



REQUEST FOR PROPOSALS INFORMATION TECHNOLOGY (IT) SERVICES

April 6, 2023

Re: IT Services Request for Proposals

Dear Sir or Madam:

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

Interested proposers are encouraged to email me at rlabelle@townofnorridgewock.com so that any addendum, questions, etc. may be distributed the timeliest manner. Questions should be submitted no later than April 26, 2023, so that responses can be developed and distributed to all proposers.

The Town Manager will receive proposals at the Town Office, 16 Perkins Street, Norridgewock, prior to 2:00 p.m., on May 10, 2023. Faxed proposal will not be accepted; e-mail proposals are acceptable. Proposals will be reviewed internally and considered by the Select Board at their regular meeting on May 17, 2023. At that time, the Board may or may not select a successful proposer.

All inquiries regarding proposals should be directed to me by phone at (207) 634-2252 or by email at rlabelle@townofnorridgewock.com. Proposers may also contact me to schedule a site visit and/or equipment review.

Respectfully,

Richard A. LaBelle
Town Manager

REQUEST FOR PROPOSALS INFORMATION TECHNOLOGY SERVICES

The Town of Norridgewock is seeking proposals for providing information technology services to the Town at the Town Office, Wastewater Treatment Facility, Central Maine Regional Airport, and Fire Department.

General Notes

- Pricing must exclude Federal taxes and Maine sales tax. The Town of Norridgewock is a political subdivision of the State of Maine and therefore exempt.
- Interested proposers are strongly encouraged to contact the Town Office at (207) 634-2252 or at rlabelle@townofnorridgewock.com to be added to the information distribution list related to this RFP.

Incurred Costs

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

Scope of Work

- A. Provide basic managed IT services to the Town that may extend beyond the existing device and/or service structure. Such services include:
 - a. Remote monitoring
 - b. Anti-virus protection
 - c. Patch management
 - d. Routine software maintenance
 - e. Other
- B. Option for cloud backup service
- C. Ability to conduct on-site and remote work on network/equipment

Contents of Proposal

Responsive proposals should, at a minimum, include the following:

- A. Hourly rate for remote work
- B. Hourly rate for on-site work
- C. Rate charged for travel, if any
- D. Cost per device for basic management
- E. Cost for optional cloud backup service
- F. Explanation of experience; especially, TRIO Web and municipal
- G. Names and experience of key professionals who would likely serve as primary contacts for the Town
- H. Client References, minimum of three; ideally including at least one municipal reference
- I. Other suggested services and pricing, as may be appropriate
 - a. Operating system maintenance
 - b. Email security/service (presently, 18 accounts)
 - c. Other

Proposal Submission Information

Submission of Proposal

Sealed proposals must be mailed or hand-delivered to:

Town of Norridgewock
Richard LaBelle, Town Manager
PO Box 7 | 16 Perkins St.
Norridgewock, ME 04957
rlabelle@townofnorridgewock.com

All proposals shall be submitted in complete original form. No faxed proposals will be accepted. Proposals shall be marked clearly on the outside, '**IT Proposal**'.

Proposals shall be accompanied by the contractor's certificate of insurance, including a certificate showing coverage under the Maine Workers' Compensation Act.

Closing of Bids

All proposals must be received by 2:00 p.m., Wednesday, May 10, 2023.

Review & Final Selection

An internal review of vendor selection shall begin upon bid closing and will be sent to the Select Board for consideration during its regularly scheduled meeting on Wednesday, May 17, 2023 at 6:00 p.m. The final selection may be made during this meeting. In the event final selection is not made on May 17, 2023, all vendors submitting proposals will be notified and meeting notices will be available approximately four (4) days before the actual meeting date.

Other Information

Vendors may submit any other information or options that are not described in this proposal that would be beneficial to the Town of Norridgewock. If, in the vendor's opinion, the Town has overlooked anything material or relevant, such item(s) may be brought to the Town's attention and be included in the proposal.

Questions & Addenda

Prospective proposers may direct questions (preferably via email) to the Town Manager:

Town of Norridgewock
Richard LaBelle, Town Manager
PO Box 7 | 16 Perkins St.
Norridgewock, ME 04957
rlabelle@townofnorridgewock.com

All questions or requests for clarification are due no later than 4:00 p.m. on Wednesday, April 26, 2023. Answers will be available on the Town's website (www.townofnorridgewock.com) as questions are posed and answered.

Prospective proposers are encouraged to notify the Town Manager via e-mail of one's interest in submitting a proposal and/or receiving information updates, in the event addendums are issued. An e-mail distribution list will be developed to most efficiently communicate with prospective vendors.

Terms and Conditions

- A. The Town intends to award this contract to the individual or firm that provides the lowest responsible and responsive proposal that is deemed by the Select Board to be in the best interests of the Town. The Town of Norridgewock 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 Norridgewock 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 Norridgewock reserves the right to obtain clarification of any point in a vendor's proposal or obtain additional information.
- F. The Town of Norridgewock 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	Location	Type	Current Operating System
Dell Vostro 5370	Town Office, Manager's Office	Laptop	Windows 10 Pro
HP 15.6"	Town Office, Conference Room	Laptop	Windows 11 Home
Dell OptiPlex 3000	Town Office, Clerk Office	Desktop	Windows 10 Pro
Dell OptiPlex 3000	Town Office, Clerk Office	Desktop	Windows 10 Pro
	Town Office, Code Office	Desktop	
Dell OptiPlex 3060	Town Office, Assessing Office	Desktop	Windows 10 Pro
Dell Vostro 3681	Town Office, Finance Office	Desktop	Windows 10 Pro
Dell Vostro 3590	Wastewater Treatment Facility, Office	Laptop	Windows 10 Pro
Dell Inspiron	Airport, Terminal Office	Laptop	
Lenovo AMD A10-7800 Radeon R7, 12 Compute Cores 4C + 8G 3.50GHz	Fire Department, Chief's Office	Desktop	Windows 10 Home
Acer Aspire XC1660G	Fire Department, Dispatch Office	Laptop	Windows 10 Home