



Village of Fredonia

9-11 Church Street
P.O. Box 31
FREDONIA, NEW YORK 14063

ERLYSSA LEBEAU
Treasurer
716-679-2314
Fax 716-679-3175

INVITATION FOR PROPOSAL

The Village of Fredonia hereafter called (Village) is publicizing this Request for Proposal (RFP) to solicit proposals for INFORMATION TECHNOLOGY SERVICES (Contractor), including but not limited to provide Information Technology Services to supplement in-house technology services at the highest level of services to the Town. The Contractor shall provide the Services based on the services specified in the Request for Proposals document.

INTENTION of VILLAGE

The Village is seeking proposals from qualified, knowledgeable, and experienced companies to provide Information Technology (IT) Services to support the Village's needs. We encourage companies to submit the most comprehensive proposal possible offering the highest quality of service.

The nature of the service will be ongoing support and coordination primarily with the Village Treasurer and Clerk to ensure proper implementation of new technology, general management, and operation, along with maintenance and/or troubleshooting of existing systems. The company chosen will need to work closely with a variety of departments within the organization, providing support as needed or instructed. Contractor will provide general professional services on an as-needed basis primarily during normal business hours: M-F 8:00 a.m. to 4:00 p.m. either remotely or on-site. However, the vendor must be available 24 hours a day 7 days a week, including holidays.

In determining whether a Respondent possesses the minimum qualifications to provide the Services, Respondent must demonstrate the following to the satisfaction of the Town:

Minimum Qualifications

- Be registered and maintain proper business licenses and remain in good standing within the State of New York.
- Produce annual audit reports and work with the Village auditors to ensure compliance.
- Maintain a staffed, 24-hour a day, central office in the region.
- Have sufficient size and depth of management, resources, and staff to support the services required in the specifications.
- Have sufficient financial resources to meet payroll, equipment and supplies to meet operational requirements and ensure quality service.
- Have measurable and demonstrated successful experience in providing specified Services for like size venue and operations.
- Provide Information Technology Services as the primary function of their business.
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REQUEST FOR PROPOSAL DOCUMENT AVAILABILITY

All interested parties are invited to secure the request for proposals document beginning March 6, 2023

Erlyssa LeBeau, Village Treasurer
PO Box 31,
9-11 Church Street
Fredonia, NY
14063 .
(716) 679-2314.
vilfredonia@netsync.net

A record of the name and a contact person for each potential contractor will be compiled.

PROPOSAL DUE DATE

One copy response, either a hard copy or electronic copy to this RFP must be hand delivered or mailed to the above-named person at the above-named address no later than noon on Friday March 24, 2023.

Each proposal is to be enclosed and sealed in an envelope marked with the name of the vendor and the materials for which the proposal is submitted.

REQUESTS OF QUESTIONS & CLARIFICATION

Please address any questions or clarifications concerning this RFP by email on or before March 22nd at 3:30PM to:

Erlyssa LeBeau, Village Treasurer

vilfredonia@netsync.net

All questions and clarifications will be answered by an emailed factsheet, which will be sent to all who secure a copy of this RFP from the Village Treasurer or who request to be added to the list.

TIMETABLE

March 6, 2023	RFP published
March 20, 2023	Questions & Clarifications due
March 21, 2023	Questions & Clarifications answers
March 24, 2023	Proposal deadline 2:00 P.M.
April 3, 2023	Anticipated decision on proposals

CONTRACT TERM

The term of the resulting contract shall be in effect for an Initial Term of one (1) year, commencing on or before April 4, 2023, and terminating on April 4, 2024, unless sooner terminated. Prior to expiration of the Initial Term, the Contract may be extended by mutual agreement.

CONFIDENTIALITY

Confidentiality of computer information and data is vital. The selected contractor and their employees will be required to sign and adhere to a confidentiality clause that information in the system must remain confidential under penalty of law.

INVENTORY

Desktop PC's and laptop PC's are utilized at these locations. Approximate inventory is

Village Hall	2 leased copier/printer/scanner Various other printers
Treasurer's Office	1 desktop, 1 laptop (both Windows 10, desktop upgraded from 7)
Village Clerk	1 desktop, 1 laptop (both 1 Windows 10)
Village Billing Department	1 desktop
Mayor's Office	1 laptop
Server Room	1 Server
Code Enforcement	3 desktop, 1 laptop (laptop brand new, Windows 10)

EXISTING CONDITIONS

- These PC's vary by age, specifications, software, and service pack versions.
- All users are on a Microsoft Windows environment, consisting of a mix of Home and Pro Windows workstations and utilize multiple applications vital to ongoing operations.
- We have a server that will also need to be monitored
- Outside guests and vendors are given the wireless password, and there is no segregation from private and public networks. • No centralized anti-virus and anti-malware product
- No centralized data location
- No security controls for passwords or administrative rights
- Internet service provider modem being used for router and wireless functions
- Documents are regularly transferred and backed up on Server
- Small workgroup switches throughout the building, some not Gigabit speed
- Office 365 licenses not assigned to each user, sharing occurring
- No proper backup services for data or applications

SCOPE OF SERVICES

The primary scope of services is to provide on demand support, routine preventative maintenance service and recommendations for improving existing systems and providing technical support for future designs and purchases of equipment, software, and licenses agreements in coordination with and directed by the Village Clerk and/or Village Treasurer. Scope of work to be performed by contractor will be coordinated and managed by the Village Clerk and/or Treasurer. The selected Consultant will manage the Village's IT environment at all locations listed.

The Consultant's scope of services includes, but is not limited, to the following:

Initial Assessment

- In coordination with the Village Clerk and/or Treasurer, review the inventory, assess the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations.
- A recommendation of equipment, software, or peripherals necessary for purchase should be included in this initial assessment.

Basic Services, Office Hours and Staffing

- It is expected that the contractor is to perform maintenance service after hours and on weekends in situations which would least likely disrupt daily operations. Specific times and dates shall be coordinated with the Village Clerk and/or Treasurer
- Consultant must provide live and/or remote emergency support and maintenance services outside its normal business hours, in the event of an emergency or high priority situation.
- Consultant must also provide 24/7 disaster recovery and failover services. The Consultant shall provide all labor, equipment, tools, fuel, materials, insurance, supervision, and all other items needed to deliver excellent regular and non-regular IT support services and consulting.

Desktop Application Support

- Perform basic support functions as needed/requested, including the installation of PC's, laptops, tablets, printers, peripherals, and software.
- Contractor will diagnose and correct desktop and cloud applications issues, configure all computers for standard applications, identify and correct end user hardware problems and perform advanced troubleshooting.
- All computers shall have Microsoft Office accessible or installed.
- Adobe Acrobat, or similar software shall be required on some computers. ● Other departments may require proprietary software.

Server and Workstation Administrative Services

- Manage computer network and associated hardware, software, communications, and operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system.
- Monitor server performance and capacity management services.
- Ensure scheduled preventive maintenance for equipment is promptly performed.
- Develop back-up plans and procedural documentation.
- The contractor shall be responsible for configuration management, including changes, upgrades, patches, etc.; and support of software products relating to servers and workstations including virus protection and SPAM filtering, and timely response to repair and maintenance work.

Network Administration Services

- Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices. Installation and maintenance of printers, scanners, network devices and other computer peripherals.
- Analyze routine configuration changes and install software patches and upgrades as well as cabling if needed.
- Complete proactive monitoring of network equipment including alert notifications to Village's Clerk and/or Treasurer in the event of device failure.
- Network performance and capacity management services, and network troubleshooting. ● Maintain network documentation and procedures.

Security and Backup Efforts

- Ensure that all servers, desktops, and laptops are protected by antivirus software and that adequate firewalls are in place to prevent unwanted intrusion into the Village's computer network system.

- Systems shall be designed to notify Village Clerk and/or Treasurer when system securities are breached and or when system hardware is not operating efficiently.
- The contractor shall perform security audits as requested and notify Village Clerk and/or Treasurer immediately of suspected breach of security or intrusion detection.
- A backup system shall be established to prevent loss of data and functionality as well as reduce downtime.
- The consultant shall configure the Village's system to enable remote access in a secure environment and provide remote access administration as requested by the Village's Clerk and/or Treasurer.

Planning

- The contractor shall engineer, plan and design services for major system enhancements, including installations and upgrades of new and existing systems. Examples include major server upgrade, storage system upgrades, redesign of backup systems, etc.
- Provide technical leadership for server technology issues.
- Make recommendations for future purchases of hardware, software, and technology needs.
- Install new servers, software and hardware and transfer data when acquired.
- Strategic planning, design, and installation/upgrade of core network systems. Examples include major network upgrades, provider changes, installation of core network devices, etc.

Other Services

- Document management
- Backup and replication services
- Manage the Village's software licensing and administer hardware warranties.
- Work with other IT consultants/vendors to resolve issues with software and hardware for the implementation of Village's IT projects.
- Obtain quotes for IT purchases, when requested.
- Attend meetings when requested by Village staff.

NOT INCLUDED

The contract to be awarded does not obligate the Village to purchase computer equipment, hardware devices, cabling, licenses, software et al from the successful vendor, however the Village may choose to do so based on the vendor's recommendations.

The Village's procurement policy will be utilized for all purchases of hardware, peripherals, or software and may require multiple quotes.

RESPONSE REQUIREMENTS

- The Respondent is solely responsible for all costs, direct or indirect, incurred responding to this Solicitation. The Village will incur no obligation or liability in connection with the submittal of a response.
- The Village shall have no obligation to review or consider, and reserves the right to reject any Proposal that fails to satisfy or conform to any RFP requirements, while it also reserves the right to waive any irregularities, at its discretion.
- Purchases made by the Village of Fredonia are not subject to state or local taxes or federal excise taxes. Exemption certificates will be furnished upon request.
- Each vendor must state that no officer of the Village of Fredonia or member of the Village board is directly or indirectly interested in the proposal.

- Proposals shall remain firm, pending award, for a period not to exceed sixty (60) days from the proposal opening date.

RESPONSE CONTENT

A responsive submittal must include the following sections and specific item requests:

Qualifications Statement

- A brief description of the firm or business entity, including firm history, number of employees, organization structure, ownership structure and expertise.
- Name of the technical lead person
- Identification of any sub-contracting of services — name of firm, specific services, applicable experience, and reference-contacts

Proposal Summary

- Provide a statement of how your firm differentiates itself from other firms.
- Provide a conceptual plan for meeting the Scope of Services, in a manner that you believe is appropriate for the Village. Indicate how the resources of your firm (e.g. number and type of personnel allocated by hours) will be allocated.
- Provide a statement describing the degree of work that is to be subcontracted, if any.

Communication

- A description of how your firm communicates with clients regarding the status of assigned duties.
- Report formats used to keep clients informed of project and maintenance status.

Proposed Fees

- Specify an annual fee for services, to be billed monthly.
- Specify all hourly rates for additional services, including all travel time, night, weekend, and holiday surcharges.
- Specify all fees associated with proposed server and desktop management solutions.

Evaluation of compliance

The Village will determine whether the proposals comply with this RFP and will reject late proposals.

Failure to meet the requirements will affect the evaluation and may result in rejection.