VILLAGE OF TWIN LAKES, WI

REQUEST FOR QUOTE – VILLAGE-WIDE IT SUPPORT

To:	Notice to all Vendors
From:	Jennifer Frederick, Village Administrator Email: frederick@twinlakeswi.net
For Questions:	Email in writing to above email address
Solicitation / Issue Date:	Issued February 26, 2016
Email/Fax Response to:	frederick@twinlakeswi.net 262-877-4019 fax
Quote Response Due Date:	**March 11, 2016 at NOON**

Response to this request is required to be on this or an attached specification / worksheet. Additional information may be attached. The Village of Twin Lakes reserves the right to reject any and all quotations or to waive any technicality and accept any quotation that is deemed to be in the best interest of the Village. Purchases are Wisconsin Sales and Federal tax-exempt. Prices are to include all delivery charges.

Items may be awarded individually by line. The successful vendor will be required to provide proof of required insurance coverage to the Village of Twin Lakes prior to the start of work. The vendor MAY be required to name the Village as an additional insured. Thank you for your time and interest in doing business with the Village.

QTY	UOM	DESCRIPTION of MATERIALS AND/OR SERVICE	UNIT PRICE	TOTAL
1	**year**	IT support services	12 x monthly rate of $_____	
		SUB-TOTAL: Prices are to include all delivery charges to Twin Lakes, WI		

STATE WARRANTY:
STATE LEAD-TIME: STATE DELIVERY:
STATE PAYMENT TERMS (INCLUDE DISCOUNTS FOR EARLY PMT):
STATE IF COMPANY ACCEPTS PAYMENT BY CREDIT CARD: YES or NO
ADDENDA - It is Vendor's responsibility to check for issuance of any addenda. The undersigned hereby acknowledges receipt of the following addenda: Addenda Number: _____ Date: _____

VENDOR'S SIGNATURE & INFORMATION:

Vendor Full Legal Co. Name: _____

Complete Address, City, ST, Zip: _____

_____

Bidders Contact Name & Title (Print): _____

Phone # & Fax#:: _____

Taxpayer I.D. Number: _____

Date: _____

E-mail Address: _____

Authorized Signature: _____

DESCRIPTION OF GOODS/SERVICES REQUESTED:

The Village of Twin Lakes, WI is requesting proposals from qualified IT companies for the monitoring and maintenance of all Village owned servers and networked computers.

CONTRACT TERM AND SUBCONTRACTING
The selected firm must provide monthly support at a flat rate for a one year term. Price should include unlimited support calls, unlimited monthly on-site support, and implementation of small projects that are less than 15 hours a month, at no additional cost.

For any project requiring over 15 hours of labor within a month, or with a value over $1,000 dollars, the selected firm will be required to submit a work order for review by the Administrator.

If firms are considering subcontracting portions of the engagement to other firms, the name of the proposed firms must be clearly identified in the proposal. Following the award of the contract, no additional subcontracting shall be allowed without the express prior consent of the Village of Twin Lakes.

INSURANCE
Bidder shall maintain full insurance coverage to protect and hold harmless the Village of Twin Lakes. An insurance certificate from the carrier attesting to coverage and naming the Village of Twin Lakes as third party insured shall be provided to the Village prior to commencement of work. Coverage must include Worker's Compensation and General Liability. Bidder agrees to carry proper and sufficient insurance to cover loss of records withdrawn from the Village of Twin Lakes by the bidder for its use as well as records created under this agreement.

DELIVERABLES:
Please return the first page of this document, with all fields completed, in addition to the following:

- Description of the general experience of the firm
- References and list of clients similar to Twin Lakes
- Proposed Fee Structure (monthly rate)

Existing Information Technology Infrastructure

Department Networked Printers
Desktop Configurations
(a) 28 workstations – Dell desktops with Windows 7
Laptops
(a) 8 Dell laptops with Windows 7
Internet Service
(a) Microsoft Outlook
(b) Charter Internet
(c) Privately Hosted Email
External (public-facing) Web site
(a) Wordpress platform website
(b) Hosted by Network Solutions- 10 year agreement expiring 2022
Software to be supported
(a) Operating Systems
(i). All Windows 7 Desktop Operating Systems
(b) Server Applications
(i). Symantec Backup Exec 2012

(ii). Kaspersky Antivirus
(c) General Applications
(i). Adobe Acrobat. Pro and Reader
(ii). Microsoft Office 2007, 2010
(iii). Harris MSI
(iv). TimePro
(v). J.Mauel & Associates:
Version 1.2.6 Pets
Version 3.2.49 Tax Collection
(vi). DYMO Label
(vii). Fineprint
(viii). Laserfiche
(ix). Livescan- computer, scanner and printer
(x). Squad Video recorder and viewer
(xi). Nice system- radio frequency recorder
(xii). DLI Call recorder- phone recorder
(xiii). Nero vision- DVD burner
(xiv). BadgerNet connection to WI DOJ
(xv). Portals 100- Time system program
(xvi). Cad- Kenosha Joint Services- EMS use only VPN
(xvii). IMG Burn- ISO burner for squad videos
(xviii). DATACARD – ID card maker
(xix). MACH software- WI State Patrol mapping
(xx). Taser and Body Camera sync software
(xxi). TraCS software for DOT- State Patrol
(xxii). FoRs Reporting Records management system

Scope of Work: (Service to be provided)

On site Network, Server & Desktop support
Server Support
(a) Troubleshooting of all Server problems and failures
(b) Maintenance of existing Servers and Server hardware and software
(c) Manage server security certificates
(d) Adds/Moves/Changes of all user accounts and security permissions
(e) On Call Service 24 hours a day, 7 days a week response to problems and outages
(f). Emergency response time frames: remote access available within 2 hours; on site available within 4 hours; on-call expert available by phone at all times
(g). Non-emergency response time frames: on-call expert immediately available by phone from 9 a.m. through 5 p.m. Monday through Friday
Local Area Network & Wireless Area Network
Department Networked Printers (on lease)
Desktop Configurations
Desktop & Laptop Support
(a) Desktop support includes troubleshooting, maintaining and installing the hardware and software typically associated with a personal computer
(b) Troubleshooting all desktop and laptop problems and failures
(c) Resolution of all software and hardware failures relating to desktop and laptop applications
(d) Render quotes, facilitate purchase, and installation of new desktop hardware and software in accordance with Village computer replacement program
(e) On Call Service 24 hours a day, 7 days a week response to problems and outages

(f) Emergency response time frames: remote access available within 2 hours; on site available within 4 hours; on-call expert available by phone at all times
(g) Non-emergency response time frames: on-call expert immediately available by phone and remote computer access from 9 a.m. through 5 p.m. Monday through Friday
(h) Remote user issues will be covered as part of desktop support as long as the problem is fixable via the VPN
(i) Update software and operating systems as appropriate
(j) Relocate or modify hardware as requested
(k) Resolve software, hardware or operating system problems
(l) Wiping of data on surplus computer equipment as requested

Internet Service Providers

(a) Maintain Connectivity

Electronic Mail

(a) Create, update and remove all user email accounts
(b) Support Management's protocol and policy development for use and retention of e-mail

VOIP Telephones

(a) Assist with maintenance and troubleshooting of VOIP telephone system (NEC handsets)

Security of Equipment & Data

(a) Assist with inventory control including property tags
(b) Assist with tracking licenses for software

Support for IT Recovery

(a) Responsible for oversight of tape backup management including media storage and rotation
(b) Update virus protection lists and validate its operations
(c) Test the backup system to verify proper operation