

LOWER GWYNEDD TOWNSHIP

REQUEST FOR PROPOSALS: COMPUTER/IT SERVICES

PURPOSE AND INTENT

Through this Request for Proposals (RFP), Lower Gwynedd Township seeks expressions of interests and proposals for Computer/IT Services.

PROPOSAL SUBMISSION

An original, clearly marked as the ORIGINAL, proposal shall be submitted in a sealed envelope and must be marked as "Computer/IT Services Request for Proposals" and addressed to:

Jamie Worman
Assistant Township Manager
1130 N. Bethlehem Pike
P.O. Box 625
Spring House, PA 19477

The proposal must be received no later than **Monday, June 20th, 2022.**

Electronic proposals will be accepted. Electronic proposals may be emailed to Jamie Worman at jworman@lowergwynedd.org. The Township reserves the right to share any such requests for information and its responses to other interested parties.

All documents/information submitted in response to this solicitation shall be available to the general public. Lower Gwynedd Township will not be responsible for any costs associated with the oral, written and/or presentation of the proposals. Lower Gwynedd Township reserves the right to reject any and all proposals, with or without cause, and waive any irregularities or informalities in the proposals. Lower Gwynedd Township also reserves the right to negotiate with all qualified sources, or to cancel in part or in its entirety the RFP if the Township should determine that such action is in its best interests.

Lower Gwynedd Township further reserves the right to make such investigations as it deems necessary as to the qualifications of any and all respondents submitting proposals.

Interested parties may schedule an appointment to visit the Township Building and survey the existing inventory of computer hardware/software and associated devices to assist in the preparation of a proposal and/or request a brief overview of our computers, servers, and network devices. Appointments will be scheduled in one-hour increments, as available, up to and including Friday, June 17th, 2022. The availability of an appointment is not guaranteed. To schedule an appointment or request an inventory please contact Jamie Worman at 215-646-5302 or jworman@lowergwynedd.org.

GENERAL INFORMATION/PURPOSE

The Lower Gwynedd Township Board of Supervisors (BOS) requests proposals for Computer/IT Services. It is the desire of the BOS to seek a third-party full-service IT consultant to provide both proactive and preventative management of our computers, network, servers and entire technology infrastructure, while also providing user support, backup, systems monitoring, troubleshooting, licensing, and planning services. The successful proposal will provide a comprehensive, multi-faceted management strategy that sets forth remote and on-site services for the Township's IT infrastructure. Plan features, at a minimum,

will include the following:

- Designated account manager who is assigned to Lower Gwynedd Township and is the point-person for the Township Management Team
- 24/7 remote monitoring of all network elements
- Unlimited remote support/help desk assistance with prompt response to user issues for quick resolution
- Monthly on-site visit
- Ongoing management of the network, servers, computers, and technology infrastructure
- Proactive Management of systems and strong end-user support
- Assist with management and provide direct support on behalf of client with other technology vendors and software providers
- Data back-up
- Managed security services
- End-user computer support (connectivity, virus malware protection, updates, patches, etc.)

MANDATORY CONTENTS OF PROPOSAL

In addition to demonstrating an ability to meet the standards and qualifications described above, the consultant must also include and address the following:

Contact Information: Provide the name and address of the consultant/firm; the name, telephone number, fax number, and email address of the individual responsible for the preparation of the proposal.

A rate schedule detailing all the costs associated with the proposed services. The services shall be invoiced on a monthly basis. Include the monthly billing breakdown in proposal.

A description of the respondent's experience and qualifications making them the most suitable to provide the requested services to the Township.

Please list any past or present municipal clients and include references. Please include contact names, telephone numbers and a description of the scope of services provided.

SELECTION PROCESS

The Township Management Team and the Board of Supervisors reserves the right to interview any or all of the respondents submitting a proposal. The Township expects all proposals to be comprehensive and complete. Proposals will be reviewed and evaluated by Township Management Team and the Board of Supervisors based on the merits of the proposals. The Township will select the respondent deemed the best and most qualified. The resulting Contract will include this RFP, any clarifications or addenda thereto, the selected respondent's proposal, and any changes negotiated by the parties. The Township will consider cost, quality and overall value and shall not be required to appoint the lowest cost respondent.

APPOINTMENT & COMPENSATION

The Board of Supervisors will appoint the selected Communications Consultant at a public meeting. The compensation of the consultant shall be fixed by Contract.