

LOWER SWATARA TOWNSHIP, DAUPHIN COUNTY

**REQUEST FOR PROPOSALS
INFORMATION TECHNOLOGY SUPPORT SERVICES**

Proposals will be received by Lower Swatara Township, Dauphin County, for Information Technology Support Services. Interested vendors should submit five (5) paper copies and one (1) electronic copy of their proposal in an envelope marked as follows:

IT SUPPORT SERVICES

Please submit bids to the attention of:

Frank Lynch, Interim Township Manager
Lower Swatara Township
1499 Spring Garden Drive
Middletown, PA 17057
flynch@lowerswatara.org

Proposals must be received by Wednesday, August 30, 2017 by 4:00pm.

A copy of this Request for Proposals is available electronically at www.lowerswatara.org. All questions or inquiries shall be directed to Frank Lynch, Interim Township Manager, at flynch@lowerswatara.org.

INTRODUCTION:

Lower Swatara Township (hereinafter referred to as "Township") is requesting proposals from qualified, professional technology vendors for Information Technology Support Services. The successful respondent will be expected to provide the necessary technical services, which will enable the Township to:

- Protect and secure its technology;
- Ensure effective and efficient operation of its data processing networks and related computer systems;
- Enhance its quality of service and the experience of network and system users; and
- Maximize the Township's return on investment resulting from its current and future investments in technology.

The successful respondent will be expected to resolve computer system and network issues in accordance with industry standards and recognized Best Practices for maintenance and support benchmarks; to organize and respond to calls for service efficiently and effectively and ensure that there is no significant computer downtime during normal business hours, generally 8:00 am to 6:00 pm, Monday through Friday, and professional IT assistance shall be available on a 24/7 basis for Police and Emergency Management functions. Successful vendor will report on the status of technology issues and effectively communicate such to the Township's Manager, Administrative Assistant or others as directed by the Manager.

BACKGROUND INFORMATION:

The Township does not currently have an IT Department or internal IT professional and is currently utilizing an outside vendor to provide maintenance and support on as-needed basis for its user community.

Attached is a copy of the Township's current IT inventory, along with a description of its essential components and uses.

SCOPE OF SERVICES:

This section summarizes the services to be provided to the Township under this engagement. The Township is looking for a maintenance and support program to be designed embracing two major areas of focus. These focus areas are As-Needed or Responsive Maintenance, and Preventative Maintenance.

(Proactive Maintenance focus areas, as shown in bold and italics, should be addressed separately for pricing purposes in proposals.)

- A. Desktop Application Support - Performance of basic support functions, including the installation of desktops, laptops, mobile devices, printers, peripherals, office software, etc.; diagnosis and correction of desktop application problems; configuration of desktops, laptops, and mobile devices for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed; and maintenance of an updated inventory of all related hardware and software

- B. Network Administration Services - Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices

Installation and maintenance of printers, scanners, network devices, etc.; routine configuration changes; installation of patches and upgrades; minor cabling; alert notifications in case of equipment failure

Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; continuous troubleshooting

Maintenance of network documentation for daily, weekly, and monthly services

- C. Email, Security, and Backup - Maintenance of Township email accounts using the Lower Swatara Township domain, including adding, changing, and/or deleting user accounts as requested; maintenance of virus detection programs on servers and individual workstations; performance of periodic security audits, including notification of suspected breaches of security

Configuration of systems to enable remote access in a secure environment, as approved, with provisions for remote access administration

Development and implementation of a data backup policy, with procedures in place to handle daily, weekly, and monthly backup of the network, computers, data and information, email, and the like; program to restore systems and data if servers and/or computers go down

- D. Server and Workstation Administrative Services - Management of networks and computer systems, including complex applications, databases, messaging, servers, and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, and recoverability of the systems

Configuration management, including changes, upgrades, patches, etc.; management of user logins and password security; and support of software products relating to servers and workstations; timely response to repair and maintenance work for users

Scheduling of preventative maintenance for equipment; proper and prompt performance of preventative and responsive maintenance; maintenance of records for service calls (both on-site and remote); development of operations and quality assurance for backup plans and procedures to be followed

- E. Assessment - Review of the inventory, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes, and make recommendations for improving routine support criteria and minimizing emergency maintenance situations. A report on this initial assessment shall be submitted to the Township Manager by December 15, 2017, and by August 1st of each subsequent year as long as the professional relationship continues. This is to allow for necessary budget planning for the subsequent calendar year.***
- F. Planning - Engineering, planning, and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs***
- G. Not Included - This professional relationship does not obligate the Township to purchase computer equipment, hardware, cabling, licenses, software, etc. from the successful respondent.

SUBMISSION REQUIREMENTS:

The Township is requesting that the responses submitted address the following subjects with specificity.

Letter of Transmittal - The letter of transmittal must contain the following:

1. Company name, address, telephone number(s), and company website.
2. Name, title, email address, and telephone number(s) of the person(s) to contact and who are authorized to represent the firm and to whom correspondence should be directed.
3. A brief statement of your understanding of the services to be performed and an expression of a commitment to provide the requested services.
4. The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.

Company Profile - Provide a short profile of the company including at a minimum:

1. Length of time in business;
2. Length of time in providing the requested services;
3. Number of current clients;
4. Names and number of public sector clients;
5. Number of full-time employees and areas of involvement (technical support, programming, consulting, sales support, and administrative support)
6. Location of the office proposed to service the Township; and
7. Identification as a Small, MBE, and/or WBE, if applicable.

Proposal- The proposal should address the following:

1. Describe the approach the firm will use in providing the requested services. Describe how the firm is positioned to provide the services requested, with a history of experience on providing similar services.
2. Names, titles, addresses, telephone numbers, and email addresses of three client references to which similar services have been provided, including information referencing the actual services performed, number of users, and length of tenure.
3. Experience providing IT services to local governments should be described, and references for municipal clients should be included in the response.
4. Résumés of key personnel proposed to be assigned to service this account.
5. Proposed fee schedule for 2017
6. Describe remote and telephonic support services available, including support availability (days of the week and times), structure for charges for support, steps for resolving problems, response time and goals for resolving problems.
7. Scope of services beyond the RFP that the firm provides, which may be of interest to the Township.
8. Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.

MISCELLANEOUS:

The Township 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 its sole discretion best meets the requirements and needs of the Township.

Proposals must include proof of insurance, including employer liability, bodily injury liability, property damage including loss of information, auto liability and workmen's compensation.

This is a contract for a professional service and, therefore, not subject to Pennsylvania public bidding requirements.

The RFP creates no obligation on the part of the Township to award a contract or to compensate a respondent for any costs incurred in responding to this request, in presenting its proposal, and/or participating in an interview.

Vendors must specifically identify any portions of their submittals deemed to contain confidential and/or proprietary information or trade secrets so as to preclude its disclosure under Pennsylvania Right to Know Law.