

**REQUEST FOR PROPOSAL**  
**INFORMATION TECHNOLOGY (IT) SUPPORT SERVICES**

**For the Town of Thomaston, CT**

The Town of Thomaston, CT is accepting sealed proposals for Information Technology (IT) Support Services for the Town's computer network (hardware, software and connectivity) effective July 1, 2010. Sealed proposals clearly labeled Information Technology (IT) Support Services must be received by January 25, 2010 at the Thomaston Town Hall, 158 Main Street, Level 4 Treasurer's Office, Thomaston, CT 06787.

Proposal Instructions and Service Specifications may be obtained from Susan L. Smith, Finance Director, at the Thomaston Town Hall, Level 4 Treasurer's Office or may be obtained on the Thomaston website at [http://www.thomastonct.org/Content/Bid\\_Information.asp](http://www.thomastonct.org/Content/Bid_Information.asp). Any questions regarding this RFP can be directed to Susan Smith, Finance Director at (860) 283-9678 or via email at [ssmith@thomastonct.org](mailto:ssmith@thomastonct.org).

The Town of Thomaston reserves the right to reject or accept any proposal or to waive any irregularities in any proposal deemed to be in the best interest of the Town of Thomaston.

**I) SUMMARY**

The Town of Thomaston seeks the assistance of a consulting firm to provide Information Technology (IT) support services for its computer-based technologies system. The firm selected must be Microsoft Gold Certified, a Cisco Certified Select or higher and an Intel Associate or Premier. The nature of the service will be ongoing support and coordination of this system to ensure proper implementation of new technologies, general management and operation, and maintenance/troubleshooting of the system. It is the general intent of the Town that the consultant will become the Town's adjunct IT staff, performing routine maintenance and updates to the system, as well as providing a needed resource for both end users of the system and management staff. The contract period is effective July 1, 2010 through June 30, 2011, with options for renewal for the subsequent four years.

**II) GENERAL OVERVIEW**

The Town is a full service organization consisting of 55 fulltime employees. Administration, Finance, Police and Dispatch Department employees operate out of Town Hall, located at 158 Main Street, Thomaston, CT.

The Town's IT network runs on a Windows platform utilizing an Intel 4-Blade server purchased in June 2009 with a separate backup server purchased December 2006. There are currently 60 non-concurrent users of the system - at different levels of use. There are currently 36 workstations/server seats within the Town Hall

network. The Police Department utilizes one of the servers to run its unique data storage needs. The Finance Office, Tax Office & Assessor's Offices utilizes one of the servers to run its database data storage needs. One server runs all security user access and MS Exchange email services. The Town uses Websolutions.com for its webhosting and Optimum cable for its ISP services. Edmunds & Associates MCSJ accounting software requires a VPN access to allow external users to log onto the server and then finally to the accounting software. Vendors which provide software support services to the various departments also need secure remote access.

Most of the workstations are running the Windows XP operating system. The Finance Department utilizes Edmunds & Associates, Inc. MCSJ software for its budgeting, general ledger, payroll, human resources, accounts payable, accounts receivable, cash receipts, and purchase orders running on SQL. The Tax, Sewer and Assessors' offices utilize Quality Data's WinTax 2000 and Assessor 2000 software for assessments, real estate tax, property tax and utility billing. Both software package run on Pervasive and SQL. The Police Station has implemented fingerprinting, Filemaker Pro and software for records management. The Town Clerk's Office operates Cott Systems for records management, but has a stand alone server utilized by her own office. The Town currently utilizes various versions of Microsoft Outlook with an Exchange Server for its email system. The Town only recently started buying government licensing for its Microsoft Office software and wishes to implement government licensing purchases for all future workstations. Antivirus and anti-spam is monitored using Symantec with a server client managed system. Within a year, the Town anticipates adding an off-site backup system which can be shared mutually with the Board of Education. The registrar of voters has a dedicated T1 with a workstation provided by the State of Connecticut which may not be shared under any circumstances. *See Appendix A for inventory of workstations and software licensing.*

### **III) SCOPE OF WORK**

The successful contractor will be on call 24-7 to provide technical assistance and system administration to the Town, both on-site and remotely. The contractor will be responsible for troubleshooting computer problems and maintaining the PC Network to prepare for future needs and to prevent technical difficulties. Specific responsibilities include, but are not limited to, the following:

- Provide general professional services on an as-needed basis primarily during normal business hours: M – F 8:00 a.m. to 5:00 p.m. Guarantee a 2-hour response time for emergency situations.
- Evaluate the Town's IT system and develop a prioritized order of recommended hardware and software upgrades to make it "current."
- Design, implement and support the Town's Local Area Network and VPN settings.

- Monitor failed backups and resolve issues remotely.
- Troubleshoot (either remotely or on-site) hardware and software problems.
- Perform minor cabling work and maintain hardware/software inventory and license documentation.
- Shall monitor proper licensing renewals and obtain government licensing pricing.
- Perform the repairs and necessary maintenance of the PC network.
- Provide for system file backup for PC operations, which includes rebuilding the various databases in case of system malfunction.
- Monitor network security and usage and perform necessary system “housekeeping.”
- Document information system processes and procedures and assist with network security.
- Assist users with operational problems.
- Perform general maintenance on all software packages.
- Coordinate problem-solving with software vendors, contact support hotlines to resolve problems.
- Install initial files, directories, and security to accommodate department needs.
- Install hardware, software, and peripherals.
- Provide recommendations on solutions to issues, including cost estimates for repairs and/or replacement items.
- Research, evaluate, and advise management of enhancements/new releases of hardware and software technology.
- Set up new computer programs.
- Coordinate the hardware and software purchases and assist in budget preparation for the IT function. Coordinate with management on maintaining budgets throughout the fiscal year.
- Provide, as requested, training for the Town’s software applications.

The Town must adhere to legally adopted budgets and the Town reserves the right to limit or reduce services within the fiscal year in order to maintain those budgets. When it is expected services may exceed budgetary estimates, due to unforeseen or extreme circumstances, additional appropriations may be requested from the Board of Finance.

#### **IV) SUBMISSION OF PROPOSALS**

Qualified consultants must submit one bound copy, one unbound copy for photocopying and 1 pdf file of their proposal no later than 4:00 p.m. January 25, 2010. Proposals must be submitted in a sealed envelope labeled: Information Technology (IT) Support Service Proposal.

Proposals must be submitted to:

Susan L. Smith, C.P.A., Finance Director  
Town of Thomaston  
158 Main Street, Level 4 Treasurers Office  
Thomaston, CT 06787

Faxed proposals will not be accepted.

Proposals shall contain the following information:

- 1) Approach and Methodology – A description of how the consultant will complete the scope of work described in this RFP document.
- 2) Work Plan and Availability – Details on approach to the support required, how staff will be assigned, etc.
- 3) Profile – A profile of the consulting firm, including a description of business history, objectives and clients.
- 4) Proof of certifications required in section I. Summary.
- 5) Project Staffing – Identification of the qualifications, education and experience of key staff who will be directly involved in this project. Indicate specific software and hardware familiarity, knowledge level and continuing education requirements of the firm.
- 6) Fees – Provide appropriate rate schedules that would be utilized to carry out the required scope of work including a) break and fix b) license management c) regular maintenance and d) third party administration. Include an hourly rate schedule and applicable administrative fees, if any. Bundled rates may be offered. Indicate how transportation/travel expenses will be billed.
- 7) References – Provide the names and contact persons of at least five client organizations where similar work has been provided as contained in this RFP.
- 8) Statement of Material Litigation – Provide a statement on whether or not the company is currently involved with any material litigation, arbitration, or bankruptcy proceedings, or has been within the past three years directly or indirectly.
- 9) Compliance with General Terms and Conditions – As a point of information, the successful contractor will be required to meet the following conditions for a contract award: EEOC statement, Certificate of Insurance for Liability and Workman's Compensation Insurance, and a Sexual Harassment Policy.

## **V) REVIEW OF PROPOSALS**

The Town has established a sub-committee to review the proposals received. The sub-committee will review and recommend approximately three - five firms for an oral interview. The Town will negotiate a contract with the successful vendor for IT services. It is intended that a vendor be chosen and contract in place by May 1, 2010 for the contract period beginning July 1, 2010.

The Town of Thomaston reserves the right to reject any and all proposals; waive formalities, technical requirements and/or deficiencies and irregularities; or solicit new proposals, if such actions are deemed reasonable and in the best interest of the Town of Thomaston.

## **VI) CONTACT INFORMATION**

Questions concerning this RFP document may be directed to Susan L. Smith, C.P.A. Finance Director, at 860-283-9678 x226 or [ssmith@thomastonct.org](mailto:ssmith@thomastonct.org). Please feel free to forward this RFP to any interested and qualified consultants.

*APPENDIX A*

Current Open upgrade issues:

Cisco router

Off-site backup

Age of switches

Seats On Network:

Police	10
Treasurers	4
Registrar	1
Recreation/Fire Marshall	2
Soc Svc	2
Selectman	2
Historical Society	1
Tax Collector	3
P&Z	4
Assessor/WPCA	3
Town Clerk	2
4 Blade Intel Server	1
BK01 Backup Server	1
Probate	1

Licensing:

CISCO Router Smartnet

Symantec Antivirus/spam (40)

Backup Exec Core license renewal -  
DC01

Backup Exec Exchange Agent - DC01

Veritas BE Remote Agent DB01

Veritas BE Remote Agent DB02

Veritas BE Remote Agent PD