

**LOWER GWYNEDD TOWNSHIP
MONTGOMERY COUNTY, PENNSYLVANIA**



**2025 REQUEST FOR PROPOSALS
FOR
COMPUTER AND IT SERVICES**

General Information

Lower Gwynedd Township (“the Township”) is governed by an elected five-member Board of Supervisors and has a population of 12,000 residents. The Township’s 9.4 square miles include premier employers, top-rated schools and a beautiful locale, making Lower Gwynedd highly desired as a place to live and work. Residents and employers in the Township expect, and receive, high quality services from their local government.

The Township invites companies to submit proposals for Computer/IT Services. The Township is seeking proposals from companies that can provide services on site and remotely, and therefore the selected company must have a local presence.

Lower Gwynedd’s 60 (+/-) employees are divided among the Police, Public Works, Building and Zoning, and Administration Departments, which all routinely use technology. The police department provides full-time 24/7 coverage. The other departments generally operate during standard business hours but also must be able to rely on technology during emergencies and frequent evening meetings. All departments use Microsoft applications and a common range of software, such as records management, accounting general ledger, and GIS programs. The Township is completing a full transition to the cloud, which has increased employees’ use of Microsoft SharePoint in particular, but also overall shifting the balance of IT needs from hardware and network assistance to assistance with software setup and structure, as well as system reliability and security.

As described in more detail below, the proposal is to include evidence of the company’s experience providing IT services for clients with comparable needs to the Township’s.

Submit proposals to Michelle Farzetta, Office Manager, at mfarzetta@lowergwynedd.org. The submittal deadline is Friday, May 2, 2025, at 4:00 p.m.

Scope of Work

The Township seeks a third-party full-service IT consultant to provide both proactive and preventative management of our computers, network 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. Planned 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
- Capable and user-friendly end-user computer support (connectivity, virus malware protection, updates, patches, etc.)
- Microsoft 365 support
- Knowledge in SharePoint and all of its components
- Managed backup for Microsoft 365
- Management of all annual licensing
- Management of Cisco switches
- Monthly on-site visit
- Ongoing management of the network, cloud computing services, computers, and technology infrastructure
- Assistance managing and, as needed providing direct support and interaction with other technology vendors and software providers
- Regular backup of all data
- Managed security services and disaster recovery
- Management of cyber security including firewalls
- Management of all Guest and Employee access points
- 24/7/365 remote support for the police station
- Purchase and set up of new computers as needed on a replacement schedule
- Knowledge of Criminal Justice Information Services (CJIS) a plus

COMPUTER/IT INVENTORY

COMPUTERS

- Desktop Computers: 19
- Laptops: 21
- Email users: 64

Network Devices:

- Network Devices: Firewall and Cisco Switches

PROPOSAL SUBMISSION

Proposals must include the following information:

Company Experience and Qualifications:

- Provide an overview of the company and its qualifications. Include the company's location in the area and a description of the locations where company representatives work from who are likely to provide services to the Township.
- Describe the company's experience with municipal clients in Pennsylvania consistent with the scope of services above. If the company does not have municipal clients, describe the company's experience with clients of similar size or similar type of work to the Township.
- List the company's current or recent clients, if any, that are municipalities.
- Provide a list of references with contact information and a description of the services provided by the company.

IT Team:

- Specify who will serve as the primary point of contact if the company is selected.
- Describe the experience, credentials, and other qualifications of the primary point of contact and any other key staff who may do work for the Township, including the specific roles that each person would be expected to play.
- Describe the team's approach to service delivery and explain how tasks and projects are managed to ensure timely response and completion.
- Provide information about the company's ability to perform on short notice and in a timely manner, if a significant issue arises impacting the Township's ability to provide services. Provide an explanation of how your help desk process works and how tickets are prioritized.
- Include any other information about the company or IT team that could be relevant.

Fee Proposal:

- Provide a detailed fee proposal for the proposed services; identify clearly what work is included in the base cost and what work would necessitate a separate proposal.
- List fees associated with annual software renewal or annual equipment purchases separately
- List any anticipated reimbursable expenses, and the rate charged for each.
- Describe the company's liability insurance coverage applicable to the scope of services above; include insurance certificates summarizing such insurance coverage.

The Township reserves the right to:

- Select a proposal in its entirety or some portions thereof.
- Reject any and all proposals, in whole or in part.
- Waive irregularities.
- Share the answers to questions asked by the company about the RFP that would help to clarify the RFP for other candidates.
- Research and confirm the qualifications of any and all companies submitting proposals.

ACCOUNT ACCESS/ PASSWORDS/DOCUMENTATION

At the termination of services, the company shall promptly provide to the Township access to and information about all accounts, equipment, and documentation related to the Township’s computers, network and any other IT-related services or infrastructure, at no cost to the Township.

SELECTION PROCESS

Township staff will review and evaluate proposals based on their overall merits in an effort to select the company that is most qualified and most likely to serve the best interests of the Township. The Township will consider cost, quality and overall value and shall not be required to select the lowest cost proposal. The resulting Contract will include this RFP, any clarifications or addenda thereto, the selected company’s proposal, and any changes negotiated by the parties. The compensation of the selected company shall be fixed by Contract.

The Township staff, at their discretion, will conduct interviews with some or all of the submitting companies. Initial interviews will take place virtually during the week of May 12, 2025. Second interviews for selected companies will take place during the week of May 26, 2025, at the Township Building and include an opportunity to survey the existing inventory of computer hardware/software and associated devices. Appointments will be scheduled in one-hour increments, as available, up to and including Friday, May 30, 2025.

The staff will make a recommendation to the Township Board of Supervisors who will appoint the selected IT Consultant at a public meeting.