

**Town of Kennebunkport Request for Proposal**  
**Information Technology Support Services**

**I. Introduction**

The Town of Kennebunkport is soliciting proposals from qualified vendors for information technology support services. The qualified vendor will enable the Town to significantly improve information technology (IT) effectiveness, enhance its quality of services, minimize its support costs, and maximize return on investment in IT.

**II. Background Information**

The Town of Kennebunkport is seeking IT support services for the Town Office, Police, Wastewater, Public Works, Public Health and Fire. The Town currently has an IT services agreement with York County. The Town's email is supplied by "Virtual Town Hall" which runs on the First Class mail platform. All personnel, hardware and software must be Criminal Justice Information Services (CJIS) compliant. All personnel performing work on Kennebunkport systems will have to meet CJIS requirements as well as complete and update as needed CJIS training.

The summary of infrastructure is as follows:

- a. Town Office (Including Town Manager, Tax Collection, Finance, Town Clerk, Assessing, Planning, and Codes Enforcement).
  - i. Two (2) servers
  - ii. Eleven (11) desktops
  - iii. Two (2) laptops
- b. Police
  - i. Five (5) servers
  - ii. Fourteen (14) desktops
  - iii. Six (6) mobiles
- c. Wastewater
  - i. Four (4) desktops
  - ii. Two (2) laptops
- d. Fire
  - i. Two (2) networked desktops
- e. Public Works
  - i. Two (2) desktops
- f. Parks and Recreation
  - i. Two (2) desktops
- g. Public Health
  - i. One (1) desktop

The Town has a total of seven (7) servers running Microsoft server software from 2008 at the Town Office to 2012 at the Police Department. The Town currently uses Sonic Wall and Kaspersky antivirus.

Vendors are invited to schedule a site visit to review the network at the Town Office and Police Department. The Town has set aside **Monday, September 28** for on-site visits. Please contact Arlene McMurray at [amcmurray@kennebunkportme.gov](mailto:amcmurray@kennebunkportme.gov) or 207-967-1607 to schedule a visit.

### **III. Services Required**

1. **Initial Assessment** – Compile/update inventory of all information technology related assets, assess system architecture and current processes, and make recommendations for improved Town-wide IT system performance.
2. **Email Support** – The transfer, hosting and support of Town emails on a Microsoft Outlook platform. The Town currently has 36 email accounts.
3. **Desktop Applications Support** – Performs basic support functions including installing PCs, laptops, printers, peripherals, and office automation software; diagnosing and correcting desktop application problems, configuring laptops and desktops for standard applications and identifying and correcting end user hardware problems, and performing advance troubleshooting. Maintain an up-to-date inventory of all Town computer related hardware, which will be available upon request and remain the property of the Town. Assist designated Town personnel with software and hardware purchases if needed.
4. **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 the server. Server performance and capacity management services with reporting when specified thresholds are reached. Configuration management, including changes, upgrades, patches, etc. General support of the Towns' Trio financial software and other specialized software products of the Town, such as Vision, GIS, Tri-Tech, iPark, watchguard video and eventide digital recording in connection with server administration.
5. **Network Administration Services** – Scope of activity includes all Town network equipment including switches, firewalls, routers, and other security devices. Primary installation and maintenance of printers, network configuration changes, and installation of patches and upgrades. Alert

notifications to designated Town personnel in the event of failure. Proactive monitoring of network equipment and performance indicators. Network performance and capacity management services and network troubleshooting. Maintain network documentation and procedures.

6. **Security** – Maintenance of virus detection programs on Town servers, computers, laptops and other equipment. Perform security audits as requested by Town personnel immediately of suspected breaches of security. Provide remote access administration as requested.
7. **Response Time** – General IT services will be scheduled at times that meet the needs and demands of the Town, whether on or remote access. Emergency response should not exceed 2 hours on Server or Network administration services. See section 11 under submittal requirements for more information.
8. **Strategic Planning** – Contracted separately on an as needed basis.

**IV. SUBMITTAL REQUIREMENTS:** The following information shall be required in the RFP submittal.

1. Letter of Transmittal – The letter is not intended to be a summary of the proposal itself. The letter of transmittal must contain the following:
  - a. Company name, address and telephone number(s) of the company submitting the proposal.
  - b. Name, Title, address, email address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.
  - c. A brief statement of your understanding of the services to be performed and a positive commitment to provide the services as specified.
  - d. Letter must be signed by an individual of the company that is legally authorized to bind the agency to the proposal and cost schedule(s).
  - e. Statement that indicates “Proposal and Cost Schedule(s) shall be valid and binding for Ninety (90) days following the proposal due date and will become part of the contract negotiated with the Town.
2. General Vendor Information:
  - a. Length of time in business
  - b. Length of time in business providing proposed services
  - c. Total number of municipal clients
  - d. Number of personnel and reference of personnel to be assigned to this account if accepted.
  - e. Location of headquarters and any field offices, as well as the field office to be assigned to this service account
  - f. Proof of insurance
3. Describe how your firm is positioned to provide the services listed above and provide a history of experience on providing similar services.

4. Describe your approach to providing these services and your methodology for providing ongoing support.
5. Provide three reference with at least one being government or municipal.
6. Staff Resources – Identify names of principals and key personnel who will actually provide the IT services. Summarize the experience and technological expertise of these staff. Provide local availability of staff providing the services. Resumes may be submitted.
7. Support Services – While it is understood proposals will be submitted either on a package or hourly basis, vendors should provide pricing for emergency services. Included within your proposal emergency hours may be built in but if they are not and are above and beyond proposal please answer the following:
  - a. Is help desk support available?
  - b. When is support available on emergency basis (24/7 or certain days of week)?
  - c. How are charges for emergency support structured, documented and tracked?
  - d. What do you provide for access to support staff (800#, email, cell phone, etc...)?
  - e. Please provide your problem escalation process, including
    - i. Initial problem identification
    - ii. Triage for priority and severity of problem
    - iii. Steps for resolving problem escalation when a solution is not forthcoming or an implementation solution is “unsatisfactory”.
    - iv. Final authority regarding conflicts.
8. Has your company had a contract terminated for default during the past five years? Please describe if so.
9. Beyond the scope of this RFP, what services (related or otherwise) does your company provide that may be of interest to the Town?
10. Proposal Summary – Summarize your proposal and your company’s qualifications. Additionally you may provide other pertinent information that will help the Town determine your overall qualifications.
11. Cost of Services:
  - a. The proposal must contain a fee schedule that includes hourly rates for proposed services. If you have package service agreements that encompass

requested services please provide as well. Detail what is included in your service agreements and what is at an additional cost. Please provide response time to each level of service or rate you are proposing. If providing an hourly rate “only,” separate out general service rate(s) and emergency 1-2 hour response time rate(s). If proposing weekly or monthly time block service agreements, please indicate if it includes emergency response or if it is an additional rate.

- b. Define any additional charges that you may assess above and beyond your hourly or package fee/rate structure (e.g. travel expenses, etc...).
- c. Initial assessment of IT structure needs to be detailed and priced separately from general IT services requested.

## **V. EVALUATION Criteria and Process**

A selection committee will conduct an evaluation of qualifications and will rate each submittal based upon the following criteria:

1. Experience
2. Understanding of services to be provided
3. Personal expertise
4. Compatibility with end users
5. Project approach
6. Satisfaction of clients/end users
7. Cost and/or Fee Structure

As part of the evaluation process the Town of Kennebunkport will conduct interviews with chosen vendors on **Thursday, October 15**. Vendors submitting proposals should remain available on the 15<sup>th</sup>, but will be contacted by Tuesday, October 13.

**VI. DEADLINE:** Deadline for Submission of Proposals. The proposals are due back to the Town of Kennebunkport at the Town Offices by 3:30 PM, on Thursday, October 8. No later submissions will be accepted. Please submit all proposals in sealed envelopes marked “IT Services Bid.” The proposals will be opened at 3:30 PM on October 8th, and it is planned to have bids awarded at the October 22 Selectmen’s meeting with the contractor beginning work in November.

## **VII. Miscellaneous:**

1. The Town of Kennebunkport reserves the right to reject any and all proposals for failure to meet the requirements contained herein, to waive any technicalities and to individually select the proposal, which, in the Town’s sole judgment, best meets the requirements of the services requested.

2. The RFP creates no obligation on the part of the Town to award a contract or to compensate the proposer for any costs incurred during the proposal presentation, response, submission, presentation, or oral interviews (if requested/held). The Town reserves the right to award a contract based upon proposals received without further discussion or negotiation. Proposers should not rely upon the opportunity to alter their qualifications during discussions.
3. The Town further reserves the right to make investigations as it deems necessary to determine the ability of proposers to furnish the required services, and proposers shall furnish all such information for this proposal as the Town may request.
4. Proposers must specifically identify any portion of their submittals deemed to contain confidential or proprietary information.