Town of Kingston, New Hampshire

Request for Proposals - Information Technology Services

Proposals Due
11/30/2020 by 4:00 PM

Town of Kingston
163 Main St
PO Box 716
Kingston, NH 03848
The Town of Kingston is currently requesting proposals from qualified Information Technology (IT) support firms to manage and maintain the Town’s IT infrastructure, to include all Town departments.

For additional information or to arrange for an optional walk-thru, please contact via e-mail: Susan Ayer, Administrative Assistant to the Selectmen: admin@kingstonnh.org

**SPECIFICATIONS**

**Domain Administration:**
- User account creation.
- Archiving of users and associated data.
- Email server administration and archiving (compliance with NH RSA 91-A:1-a).
- Network shares and permissions.

**Server & Network Management:**
- Updates (security, patches, etc.) to be installed monthly.
- Review all ancillary programs, including but not limited to firewall, back-up/disaster recovery, antivirus programs, etc. for updates and confirm system maintenance checks are being performed.
- Anti-virus updates to be installed within 36 hrs of release from vendor.
- Maintain privacy protection and safeguards (encryption, certificates, secure access).
- Database Management (space management and performance tuning).

**Workstation Management:**
- On-site and remote support.
- Remote monitoring of resources (CPU, Memory, Disk, etc).
- Complete patch management.
- Maintain properly functioning configurations.
- Anti-virus updates to be installed within 36 hrs of release from vendor.

**General Consulting and IT services:**
- Server, workstation, printer, network device consultation, configuration, and installation, software updates, network troubleshooting.
- On-site repairs and installation of printers, computers and peripherals as necessary.
- Guidance and annual budgetary planning specific to general IT infrastructure.

*The implementation of any such plans would be outside the scope of this contract.*
Network Status:
- All hardware and software programs are to be reviewed and updated to protect the network server and workstations.
- Utilization of hardware, software, and services that check traffic, block restricted sites, and prevent cyber-attacks are to be reviewed and recommendations are to be made.
- Maintain secure network access for Town employees, Selectmen and Heads of Committees both elected and appointed.
- Configure and maintain VPN’s between business units, to State of NH, etc.

Backup and Recovery:
- All servers should be backed up with an over the wire backup method utilizing encryption.
- Disaster recovery testing of each server is required.
- Proper backup and recovery procedures must be documented.
- Desktops will not be backed up. A method to ensure that municipal data is stored on the Town’s servers is required.
- Quarterly verification of recovery procedures.

Asset Management:
- Maintain up to date hardware and software inventory for all systems.

Helpdesk Ticketing System:
- Ability to call or email requests for support depending on urgency.
- Clearly outlined methods of preferred contact.
- Expected response times.

Monitoring and Reporting:
- Monitoring of critical functions and utilization of file servers.
- Monitoring of networks for errors and utilization.
- Monthly report of all service calls.
- Monthly reports of key server and network utilization (including Internet).
- Monthly reports of all service activity, including response and resolution times.
- Document and report any changes.
- Review server and firewall logs monthly.
- Website traffic.
Professional Information and Qualifications:
- Name of firm
- Address of principal place of business and corresponding telephone and fax numbers.
- Prior computer support services (demonstrable expertise).
- Examples of your record of success representing municipalities.
- The firm’s ability to provide the services in a timely fashion: Response time in hours: days of week available. Include: charges for express service or after-hours charges.
- List all material charges, if any.
- Three client references.
- Certifications for administering CJIS compliant organizations.
- Proof of insurance.
- Number of employees.

Basis for Award:
A successful proposal will be one that demonstrates flexibility, redundancy, and ability to help facilitate future planning either directly or in cooperation with staff and third parties.

In reviewing proposals, the Town will carefully weigh:
- Capability of assigned personnel, professional qualifications, and adequate resources to provide the scope of services requested in a timely manner;
- Demonstrated experience with New Hampshire municipalities and this type of work.
- Cost of services
- Any other qualifications/criteria as deemed appropriate by the Town

Submission Requirements:

RFP’s will be accepted only via standard mail or may be dropped off at Town Hall. All proposals must be sealed, and the sealed envelope must be labeled “RFP for Information Technology Services.”

Submissions must be delivered no later than 4:00 PM on November 30, 2020:

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PO Box 716
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ATTN: Susan Ayer