



TOWN OF SENECA FALLS

BID/RFP

NOTICE FOR IT SERVICES

BID/REQUEST FOR PROPOSAL GUIDELINES

The Town of Seneca Falls is soliciting request for proposals (RFP) from certified Information Technology Companies to provide IT services for the day to day operation for the Town's business and services for the Town's approximately 50 employees.

Any vendor submitting a proposal based on incomplete or inaccurate information resulting from documentation received from any third party shall not have cause for relief from award or completion of a contract in accordance with the official documents. The Town of Seneca Falls reserves the right to reject any or all RFPs and request for proposals.

DEADLINE

Wednesday, December 14, 2022 at 2:00 P.M.

SUBMISSION

Firms interested in being considered shall submit two copies of their qualifications and proposals to:

Town of Seneca Falls
Peter Soscia, Town Manager
130 Ovid Street, Seneca Falls, NY 13148

CONTACT

Questions regarding this recruitment may be directed to:

Peter Soscia, Town Manager
(315) 568-8013
psoscia@senecafalls.com

INSTRUCTIONS TO VENDORS

1. Read all documents contained in the RFP specifications
2. Vendors are responsible for submitting their proposal to the exact location indicated in on the "Notice to Vendors" prior to the time indicated in the "Notice of Vendors". No RFP will be accepted after the designated time indicated in the "Notice to Vendors."
3. Questions about or clarifications to the technical specifications must be made in writing or verified email to Michael Ferrara, Town Supervisor: mferrara@senecafalls.com OR 315 568-8013. Such questions must be received three working days prior to the RFP opening unless indicated.
4. Vendors shall indicate on the outside of their sealed RFP the following information:
 - i. Title of RFP - Town of Seneca Falls Information Technology Services RFP
 - ii. Due Date and Time - December 14, 2022 - 2:00 PM
 - iii. Company Name _____

The only forms necessary to be submitted with your proposal are the following:

- a. The proposal form, filled out completely.
- b. Indemnification form signed.
- c. Insurance certificate or letter of intent showing insurability.
- d. References per specifications.

METHOD OF AWARD

GENERAL INFORMATION:

The award, if any will be made after consideration by the Town of Seneca Falls Town Board. All successful vendors shall be notified by the Town Manager of any contracts they have been awarded. Notice of awards shall be in the form of a copy of the resolution awarded by the Town of Seneca Falls Town Board. Unsuccessful vendors shall not be informed.

TERM OF CONTRACT:

Any contract resulting from this RFP shall be for a term of (12) twelve months from the date of award by resolution by the Town Board. The Town reserves the right to renew any contract resulting from this RFP for up to (2) additional (12) month periods by mutual agreement in accordance with the terms of the contract and by resolution from the Town Board.

INSURANCE:

All vendors awarded a contract agree to carry insurance to at least the limits indicated in this RFP. Said insurance shall remain in effect throughout the duration of the contract. Copies of the company's insurance limits, expiration dates and policy numbers shall be included as a part of the RFP submission. All insurances shall list the Town of Seneca Falls as an additionally insured.

REFERENCES:

Each proposal shall include references of at minimum three contracts currently held. Each reference shall include a contact name, telephone number, address, size and nature of organization served.

RFP FORM RESPONSES

When filling out the proposal form, be certain that:

1. All blanks are filled in with the requested information
2. All forms are "signature" signed in blue ink
3. All areas requiring a price are to be filled in as follows:
 - Supply a numerical; price for all products or services to be provided.

- The words: NO RFP: if you are not interested in or unable to perform any particular portion for the proposal.

INFORMATION TECHNOLOGY SERVICES SPECIFICATIONS OVERVIEW

The Town of Seneca Falls is soliciting request for proposals (RFP) from certified Information Technology Companies to provide IT services for the day to day operation for the Town's business and services for the Town's approximately 50 employees.

Town-wide Information Technology Statements and the Plan:

1. An on-site pre-engagement conference with Town personnel shall be required.
2. A detailed explanation as to how the company will provide the IT services.
3. Anticipated time for services to be rendered.

Scope of Work to be Performed for Above Services:

1. Server/Client and software installation/upgrades for 3rd party vendors
2. Preventive Maintenance and Security-Windows Updates
3. Preventive Maintenance and Security Software updates (Adobe, Java, etc.)
4. Malware and anti-virus software protection monitoring and management
5. Installation, configuration, and management of Server software
6. Adds/moves/changes to server domain users
7. Active/Retired Asset Audit reporting
8. Server systems documentation and performance reporting
9. Malware and ant-virus software protection monitoring and management
10. Server license management
11. Monitoring and management of critical SonicWall firewall
12. Firewall security protocols and VPN access
13. Firewall software upgrades
14. Configuration of secured VPN access for remote users and to outside systems
15. Configuration and maintenance of network switches and other network infrastructure
16. Firewall configuration changes and updates
17. Trouble shoot/install PC accessories, printers and signature pads
18. Trouble shot Police Department vehicles VPN access and related software
19. Hardware/Software procurement
20. VOIP phone system maintenance
21. Exchange Online administration for Police Department
22. ESXi/Vcenter administration and maintenance

IT SERVICES - PROPOSAL FORM

PROPOSAL FORM RFP to be received on Wednesday, December 14, 2:00 at the Town of Seneca Falls Town Manager's Office, 130 Ovid Street, Seneca Falls, NY 13148.

Proposal must be submitted in a sealed envelope plainly marked as to its contents. Required is (1) original hard copy proposal, and (1) electronic copy to mferrara@senecafalls.com.

The Town reserves the right to reject any or all proposal. The undersigned proposes to furnish the following, in accordance with the attached specifications.

NAME OF FIRM: _____

MAILING ADDRESS: _____

CITY/STATE/ZIP CODE: _____

TELEPHONE NUMBER: (_____) _____ - _____

E-MAIL: _____

FAX: (_____) _____ - _____

BY: _____

Signature of Representative

BY: _____

Name of Representative (PRINTED)

FEDERAL TAX ID#: _____

NOTE: By signing and submitting this proposal for consideration by the Town of Seneca Falls Board, the vendor acknowledges that they have read, understood and agree to all aspects of specifications as presented without reservation or alteration. Altered RFPs or RFPs containing exceptions shall be deemed non-responsive by the Town and will not be considered for award.

PROPOSED PRICING: _____

EVALUATION OF RFP

Office Use Only

Experience working with other Municipal entities for IT Services: _____ 30%

Current References: _____ 30%

PRICING: _____ 40%

INDEMNIFICATION AGREEMENT

THE CONTRACTOR AGREES:

- (a) That except for the amount, if any, of damage contributed to, caused by or resulting from the negligence of the Town, the Contractor agrees to indemnify and hold harmless the Town of Seneca Falls, its officers, employees and agents from and against any and all liability, damage, claims, demands, costs, judgments, fees, attorney’s fees or loss arising directly or indirectly out of the performance or failure to perform hereunder by the Contractor or third parties under the direction or control of the Contractor; and

- (b) To provide defense for and defend, at its sole expense, any and all claims, demands or causes of action directly or indirectly arising out of the Agreement and to bear all other costs and expenses related thereto.

AUTHORIZED SIGNATURE: _____

AUTHORIZED SIGNATURE: _____
(PRINT)

DATE: _____