



TOWN OF RICHMOND
RICHMOND TOWN CENTER
203 Bridge Street, P.O. Box 285
Richmond, Vermont 05477



Town of Richmond – Request for Proposals Information Technology (IT)

The Town of Richmond, Vermont invites qualified providers to submit a proposal that separates out the costs for the Administrative Office and the Water Sewer Departments IT services. Submittals should include a statement of qualifications for professional Information Technology (IT) managed services for the period of February 1, 2022, through January 31, 2023, with two (2) optional one-year extensions if agreed by both the Town of Richmond (the Town) and the selected IT services provider(s) (the vendor(s)). The qualified vendor(s) will enable the Town to improve operational effectiveness, ensure security, and minimize support cost. A contract(s) will be awarded on a "best value" basis; price and ability to deliver services and experience. Industry specific certifications and licenses will be taken into consideration as well as the experience and long-term viability of the vendor. Following negotiation, the successful vendor will be asked to enter into a contract with the Town of Richmond.

Purpose – The Town has a Windows based computer network infrastructure as does the Water Sewer Department. The Town is seeking a qualified vendor or vendors to be a Network Administrator or Administrators that would develop knowledge of the systems used in Richmond and is on site proactively once every 3 months for computer and system optimization, provide technical support for infrastructure in the form of network support including 24/7 monitoring services, security services including security updates, anti-virus management and documentation, maintenance of hardware, updates to software, troubleshooting/repair on all computer systems and network server equipment, as well as backup and disaster recovery services through a mix of remote and onsite efforts, and provide advice regarding asset management and IT purchases. Also of importance is the ability of the vendor(s) to deliver high quality help desk support that recognizes the varying levels of technical aptitude of Town staff and provides support in terms that can be understood by a layman. The Town may also look to the successful vendor(s) for special project consulting from time to time such as installation of software, short and long-range IT planning, and other related services.

The Town reserves the right to split the bids by awarding the Administrative Offices and the Water Sewer Department to different vendors and requests respondents indicate any savings there may be awarding the project to one vendor.

Objectives – Our primary objectives are to better manage the cost of maintaining the Town's networks and improve user satisfaction with the systems, while maintaining a



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robust networks that ensure the security of sensitive data in compliance with Federal and State regulations.

Site visits are welcomed, and walkthroughs can be done during normal business hours.

Intent to bid notification to the Town is due November 26, 2021. Once received any additional information specific to the Town or this RFP will be provided only to those who have submitted an intent to bid notification.

Administrative Offices have:

4 laptop computers
8 desktop computers
1 server

Water Sewer Department has:

1 laptop computers
3 desktop computers
1 iPad

I. Information Requirements and Format

Respondents should complete all questions and requests contained in the RFP. Responses received under this RFP that fail to address each of the sections, in adequate and complete detail, will be deemed as non-responsive. Note that responses of “to be provided upon request”, “to be determined”, or anything similar that do not provide the information requested will be considered non-responsive.

For the purposes of understanding more about your company and your ability to successfully fulfill the Town’s requirements, please provide the information below as part of your response, clearly referencing each specific question.

A. Company Information

1. Provide a brief overview of your company and its key personnel.
2. Where are offices maintained?
3. Indicate the number of employees in your company. How many of those are dedicated to account management and/or technical support?
4. How many are full-time vs. contractual? If contractual, where are they located?
5. What differentiates your company from your competitors in the marketplace, and how will this be relevant to us?
6. How may clients do you serve? Provide references.
7. Do you service any municipal accounts, if so, how many? Provide references.

B. Proposed Approach



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1. Please provide a proposed work plan for a migration to your company. Specifically, provide the following information:
 - a. Key activities and timing
 - b. Deliverables

2. If the Town elects to move forward with your company, what Town resources would be required (IE: information, data, staff resources, communication) during the course of migration and on an ongoing basis?

3. Please describe your experience in providing the following value-added services:
 - a. Remote backup
 - b. Technology strategy planning
 - c. Network and email system monitoring
 - d. Procurement management
 - e. Warranty, break fixes, and installation
 - f. Technical support, including remote user support
 - g. IT policy review and development
 - h. Implementation planning and guidance
 - i. Asset inventory management
 - j. Life cycle management of hardware units
 - k. Software licensing control

C. Support

1. Describe fully your technical support options, including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.
2. Please provide details on your standard reporting capabilities.
3. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?
4. The Town's user base varies in its level of technical sophistication. Please describe your experience in supporting users with limited technical skills.

D. Financials

1. Describe the pricing model(s) that you typically employ for your standard services.
2. What is the standard markup that you charge on the following types of technology units: a. Desktops b. Laptops c. Servers d. Other hardware e. Software
3. Please indicate the charges associated with each of the following and whether it is included in a standard per-unit cost vs. charged on an ad hoc basis.
 - Remote backup



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- Network and email system monitoring
- Procurement management
- Warranty, break fixes and installation
- Technical support, including remote user support
- IT policy review and development
- Implementation planning and guidance
- On-site implementation of business applications
- On-site migration of data to new pc or laptop
- Asset inventory management
- Life cycle management of hardware units
- Software licensing control
- Microsoft and third-party patch management
- Monthly reporting
- Microsoft 365 Apps for Business Subscriptions

4. Do you offer service bundles and if so, describe the effect of this bundling on pricing?

The Town of Richmond reserves the right to request follow-up information or clarification from vendors in consideration. The Town of Richmond reserves the right to reject any or all submittals, to compare the relative merits of the respective responses, and to choose a vendor or vendors, which in the opinion of the Town, will best serve the interests of the Town and each department. Each response to this RFP shall be done at the sole cost and expense of each proposing vendor and with the express understanding that no claims against the Town for reimbursement will be accepted.

Selection Process

The selection process will be as follows:

Phase 1:

The Town will evaluate vendor submittals. The initial review will determine conformance to submission requirements and whether responses meet minimum criteria established. Review will include the vendor's acceptance of RFP terms and completeness of submissions.

Phase 2:

Interview of most qualified applicants.

Phase 3:

Check of references provided.

Phase 4:



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The Town will seek approval from the Selectboard and will enter into negotiations leading to a professional services agreement.

All inquiries concerning this RFP must be submitted by email to Josh Arneson, Town Manager at jarneson@richmondvt.gov Do not submit proposals to this email address. Follow submission instructions below.

Submittal Requirements

The deadline for responses is Tuesday, Dec. 14, 2021, at 3PM
Please mail three sealed bids, clearly marked with RESPONSE TO RICHMOND IT RFP.

Mail to:

Josh Arneson, Town Manager
PO Box 285
Richmond, VT 05477

Or drop-off at

203 Bridge St.
Richmond, VT 05477