



**Town of Boscawen, New Hampshire
116 North Main Street
Boscawen, NH 03303
(603) 753-9188**

Request for Proposals for Technology Services

GENERAL INFORMATION

The Town of Boscawen is seeking proposals for Technology Services related to the Town's networked computer system, equipment, and infrastructure. For the purposes of this RFP, the "Town" refers collectively to all departments which include the Municipal Office, Police Department, Fire Department, Transfer Station and Public Works.

1. The proposer must include with the Proposal a statement confirming full understanding of the services to be provided as proposed.
2. All questions must be presented in writing. All requests for information and clarification should be addressed to: Katie Phelps, Town Administrator, Town of Boscawen, 116 North Main Street, Boscawen, NH 03303 or by email at kphelps@boscawennh.gov.
3. Information regarding current hardware and software information is included herein.
4. Any associated costs for additional hardware or software required or related services must also be defined.
5. A Proposal received after the time and date specified will not be considered.
6. The Town of Boscawen reserves the sole right to determine which combination of price and service is in its best interest.

SCOPE OF WORK

The scope of services is intended to ensure the proper operation of the Town's networked computer system, equipment and related network infrastructure located at the Municipal Office. It is anticipated to include, but not be limited to the following:

1. Maintenance and administration of hardware and operating systems, including updates and patches, for two (2) physical file servers running Windows Server Operating Systems and 3 HyperV virtual machines on each.

2. Maintenance, and administration of hardware and operating systems, including updates and patches, for approximately thirty (30) departmental and public access workstations/laptops running various versions of Windows Operating Systems across the five locations.
3. Maintenance, and administration of approximately thirteen (13) networked and local laser and inkjet printers, including updates and patches as well as any non-hardware related issues related to printing or scanning to networked copier/multifunction machines maintained by other parties.
4. Maintenance of all associated uninterruptible power supply (UPS) units.
5. Maintenance and administration of various hardware and software related to LAN and WAN infrastructure and cabling, including but not limited to wired and wireless routers, switches, modems and firewalls over broadband, copper, and fiber optic lines.
6. Installation or maintenance of currently installed software, upgrades and patches including but not limited to:
 - a. Server and workstation antivirus software.
 - b. Server backup software.
 - c. Microsoft Office products.
 - d. Departmental application software.
7. Perform network administration including network access and security setting for users and remote access for employees and vendors through virtual private networks and third party software as required.
8. Assist the Town in maintaining a current inventory of all equipment associated with the network including their location and relevant hardware and peripherals installed.
9. Assist the Town in maintaining documentation on the configuration of equipment including operating systems, installed software, including relevant versions and settings.
10. Assist the Town in maintaining documentation related to the set up and configuration of all network related hardware and infrastructure, including user and group access right, log in scripts and other network related information.
11. Make recommendations, along with the associated cost, in order to adequately maintain the system and its components including the upgrade, replacement, or installation of additional equipment and/or related software.
12. Provide system monitoring and updates to prevent cybersecurity breaches. Provide regular staff cybersecurity awareness training opportunities.

Services related to the above scope of work shall include:

1. On-site performance of routine maintenance, upgrades, installations, and non-critical problem solving shall be scheduled in advance. Additional hours may be required to complete a project or resolve a problem. Whenever possible, such hours shall be scheduled in advance.
2. Provide telephone support during normal business hours for all departments (Monday - Friday, 8:00am – 5:00pm). The Police Department requires the availability of support 24hrs a day, 7

days a week. Issues of a more critical nature: Resolution of these issues may require an on-site visit in which case the response time will be no more than four (4) normal working hours unless agreed upon by the Town.

3. Provide, on rare occasions, telephone or on-site support for mission critical issues which occur during non-business hours.
4. Provide a schedule for routine maintenance and detailed schedule of services and recommendations.
5. Provide remote access support in lieu of onsite visits when practical.

TERMS AND CONDITIONS

1. **Terms** – The term of the contract shall be three (3) years starting on January 1, 2024 and running through December 31, 2026 with the option of renewing the contract for an additional two years at the sole discretion of the Town.
2. **Project Award** - The Town reserves the right to reject any, or any part of, or all proposals; to waive informalities and technicalities; and to accept the proposal that the Town deems to be in its best interest. Proposal price shall be a consideration, but lowest dollar cost proposal shall not be the sole criteria to be considered. Consideration in the awarding of the Contract will be given to price, experience and competence of the bidder, the quality and experience of associated personnel, the nature and size of the organization, and the quality of similar services provided by the bidder to similar organizations.
3. **Qualifications & References** - Each proposal submitted shall itemize the qualifications, experience, and certifications of the personnel involved in providing services. Service provider staff members providing services to the Police Department must be CJIS certified.
4. **Insurance** - The selected vendor shall demonstrate proof of the following insurance during the term of the Agreement and any extension/renewal:
 - (A) Commercial General Liability of \$1,000,000 per occurrence and \$2,000,000 aggregate;
 - (B) Professional Liability of \$1,000,000 per occurrence and \$2,000,000 aggregate;
 - (C) Workers' Compensation meeting State of New Hampshire statutory requirements;
 - (D) Cyber Liability of \$1,000,000 per claim and \$2,000,000 aggregate applicable to data breach defense, response, and mitigation.Selected vendor shall provide a Certificate of Insurance prior to signing of Agreement providing proof of the above policies and indicating the Town of Boscawen, its officials, agents, volunteers, and employees as additional insured on the Commercial General and Cyber Liability policies on a primary and non-contributory basis.
5. **Conflict of Interest** - The selected bidder shall not compensate, in any way, a Town officer or employee or any member of the family of such officer or employee in the performance of any work under this contract. Any identified conflict of interest should be stated.

6. **Limitations & Obligations** – The proposal shall explicitly state any limitations by the bidder on the provisions of the scope of work and any additional obligations required by the Town in order for the bidder to fulfill the requirements of the scope of work.
7. **Screening** - Background checks shall be performed on all personnel providing service to the town.

FEE SCHEDULE

The proposal shall include a fee schedule indicating the fees for each type of service as follows:

1. The cost of providing the services listed under “scope of services” (both on site and remote).
2. Per hour charges for additional services not covered by this agreement.
3. Per hour charges for after hours service. (if applicable)
4. An increase in the above listed fees for subsequent years.

SUBMISSION REQUIREMENTS

Interested parties should submit an original and three (3) copies of the proposal in a sealed envelope clearly marked “**Technology Services Proposal**” to:

**Town of Boscawen
Attn: Katie Phelps, Town Administrator
116 North Main Street
Boscawen, NH 03303**

All proposals must be received at the Boscawen Municipal Office no later than **October 25, 2023 by noon.**