

**Town of Henniker, New Hampshire
Request for Proposal
Information Technology Support Services**

I. Introduction

The Town of Henniker is soliciting proposals for information technology support services from qualified firms or individuals. It is anticipated that this will enable the Town to significantly improve information technology (IT) effectiveness, enhance its quality of services, minimize its support cost and maximize return on investment in IT.

II. Background Information

The Town of Henniker currently runs a Windows 2003 server with workstations running through Windows 7. These workstations connect via a network to the server which provides file sharing and access to specialized network applications. The Town is seeking assistance with non-routine support issues, data backups (on and off site) and server virtualization. We have 2 servers, one at the town hall and another at the police department. There are 10 workstations at the town hall and 9 workstations at the police department.

III. Services Required

1. Server Administration Services - Managing computer systems and networks to include complex application, database, messaging, web and other servers and associated hardware, software, communications, operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Ensure scheduled preventive maintenance for equipment is properly and promptly performed; maintain the maintenance records on the equipment; develop operations, administrative, and quality assurance back-up plans and procedural documentation. Setup new users and edit or remove existing users on server. Server performance and capacity management services with reporting when specified thresholds are reached. Configuration management, including changes, upgrades, patches, etc. Server will store specialized software products such as Peachtree financial software, VISION, VADAR and Police software and other specialized software products.

2. Network Administration Services – Scope of activity includes all Town network equipment including switches, firewalls, routers, and other security devices. Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades. Network performance and capacity management services, and network troubleshooting. Maintain network documentation and procedures.

3. Security – Review of virus detection programs on Town servers, email and all other Town computers and laptops. Perform security audits as requested. Configure Town system to enable remote access in a secure environment and provide remote access administration as requested by designated Town personnel.

4. Strategic Planning – Engineering, planning, and design services for major system enhancements, additives and alternatives, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchasing and technology needs. Install new servers, software and hardware and transfer data if required. Strategic planning, design, and installation/upgrade of core network systems. Examples include major network upgrades, provider changes, IP schema redesign, installation of “core” network devices, etc.

IV. Submittal Requirements

Cover Letter – to contain the following:

1. Company/Individual name, address and telephone number.
2. Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified. Summarize your proposal and your firm’s qualifications.
3. Statement which indicated the proposal and cost schedule shall be valid and binding for ninety days following the proposal due date and will become part of the contract that is negotiated with the Town.

General Vendor Information – to contain the following:

1. Length of time in business of providing proposed services
2. Total number of clients
3. Total number of public sector clients
4. Number of full-time and part-time personnel
5. Office location(s)
6. Describe how your firm is positioned to provide the services listed above and provide a history of experience on providing similar services.
7. Describe your approach to providing these services and your methodology for providing on-going support.
8. Provide the name, title, address, and telephone number of three references for clients whom you have provided similar services. Please provide information referencing the actual services provided, customer size (number of users), and the length of tenure providing services to this client.
9. Staff Resources – Identify names of principals and key personnel who will actually provide the information technology services. Summarize the

experience and technological expertise of these staff. Describe the role and responsibilities that each of these individuals will have. The local availability of staff that will be providing these services shall be an important consideration.

10. The proposal must contain a fee schedule that includes hourly rates for the proposed services.
11. Describe how your services are priced and any specific pricing you are able to provide.
12. Define any additional charges (e.g. travel expenses).

V. Evaluation Criteria and Process

Each submittal will be rated based on the following criteria:

- Experience
- Understanding of services to be provided
- Personnel Expertise
- Compatibility with end users/interview
- Project Approach
- Satisfaction of clients/end users
- Cost

VI. Submission of Proposals

All proposals must be addressed to:

Tom Yennerell, Town Administrator
RE: Information Technology Services
18 Depot Hill Road
Henniker, NH 03242

All proposals must be received by July 3, 2014 at 4:00 pm

All questions regarding this proposal are to be submitted to:

Tom Yennerell, Town Administrator
18 Depot Hill Road
Henniker, NH 03242
603-428-3221 ext. 5
tomyennerell@tds.net