

Town of Atkinson, New Hampshire

Request for Proposals

Technology Support Services

**Proposals Due
12 Noon Friday, September 22nd 2017**

**Town of Atkinson
21 Academy Avenue
Atkinson, NH 03811**

NOTICE

The Town of Atkinson is currently requesting proposals from qualified Information Technology (IT) support firms to manage and maintain the Town's IT infrastructure, to include, but not limited to, the Kimball Library, which shall be treated as a separate entity. Submittals should address the firm's ability to work within a medium-sized municipal environment. All proposals are due in the Selectmen's Office, 21 Academy Avenue, Atkinson, NH 03811, clearly labeled "Technology Support", on or before 12 Noon, Friday September 22, 2017.

The firm deemed most qualified will enter into a two-year contract with the Town, according to the Specifications starting April 1st 2018.

For additional information or to arrange for mandatory walk-thru, please contact via e-mail

Town Admin: townadmin@atkinson-nh.gov

Tech Comm: technologycom@atkinson-nh.gov and to

Diane Heer: director@Kimballlibrary.com.

SPECIFICATIONS

Domain Administration:

- Creation of user accounts
- Archiving of user accts and associated data when appropriate
- Mail server administration (MS Exchange)
- Home directories created
- Shared departmental folders created

Server Management:

- All patches and updates to be applied within 45 days of vendor release
- Review all ancillary programs, including but not limited to firewall, back-up/disaster recovery, antivirus programs, etc. for updates and confirm system maintenance checks are being performed.
- Anti-virus updates to be installed within 36 hrs of release from vendor
- Maintain privacy protection and safeguards (encryption, certificates, secure access, etc.).
- E-mail Archiving (Compliance with NH RSA 91-A:1-a)
- Database Management (space management and performance tuning)

Workstation Management:

- On-site and remote support.
- Complete patch management.
- Maintain properly functioning configurations.
- Anti-virus updates to be installed within 36 hrs of release from vendor

General Consulting/IT services:

Server, workstation, printer, network device consultation, configuration, and installation, software updates, network troubleshooting.

On-site repairs and installation of printers, computers and other equipment as necessary.

Suggestions and plans on general IT infrastructure improvements. **The implementation of any such plans would be outside the scope of this contract.**

Network Status:

All hardware and software programs are to be reviewed and updated to protect the network server and workstations.

Utilization of hardware, software, and services that check traffic, block restricted sites, and prevent cyber-attacks are to be reviewed and recommendations are to be made.

Maintain secure VPN access for Town employees, Selectmen and Heads of Committees both elected and appointed.

Backup and Recovery:

All servers should be backed up with a secure backup method utilizing encryption.

Disaster recovery testing of each server is required.

Proper backup and recovery procedures must be documented.

Desktops will not be backed up. A method to ensure that municipal data is stored on the Town's servers is required.

Quarterly verification of recovery procedures.

Asset Management:

Maintain up to date hardware and software inventory for all systems

Monitoring and Reporting:

Monitoring of critical functions and utilization of file servers.

Monitoring of networks for errors and utilization.

Monthly report of all service calls

Monthly reports of key server and network utilization(including Internet)

Monthly reports of all service activity, including response and resolution times.

Document and report any changes

Review server and firewall logs monthly

Website traffic

Professional Information and Qualifications

Each interested firm shall submit the following information:

Name of Firm, Address of principal place of business and all partners or firm's officers and corresponding telephone and fax numbers.

Please note specifically which partners will be assigned to work with the Town of Atkinson.

Prior computer support services.

Examples of your record of success representing municipalities.

The firm's ability to provide the services in a timely fashion: Response time in hours: days of week available. Include: charges for express service or after-hours charges.

List all material charges, if any.

Three client references.

Certifications for Network/IT Engineer & Field Services Engineer (MCSE, CCNE etc.)

Proof of insurance. Number of employees.

Selection Criteria:

The selection criteria used in awarding a contract or agreement for professional services as described herein shall include:

- Qualifications of the individuals who will perform the tasks.
- Experience and references.
- Ability to perform the task in a timely fashion.
- Cost competitiveness.
- Other factors, if demonstrated to be in the best interest of the Town of Atkinson.
- Bids should reflect combined and individual pricing (Town and Library)

Submission Requirements:

RFP's will be accepted via standard mail or may be dropped off at Town Hall. All proposals must be sealed and the sealed envelope must be labeled "Technology Proposal". Submissions must be delivered no later than 12 Noon, Friday September 22, 2017 to:

Town of Atkinson
21 Academy Ave
Atkinson, NH 03811
Clearly Labeled "Technology Support"

**A tour of the facilities is required. Please contact via email
Alan Phair at townadmin@atlinson-nh.gov for Town Hall and
Diane Heer at director@kimballlibrary.com for the Kimball Library.**