

REQUEST FOR PROPOSALS FOR Technology Support Services and Server Replacement

Summary

The Board of Trustees of the Town of Collbran hereby requests proposals from qualified information technology firms to assist the Town with its computer hardware, software, server and network systems, including the near-term replacement of the Town's server, development of a hardware replacement plan and ongoing technical support to assure reliable and secure systems.

Scope of Services

Section 1. Server Replacement and ongoing support

The Town is interested in receiving proposals to supply and install a multi-role server that will be compatible with the Town's accounting/utility management system, Caselle Systems. (Specifications are attached to this RFP as Attachment # 1- Caselle Systems Minimum Requirements.) The server should also be configured to provide file, print, and directory services in a reliable fashion for the Town. The Town is a municipal organization and should be eligible for government discounts from various software and hardware providers, including those who participate in NASPO ValuePoint.

The Town desires to have the new server configured and installed and the current Caselle SQL database migrated over by November 15, 2019. The Town utilizes and intends to remain with Google's G-suite for cloud-based email, document storage and collaboration and productivity. The selected technology partner should have experience in integration of G-Suite and Microsoft products and be able to demonstrate such, including the use of Google Directory Services in handling Active Directory integration.

The services should include implementation of a secure backup solution with offsite replication. The Town desires a 24-hr RPO, 48-hr RTO.

Section 2. Endpoint Standardization & Life Cycle Management

The Town also wishes to develop a plan for the standardization of and scheduled life cycle replacement of workstations, laptops, and printers of which there are approximately 15, that can be implemented over the next 3-4 annual budget cycles. The selected firm will be asked to select, configure, and install those replacement workstations/laptops/printers on the Town's network.

Section 3. Ongoing IT Management

The Town also wishes to develop an ongoing relationship with a technology partner who can assist the Town in the ongoing maintenance of its computer systems and infrastructure to assure maximum reliability and security. The Town is looking for cost effective solutions and will consider arrangements such as monthly service agreements and/or on-call, hourly services. The Town desires to utilize its technology partner to keep the systems up-to-date and secure.

Proposal Requirements:

1. Executive Summary of the major facts or features of the proposal, including any conclusion, assumptions, and generalized recommendations. Responders should demonstrate how they will provide encryption for data at rest and data in transit. The summary should also how the server will be monitored, what notifications of downtime will be given to the Town and what solutions will be implemented to minimize downtime.
2. Consultant Profile:
 - a. Firm name, address, telephone number
 - b. Year firm established
 - c. Project Manager's name
 - d. Office Locations
 - e. Certifications or specializations of team personnel
 - f. Current limits of professional liability insurance
 - g. Proximity to Collbran or demonstrated ability to provide 2-hour response time.
3. Experience and References
 - a. Project name(s) and location(s)
 - b. Name, address, and telephone number of clients
 - c. Fee for services provided
 - d. Scope of services provided
 - e. Qualifications including the personnel that will be assigned to the project
 - f. Methodology for completing the project
4. A firm cost proposal for the server replacement, including all hardware, software and installation/conversion services necessary to have the new Caselle server in place by November 15, 2019, and
5. A technical proposal for providing ongoing technology support services and associated cost options.

Anticipated project start date is October 7, 2019 and the replacement server needs to be installed and functional by November 15, 2019. Other services will be budgeted for as part of the 2020 and future budgets. The Town is willing to sign a three-year services agreement, with up to two annual one-year renewals.

The Town expressly reserves the right to reject any and all bids pertaining to this project for any reason whatsoever.

RFP Schedule

Proposals are due either electronically or by mail by 5:00 p.m. on September 20, 2019. Late proposals will not be accepted.

If your company is interested in responding, please submit your contact information via email to:

Melonie Matarozzo
Town of Collbran Clerk/Treasurer
clerk@townofcollbran.us

The deadline for questions is noon September 10, 2019. All questions must be in email form and sent to:

Melonie Matarozzo
Town of Collbran Clerk/Treasurer
clerk@townofcollbran.us

If there are questions, an addendum will be issued no later than noon on September 13, 2019.

Proposals are due either electronically or by mail by 5:00 p.m. on September 20, 2019. Late proposals will not be accepted.

Email proposals to: clerk@townofcollbran.us

Or via US mail to:
Town of Collbran
PO Box 387
Collbran, CO 81624

The Town may choose to do consultant interviews; if so, those will be conducted via telephone no later than September 25, 2019. Consideration of an award will be on the agenda of the Board of Trustees on October 1, 2019.

CASELLE® Connect—Network

Network System Requirements

IMPORTANT! Using servers or workstations that DO NOT meet the specified network system requirements may result in unsatisfactory performance and response times. This document lists the minimum hardware and software requirements for installing Connect.

Network Server Operating System	Microsoft® Windows Server 2016 (64-bit), 2012 (64-bit), 2012 R2 (64-bit) (note - the Town prefers Windows Server 2016)
Network Server Equipment	Intel® Xeon® Dual-Core Processor 2.0 Ghz or higher 16 GB of available RAM 30 GB of available disk space for Caselle Connect applications (180 MB) and data Enterprise SSD Color SVGA .28 Monitor 1 GB Ethernet Network Card 1 GB Ethernet Switch DVD-RW Drive All hardware must be Microsoft® certified (request printed certification documents). Intel® Core™ i3, Intel® Celeron®, AMD Sempron®, and Intel® Pentium processors are not recommended.
Database Server Equipment and Operating System	<ul style="list-style-type: none"> • Use the Recommended Network Server. For better performance, increase memory on network server or, use as a separate Database Server (same specifications as the Network Server). • Networks with more than ten workstations may require faster processors and/or more memory than recommended.
Database Software	Microsoft® SQL Server® 2012 (64-bit), 2014 (64-bit), or 2016 (64-bit) Prefer 2016
Network Server and Database Server Power Protection	True Online UPS, 600 Voltamps minimum with UPS Monitoring card, cable, and software.
Workstation Computer	Intel® Core™ 2 Duo, i5, i7 (or higher) 8 GB of available RAM 30 GB available disk space for Caselle Connect applications (180 MB) and data Color SVGA .28 Monitor DVD-RW Drive The Town is not looking to replace workstations at the time of server replacement All hardware must be Microsoft® certified (request printed certification documents). Intel® Core™ i3, Intel® Celeron®, AMD Sempron®, and Intel® Pentium processors are not recommended.
Workstation Operating System	Microsoft® Windows 10 Professional™ (32-bit or 64-bit)
Workstation Power Protection	UPS/Battery backup unit
Backup System	Network quality system to back up file server hard drive on removable media and provide verification. Make sure the backup system supports backing up MS-SQL Databases. Example: Backup Exec with SQL Agent.

CASELLE® Connect—Network

Internet Access

10 Mbps minimum available connection speed

Explanation: Caselle® Applications require Internet access to download program updates, use Connect Online, and use web services.

Email

Email that is compatible with Microsoft® Windows

Network Installer

Microsoft® Authorized and Certified

Supported Internet Browsers

Google Chrome, Microsoft Edge, Mozilla Firefox 4 or later, and Apple Safari