



Town of Atkinson, New Hampshire

Request for Proposals

Technology Support Services

12 Noon Thursday November 4, 2021  
Proposals Due

Town of Atkinson  
19 Academy Avenue  
Atkinson, NH 03811  
ATTN: Town Administrator

## 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 all Town departments including 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, 19 Academy Avenue, Atkinson, NH 03811, clearly labeled "Information Technology Support", on or before 12 Noon, Thursday, November 4, 2021.

The firm deemed most qualified will enter into a two-year contract with the Town, according to the Specifications, pending annual funding, beginning January 1, 2022.

For additional information or to arrange for an optional walk-thru, please contact via e-mail Andria Hansen at [townadmin@atkinson-nh.gov](mailto:townadmin@atkinson-nh.gov) and Karen Brown at [director@Kimballlibrary.com](mailto: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 an over the wire 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:

1. Name of Firm
2. Address of principal place of business and all partners or firm's offices and corresponding telephone and fax numbers. Please note specifically which partners will be assigned to work with the Town of Atkinson.
3. Prior computer support services.
4. Examples of your record of success representing municipalities.
5. 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.
6. List all material charges, if any.
7. Three client references.
8. Certifications for Network/IT Engineer & Field Services Engineer (MCSE, CCNE etc.)
9. Proof of insurance.
10. Number of employees.

### Selection Criteria:

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

1. Qualifications of the individuals who will perform the tasks.
2. Experience and references.
3. Ability to perform the task in a timely fashion.
4. Cost competitiveness.
5. Other factors, if demonstrated to be in the best interest of the Town of Atkinson.
6. 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 "Information Technology Support". Submissions must be delivered no later than 12 Noon, Thursday, November 4, 2021 to:

Town of Atkinson  
19 Academy Ave  
Atkinson, NH 03811  
ATTN: Town Administrator

A tour of the facilities can be arranged. Please contact Andria Hansen via email at [Townadmin@atkinson-nh.gov](mailto:Townadmin@atkinson-nh.gov) for Town Hall and Karen Brown at [director@kimballlibrary.com](mailto:director@kimballlibrary.com) for the Kimball Library.