

Town of Jamaica – Request for Proposal: IT Services

Introduction of Project:

The Town of Jamaica, Vermont invites qualified providers to submit a proposal and statement of qualifications for professional Information Technology (IT) managed services for a period of one calendar year with two (2) optional one-year extensions if agreed by both the Town of Jamaica (“Town”) and the selected IT services provider (“Vendor”). The qualified Vendor will enable the Town to significantly improve operational effectiveness, enhanced quality of services, minimize cost support and maximize return on investment. A contract will be awarded on the “best value” basis; factoring price and ability deliver services will be considered. While industry specific certifications and licenses will be taken into consideration, the Town places greater emphasis on the experience and long-term viability of the Vendor. Following negotiations, the successful Vendor will be asked to enter into a contract with the Town of Jamaica.

Purpose and Objectives:

Purpose: The Town has a Windows-based computer network infrastructure. The Town is seeking a qualified contractor to provide the following:

- Technical support for this infrastructure, in the form of general network support, security services, internet, maintenance of hardware, updates to hardware, updates to software.
- Troubleshooting/repair on all computer systems and network server equipment
- Backup and disaster recovery services through a mix of remote and on-site efforts.
- Recommendations for new desktop and server hardware, purchase, and installation
- Review software subscriptions including email (excluding NEMRC) and implementations, problem solve and training where appropriate.
- Support of communications systems (phone system, Zoom)

Also of importance is the ability of the Vendor to deliver high quality helpdesk support that recognizes the varying levels of technical aptitude of Town staff and provides said support in terms of that can be understood by a layperson. The Town may also look to the successful Vendor for special project consulting from time to time such as the installation software/hardware, short and long-range IT planning, and other related services.

Objectives:

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

All inquiries concerning this RFP must be submitted by email to the RFP Coordinator. The RFP Coordinator will be the sole point of contact for this RFP.

RFP Coordinator: Mike Tuller

mike.tuller@jamaicavermont.org

Do not submit proposals to this email address. Follow submission instructions.

TIMELINE FOR RFP PROCESS:

The timeline listed below is the Town's estimation of time required to complete the RFP process. All efforts shall be made to abide by this schedule, but the Town maintains the right to change this schedule dependent upon evolving circumstances.

RFP Issued:

Proposals Due: Monday, November 6 by 4:00 PM Eastern Daylight Time

Jamaica Selectboard Meets to Review Proposals: November 6, 6:00 PM

Notice to Proceed: To be determined.

One (1) original, and 1 copy of your completed and signed proposal, in a sealed envelope marked "Town of Jamaica - RFP: IT Services" at the Jamaica Town Office or by email with same Title to the RFP Coordinator at the email noted above

PROPOSALS RECEIVED AFTER SPECIFIED DATE AND TIME WILL NOT BE ACCEPTED.