

**Town of Weathersfield, Vermont  
Request for Proposal  
Information Technology Managed Services**

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**I. Request for Proposal Announcement – posted April 20, 2017**

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

**II. Background Information**

The Town of Weathersfield currently manages a small Windows-based network consisting of one server, approximately twenty desktop and laptop workstations and normal ancillary equipment. Support is currently provided by one vendor for general network requirements and several vendors for application-specific support. It is anticipated that the application-specific support will continue unchanged. The Town is seeking a vendor to provide general network support including 24x7 monitoring services, security services, maintenance of hardware, updates to software, and backup and disaster recovery services through a mix of remote and onsite efforts.

The Town desires this request for proposal to be developed based on a flat monthly fee for service. That is, within a reasonable range, all services described below in section III should be included in the base fee. Services provided outside the scope of what is described in section III must be authorized in advance by the Town and will be at rates included in the bid submitted.

If a qualified firm offers a standard managed services product which addresses most, all or more than the services described in section III it will be acceptable for the vendor to propose that product in lieu of responding directly to the requirements of this request for proposal.

**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-including telephones, 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

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with reporting when specified thresholds are reached. Configuration management, including changes, upgrades, patches, etc.

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. Develop and execute a plan to ensure that all Town data is backed up regularly to multiple secure offsite locations. 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. As well as the following:
  - 24x7 desktop/server monitoring and alerting.
  - Network Firewall Monitoring
  - Microsoft Patch Management
  - Managed Antivirus and Antispyware
  - Security Administration
  - Backup Monitoring & Administration
  - Maintain inventory of all IT related equipment
4. **Strategic Planning** - Engineering, planning, and design services for major system enhancements, additives and alternatives, including installations and upgrades of new or existing systems. Budgets and/or quotes should be included in the plans. Examples include major server upgrades, storage system upgrades, software, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchasing and technology needs. Strategic planning, design, and installation/upgrade of core network systems.
5. **Onsite Support** – It is expected that the vendor will provide onsite support for all equipment and services if remote service does not resolve issues.
6. **Monitoring and Maintenance Services** - Provide 24x7 remote monitoring and alerting to include the following:
  - Error and event log monitoring and ticketing system
  - Drive space monitoring
  - Website monitoring
  - Application and database monitoring
  - Asset inventory
  - Remote server, firewall and desktop remediation for all networked equipment

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- User account administration
  - Printer management log file maintenance
  - Firewall/VPN/Router management
7. **Reporting** – Provide monthly reports to the Town indicating status and activity relating to numbers 1 through 6 above.

**IV. Site Meeting**

All interested proposers may contact the Town Manager's office at 802-674-2626 at the Weathersfield Town Office at 5259 Route 5, Ascutney, Vermont to schedule a walk through.

**V. Submittal Preparation Instructions**

**A. Cover Letter** - to contain the following:

1. Company/Individual name, address, telephone number and email address.
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 indicates 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.
4. Statement indemnifying and holding the Town harmless for claims involving royalties, patents, patent infringement to do with the delivery of services or use of materials furnished.

**B. General Vendor Information** - to contain the following:

1. Length of time in business of providing proposed services
2. Total number of clients. Please provide a list.
3. Total number of public sector clients. Please provide a list.
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, telephone number and email address 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

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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.

**C. Financial Proposal** - to contain the following:

Please submit a fixed price bid for a period of at least one year (to be paid monthly) covering all the services described above. Include with that a schedule of prices you propose to charge for services not included in the base bid.

**D. Questions** – Direct questions relating to these specifications to Colin Butler, Accountant for the Town at (802) 674-2626 or [accountant@weathersfield.org](mailto:accountant@weathersfield.org).

**VI. 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 endusers/interview
- Project approach
- Satisfaction of clients/end users
- Cost

The Town will evaluate all submissions and may choose to enter negotiations with one or more of the responding qualified firms. The Town reserves the right to not to move forward with this project or to reject all proposals.

**VII. Submission of Proposals**

**All proposals must be received by May 25, 2017 at 12:00 pm.**

**All proposals must be addressed and delivered in a sealed envelope to:**

Town Manager  
RE: Information Technology Services  
PO Box 550  
Ascutney, VT 05030