



TOWN OF CALAIS

3120 Pekin Brook Road
East Calais, Vermont 05650

TOWN OF CALAIS – REQUEST FOR PROPOSAL: IT SERVICES

INTRODUCTION OF PROJECT:

The Town of Calais, Vermont invites qualified providers to submit a proposal and statement of qualifications for professional Information Technology (IT) managed services for the period of September 1, 2019 through August 31, 2020 with two (2) optional one year extensions if agreed by both the Town of Calais (aka the Town) and the selected IT services provider (aka the vendor). The qualified vendor will enable the Town to significantly improve operational effectiveness, enhance quality of services, minimize support cost and maximize return on investment in IT. A contract will be awarded on a "best value" basis; price and ability to deliver services will be considered. While industry specific certifications and licenses will be taken into consideration, the Town places greater emphasis on the experience and long-term viability of the vendor. Following negotiation, the successful vendor will be asked to enter into a contract with the Town of Calais.

PURPOSE AND OBJECTIVES:

Purpose – The Town has a Windows based computer network infrastructure. The Town is seeking a qualified contractor to provide technical support for this infrastructure, in the form of general network support including 24/7 monitoring services, security services, maintenance of hardware, updates to software, troubleshooting/repair on all computer systems and network server equipment, as well as backup and disaster recovery services through a mix of remote and onsite efforts. Also of importance is the ability of the vendor to deliver high quality help desk support that recognizes the varying levels of technical aptitude of Town staff and provides said support in terms that can be understood by a layman. The Town may also look to the successful vendor for special project consulting from time to time such as installation of software, short and long range IT planning, and other related services.

Objectives – Our primary objectives are to better manage the cost of maintaining this network and improve user satisfaction with the system, while maintaining a robust network that ensures the security of sensitive data in compliance with Federal and State regulations.

All inquiries concerning this RFP must be submitted by email to the RFP Coordinator. The RFP Coordinator will be the sole point of contact for this RFP.

RFP Coordinator: Clif Emmons

calaissbclif@gmail.com

Do not submit proposals to this email address.

Follow submission instructions.

TIMELINE FOR RFP PROCESS:

The timeline listed below is the Town's estimation of time required to complete the RFP process. All efforts shall be made to abide by this schedule, but the Town maintains the right to change this schedule dependent upon evolving circumstances.

RFP Issued: April 15, 2019

Proposals Due: May 16, 2019 by 4:00 PM Eastern Daylight Time

Calais Selectboard Meets to Review Proposals: May 20, 2019

Invite Select Vendors to Make Presentations (Optional): June 10, 2019

Notice to Proceed: Week ending June 29, 2019

RFP CLOSING DATE AND TIME:

One (1) original, and 1 copy of your completed and signed proposal, in the exact order and manner required, must be received at the Calais Town Office in a sealed envelope marked "Town of Calais - RFP: IT Services" no later than:

May 16, 2019 by 4:00 PM Eastern Daylight Time

Submit your proposal package either by mailing or hand delivering to:

Town of Calais

ATTN: RFP Coordinator

3120 Pekin Brook Road

East Calais, VT 05650

PROPOSALS RECEIVED AFTER SPECIFIED DATE AND TIME WILL NOT BE ACCEPTED.

VENDORS ARE RESPONSIBLE FOR PROMPT DELIVERY OF THEIR PROPOSALS.

FAXED OR EMAILED RESPONSES WILL NOT BE ACCEPTED.

OVERVIEW AND SCOPE

Overview

The Town of Calais does not have an IT Department and is currently using an outside vendor to provide IT Managed Services. The Town has a Windows based computer network consisting of one server, 4 desktop workstations located at the Town Office, 3 remote laptops, and 1 offsite desktop located at the Town Highway Department. The Town also intends to add 1 additional onsite laptop for use by visitors to the Town Office as well as 1 additional offsite laptop for use by the Selectboard once renovations are completed at the Calais Town Hall (summer 2019). All workstations with the exception of the offsite laptops and Highway Department desktop are fully networked.

The Town of Calais has contracts with several vendors for application specific support. The vendor 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 said applications, installing new workstations, and troubleshooting problems as they arise.

Scope – The following services shall be provided:

- A dedicated Network Administrator with designated backup.
- On call support to resolve issues that arise during regular business hours.
- Emergency support to resolve critical issues that arise after hours.
- 24/7 monitoring of server and critical network components.
- 24/7 responses to critical server and infrastructure failures.
- 24/7 monitoring of firewall and denoted devices.
- Server and Network Administration.
- Management of Service Packs and Security Updates.
- Management of Backup System.
- User Administration.
- Regular (quarterly minimum) onsite inspection of Network and File Server.
- Regular/periodic cleaning and testing of backups by restoration of test files.
- Firewall Administration and Anti-Ransomware protection.
- Antivirus protection including system management and documentation.
- Labor and support for migration of network operating systems/files.
- Discounted help desk support.
- Monthly reports of network health and vitality.

Scope (Continued)

- Web access to reports on current status of service calls and projects.
- Web based secure file sharing.
- Spyware prevention, monitoring, and removal.
- Server down emergencies shall have a 1 hour or less response time.
- Advice regarding IT asset management.
- Advice regarding password management.
- Advice and research for software/hardware purchases.
- Research potential technology needs for future growth essential to the Town of Calais.

Pre-arranged site visits are welcome. Please contact the RFP Coordinator to make an appointment. Walkthroughs will be scheduled during normal business hours.

PROPOSAL REQUIREMENTS – Proposal must include, at a minimum, the following:

Cover Letter – to contain the following:

- Company/individual name, address, telephone number, email address, and website.
- A brief summary of the vendor's understanding of the services to be performed.
- A summary of the vendor's proposal, qualifications, and approach.
- A statement indicating that the proposal and cost schedule shall be valid and binding for one hundred eighty (180) days following the proposal due date and will become part of the contract that is negotiated with the Town.
- The letter must be signed by an individual who is legally authorized to bind the proposing vendor stating that the vendor has read and will comply with all the terms and conditions of the RFP.

General Vendor Information – to contain the following:

- Size of the vendor's company and number of full-time and part-time personnel.
- Location of office(s) and hours of operation.
- Years in business.
- Length of time in providing similar services.
- Provide the name of the owner and principal parties and identify key personnel including their experience, expertise, and training. Also identify the employee who will be designated as the primary service provider.
- Total number of existing clients broken down between private and public sectors.
- Provide the name, title, address, telephone number, and email address of three references for clients, preferably of the public sector, whom the vendor has provided similar services.

PROPOSAL REQUIREMENTS (Continued):

Description of Vendor's Ability to Provide Requested Services:

- Describe how your company is positioned to provide the services listed above and include a brief history of experience on providing similar services.
- Describe your company's approach to providing these services and the methodology for ensuring ongoing support including protocols for securing after-hours support, and your process for troubleshooting and addressing work orders.
- Describe your guaranteed response time in the event of a significant crisis.
- Describe your company's process for addressing server down or other critical issues that might interrupt Town operations. Include an overview of escalation provisions.
- Describe your company's strategy for keeping the Town informed of system conditions, changes, scheduled down times for maintenance, and other items.
- Describe your plans and strategy for securing the Town's data and providing for disaster recovery.
- Describe how you would assist the Town to ensure our IT systems remain efficient and dependable, adapt over time with the evolving IT landscape, and allow the Town to provide superior customer service while adhering to Federal and State requirements.
- Describe your ability to monitor the Town's operations to ensure the stability of our computing environment.
- Describe how your company will maintain coverage/support during holiday periods.
- Describe any additional services or information you believe may be required or worth consideration as part of your proposal.

PROPOSAL REQUIREMENTS (Continued):

Financial Proposal: Please submit a fixed price proposal with validity for a period of at least one year covering all the services described within this document. The proposal shall provide the Town with two options: Onsite and cloud based backup. Elements of the Financial Proposal to include:

- A detailed breakdown of any on-boarding/set up fees.
- A fee schedule comparing your standard rates to the discounted rates offered to the Town.
- A detail of what is included and excluded with/from base monthly charge.
- A price list of any additional services the vendor offers.
- A fee schedule for emergency services provided during regular and off hours.
- A statement of the percentage of fees vendor is willing to put at risk to compensate the Town for loss of productivity due to extended down times.
- A detail of the rollover period for unused support and maintenance hours.
- A breakdown of any tiers of service and costs associated with those tiers.
- A listing of any services that will be offered to the Town at no additional charge.
- A fee schedule of any additional charges (e.g. travel expenses).

RFP GENERAL TERMS AND CONDITIONS:

RFP Amendments

The Town reserves the right to change the schedule or issue amendments to this RFP at any time. The Town also reserves the right to cancel or reissue this RFP.

Vendor's Cost to Develop Proposal

Costs for developing proposals in response to this RFP are entirely the obligation of the vendor and shall not be chargeable in any manner to the Town.

Withdrawal of Proposals

Proposals may be withdrawn at any time prior to the submission time specified in this RFP, provided notification is received in writing. Proposals cannot be changed or withdrawn after the time designated for closing of the RFP. Any proposal not so timely withdrawn shall constitute an irrevocable offer, for a period of one hundred eighty (180) days to sell the Town the services described herein, or until one or more of the proposals have been approved by the Calais Selectboard.

Rejection of Proposals – Waiver of Informalities or Irregularities

The Town reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of the Town.

Single Response

A single response to the RFP may be deemed a failure of competition. In such case the Town reserves the right to terminate or reissue the RFP, or to negotiate with submitting vendor.

Proposal Validity Period

Submission of the proposal will signify the vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between the Town and the successful vendor.

Public Records

Documents submitted in response to this request for proposals become a public record upon submission to the Town, subject to mandatory disclosure upon request by any person, unless the documents are exempted from public disclosure by a specific provision of law.

RFP GENERAL TERMS AND CONDITIONS (Continued):

Contract Award and Execution

The Town reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be submitted on the most favorable terms the vendor can offer. It is understood that the proposal will become a part of the official file on this matter without obligation to the Town.

The Town reserves the right to request clarification of information submitted and to request additional information from any vendor.

The general terms, conditions, and specifications of the RFP as proposed by the Town and the successful vendor's response, as amended by agreements between the Town and the vendor, will become part of the contract documents. Additionally, the Town will verify vendor representations that appear in the proposal. Failure of the vendor's products to meet the mandatory specifications may result in elimination of the vendor from competition or in contract cancellation or termination.

The vendor selected as the apparently successful vendor will be expected to enter into a contract with the Town. The Town reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFP, and which is not approved by the Town Attorney.

If the selected vendor fails to sign the contract within five (5) business days of delivery of the final contract, the Town may elect to cancel the award and award the contract to the next highest-ranked vendor.

Defense, Indemnification, Hold Harmless and Insurance Requirements

In addition to other standard contractual terms the Town will need, the Town will require the selected vendor to comply with the defense, indemnification, hold harmless and insurance requirements as outlined below.

Vendor shall defend, indemnify and hold the Town, its officers, officials, employees and volunteers, their agents, designees and heirs, harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of or resulting from the acts, errors or omissions of the vendor in performance of this Agreement.

The vendor shall procure and maintain, for the duration of this Agreement, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the vendor, as well as agents, representatives, employees, or subcontractors of the vendor. The cost of such insurance shall be paid by the vendor.

RFP GENERAL TERMS AND CONDITIONS (Continued):

Equal Opportunity Compliance

The Town is an equal opportunity employer and requires all vendors to comply with policies and regulations concerning equal opportunity.

The vendor, in the performance of this Agreement, agrees not to discriminate in its employment due to the employee's or applicant's race, religion, national origin, ancestry, sex, sexual preference, age, or physical handicap.

Other Compliance Requirements

In addition to the nondiscrimination and affirmative action compliance requirements previously listed, the vendor awarded a contract shall comply with federal, state and local laws, statutes, and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health, environmental protection, waste reduction and recycling, the protection of natural resources, permits, fees, taxes, and similar subjects.

Ownership of Documents

Any reports, studies, conclusions, and summaries prepared by vendors responding to this RFP shall become the property of the Town.

Confidentiality of Information

All information and data furnished to the vendor by the Town, and all other documents to which the vendor's employees have access during the term of the contract, shall be treated as confidential to the Town. The successful vendor will be expected to enter into a nondisclosure agreement with the Town. Any oral or written disclosure to unauthorized individuals is prohibited.

CLOSING COMMENTS:

Thank you for your interest in contracting with the Town of Calais. As a final reminder, all responses to this RFP are due at the Calais Town Office on May 16, 2019 at 4PM Eastern Daylight Time. Proposals received after this date and time will not be accepted. Questions regarding the RFP should only be directed to the RFP coordinator.