

Town of Chesterfield

Request for Proposal

Name of Project: Network Assessment, Upgrade and Managed IT Services

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RFP Issue Date: May 30, 2020

Proposal Due Date: June 10, 2020 by noon

Submittal Location: Town of Chesterfield, 490 Route 63, Chesterfield, NH 03443

SCOPE OF WORK

The Town of Chesterfield is seeking proposals from individuals or companies to provide:

- 1) Ongoing maintenance of our current computer system.
- 2) The candidate(s) will have access to police department and town records and will be subject to a background check.
- 3) Assessment of necessary upgrades to all existing systems and improvements to create a well-functioning, reliable infrastructure, including but not limited to, assessment of police department server. Assessment will include the cost of replacement of server and the time/labor to integrate it into the Chesterfield Police Department Network.
- 4) Determine upgrades and/or replacement of existing workstations and servers.
- 5) Recommendation of software.
- 6) Provide support between Argent Communications and Consolidated Communications (Internet) and Town Departments.
- 7) Maintenance and updating of 35 workstations, 2 servers and 4 networks; Assess older computers, confirm whether they can be upgraded to Windows 10 or need to be replaced. The assessment will include the associated cost for each of the upgrades or replacement. This cost will include the labor to replace or upgrade this equipment. It will also include a projected replacement date in the future.
- 8) Monitoring of all network devices (routers, modems, printers, network attached storage devices, etc).
- 9) Dual internet and management of Argent Communications with Consolidated Communications. Research and purchase equipment for "failover" (If Consolidated goes down, Argent becomes the temporary primary provider for Internet Access until Consolidated is repaired.
- 10) Assistance with and familiarity with third party software (Word Press, Microsoft 365, BMSI, Vision, Avitar, Clerkworks, Quick Books etc.);
- 11) Provide support between the State of New Hampshire I.T. in regard Intoxilyzer 9000 and MAAP
- 12) Have experience and knowledge surrounding CJIS (Criminal Justice information Services) requirements.
- 13) Assistance with and familiarity with third party software Police RMS Crimestar and IMC
- 14) Provide support between the State of New Hampshire I.T. with regards to Intoxilyzer 9000,
- 15) Provide support between First Choice Communications (Video Camera/Key Fob Vendor,) Communications (Phone system) and the Chesterfield Police Department.
- 16) Interface with Consolidated Communications with regards to Static IP addresses changeover from current static IP addresses. Including changeover of all programs that are connected to current static IP
- 17) Collaborate with Town Administrator and Police Chief for IT needs. The vendor must be able to provide associated costs for repair/replacement/upgrades/maintenance for the next fiscal year (the documentation is needed by early Sept of each year).
- 18) Anti-virus software.
- 19) Daily Cloud/ External hard drive backups.
- 20) View of interface between contractor and client

Proposal format shall follow this out line

1. Executive summary

2. Background information

3. Proposed services or deliverables

Service Responsibilities

List of IT services included

List of IT services not included

Service Level Agreement Matrix

Severity Level, Situation, Response times, Contractor Responsibilities

Strategic Planning

Disaster Recovery & Business Continuity Planning

Virtualization of infrastructure

Business continuity planning

Managed email and filtering continuity

Message Archiving

Data storage and protection

Purchasing and Procurement Services

Monthly Reporting

Fixed Monthly Cost

Set-up Fee

Rate Fees

Optional software services

Email, Anti-Virus, Spam Filtering, Backup, Microsoft Office 365 Licenses

Help Desk/ Emergency Support

Optional Services

Payment Schedule

Scope of Network support

Service limitations

Holiday and Hours Observed

Opt Out/ Termination

Remedies

Confidentiality

Insurance Coverage

4. Timeline and budget

5. Portfolio of other work

Resume of project manager

Three References

1–2 examples of similar projects

Certifications

The Town of Chesterfield will employ the improved infrastructure to more effectively support the programs offered through our locations. In order to meet that goal, the technology infrastructure will need to be sound, stable and well maintained. The technology infrastructure shall include hardware, software and other equipment and/or wiring that would be a part of the recommended plan for the Town of Chesterfield.

The Town of Chesterfield requires a Contractor with demonstrated dedication to responding to industry standards and innovation and demonstrated reliability in customer support and training.

The Town of Chesterfield reserves the right to amend the contract resulting from this RFP for necessary time constraints and the availability of approved funding.

The Town of Chesterfield and the Contractor will agree upon a contract payment schedule based on successful implementation of the stated objectives. The Town of Chesterfield and the selected Contractor may negotiate the final description of work tasks and the deliverables within the scope of what is advertised here, for including in the resulting contract.

The contract established with the person or company selected as a result of this RFP will provide for purchase of all needed hardware, wiring, software licenses, software maintenance, and other services as proposed.

In this RFP, the term Contractor refers to the person or company that is awarded this contract for services. The term "Proposer" refers to an individual or company that is developing a Proposal to this RFP.

Proposer's Name: _____

Address: _____

Telephone number: _____

Name and telephone number of the contact person for this proposal:

Email: _____

The undersigned agrees and certifies that:

- 1) He/she has read and understands all of the instructions, specifications, terms, and conditions in the RFP;
- 2) He/she is the Proposer or an authorized representative to the Proposer;
- 3) He/she is empowered to bind the Proposer to the terms of the Proposal;
- 4) The information provided in the proposal is true and accurate;
- 5) He/she is bound by and will comply with all requirements, specifications, terms, and conditions of this RFP;
- 6) He/she will furnish, or cause to be furnished, all of the services specified in the RFP in accordance with the Proposal and the subsequent Contract; and
- 7) He/she is submitting the enclosed proposal for consideration by the Town of Chesterfield.

Authorized Signature: _____

Printed Name: _____

Title: _____

Date: _____