

**Town of Franconia
Request for Proposals
Information Technology Assessment & Services**

**Proposals are due no later than 12:00pm on December 15, 2017
and shall be sealed and addressed to:
Holly A. Burbank, Town Administrator
Town of Franconia
PO Box 900
Franconia, NH 03580**

The Town of Franconia seeks proposals for information technology consulting services to assess the Town's information technology program and infrastructure, provide information technology support services, and develop short-term recommendations and a five-year strategic plan.

The Town seeks a multi-year contract beginning April 1, 2018. Contract goals include: 1) an independent, comprehensive assessment of the Town's technology infrastructure; 2) tactical recommendations for improvements; 3) actual information technology support services; 4) training of staff as systems are deployed; and 5) a strategic plan that addresses all major aspects of information technology for the next five years.

Four (4) sets of the sealed proposals are due no later than 12:00 Noon on Friday, December 15, 2017. Questions regarding the proposal should be directed to Town Administrator Holly Burbank, townadmin@franconianh.org or 603-823-7752.

The Town is aware of the time and effort required to prepare responses to proposals and invites vendors to let us know of any proposal requirements that are unclear and/or create difficulty in responding. The Town reserves the right to reject any and/or all proposals and to waive any informalities or irregularities in procedure.

A. BACKGROUND

The Town has received information technology support services in the past, but has fallen behind on repair and replacement and hasn't planned and maintained its systems in a coordinated way. The Town seeks consulting services from a firm with access to a broad array of service options, knowledge base and skills, strong communication and reporting capabilities, and the ability to respond quickly and with appropriate resources in emergency situations.

The Town has 25+ employees working out of four primary locations outlined below.

1. 421 Main Street
 - a. Town Office: The governing body of the Town is made up of three elected Select Board members. This is the location for all administrative operations of the Town such as registrations, tax collection, assessing, mapping, financial management, human resource management, welfare administration, planning and zoning, record retention,

copying/scanning, and website/email management. The Town Office is staffed by the Town Administrator, Administrative Secretary, Town Clerk/Tax Collector, Water Department Secretary (PT), Planning Board Secretary (PT), and Recreation/Buildings & Grounds Director.

- b. Other functions: The Town Office also serves as the location for website/email maintenance location, primary meeting space, and records retention facility.

2. 816 Main Street

- a. Police Department: The Police Department is responsible for Town law enforcement, including marked patrols, educational functions, prisoner transports, service of process, and support of other law enforcement initiatives. The Police Department is staffed by a Police Chief, one Sergeant, one Patrol Officer, an Administrative Assistant and a small group of part-time officers. Along with the building, Police Department staff have other mobile technology and cruisers equipped with technology.
- b. Fire Department: The Fire Department is responsible for professional fire protection to the town of Franconia. These services are delivered by a career, on-call and part time personnel. The Fire Department is staffed by a volunteer Fire Chief, and volunteer Deputy Fire Chief. There are also a dozen-plus on-call volunteer officers and firefighters. Along with the building, Fire Department staff have other mobile technology, two fire engines, a rescue truck and ladder truck equipped with life-saving technology.
- c. Other functions: The Fire Department also serves as the Town's base for Forestry operations.
- d. Life Squad: The Life Squad is responsible for advanced emergency medical services for the Town of Franconia. Their staff is all volunteer, and consists of a Life Squad Director, and a dozen-plus on call volunteers. Along with the building, the Life Squad have other mobile technology, and an ambulance equipped with life-saving technology.

3. 840 Easton Road

- a. Highway Department: The Highway Department oversees the repair and maintenance of all town-maintained roads, including mowing, ditching, drainage and road signs. The department also coordinates and completes the plowing, salting and sanding. The Highway Department is staffed by a Director and two Full-Time Highway Operators.
- b. Transfer Station: General household garbage, construction, demolition, metals, burnable items, appliances, and recycling is collected at the transfer station. The Transfer Station is staffed by a Director, two full-time attendants and one part-time attendant.

Town departments currently budget individually for their technology maintenance. Hardware and software purchase needs. One company currently provides much of the maintenance. One of the goals of this RFP to identify one company that can serve the entire needs of the municipal government under one contract.

Facilities	Work Stations (Laptops)	Servers	Printers/Copiers	Other	“Mission Critical” Software
Town Office	3 (2)	0	2 copier; 4 printers	None	Office, BMSI, Avitar, QuickBooks
Police Department	5 (2)	0	1 copier; 2 printers; Scanner	2 mobile data terminals	Office, IMC
Fire Department	2 (1)	0	1 printer		Office, FFRS, State of NH Incident Reporting Software
Life Squad	1		1 Printer	None	Office
Highway Department & Transfer Station	2	0	1 printer	None	Office

B. SCOPE OF SERVICES

The Town seeks a qualified firm to provide information technology services, including:

1. Meet jointly and individually with department heads and key personnel;
2. Assess the Town’s existing information technology infrastructure and network environment, including hardware, software, controls, policies, and procedures, to ensure that personnel have appropriate technology for current needs and that the network(s) is stable and secure;
3. Assess existing back-up and disaster recovery equipment and procedures;
4. Assess remote access capabilities for personnel;
5. Review existing e-mail and website contracts and services to ensure existing and future needs are met;
6. Provide practical and cost-effective short- and long-term recommendations to address any identified deficiencies in existing IT infrastructure and network environment;
7. Ensure all systems have backward compatibility to tie into any older State systems;
8. Monitor performance and maintain (including preventive maintenance and software updates) network and local hardware, software and virus protection, including plan for remote and on-site emergency response and “help desk” tech support for all departments as necessary;
9. Assist with preparing annual budget recommendations;
10. Research, recommend, and install new equipment;
11. Train staff as systems are upgraded/introduced;
12. Create and maintain up-to-date inventory and barcode all Town computer and networking equipment;
13. Create and maintain five-year technology plan
14. Review current hardware/software maintenance contracts and performance;

15. Maintain Internet connectivity, firewall and routers;
16. Review existing and future broadband contracts and opportunities to ensure optimum bandwidth, speed, and price;
17. Assist in research and selection of software products as needed;
18. Provide appropriate weekly and monthly reports of findings and recommendations, with particular focus on risk-management concerns; and
19. All other related and/or similar duties.

C. PROPOSAL FORMAT & SUBMISSION REQUIREMENTS

Responding firms shall submit four copies of the proposal and proposals should include the following minimum components:

1. Firm name, address, and contact information of individuals authorized to answer questions.
2. Executive Summary: Briefly summarize the proposal and identify that which makes your firm uniquely qualified for this contract.
3. Firm Profile: Include background and ownership of the company; number of employees; location of primary and any satellite locations; number and nature of professional staff to be assigned to this project; identify supervisory and management staff and summarize experience.
4. Security: Describe background and security measures used in firm's hiring process and how firm would work with the Town to assess facilities with significant security requirements.
5. References: Provide a list, with current contact information, of similar engagements performed by the proposer within the past three (3) years. Provide any additional data where your firm has previously worked for a governmental agency. Describe how your specialty area of expertise was applied to those clients and how it relates to this proposal.
6. Cost: Provide a standard fee schedule (hourly rate or other proposal) for services offered and include description of conditions, procedures, approvals, and rates for out-of-scope work. It is understood that the fee will include services only and will not include the cost of any equipment or software. However, to the extent that the firm desires to serve as a vendor of hardware and equipment, a description of its pricing program should also be included. Describe consultant's ability to track costs by department for internal budgeting and billing purposes.
7. Subcontracting: Identification of any services that may be subcontracted, including if known the name of the subcontractor and applicable experience.
8. Insurance: Include proof of insurance, including worker's compensation and general liability of at least \$1,000,000 single limit. Within 15 days of selection and as a condition of the contract, consultant shall provide Certificate of Insurance naming Town of Franconia as additional insured. The Town shall be notified within 15 days in the event of loss or change in coverage or conditions or amounts of coverage. Each policy of insurance shall be issued by a financially secure insurer, duly licensed to do business in the State of New Hampshire.
9. Acknowledgements: Consultant shall acknowledge that it is an Independent Contractor and as such, shall receive no other compensation or considerations, such as those benefits, indemnifications and other considerations normally extended to employees of the Town and is responsible for providing any required or voluntary benefits to its employees. The Contractor shall not compensate, in any way, a Town official or employee or any member of the family of such officer or employee in the performance of any work under this contract.

10. Other: Vendors are welcome to submit supporting information or references in support of their proposal.

D. EVALUATION AND SELECTION

Evaluation of the responses will be based on the extent to which the response meets the requirements stated above and the Town’s determination as to the extent to which the respondent is likely to be able to achieve the desired results and fulfill the purposes of the contract. Selection will be based on criteria including but not limited to:

1. Experience/expertise	<ul style="list-style-type: none"> • Previous related experience and qualifications in the subject. • Clear knowledge of Information Technology and operations. • Clear understanding of scope of work and other technical issues related to this engagement.
2. References	<ul style="list-style-type: none"> • History and performance of firm/project team on similar projects. • References and recommendations of previous clients.
3. Overall methodology	<ul style="list-style-type: none"> • Overall approach to the project. • Additional services, cost-saving measures, products, etc. will be considered for their usefulness or contribution to the engagement.
4. Resources	<ul style="list-style-type: none"> • Availability of essential personnel based on current workload and future commitments including how many hours each person will dedicate to the engagement. • Adequacy of amount and quality of resources
5. Cost	<ul style="list-style-type: none"> • Cost including the overall project-task budget-distribution as well as itemized cost breakdowns.
6. Interview	<ul style="list-style-type: none"> • At the discretion of the Town, interviews may be arranged to assist in making a final selection.

It is the Town’s intention to select one firm to perform all services. Selection is subject to Select Board approval.

The Town reserves the right to reject any and/or all proposals, to waive any technicalities, informalities or irregularities, to accept or reject all or part of a proposal, and to be the sole judge of the suitability of the proposals offered.

Questions regarding this request for proposals should be directed to Holly Burbank, Town Administrator, at townadmin@franconianh.org or (603) 823-7752.

