

Town of Belmont, New Hampshire
PO Box 310
143 Main Street
Belmont, New Hampshire 03220
(603) 267-8300 ext. 124

**Request for Proposals for Information
Technology Services 11/2024**

GENERAL INFORMATION

The Town of Belmont is seeking proposals for Information Technology Services related to the Town's networked computer system, equipment and infrastructure.

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 Alicia Jipson, Town Administrator, Town of Belmont, 143 Main Street, PO Box 310 Belmont, NH 03220 or by email at administration@belmontnh.gov
3. Attachment A includes information regarding current hardware and software information.
4. Any associated costs for additional hardware or software required to provide services must also be defined.
5. Faxed copies of Proposals will not be considered. Proposals may only be submitted by mail or e-mail.
6. A Proposal received after the time and date specified (12/6/24) will not be considered.
7. The Town of Belmont, NH 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 systems, equipment and related network infrastructure located at 6 locations including the Town Hall, Library, Highway, Mill (Parks & Recreation and General Assistance, Police Station, and Fire Station. It is anticipated to include, but not be limited to the following:

- Installation, maintenance and administration of hardware, operating systems and software at 6 locations within the Town of Belmont, and related network infrastructure in multiple buildings.
- Provide 3 physical and 5 Hyper-V virtualized Windows servers to be used by various Town departments.
- Provide continuous monitoring (24/7/365) of major server functions.
- Provide Managed Active Endpoint Detection & Response AI-based antivirus protection for all Town Servers and workstations.
- Provide maintenance services both on site and remote including replacement parts for all servers. This includes patch management. A 2-hour on site response time between 6am and 10pm is expected for emergencies. Off-hours emergency or regular maintenance work is covered under the contract.
- Update 3rd party software as necessary and collaborate with providers for installation, updates and user access
- Provide local & offsite (cloud) backups with 60-day retention
- All servers are to be replaced every 5 years at no additional cost to the Town. This includes a new monitor, keyboard, mouse, and UPS and disposal of the old equipment.

- Provide 66 total workstation replacements over a 5-year contract. Workstations include a combination of desktops, Microsoft Surfaces, and laptops and disposal of the old equipment.
- Provide 24/7 monitoring of all Town workstations.
- Provide Managed Anti-Virus for 78 Town workstations.
- Provide Web filtering for 78 Town workstations.
- Provide remote access accounts upon request of the TA (currently 10 in use)
- Provide maintenance services both on site and remote including replacement parts for 78 workstations. This includes patch management. A same day response time for all critical issues is expected.
- Provide Help Desk (phone) support for all Town Employees. (Business hours/after hours?)
- Provide Microsoft 365 licenses for all Town Employees.
- Provide technical support for email services including installation and setup on phones and tablets.
- Labor for maintenance & repair of network equipment & new equipment installations.
- Labor for maintenance & repair of Town printers/copiers.
- Renew SonicWALL subscription services annually.
- Meet with all department heads annually to form a technology plan and provide estimates.
- Travel time & mileage costs.
- Annual cleaning of all workstations and servers.
- Working inventory of Town equipment.
- Maintain secure passwords.
- Discount on labor for projects beyond the scope of the contract.
- Strategic Planning and management of IT systems and budget recommendations
 - Multifactor authentication software for 16 users
 - Creation & maintenance of Group Policies following Cybersecurity baselines
 - Annual Active Directory Server audits
 - Annual Server Folder Permissions audits
 - Annual Network Vulnerability assessments
 - Access to Cybersecurity Policy templates
 - Annual Cybersecurity Training for all users

Over the last 3 years the Town has averaged 454 hours per year hours of IT time for maintenance, help desk, and repair services. This figure does not include the annual technology review or planning.

The servers presently in use are the property of the Town of Belmont and need to be replaced in 2025. If selected the new IT company will need to supply new servers within 2 months of the contract award.

TERMS AND CONDITIONS

1. **Terms** – The terms of the contract shall be five-years starting on January 1, 2025 and running through December 31, 2030 with the option of renewing the contract for an additional year 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 the 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** - All persons employed by the IT company must have a working knowledge of all software used by the Town including BMSI GL/AP, Payroll, and Tax, Vision Assessing, IMC Records, Dispatch and Mobiles, Firehouse, MAAP State services and ClerkWorks. A list of Municipal references must be provided.
4. Each proposal submitted shall itemize the qualifications, experience, and certifications of the personnel

involved in providing services.

5. **Insurance** - The selected firm shall include evidence of insurance including but not limited to general liability, property and casualty, errors and omissions, and worker's compensation insurance with coverage of \$1 million. This evidence shall be shown on a certificate of insurance issued by the firm' insurance carrier(s).
6. **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.
7. **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.
8. **Screening** - All persons employed by the IT company must pass full background checks and be CJIS trained.

FFF SCHEDULE

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

1. The cost of providing the minimum recommended maintenance schedule (on site or remote).
2. The cost of Per hour charges during business hours, and the per hour charges for afterhours service. (if applicable)
3. Break down individually the monthly cost of cloud licensing, remote access, SonicWALL, Offsite Backups for servers, Multifactor Authentication, included equipment replacements, etc.
4. An increase in the above-mentioned fees for subsequent years should the Town exercise the option to renew the contract for a third year.

SUBMISSION REQUIREMENTS

Interest parties should submit an original and five copies of the proposal in a sealed envelope clearly marked **"Technology Services Proposal 11/2024"** to:

Town of Belmont
Attn: Town Administrator
"Technology Services Proposal 11/2024"
PO Box 310
143 Main Street
Belmont, NH 03220

All proposals must be received at the Belmont Town Office no later than **12/6/24 by noon.**

Appendix A

Equipment with AI antivirus, monitoring, & remote access software only,

	Town Hall	Police	Fire	Highway	Library	Welfare	Park & Rec	TOTAL
Servers		1						1
Workstations	2	11	3	1				17

Equipment under Maintenance Contract,

	Town Hall	Police	Fire	Highway	Library	Welfare	Park & Rec	TOTAL
Servers	1 physical, 3 virtual	1 physical, 1 virtual	1 physical, 1 virtual					3 physical, 5 virtual
Workstations	28	29	10	3	5	2	1	78

Current Licenses

Microsoft 365	
Microsoft 365 Business Standard	5
Microsoft 365 Business Basic	68
Microsoft 365 Exchange Plan 1	4
Microsoft 365 Exchange Plan 2	1
Microsoft E1 + Audio Conferencing	2
Microsoft 365 Defender Plan 3 for Office 365	79
Azure Information Protection P1 (Legacy)	79
Microsoft 365 Backups – Exchange, OneDrive, SharePoint	79

Splashtop Remote Access	10
--------------------------------	----

SonicWALL	
SonicWALL Essentials Security Suite for TZ370 (Town Hall, Police, Fire)	3
SonicWALL Essentials Security Suite for TZ270 (Mill, Library)	2

Offsite backups for Servers	5
------------------------------------	---

Multifactor Authentication Software (DUO)	16
--	----