

Nashoba Valley Regional Dispatch District

Request for Proposals

Information Technology Support Services

Issue Date: May 7, 2013

Deadline for Proposals: May 30, 2013

Introduction

The Nashoba Valley Regional Dispatch District is soliciting proposals from qualified professional vendors for Information Technology support services. The qualified vendor will enable the Dispatch District to offer superior information technology (IT) to its current member communities, enhance its quality of services, while minimizing support costs, and maximize return on investments in IT.

I. Background Information

The Nashoba Valley Regional Dispatch District (NVRDD) is currently in the developmental and set up stages of operation. We are scheduled to be up and running during the second week of June 2013. We are in the process to putting together our IT network. We will be running two (2) Dell PowerEdge Servers for virtualization of Citrix, Dell Equal Logic PS4100E Storage Server with 12 TB capacities. Workstations are Dell Precision T3600, MT with four core XEON 8GB, Four workstations will have six (6) Dell Monitors while the remaining two (2) are being configured with two (2). The NVRDD is being outfitted with a NEC IP phone system with 24 POE switch which will be supported by vendor for the first year. The NVRDD is utilizing Tri Tech (IMC) for its regional CAD vendor and MDT software provider. The Dispatch District will be using remote connection (currently being evaluated) to connect remote Police and Fire stations to the IT network. The NVRDD will also be utilizing Department of Criminal Justice Information Services (DCJIS) Fox Messenger system, I AM Responding software applications, along with future software systems yet to be determined.

II. Services Required

The following details the services to be provided to the Nashoba Valley Regional Dispatch District in the area of information technologies services on an on-call 24 hours a day 365 days a year basis:

1. **Desktop Applications Support** – Perform basic support functions including installing PC's, laptops, MDT's, PDA's, printers, peripherals, and office software applications; diagnosing and correcting desktop application problems, configuring laptops, MDT's, and desktops for standard applications and identifying and correcting end user hardware and software problems, and performing advanced troubleshooting. Maintain an up-to-date inventory of ALL NVRDD computer related hardware and make available to NVRDD personnel upon request. Assist designated NVRDD personnel with hardware and software purchases. Assist in the development and implementation of an IT expansion plan when the NVRDD adds additional communities.
2. **Server Administration Services** – Managing computer systems in house and networks that connect remotely via Citrix. Manage a complex network that includes but is not limited to; complex applications, database, messaging, web, other servers and associated hardware, software, communications, operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Ensure preventative maintenance for equipment is properly and promptly performed. Server performance and capacity management services with reporting when specific thresholds are reached. Configurations management, including changes, upgrades, patches, etc. Support of Tri Tech (IMC) and other specialized software products of the NVRDD as it relates to the server(s) and associated hardware. Manage all necessary firewalls, security and anti-virus software applications. Coordinate repair and maintenance work with contracted repair vendors and ensure repairs are conducted in a timely fashion.
3. **Network Administration Services** – Scope of activities includes all NVRDD network equipment including switches, firewalls, routers, and other security devices. Primary installation and maintenance of printers, network copiers, scanners etc. Complete proactive monitoring of network equipment, including bandwidth utilization, and other performance indicators, with reporting when specific thresholds are reached. Network connectivity, performance and capacity management services, network troubleshooting.
4. **Strategic Updating and Expansion Planning**- Engineering, planning, and design services for major system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system

upgrades, redesign backup systems, etc. Make recommendations for future purchases. Make recommendations on hardware and software purchases to expand the NVRDD past its current foot prints with its current membership of communities along with future communities once the center expands. Install new servers, software, hardware, and data transfers when acquired.

III. Submittal Requirements

The following information shall be required in the RFP submittal:

1. Letter of Transmittal- The letter is not intended to be a summary of the proposal. The letter of transmittal must contain the following statements and information:
 - a. Company name, address, telephone numbers, of the firm or entity submitting the proposal.
 - b. Name, title, address, email address, and telephone number of the person or persons to contact who are authorized to represent the firm or entity and to whom correspondence should be directed.
 - c. Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.
 - d. Statement which indicates “proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with the NVRDD.
2. General Vendor Information – Please include the following information:
 - a. Length of time in business
 - b. Total number of clients
 - c. Total number of clients in the public sector
 - d. Number of full-time personnel
 - e. Number of Part-time personnel
 - f. Location of office which would service our account
3. Describe how your organization is positioned to provide the services described above and provide a history of experience on providing similar services.
4. Describe your approach for providing 24x7x365 support
5. Provide the name, title, and contact information of three references for clients whom you have or currently have provided similar services to.
6. When a technical problem cannot be repaired remotely indicate your response time to the NVRDD for on-site repair.
7. Beyond the scope of this RFP, what services (related or otherwise) does your organization provide that may be of interest to the NVRDD.

8. Proposal Summary – Summarize your proposal and your organizations qualifications. Additionally you may include pertinent information that helps the NVRDD determine your overall qualifications. Please keep your summary to two (2) pages.
9. Cost of Services
 - a. The proposal must contain a fee schedule for services
 - b. Describe how your services are priced, and any specific pricing you are able to provide.
 - c. Define any additional charges (Travel expenses not Acceptable)
 - d. Is your organization listed on any Massachusetts/County contracts that the NVRDD could utilize

IV. Evaluation Criteria and Process

A selection committee will conduct an evaluation of qualifications and will rate each submittal based upon the following criteria:

1. Experience
2. Understanding of services to be provided
3. Personnel expertise
4. Compatibility with end users
5. Project approach
6. Satisfaction of clients

Selection may be made based upon evaluation criteria and price. The lowest price will not alone be determinative in the selection.

V. Deadline for Submissions of Proposals

Three (3) sealed copies of the proposal must be received by the Nashoba Valley Regional Dispatch District prior to 4pm on Thursday May 30, 2013. One (1) copy should be submitted as loosely-bound reproducible copy. All copies of the proposals must be under sealed cover and plainly marked as "Information Technology Support Services Proposal". Proposals shall be delivered or mailed to: Nathan P. Kenney Executive Director, 270 Barnum Rd PO Box 2171 Devens, MA 01434.

VI. Questions, Addendum or Proposal Modification

Questions concerning this RFP must be submitted in writing to: Nathan P. Kenney, Executive Director, 270 Barnum Rd PO Box 2171 Devens, MA 01434 or they may be emailed to Mr. Kenney at nkenney@nvrdd.us. All questions/inquiries must be received by 4:00 p.m. on Friday, May 17, 2013 to be considered. Questions/inquiries may be delivered, mailed, or emailed. Written responses will be emailed to all parties that have received the RFP by Tuesday, May 21, 2013. If any changes are made to this RFP, an addendum will be emailed out to all parties that have received the RFP. It is the sole responsibility of the bidder to ascertain the existence of any addenda and/or modifications issued by the NVRDD. The NVRDD accepts no liability for and will provide no accommodations to bidders who fail to check for amendments and/or modifications to this RFP and subsequently submit inadequate or incorrect responses. Bidders may not alter (manually or electronically) the RFP language or any RFP component files. Modifications to the body of the RFP, Scope of Work, terms and conditions, or which change the intent of this RFP are prohibited and may disqualify a response. All proposals submitted in response to this RFP shall remain firm for sixty (60) days following the submittal deadline. It is anticipated that the contract will be awarded within thirty (30) days after the submittal deadline. Bidders are not to communicate directly with any employee of the NVRDD, except as specified in this RFP, and no other individual employee or representative is authorized to provide any information or respond to any question or inquiry concerning this RFP.

VII. Miscellaneous

1. The NVRDD Administrative Board and the Executive Director reserves the right to reject any and all proposals, to waive any technicalities, and to select the proposal which, in the NVRDD sole judgment is in the best interest of the NVRDD.
2. The RFP creates no obligation on the part of the NVRDD to award a contract or to compensate the proposer for any costs incurred during proposal presentation, response, submission or oral interviews (If held). The NVRDD reserves the right to award a contract based upon proposals received without further discussion or negotiations. Proposers should not rely upon the opportunity to alter their qualifications during formal discussions (formal presentations/discussions may not be held).
3. The NVRDD reserves the right to withdraw this RFP if it is deemed in the best interest of the NVRDD.