town's central block are connected via fiber with extended WAN connections to other Town Buildings via both fiber and MPLS circuits. Desktop workstations consist of a combination of physical desktops and VMWare view workstations operating in a linked clone environment with multiple desktop pools supporting Town and Emergency Services. The Town also utilizes a Server for an AVAYA IP Office phone system. The Server and phone system support is provided by Tri-Com Systems, Inc.

III. Services Required

The following details the services to be provided to the Town of North Haven in the area of information services:

1. Initial Review – Review inventory of all information technology related assets and review system architecture and current processes.

2. Desktop Applications Support - Perform basic support functions including installing PCs, laptops, PDAs, 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 advanced troubleshooting. Maintain an up-to-date inventory of Town computer related hardware. Assist designated Town information services personnel.

3. Server Administration Services - Monitoring 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. Ensure scheduled preventive maintenance for equipment is properly and promptly performed; maintain the maintenance records on the equipment; maintain operations, administrative, and quality assurance back-up plans and procedural documentation. Setup new users and edit or remove existing users on server. Server performance and capacity management services with reporting when specified thresholds are reached. Configuration management, including changes, upgrades, patches, etc. Support of MUNIS financial software and other specialized software products of the Town of North Haven as it relates to the server(s) and associated hardware. Management of user logins and security. Coordinate repair and maintenance work with contracted repair vendors and ensure repairs are conducted in a timely fashion.

4. Network Administration Services – Scope of activity includes all Town network equipment including switches, firewalls, routers, and other security devices (CISCO and iBOSS). Primary installation and maintenance of printers, network copiers/scanners, etc. (HP and XEROX) Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades. Alert notifications to designated Town personnel in the event of failure. Complete proactive monitoring of network equipment including bandwidth utilization, and other performance indicators, with reporting when specified thresholds are reached. Network performance and capacity management services, and network troubleshooting. Maintain network documentation and procedures.

5. Security – Maintenance of virus, spam, phishing and other threat detection programs on Town servers and all other Town computers and laptops. Perform security audits as requested and notify Town personnel immediately of suspected breaches of security or intrusion detection. Configure Town system to enable remote access in a secure environment and provide remote access administration as requested by designated Town personnel.

6. Additional Support Services – Assist in the implementation of major system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, backup systems, etc. Provide technical support for server technology issues. Assist in the installation of new servers, software and hardware and transfer data when acquired. Assist in the installation/upgrade of core network systems. Examples include major network upgrades, provider changes, IP schema re-implementation, installation of “core” network devices, etc.

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 statements and information:

- a. Company name, address, and telephone number(s) of the firm submitting the proposal.
- b. Name, title, address, e-mail 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. Federal and state taxpayer identification numbers of the firm.
- d. Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.
- e. The letter must be signed by a corporate officer or other individual who is legally authorized to bind the applicant to both its proposal and cost schedule.
- f. Statement which indicates “proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with the Town of North Haven.”

2. General Vendor Information – Please provide the following information:

- a. Length of time in business
- b. Any other name(s) by which the company has been known or done business as.
- c. Length of time in business of providing proposed services
- d. Total number of clients
- e. Total number of public sector clients
- f. Number of full-time personnel in:
 - Consulting
 - Installation and training
 - Network Installation and Support

- Sales, marketing, and administrative support
- g. Location of headquarters and any field offices
 - h. Location of office which would service this account

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 on-going support.

5. Provide the name, title, address, and telephone number of three references for clients whom you have provided **similar** services. Please provide information referencing the actual services provided, customer size (number of users), and the length of tenure providing services to this client.

6. Staff Resources – Identify names of principals and key personnel who will actually provide the information technology services. Summarize the experience and technological expertise of these staff. Describe the role and responsibilities that each of these individuals will have. Describe any specific experience these staff may have that would be of benefit to the Town of North Haven Information Services efforts. The local availability of staff that will be providing these services shall be an important consideration.

7. Support Services – Please answer the following:

- a. Is help desk support available?
- b. When is support available? (Indicate XX a.m. to XX p.m. in Pacific Time and the days of the week.)
- c. How are charges for support structured, documented, and tracked?
- d. Do you provide a toll-free support number?
- e. Please describe your problem escalation process, including:
 - Initial problem identification (hand-off from help desk)
 - Triage for priority and severity of problem
 - Steps for resolving problem escalation when a solution is not forthcoming or an implemented
 - solution is unsatisfactory
 - Final authority regarding conflicts
- f. Indicate your response time and goal and also your statistics regarding meeting that goal.

8. If your company has been declared in default or breach of a contract or had a contract terminated for default during the past five years, please describe the circumstances pertaining to each such incident. Termination for default is defined as notice to stop performance due to the vendor's alleged or actual nonperformance or poor performance; please also explain whether the issue was either (a) not litigated/arbitrated or (b) litigated/arbitrated, and whether such litigation/arbitration determined the vendor to be in default. If default occurred, list complete name, address and telephone number of the party. If NO such terminations for default have been experienced by the vendor in the past five years, declare that. The Town, at its sole discretion, may reject the vendor's proposal if the facts discovered vary from the vendor's disclosure thereof, or if the Town, in its sole and absolute discretion, determines that award to the vendor would not be in the best interest of the Town.

9. Proposal Summary – Summarize your proposal and your firm's qualifications. Additionally you may articulate why your firm is pursuing this work and how it is uniquely qualified to perform it. Include other pertinent information that helps the Town determine your overall qualifications. Your proposal summary is not to exceed two pages.

10. Cost of Services

a. The proposal must contain a fee schedule that includes hourly rates for proposed services and identify the basis of the fee for each and every proposed service or task.

- b. Describe how your services are priced, and any specific pricing you are able to provide.
- c. Define any additional charges (e.g. travel expenses).
- d. Do you have any state contracts that the Town of North Haven would be able to utilize?

11. Provide a Certificate of Insurance identifying each insurance policy as follows: professional liability/errors and omissions, worker's compensation, commercial general liability, commercial automobile, fidelity or commercial crime and excess, deductible amount and coverage limits. The Town shall be an additional insured on each such policy.

V. Evaluation Criteria and Process

The Town of North Haven will conduct an evaluation of qualifications and will rate each submittal based upon the following criteria:

- Comparable/Similar Experience
- References
- Cost of Services
- Understanding of services to be provided
- Personnel expertise
- Compatibility with end users
- Project approach
- Satisfaction of clients/end users
- Provision of appropriate (as determined by the Town) insurance coverages.

VI. Deadline for Submissions of Proposals

Three (3) sealed copies of the proposal must be received by the Town of North Haven prior to 10:00 am on March 28, 2016. One (1) copy should be submitted as a loosely-bound reproducible copy. All copies of the proposals must be under sealed cover and plainly marked as "Information Technology Support Services Proposal".

Proposals shall be delivered or mailed to:

Town of North Haven – Finance Office
IT Support Services Proposal
18 Church Street
North Haven, CT 06473

Any questions regarding this proposal are to be submitted to:

Edward J. Swinkoski, Finance Director
Town of North Haven
18 Church Street
North Haven, CT 06473
(203) 239-5321 x650
swinkoski.edward@northhaven-ct.gov

Technical questions regarding details within this proposal are to be submitted to:

William Bennett, Manager of Information Technology
Town of North Haven
18 Church Street
North Haven, CT 06473
(203) 239-5321 x690
bennett.bill@northhaven-ct.gov

VII. Miscellaneous

1. The Town of North Haven reserves the right to reject any and all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in the Town's sole judgment, best meets the requirements of the project.

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 proposal presentation, response, submission, presentation, or oral interviews (if 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 reserves the right to make such investigation as it deems necessary to determine the ability of proposers to furnish the required services, and proposers shall furnish all such information for this purpose as the Town may request.
4. Currently the Town of North Haven has consultants that work in system and server support services. Proposers must make every effort to work with these consultants should projects require cooperation.
5. Proposers must specifically identify any portions of their submittals deemed to contain confidential or proprietary information, or trade secrets. Those portions must be readily separable from the balance of the proposal. Such designations will not necessarily be conclusive, and proposers may be required to justify why the Town of North Haven should not, upon written request, disclose such materials.

Edward J. Swinkoski, CPA
Director of Finance/Administration