

Town of Isle La Motte
Request for Proposal
Information Technology Managed Service Provider

Proposals due September 2, 2024

The Town of Isle La Motte invites qualified vendors to submit a proposal for Information Technology support and managed services.

Objectives for this service contract are as follows:

- To support existing and future computer systems used by the town and town staff. At present this includes:
 - 6 computers - Town Clerk, Assistant Town Clerk, Treasurer, Assistant Town Treasurer, Lister, Zoom/meeting.
 - Network router and WiFi Access Points.
- To configure and integrate new computer systems as needed by the town.
- To support computer operating systems and non-specialized software (such as NEMRC, and the Cott land record software) as needed by town staff to perform their functions. This includes managing updates and maintenance.
- To provide remote technical support as needed. When the problem cannot be addressed remotely, to provide on-site physical support during mutual business hours.
- To assist in planning for infrastructure changes, large and small. This may include:
 - Helping identify where existing systems are not meeting the needs of the town.
 - Helping organize a menu of possible system changes to meet projected needs.
 - Helping estimate costs of changes to feed into the town budgeting process.

Background information:

The Town of Isle La Motte is a small rural community located at the end of VT-129 in Grand Isle County, Vermont, with a population of about 500 people.

Proposal deadline:

The deadline for proposals is September 2, 2024. Submit one copy of the RFP response as a PDF inserted into an email addressed to townofislelamotte@gmail.com with the subject line "Town of Isle La Motte VT IT Services RFP", or deliver your response in writing in person to the clerk's office by or before the deadline.

For more information about this solicitation, please contact Cary Sandvig (ilmsandvig@frang.com), Monday through Friday.

Required content of proposals:

1. Please provide a brief cover letter and summary of how your company will assist the town with Information Technology support needs.
2. Provide a brief overview and history of your company including statements concerning:
 - a. How long the company has been in business
 - b. Capabilities of company team and why your firm should be selected
 - c. How many Vermont municipal accounts you serve
 - d. Company name, website URL, phone, and contact email address
3. Please describe your company's capabilities with regards to:
 - a. Warranties
 - b. Expected communication availability going forward
 - c. Support services for emergency and non-emergency situations
 - d. A statement concerning hosting & security best practices, including data protection
 - e. Implementation planning and guidance
 - f. Onsite implementation/migration of data to new PC(s) or Laptop(s)
 - g. Software licensing control
4. Please provide three (3) professional references for municipalities for whom you have completed similar work, or for whom you provide ongoing monthly maintenance and service.
5. Provide an outline of what technical services the Town can expect from your company in all phases of project implementation.

Understanding the "IT services" is a very broad topic, please give some examples of work that you consider to be out-of-scope for this contract. Possible examples being:

1. Migration to and management of a VOIP telephone system.
2. Management and operation of regular backups of town systems.
3. Regular physical maintenance of all computer and network equipment, proactively citing necessary replacements before failure.
4. Hosting services for town domain(s).
5. Participate in the development of and operate aspects of a BCDR plan.

Proposal review and contract award schedule

- **September 2nd, 2024 - Proposals due by 3:00PM EDT**
- September 4th, 2024 - Selectboard bid review
- September 6th, 2024 - Successful bidder notification
- September 9th, 2024 - Contract preparation
- Early October, 2024 - Begin services

Note: The town is willing to be flexible on this schedule, but any shift will push all following dates forward.

Additional contractor requirements

The service provider awarded this contract shall apply for registration with the Vermont Secretary of State's office to do business in the State of Vermont, if not already so registered.

Further the service provider shall agree to proof of and maintain the following types of insurance for the term of its contract with the Town of Isle La Motte:

- Commercial General Liability Coverage. Including, but not limited to: Bodily Injury, Personal/Advertising Injury, Broad Form Property Damage, Completed Operations Liability, and Contractual Liability.
- Workers' Compensation and Employers Liability Insurance.
- Professional Liability Insurance (Errors and Omissions Coverage).
- Automotive Liability, Personal Injury, and Collision Coverage.

Conclusion

The Town of Isle La Motte reserves the right to reject any or all submittals, to compare the merits of the respective responses, and to choose a Contractor/Vendor which will best serve the interests of the Town.