



Town of New Hampton

Office of The Selectmen
6 Pinnacle Hill Road
New Hampton, New Hampshire 03256

(603) 744-3559
Fax (603) 744-5106
www.new-hampton.nh.us

REQUEST FOR PROPOSALS INFORMATION TECHNOLOGY SERVICES

The Town of New Hampton requests the services of a qualified firm(s) to provide the Town with IT support to manage and maintain the Town's IT infrastructure, Users, Security and Planning. Submittals should address the company's ability to work within the municipal environment.

Proposals must be received **no later than 3:30 PM on March 27, 2024**, from interested firms to be eligible for consideration by the Town. Each proposal shall be submitted in a **sealed envelope** which is clearly marked.

Information Technology Bid
Town of New Hampton
6 Pinnacle Hill Road
New Hampton, NH 03256

Questions concerning this RFP should be addressed to:
Corey Davenport, Town Administrator
6 Pinnacle Hill Road
New Hampton, NH 03256
Office Phone: (603)-744-5352
E-mail: townadmin@new-hampton.nh.us

The bids will be publicly opened and read aloud on Thursday March 28th at 6:30 p.m. The winning bid will be announced no later than Thursday April 4th at the Select Board meeting which starts at 6:00 p.m. Bid packages may be obtained by contacting the Town Administrator at the above address.

All proposals received will be considered confidential and are not available for public review until after a vendor has been selected



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1. SCOPE OF WORK

- a. General Consulting and IT services:
 - i. Server (One server), workstation (25), printers (managed other separate contract - Connected Office Technologies)
 - ii. Provide general IT infrastructure guidance for department heads with 3-to-5-year horizons.
 - iii. Network device consultation, configuration, installation, software updates, troubleshooting.
 - iv. On-site repairs and installation of Network Infrastructure (Switches, Firewalls, Wireless, ISP/Router), computers, and peripherals, as necessary.
 - v. General Maintenance and Software support for MDTs (3).
 - vi. High quality customer support, including tracking of tickets and open items.
 - vii. The Police Department is CJIS compliant. We operate through Belknap County Sheriff Dispatch and utilize the State Police Online Telecommunication System (SPOTS) for criminal and motor vehicle checks, as well as other law enforcement related queries.
- b. Security:
 - i. Engage and coordinate with policies and training materials of our municipal insurer (currently, Primex, Public Risk Management Exchange)
 - ii. Coordinate with the Town's insurer to follow-up on security alerts and ensure compliance with insurance policy requirements.
 - iii. Establish a consistent outreach tool with all IT users to communicate and emphasize important practices, trainings, and tips for operating in evolving cyber environment.
 - iv. Maintain and enhance existing firewall hardware and software protections as well as Malware/Ransomware protection and mitigation.
 - v. Cybersecurity Review. Confirm the Town is meeting any Compliance requirements.
- c. Servers, Network and Workstation Management:
 - i. Perform updates and maintenance, including anti-virus and related updates
 - ii. Review all ancillary programs, including but not limited to firewall, back-up disaster recovery, antivirus programs.
 - iii. Maintain privacy protection and safeguards.
 - iv. Support workstations (25) and ancillary devices.
 - v. Provide on-site and remote support.
 - vi. Maintain properly functioning configurations.
- d. Domain Administration:
 - i. Email administration with archiving compliance with NH RSA 91-A:1-a.
 - ii. Policies, Shares, and Permissions.
 - iii. Creation of user accounts.



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- e. Asset Management & Planning:
 - i. Maintain inventory of hardware and software for all system
 - ii. Coordinate and ensure effective local deployment of Sate of NH digital systems for Elections, Vital Records and Vehicle Registrations. Configure and maintain VPNs with State of NH, etc.
 - iii. Maintain secure access for Town employees and elected and appointed officials.
 - iv. Lead technology plan development with 3 to 5-year horizon for departments
- f. Backup and Recovery:
 - i. Proper backup and recovery procedures documented for implementation.
 - ii. On-premise and Cloud offsite with known recovery times
- g. Monitoring and Reporting:
 - i. Monthly reports of service activity, including response and resolution times.
 - ii. Documentation of changes.
 - iii. Review server and/or firewall logs.
- h. Microsoft 365 Migration:
 - i. Develop a proposal to migrate up to 25 accounts to Microsoft 365 (business grade). The exact account types can be adjusted as needed.
 - ii. Include pricing that will be added to the general services contract if the Town chooses to make the transition.

A list of current services provided can be found with this RFP under Appendix A.

2. PROPOSAL FORMAT

Proposals should be organized in the following order, with clearly defined sections. Please avoid the use of synthetic covers and section dividers:

- a. Address of principal place of business, including phone and email contacts for project staff to be assigned to New Hampton with roles clearly identified.
- b. Client list for municipal entities and municipal references including updated contact information
- c. Description of approach to onboarding New Hampton as a new client, including a proposed schedule.
- d. A description of customer support system; response times to defined services types; system for prioritization and monitoring of open tickets by all "customers"; options for in person and remote customer service.



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- e. Confirm proposal includes the scope of services in RFP instrument; list specific exceptions in this section.
- f. Cost proposal; fee proposal should clearly layout what is included and not included
- g. Certifications for administering CJIS compliant organizations.
- h. Proof of insurance.

3. KEY DATES & DEADLINES

Event or Requirement	Date and Time
Proposals Due (complete proposals in paper and electronic form must be received by this time)	March 28, 2024
Contract Execution	May 1, 2024 (or other negotiated start date)

4. RESERVATION OF RIGHTS

The Town of New Hampton reserves the right to reject any or all proposals or accept the proposal the Town deems to be in its best interest. The Town of New Hampton assumes no responsibility or liability for costs incurred by consultant teams in responding to this RFP or in responding to any further request for interviews, additional data or information, or clarification of any items included in the proposal. The Town reserves the right to request additional data or information or that the firm provide the Town a presentation in support of written proposals. The Town further reserves the right to:

- Not award a contract for the requested services;
- Waive any irregularities or informalities in any proposals;
- Accept the proposal deemed to be the most beneficial to the public and the Town;
- Negotiate and accept, without advertising, the proposal of any other respondent in the event a contract cannot be successfully negotiated with the selected firm; and
- Retain products submitted by respondents for its own use at its sole discretion.

5. RFP INQUIRIES

Any inquiries or clarifications to the New Hampton Town Administrator:

Corey Davenport, Town Administrator
6 Pinnacle Hill Road
New Hampton, NH 03256
Office Phone: (603)-744-5352
E-mail: townadmin@new-hampton.nh.us

Appendix A

Town of New Hampton Service Contract Schedule of Services

Location	Servers	Workstations
Town Hall/Town Clerk	0	10
Highway Department	0	1
Fire Department	1 (Shared with PD)	6
Police Department	0 (Shared with FD)	10
Total	1	27

Services-Servers-
Proactive Server Monitoring of all Server Systems 24/7/365
Proactive Repair of Issues found through Monitoring
Server OS Updates
Server Management (Add and Remove Users, Computers, etc.)
Remote Server Support for Customer and 3 rd Party Vendors
Remote Server Repair Action
On-Site Server Repair Action
Daily Remote Backup of Data from the Server
Proactive Monitoring of Backups, Test Restores
Restore Data from Daily Backup when necessary
Antivirus Protection
Proactive maintenance of Antivirus software (new definitions, etc.)
Virus and Malware Removal-including wiping and reloading of server
Virus and Malware Removal-including wiping and reloading of server
Services-Workstations
Proactive workstation monitoring when the system is on, 24/7/365
Proactive repair of issues found through monitoring
Desktop OS Updates
Workstation Management (adding users, etc.)
Remote Support for Customer and 3 rd party vendors
Remote Workstation Repair Action
On-Site Workstation Repair Action
Antivirus Protection

Proactive Maintenance of Anti-Virus software (new definitions, etc.)
Virus or Malware Removal-including wiping and reloading of the workstation
Other Included Cost and Services
Email hosting for nine (9) Exchange accounts and two (2) POP accounts
Email support both on-site and remote
3 RD party software loads or updates
Network Maintenance and repair
Travel time (portal to portal) and Milage
Discount on labor for projects outside of the contract scope
Items not included in the Service Contract
Parts needed for Network, Server, or Workstations (unless under warranty)
Labor (when projects are outside the scope of general maintenance or installation)