

## Town of Rye

### REQUEST FOR PROPOSALS INFORMATION TECHNOLOGY ASSESSMENT & IT MANAGED SERVICES

The Town of Rye is seeking proposals for information technology consulting services to assess the Town's information technology program and infrastructure, provide information technology support services, and develop short-term recommendations. All proposals should include: 1) an independent assessment of the Town's technology infrastructure; 2) recommendations for improvements; and 3) actual information technology support services.

Four sets of the sealed proposal clearly marked "IT Assessment & Services" on the outside of the envelope are due no later than 2:00 pm on Monday, July 1, 2019. Questions regarding the proposal should be directed to Becky Bergeron, 603-964-5523 or [bbergeron@town.rye.nh.us](mailto:bbergeron@town.rye.nh.us).

#### General Information

1. The Town invites vendors to let us know, in writing, of any proposal requirements that are unclear and /or create difficulty in responding.
2. A proposer may withdraw his/her Proposal before the bid opening date by written request to Becky Bergeron, Town of Rye, 10 Central Road, Rye, NH 03870.
3. Any correction or modification to the bidder's Proposal shall be made before the bid opening date and time, in writing. Any correction or modification must be sealed and clearly marked "modification to Town of Rye, NH Proposal for Technology Services", with the name of the proposer.
4. Vendors are welcome to make an appointment to inspect hardware/software at each location.
5. Any associated costs for additional hardware or software required to provide services must also be defined.
6. Faxed copies of Proposals will not be considered.
7. A Proposal received after the time and date specified will not be considered.
8. The Town of Rye, NH reserves the sole right to determine which combination of price and service is in its best interest.

#### Scope of Work

The scope of services is intended to ensure the proper operation of the Town's networked computer system, including software, equipment and related network infrastructure located in multiple buildings within a two-mile radius of the Town Hall. It is anticipated to include but not limited to, the following:

1. Assess the Town's existing information technology infrastructure and network environment, including hardware, software, control, policies and procedures to ensure that personnel have appropriate technology for current needs and that the networks(s) is stable and secure;
2. Assess existing back-up and disaster recovery equipment and procedures;
3. Assess remote access capabilities for personnel;
4. Review existing e-mail and website contracts and services to ensure existing and future needs are met;
5. Provide practical and cost-effective short- and long-term recommendations to address any identified deficiencies in existing IT infrastructure and network environment;
6. Monitor performance and maintain (including preventive maintenance and software updates) network and local hardware, software and virus protection, spyware, malware, including a plan for remote and onsite emergency response and "help desk" tech support for all departments as necessary including what services you would be able to provide within 24 hours, 48 hours or the next business day;
7. Research, recommend and install new equipment;
8. Provide accurate, up-to-date inventory of all Town computers, printers and network equipment;
9. Review current hardware/software maintenance contracts and performance;
10. Maintain internet connectivity, firewall and routers;
11. Review existing and future broadband contracts and opportunities to ensure optimum bandwidth, speed and price;
12. Assist in creating a five-year technology plan including strategic planning and projected costs;
13. Provide disaster recovery of all computer systems and data;
14. Provide off site back up of server data at a location at least 90 miles away from the Town;
15. Provide training to town staff and volunteers regarding computer use and cybersecurity;
16. Provide annual cleaning of computers and servers;
17. Assist departments to ensure compliance with HIPPA and CJIS requirements as they relate to information technology;
18. Manage email accounts issued to town employees and volunteers.

The Town currently maintains the following hardware and software. In addition, all users utilize the Microsoft Office Suite of products, Adobe and Java.

#### **USER INFORMATION**

Users	83
Mailboxes	104
Computers	74
Printers	23

## CONFIGURATION

- The Town has 5 physical locations. 2 locations are connected via fiber and the remaining locations are connected to the Town Hall via VPN over Comcast.
- All sites have SonicWALL firewalls for internet and VPN's except the Police Department and Fire Department. The Police Department and Fire Department are connected via fiber to the Town Hall.
- **OPERATING SYSTEMS:** Server 2012, Server 2012 r2 and Server 2016. Windows 10 and Windows 7. Office Suites 2013, 2016 and 2019.
- **MAIL:** Exchange 2013 CU22. Clients are Outlook, OWA. Mobile clients are Apple and Android.
- **BACKUP:** VEEAM for VM's
- **SERVERS:** 3 physical (AD, Offsite backup storage server, Police Department building security) and 12 VM's using VMWare 6.0 on 3 Dell R420/R620 nodes; RAM 196GB. Storage is on a Dell EqualLogic PS4100 containing 12, (3) TB drives in RAID 6 with dedicated hot spare.
- **ANTIVIRUS:** VIPRE system wide
- **ANTI-SPAM:** Spamfighter system wide
- **WIFI:** Centrally managed via Unifi

## SOFTWARE SYSTEMS

- IMC Record – Police Department
- IMC Mobile – Police Department
- Public Eye – Police Department
- IMC Cross Agency – Police Department
- PD Cameras (storage) – Police Department
- Firehouse – Fire Department
- I Am Responding – Fire Department
- BMSI – Finance, Tax, Assessing, Sewer
- MGMS – Building Inspector, Planning
- Vision – Assessing, Planning, Building Inspector
- ClerkWorks – Town Clerk (with VPN's to State of NH)
- Vermont Systems – Recreation
- Trusts – Treasurer
- QuickBooks – Finance and Police Department
- Fuel System & Recorder – Public Works Department

## Proposal Format & Submission Requirements

Responding firms shall submit five (5) copies of the proposal and proposals should include the following minimum components;

1. The envelope in which the Submittals are delivered must be clearly labeled on the outside with the Respondent's name and the project identification as follows: **"IT Assessment & Services"**.

2. Submittals shall be delivered to the following address: Town of Rye, Selectmen's Office, 10 Central Road, Rye, NH 03870 before **2:00 p.m. on Monday, July 1, 2019.**
3. Firm name, address, and contact information of individuals authorized to answer questions.
4. Firm Profile: Include background and ownership of the company; number of employees; location of primary and any satellite locations; number and nature of professional staff to be assigned to this project; identify supervisory and management staff and summarize experience.
5. References: Provide a list, with current contact information of similar engagements performed by the proposer within the past three (3) years. Provide any additional data where your firm has previously worked for a governmental agency.
6. Cost: Provide a standard fee schedule (hourly rate or other proposal) for services offered and include description of conditions, procedures, approvals, and rates for out-of-scope work. It is understood that the fee will include services only and will not include the cost of any equipment or software. However, to the extent that the firm desires to serve as a vendor of hardware and equipment, a description of its pricing program should also be included.
7. Subcontracting: Identification of any services that may be subcontracted, including if known the name of the subcontractor and applicable experience.
8. Insurance: Include proof of insurance, including worker's compensation and general liability of at least \$1,000,000 single limit. Within 15 days of selection and as a condition of the contract, consultant shall provide Certificate of Insurance naming the Town of Rye as additional insured. The Town shall 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.
9. Acknowledgement: Consultant shall acknowledge that it is an Independent Contractor and as such, shall receive no other compensation or considerations, such as those benefits, indemnifications and other considerations normally extended to employees of the Town and is responsible for providing any required or voluntary benefits to its employees. 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.

### **RESERVATION OF RIGHTS**

The Town of Rye reserves the right to reject any or all Statements of Qualifications, to waive technical or legal deficiencies, to proceed or not to proceed with any subsequent proposal process, or to negotiate without further process any contract as may be in the best interest of the Town.

The Selectmen further reserve the right to undertake such investigation as it deems necessary to evaluate the qualifications of the Respondent and to evaluate its proposal. All concepts, designs, information and cost-savings ideas that may be generated during the selection process shall become the property of the Town of Rye.