REQUEST FOR PROPOSALS INFORMATION TECHNOLOGY (IT) SERVICES

You are invited to submit a proposal for providing information technology services to the Town of Whitefield.

Proposals can be submitted to:

"IT Services Bid"
Town of Whitefield
36 Townhouse Road
Whitefield, Maine 04353

The Town must receive proposals no later than 3:00 PM on Tuesday, July 30, 2024. Proposals will be opened that evening at the Select Board meeting at 6pm.

The Town of Whitefield will evaluate all proposals on the basis of estimated cost, professional qualifications, equipment and methods, references and other relevant information. The Town reserves the right to reject and all proposals or to further negotiate with any party.

All inquiries regarding proposals should be directed to the Administrative Assistant by phone at 207-549-5175 or by email at townwhitefieldadm@gmail.com. Proposers may also contact the town office to schedule a site visit and/or equipment review.

REQUEST FOR PROPOSALS
INFORMATION TECHNOLOGY SERVICES

The Town of Whitefield is seeking proposals for providing information technology services to the Town at the Town Office

General Notes
Pricing must exclude Federal taxes and Maine sales tax. The Town of Whitefield is a political subdivision of the State of Maine and therefore exempt.

Incurred Costs
The Town of Whitefield is not liable for any costs incurred in replying to this RFP.

Scope of Work
1) Provide basic managed IT services to the Town that may extend beyond the existing device and/or service structure. Such services include:
   a) Server preventative maintenance (backup status, event logs, diskspace monitoring, verify update status, security logs, etc)
   b) Server updates, patches, and fixes
   c) Security review and report on server(s) and workstations
   d) Server disaster recovery imaging updating
   e) Monitoring security alerts on workstations
   f) Monitoring security alerts on server
2) Option for cloud backup service
3) Ability to conduct on-site and remote work on network/equipment
4) On-call support during all business hours:
   Mon & Tues 8-4pm, Wed Closed, Thurs 7-12pm & 3-7pm, Fri 8-2pm.

Contents of Proposal
Responsive proposals should, at a minimum, include the following:
1) Hourly rate for remote work
2) Hourly rate for on-site work
3) Rate charged for travel, if any
4) Cost per device for basic management
5) Cost for optional cloud backup service
6) Explanation of experience; especially, TRIO Web, municipal, and security
7) Names and experience of key professionals who would likely serve as primary contacts for the Town
8) Client References, minimum of three; ideally including at least one municipal reference
9) Other suggested services and pricing, as may be appropriate
   a) Operating system maintenance
   b) Cloud services
   c) Email security/service
   d) Other

Terms and Conditions

A.   The Town of Whitefield reserves the right to reject any or all bids and to waive any formality or technicality in the submissions. The Town also reserves the right to negotiate with any Proposer.

B.   No proposal may be withdrawn for a period of sixty (60) days after the time of submission.

C.   The Town of Whitefield reserves the right to re-issue any requests for proposals.

D.   Upon the selection of a finalist vendor, the Town by its proper officials, employees, or agents shall attempt to negotiate and reach a final agreement with this vendor. If the Town, for any reason, is unable to reach a final agreement with this vendor, the Town reserves the right to reject such vendor and negotiate a final agreement with the vendor who has the next most viable proposal.

E.   Clarification of proposals: The Town of Whitefield reserves the right to obtain clarification of any point in a vendor's proposal or obtain additional information.

F.   The Town of Whitefield is not bound to accept the proposal with the lowest cost, but may accept the proposal that demonstrates the best ability to meet the needs of the Town.

G.   The Town reserves the right to disqualify any proposal, before or after opening, upon evidence of collusion, intent to defraud, or any other illegal practice on the part of the vendor.

Current Workstation/Server Inventory

Device	Description	Current OS
Dell PowerEdge T340	Town Server	Microsoft Windows Server 2019 Standard
Dell OptiPlex 3060	Admin Assist PC	Windows 10 Pro
Dell OptiPlex 3060	Whitefield1 PC	Windows 10 Pro
Dell OptiPlex 5090	Counter 1	Windows 10 Pro
Dell OptiPlex 5090	Counter 2	Windows 10 Pro
Dell OptiPlex 5090	Deputy2 PC	Windows 10 Pro
Dell Latitude 3550	Assessor PC	Windows 11 Pro
Dell Latitude 3550	Meetings PC	Windows 11 Pro