

Town of Hampton Falls, New Hampshire  
1 Drinkwater Road  
Hampton Falls, NH 03844  
(603) 926-4618

RFP 2023:07, Request for Proposals for Technology Services



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The Town of Hampton Falls is seeking a qualified contractor to provide managed services and technical support for a Windows based IT infrastructure, in the form of general network support including 24/7 monitoring services, security services, maintenance of hardware, updates to software, trouble-shooting/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. Also of importance, is the ability of the vendor to deliver high quality help desk support. The town may also look to the successful vendor for special project consulting from time to time, short-and-long range IT planning, and other related services or projects. This is a fully outsourced solution where the company assumes responsibility for all aspects of the town's IT and provides a single point of contact for all staff and external vendors for IT related issues.

Our primary objectives are to manage the cost of maintaining this network and to provide user satisfaction with the system, while maintaining a robust network that ensures the security of sensitive data in compliance with State and Federal regulations.

**SCOPE OF WORK**

The scope of services is intended to ensure the proper operation of the Town's networked computer system, equipment, and related network infrastructure located in the Public Safety Building and Town Hall. The two locations are connected via VPN over Comcast.

1. Installation, maintenance, and administration of hardware and operating systems, including updates and patches, for approximately four (4) departmental and town wide servers running Windows Server operating systems plus one email server running Microsoft Exchange Server.
2. Installation, maintenance, and administration of hardware and operating systems, including updates and patches, for approximately eighteen (18) departmental workstations running various versions of Windows operating systems.
3. Installation, maintenance, and administration of approximately five (5) networked and local laser and inkjet printers, including updates and patches at the Public Safety Building.
4. Installation, maintenance, and administration of various hardware and software related to LAN and WAN infrastructure and cabling, including but not limited to wired and wireless routers, switches, modems, and firewalls over copper and fiber optic lines.
5. Installation and maintenance of additional software, upgrades, and patches including but not limited to:
  - a. Server and workstation antivirus software.
  - b. Server backup software.
  - c. Microsoft Office products including Office 365

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- d. Departmental application software. Currently the major software applications in place include Avitar (Tax, Clerk, Assessing, Building), IMC Record & Mobile, PD Cameras (storage), I Am Responding, Quickbooks, MTS financial package, Watchguard.
6. Perform network administration including network access and security setting for users, email accounts, and remote access for employees and vendors through dial-up, virtual private networks, and third-party software as required.
7. Provide technical support in order to maintain the Town's internet access.
8. Assist the Town in maintaining a current inventory of all equipment associated with the network including their location and relevant hardware and peripherals installed.
9. Assist the Town in maintaining documentation on the configuration of equipment including operating systems, installed software, including relevant versions and settings.
10. Assist the Town in maintaining documentation related the set up and configuration of all network related hardware and infrastructure, including user and group access right, log in scripts, and other network related information.
11. Make recommendations, along with the associated cost, in order to adequately maintain the system and its components including the upgrade, replacement, or installation of additional equipment and/or related software.

Services related to the above scope of work shall include:

1. Provide on-site performance of routine maintenance, upgrades, installations, and non-critical problem solving as needed during normal business hours between 8:00am and 4:00pm Monday through Friday excluding holidays. Whenever possible, such hours shall be scheduled in advance.
2. Provide telephone/remote support during normal business hours (as defined above) for issues of a critical nature. Resolution of these issues may require an on-site visit.
3. Provide, on rare occasions, telephone or on-site support for mission critical issues which occur during non business hours.

**GENERAL INFORMATION**

1. All questions must be presented in writing. All requests for information and clarification should be addressed to: Karen Anderson, Town Administrator, Town of Hampton Falls, NH, 1 Drinkwater Road, Hampton Falls, NH 03844 or by email at [townadministrator@hamptonfalls.org](mailto:townadministrator@hamptonfalls.org)
2. A proposer may withdraw his/her Proposal before the bid opening date by written request to Karen Anderson, Town Administrator, 1 Drinkwater Road, Hampton Falls, NH 03844.
3. Any correction or modification to the bidder's Proposal shall be made before the bid opening date and time, in writing. Any correction or modification must be sealed and

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clearly marked “Modification to Town of Hampton Falls, NH Proposal for Technology Services”, with the name of the proposer.

4. The Town will provide the successful vendor with the most recent information regarding current hardware and software information.
5. Any associated costs for additional hardware or software required to provide services must also be defined.
6. Emailed proposals will be considered, confidentiality of the proposal prior to bid opening is considered waived.
7. A Proposal received after the time and date specified will not be considered.
8. The Town of Hampton Falls, NH reserves the sole right to determine which combination of price and service is in its best interest.

**TERMS AND CONDITIONS**

1. **Terms** – The terms of the contract shall be three years starting on January 1, 2024 and running through December 31, 2026 with the option of renewing the contract for an additional period at the sole discretion of the Town.
2. **Project Award** - The Town reserves the right to reject any, or any part of, or all proposals; to waive informalities and technicalities; and to accept the proposal that the Town deems to be in its best interest. Proposal price shall be a consideration, but lowest dollar cost proposal shall not be the sole criteria to be considered. Consideration will be given to price, experience and competence of the bidder, the quality and experience of associated personnel, the nature and size of the organization, and the quality of similar services provided by the bidder to similar organizations.
3. **Qualifications & References** - Each proposal submitted shall provide the qualifications, experience, and certifications of the firm. References shall include at least one municipal client.
4. **Insurance** - The selected firm will provide evidence of insurance including but not limited to general liability, property and casualty, errors and omissions, and worker’s compensation insurance. This evidence shall be shown on a certificate of insurance issued by the firm’ insurance carrier(s).
5. **Limitations & Obligations** – The proposal shall explicitly state any limitations by the bidder on the provisions of the scope of work and any additional obligations required by the Town in order for the bidder to fulfill the requirements of the scope of work.

**FEE SCHEDULE**

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Please submit a price proposal with validity for a period of one year covering all of the services you propose to provide. Elements of the financial proposal to include:

1. A detailed breakdown of any on-boarding/set up fees.
2. A detail of what is included and excluded from base monthly charges if applicable.
3. A price list of any additional services the vendor offers.
4. A fee schedule for emergency services provided during regular and off hours.
5. A breakdown of any tiers of service and costs associated with those tiers.
6. A listing of any services that will be offered to the town at no additional charge.
7. A fee schedule of any additional charges (ie. travel expense)
8. Any increases in the above listed fees for subsequent contract years.

**SUBMISSION REQUIREMENTS**

1. An overview in response to the scope of work with your general approach to support, maintenance, and projects.
2. A description of your experience in providing services for a government entity.
3. A recommendation of service level and emergency response services.
4. Description of the firm's ability to provide the services in a timely fashion: response time in hours, days of week available, response for server down or critical issues that interrupt town/emergency operations.

Interest parties should submit an original and two copies of the proposal in a sealed envelope clearly marked "**Technology Services Proposal**" to:

Town of Hampton Falls  
***"Technology Services Proposal"***  
1 Drinkwater Road  
Hampton Falls, NH 03844

All proposals must be received at the Hampton Falls Town Hall no later than **October 30, 2023 by 2:00pm.**