

**TOWN OF BRENTWOOD
1 Dalton Road
Brentwood NH 03833
603 642 6400 x 10**

Request for Proposals for Technology Services

GENERAL INFORMATION

The Town of Brentwood is seeking proposals for Technology Services related to the Town's networked computer system, equipment, and infrastructure.

1. The proposer must include with the Proposal a statement confirming full understanding of the services to be provided as proposed.
2. All questions must be presented in writing. All requests for information and clarification should be addressed to: Karen Clement, Town Administrator 1 Dalton Road Brentwood NH 03833 or emailed to kclement@brentwoodnh.gov
3. A proposer may withdraw his/her Proposal before the bid opening date by written request to Karen Clement, Town Administrator 1 Dalton Road Brentwood NH 03833 or emailed to kclement@brentwoodnh.gov
4. 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 Brentwood, NH Proposal for Technology Services", with the name of the proposer.
5. The Town will provide the successful vendor with the most recent information regarding current hardware and software information.
6. Any associated costs for additional hardware or software required to provide services must also be defined.

SCOPE OF WORK

The scope of services is intended to ensure the proper operation of the Town's networked computer system, equipment, and related network infrastructure located in the Town Office and Police Department (located in the lower level of the Town Office). It is anticipated to include, but not be limited to, the following:

1. Installation, maintenance, and administration of hardware and operating systems, including updates and patches, for approximately two (2) departmental and town wide servers running Windows Server operating systems plus one email server running Microsoft Exchange Server.
2. Installation, maintenance, and administration of hardware and operating systems, including updates and patches, for approximately twenty-four (24) departmental and public access workstations running various versions of Windows operating systems.
3. Installation, maintenance, and administration of approximately eight (8) networked and local laser and inkjet printers, including updates and patches.
4. Installation and maintenance of associated uninterruptible power supply (UPS) units.
5. Installation, maintenance, and administration of various hardware and software related to LAN and WAN infrastructure and cabling, including but not limited to wired and wireless routers, switches, modems, and firewalls over copper and fiber optic lines.

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6. Installation and maintenance of additional software, upgrades, and patches including but not limited to:
 - a. Server and workstation antivirus software.
 - b. Server backup software.
 - c. Microsoft Office products.
 - d. Departmental application software.
 - i. BMSI (fund accounting, tax, accounts payable, payroll)
 - ii. AssessPro (Patriot Properties)
 - iii. Interware
 - iv. ClerkWorks
 - v. QuickBooks
7. Perform network administration including network access and security setting for users, email accounts, and remote access for employees and vendors through dial-up, virtual private networks, and third party software as required.
8. Provide technical and maintenance support for the upkeep and improvement Town's website which is currently being hosted through a content management system off-site.
9. Provide technical support in order to maintain the Town's phone (VoIP) and internet access over a cable line.
10. Assist the Town in maintaining a current inventory of all equipment associated with the network including their location and relevant hardware and peripherals installed.
11. Assist the Town in maintaining documentation on the configuration of equipment including operating systems, installed software, including relevant versions and settings.
12. Assist the Town in maintaining documentation related the set up and configuration of all network related hardware and infrastructure, including user and group access right, log in scripts, and other network related information.
13. Make recommendations, along with the associated cost, in order to adequately maintain the system and its components including the upgrade, replacement, or installation of additional equipment and/or related software.

Services related to the above scope of work shall include:

1. Provide on-site performance of routine maintenance, upgrades, installations, and non-critical problem solving shall be scheduled in advance at a minimum of eight (8) hours per quarter during normal business hours between 8:00am and 4:00pm Monday through Friday excluding holidays. Additional hours may be required to complete a project or resolve a problem. Whenever possible, such hours shall be scheduled in advance.

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2. Provide telephone support during normal business hours (as defined above) for issues of a more critical nature that cannot wait until the next scheduled visit. Resolution of these issues may require an on-site visit in which case the response time will be no more than four (4) normal working hours unless agreed upon by the Town.
3. Provide, on rare occasions, telephone or on-site support for mission critical issues which occur during non business hours.

TERMS AND CONDITIONS

1. **Terms** – The terms of the contract shall be one year starting on January 1, 2017 and running through December 31, 2017 with the option of renewing the contract for an additional year at the sole discretion of the Town.
2. **Project Award** - The Town reserves the right to reject any, or any part of, or all proposals; to waive informalities and technicalities; and to accept the proposal that the Town deems to be in its best interest. Proposal price shall be a consideration, but lowest dollar cost proposal shall not be the sole criteria to be considered. Consideration in the awarding of the Contract will be given to price, experience and competence of the bidder, the quality and experience of associated personnel, the nature and size of the organization, and the quality of similar services provided by the bidder to similar organizations.
3. **Qualifications & References** - Each proposal submitted shall itemize the qualifications, experience, and certifications of the personnel involved in providing services. References shall include a complete client list with a contact name and telephone number. At least one (1) such client shall have a computer network system comparable to the Town of Brentwood.
4. **Insurance** - The selected firm shall include evidence of insurance including but not limited to general liability, property and casualty, errors and omissions, and worker's compensation insurance. This evidence shall be shown on a certificate of insurance issued by the firm's insurance carrier(s).
5. **Conflict of Interest** - The selected bidder 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.
6. **Office Space** - The Town shall furnish reasonable office space with necessary office furniture and allow access to telephones and copier equipment to carry out the terms of this Contract.
7. **Limitations & Obligations** – The proposal shall explicitly state any limitations by the bidder on the provisions of the scope of work and any additional obligations required by the Town in order for the bidder to fulfill the requirements of the scope of work.

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FEE SCHEDULE

The proposal shall include a fee schedule indicating the fees for each type of service as follows:

1. The cost of providing the minimum quarterly scheduled service hours.
2. The cost of providing additional service hours over and above the weekly minimum during normal business hours broken down by on-site and off-site support if applicable.
3. The cost of providing additional services during non-business hours broken down by on-site and off-site support if applicable.
4. An increases in the above listed fees for subsequent years should the Town exercise the option to renew the contract for a second year.

SUBMISSION REQUIREMENTS

1. All proposals must be addressed to:

Karen Clement, Town Administrator
Town of Brentwood
1 Dalton Road
Brentwood NH 03833
603 2 6400 x 10
2. All proposals must be in a sealed envelope and clearly marked **“Sealed Bid – Technology Services”**. The name and address of the proposing business must be shown on the face of the envelope.
3. All proposals must be received by **4:00 pm on August 15, 2016**. Seven (7) copies of the proposal must be enclosed in the sealed envelope. Bids will be opened publicly at the Selectmen’s Meeting on August 16, 2016 at 6:15pm.
4. No facsimile, electronic, or telephone proposals will be accepted. Proposers are cautioned that failure to comply may result in non-acceptance of the offer. A Proposal received after the time and date specified will not be considered.
5. Proposals should be prepared simply and economically, providing a straight forward, concise description of provider capabilities to satisfy requirements of the request. Special bindings, colored displays, promotional materials, etc. are not desired. Emphasis should be on clarity and completeness of information provided.