

## **RFQ for Computer Maintenance, Server Maintenance & IT support**

The Town of Pleasant Valley Is Soliciting Quotations for IT Services. Bidding companies are required to demonstrate a solid background in providing IT services to similar organizations and provide the information requested below. To arrange a site review call or E-Mail Mark Figliozzi @ (914) 489-0699 or [mfigliozzi@pleasantvalley-ny.gov](mailto:mfigliozzi@pleasantvalley-ny.gov). Site reviews will be conducted the week of June 30<sup>th</sup> by appointment only. Bids will be due July 15<sup>th</sup> 2014 and awarded during the regular Town Board meeting on August 13<sup>th</sup> 2014.

Contracts will be awarded on a "Best Value" bases. To be considered the following information **MUST** be included with your proposal:

### **Section #1**

- Listing of equipment [hardware] and software expertise
- Spare parts stock by manufacturer & type
- Service hours of operation. Availability for afterhours support broken down by Night, weekend & Holidays [If Available]
- Listing of certifications
- Certificate of insurance to include Liability & Errors and Omissions
- A minimum of three references with contact name and phone number of similar clients
- A brief company background statement
- Hourly Rates for services outside the contract terms
- Description of offsite data backup procedure, storage & protection.

### **Section #2**

The proposal shall include the following services for a fixed monthly fee on an annual basis:

- Support, repair and management of approximately 18 desktop computers not inclusive of Hardware [parts] or Software [new or additional]
- Support, Repair & Management of the Town's network [Parts excluded]
- System level upgrades such as O/S & patches
- Asset management- inventor of all town IT related assets by name, model/serial number, warranty status, location, purchase date and attached subsystem
- User management- maintain & provides an updated list of users and department related information.

- Maintain network infrastructure & related assets in optimal operating condition using any available system firmware updates and patched.
- Support, management & maintenance of networked and stand-alone printers [hardware excluded]
- Support, Management and maintenance of anti-virus Software on each server and workstation attached to the Town's network
- Support & management of the town's E-Mail to include configuring local and mobile devices
- Install software upgrades provided by department specific vendors and assist in resolving any software related issues with such vendors
- Maintain a list of all service request/issues and their resolution and provide same to the Town Board upon request.
- Provide recommendations, as appropriate, to keep the town's network operating efficiently, safely and up to date
- Live 24x7x365 problem reporting by monitoring all critical infrastructure including internet connections, firewalls, switches & servers

Bidders should provide any information deemed pertinent such as; areas of expertise, average response time, municipal software experience, etc. Successful bidders would have demonstrated, through their proposal, the ability to support the IT needs of the Town of Pleasant Valley by providing the information required in section #1, being able to support the services outlined in section #2, listing references demonstrating similar service experience, meeting insurance requirements and certification(s) and training levels.