

## **Upper Valley Lake Sunapee Regional Planning Commission (Commission)**

### **REQUEST FOR PROPOSAL-INFORMATION TECHNOLOGY AND SUPPORT SERVICES**

Proposals will be received by the Commission for Information Technology Support Services. Interested vendors should submit their proposal response documentation in an envelope marked as follows:

#### **IT SUPPORT SERVICES**

Chris Courtemanche  
Upper Valley Lake Sunapee Regional Planning Commission  
10 Water Street Suite225  
Lebanon, NH 03766

**Proposals must be received by 4:00 PM on Monday, April 21, 2014.**

Vendors are required to provide clear detail regarding scope of services, approach to protecting and securing the technology used by Commission's users, and their capability and experience. The Commission will utilize evaluation and selection criteria, based on the Commission's standard proposal process, to determine acceptable vendors. The cost and quality of acceptable vendors' proposals will be primary considerations in award. The Commission reserves the right to reject any or all proposals or to accept any proposal considered most advantageous. Copies of the Request for Proposal are available electronically at [www.uvlsrc.org](http://www.uvlsrc.org).

#### **1. INTRODUCTION**

Upper Valley Lake Sunapee Regional Planning Commission (Commission) is requesting proposals from qualified, professional technology vendors for Information Technology Support Services. The qualified vendor would provide necessary technical services, which would enable Commission to:

- Protect and secure its technology facilities;
- Ensure the efficient operation of its data processing networks and related computer systems in its defined user community;
- Enhance its quality of service for municipalities, state and federal agencies and clients;
- Minimize the spending and maximize the ROI for investment in technology.

The successful vendor will be expected to ensure that there is NO significant computer downtime during normal working hours, generally 8:00AM to 5:00PM, Monday through Friday. The vendor is expected to report on the status of technology issues and communicate effectively with Commission staff.

#### **2. BACKGROUND INFORMATION**

The Commission has one 10 full-time and up to 2 part-time staff. The Commission currently uses an outside vendor service to provide maintenance and support on as-needed basis for its users. There is an internal server being utilized for GIS analysis and mapping which uses a tape backup system. All other uses are covered by an external server. There are currently various

operating systems used at workstations, and many Commission staff use specialized third-party software that is vital to their job function. Examples include ESRI ArcGIS software and Sage Timeslips. Peachtree is used for billing and accounting purposes and shared calendars and contacts in Outlook are essential to office coordination. Standard Microsoft Office software including Word, Excel, Powerpoint, and Publisher are provided via Subscriber Access Licensing (SAL).

### **3. SERVICES REQUIRED**

The Commission is looking for a maintenance and support program to be designed under two major categories. These categories are PREVENTIVE MAINTENANCE and AS-NEEDED SUPPORT, to accommodate computer system activities and user equipment performance. The Commission expects the vendor proposal to define, in detail, the approach to be used in the above categories. A clear distinction of time and material costs for these efforts is essential.

#### **a) Initial Assessment**

Review the Commission's IT equipment inventory, assess the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations. A report of this initial assessment shall be submitted within 30 days of the execution of the contract, and shall be updated annually by April 1<sup>st</sup> for each year the contract is in force.

#### **b) Desktop Application Support**

Perform basic support functions, including the installation of computers, laptops, PDAs, printers, peripherals, and office software. Diagnose and correct desktop application problems, configure PCs and laptops for standard applications, identify and correct user hardware problems, troubleshoot, and provide preventative maintenance of all computer-related hardware.

#### **c) Server and Workstation Administrative Services**

Manage networks and computer systems, including complex applications, databases, messaging, servers and associated hardware, software, communications, and operating systems as necessary to ensure the optimal performance, security, reliability, and recoverability of the systems. Schedule and perform preventive maintenance for equipment in the areas of coverage and ensure that backup plans and procedures are being followed. Manage server and workstation configuration, including changes, upgrades, patches, etc. Coordinate user login and password security.

#### **d) Network Administration Services**

Maintain and support network equipment, including switches, firewalls, routers, and other security devices. Install and maintain accessory hardware including printers, scanners, and other network devices. Configure changes and installation of patches and upgrades, minor cabling (if needed), and alert notifications in case of equipment failure. Conduct proactive monitoring of network equipment, including establishing performance indicators to report on threshold limitations, network performance, and capacity management. Troubleshoot network equipment on an as-needed basis.

#### **e) Email, Security and Backup Efforts**

Maintain Commission e-mail accounts using the Commission domain, including adding, changing, and/or deleting Commission employee accounts as requested. Maintain virus detection programs on the Commission's servers and user computers/laptops. Perform

periodic security audits, including notification of suspected breaches of security to the Commission designated person. Maintain the current configuration of the Commission systems to enable remote access in a secure environment, with provisions for remote access administration. Coordinate data backup efforts to handle daily, weekly, and monthly backups of the Commissions data and information, email, and the like. Develop a program to ensure that systems and data may be restored if servers and/or computers go down.

**f) Planning**

Engineer, plan, and/or design for major system enhancements and/or upgrades to the Commission's existing information technology systems. Recommend future purchasing for technology needs, when requested or necessary.

**g) Not Included**

The contract to be awarded does not obligate the Commission to purchase computer equipment, hardware devices, cabling, licenses, or software from the successful vendor. Replacement parts are not part of this request for this scope of work. The scope of work does not include computer equipment and networks not owned by Commission.

#### **4. SUBMISSION REQUIREMENTS**

The Commission requires that the proposal submitted addresses the aforementioned services with specificity. We are looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth operating, efficient process, and effective information technology system. Each proposal shall provide the following information:

**a) Letter of Transmittal:**

The letter of transmittal must contain the following information:

- ✓ Company name, address, telephone number(s), and website;
- ✓ Name, title, email address, and telephone number of the firm's primary contact person as it relates to the firm's proposed services with the Commission;
- ✓ Federal and State taxpayer identification numbers of the firm;
- ✓ A brief statement of your understanding of the services to be performed and a positive commitment to provide services as specified. The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule;
- ✓ A statement indicating that the proposal and cost schedule will be valid and binding for ninety (90) days following the proposal due date, and may become part of a contract negotiated with the Commission.

**b) Profile:**

Provide a short profile of the firm including at a minimum:

- ✓ Length of time in business;
- ✓ Length of time in providing proposed services;
- ✓ Number of clients;
- ✓ Number of clients in the public sector;
- ✓ Number of full-time employees and your capacity to take the Commission on as a client;
- ✓ Small, Minority-owned, and Woman-owned business, if applicable.

**c) Proposal:**

- Description of the approach the firm will use in providing the services requested;
- Name, title, address, and telephone number of three references within the region for which similar services have been provided;
- Description of experience and expertise of staff; include certifications and relevant work experience;
- Description of the local availability of staff;
- Description of support services, including:
  - ✓ Help Desk Description;
  - ✓ Structure of additional charges for support services, if any;
  - ✓ Problem escalation matrix and time/availability of all resolution levels;
  - ✓ Guaranteed response times and time to on-site presence;
  - ✓ Procedures and provisions for after-hours response and on-site repair
- Explanation of any contract termination for default or other incident in the past five years (Termination for default is defined as notice to stop services for non-performance or poor performance, regardless of whether the issue litigated or not. If default occurred, list the name, address, and telephone number of the party. If no such termination occurred for default, declare it. The Commission will evaluate the facts, and may, at its sole discretion, reject the vendor's proposal);
- Scope of services beyond the RFP that the firm provides which may be of interest to the Commission.

**d) Draft Contract Language**

The vendor shall submit a draft contract.

**e) Reports**

The vendor shall submit service reports on a quarterly basis, summarizing service and IT policy issues. The vendor must be available to meet with the staff and/or the Commission's Executive Director to review quarterly reports and discuss issues.

**f) Cost of Services**

The Commission requires that the vendor submit a FIXED FEE service contract for a twelve month period, with an option to renew for a second twelve months. Each twelve month period must be shown separately. Payment schedule should also be included (i.e. monthly or quarterly). Vendors must list, specifically, any services which would not be covered in the proposal price. The vendor shall indicate the impact, if any, of changes in the IT infrastructure (number of servers and PC's) on the fixed fee. Identify the following for those services not included under the fixed fee:

- i. A fee schedule containing the vendor hourly rates for services beyond the RFP;
- ii. A description of how services would be billed for services beyond the RFP;
- iii. A description of any other applicable additional charges for services beyond the RFP.

**5. PROPOSAL EVALUATION**

An evaluation and selection process will be completed using the following criteria:

- ✓ Understanding of the needs of the Commission;

- ✓ Approach and methodology of providing the requested services;
- ✓ Response time for matters that impede the work of the Commission;
- ✓ Staffing and experience;
- ✓ Satisfaction of clients/end users;
- ✓ Pricing.

## **6. MISCELLANEOUS**

The Commission reserves the right to reject any or all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in the Commission's sole judgment, best meets the requirements of the program. The RFP creates no obligation on the part of the Commission to award a contract or to compensate the Bidder for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews.

The Commission reserves the right to award a contract based on proposals received without further discussion or negotiation. Vendors should not rely upon the opportunity to alter their qualifications during any discussions. The Commission further reserves the right to make such investigation as it deems necessary to determine the capability of the vendors to furnish required services. Vendors shall furnish all such information for this purpose as the Commission may request. Vendors must specifically identify any portions of their submittals, deemed to contain confidential and proprietary information, or trade secrets.

Consultants are invited to inspect the Commission facilities for the purpose of preparing their proposals. A meeting has been scheduled on **Friday, April 11, 2014 at 1:00 PM** for this purpose. This is not a mandatory meeting.

Questions on this proposal must be directed to:

Chris Courtemanche  
Upper Valley Lake Sunapee Regional Planning Commission  
10 Water Street Suite 225  
Lebanon, NH 03766  
[info@uvlsrpc.org](mailto:info@uvlsrpc.org)

All requests from the vendor for additional information must be made in writing (includes email), and this information provided will be made available to all vendors at the discretion of the Commission.

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