

**Request For Proposal**

**Salem Township Michigan  
9600 Six Mile Rd. P.O. Box 75002  
Salem, Michigan 48175**

**Information Technology Support Services**

**Bid Proposal Due: September 3, 2010**

# Request For Proposal

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# I. Instructions

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Salem Township will be accepting sealed bids for Information Technology Support Services. Bids must be submitted to the front office of the Salem Township Hall by 4:30 pm, September 3 , 2010. All bids will be opened on September 7, 2010 at 2:30 pm, and the Township Board will review and may award the contract on September 14, 2010 at 7:00 pm.

General outline of the work will consist of:

Provide Information Technology Support Services to the Township and its individual departments including, but not limited to, hardware and software troubleshooting and repairs, implementation of new computer related equipment and software, planning for technology improvements, and special technology projects.

Each bidder is to schedule a review of the listed specifications with the Township Designee. The review is to also include a walk-through of the facility and inspection of the computer and network resources to be maintained. This is to ensure the bidder completely understands the bid specifications before bidding.

A complete bid proposal should include qualifications, references, full history and description of firm, a Letter of Understanding as your interpretation of the Scope of Work along with the Bid Proposal Form.

## II. Attachment "A" Specifications, Scope of Work, and Requirements

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Definitions:

**Contractor** refers to the submitter of this RFP

**Township** refers the Township of Salem

### 1. Introduction:

A. Through this Request For Proposal (RFP), the Township hereby invites businesses who meet the qualifications and specifications set forth herein to submit responses for the purpose of qualifying and selecting an Information Technology Support Service organization;

### 2. Current Status:

- A. The Township utilizes a centralized network Windows server for data storage and application execution while a second machine serves as an onsite backup server.
- B. The Township has a local area network consisting of desktops and laptops running several different versions of the Windows operating system and Office Suite with several machines running the Word Perfect Suite of products
- C. The Township's network peripherals consist of 2 multi-function printers networked at the facility, multiple PC based printers, a network based scanning function, and several networking components including a firewall, router, access points, and switches.
- D. The primary applications that are running at the Township include BS&A's Permit, Assessing, and General Ledger products, the State of Michigan's QVF system, Alchemy, a GIS system, Axis camera, podcasting and content management revision software for the website content management
- E. The Township phone environment is built upon the TDS Metrocom Managed IP voice over IP system

### 3. Scope of Services:

A. Contractor shall provide on-site, remote access, and telephone computer network administration and maintenance or special projects at any of the current Salem Township facilities including:

- i. Support of the installed Windows based operating systems on the client and server hardware platforms at or supporting the Salem Township Facility;
  - ii. Support of the local area network hardware, software, and wiring of the Salem Township facilities including all hardware and software to connect the local area network, Internet and remote office capabilities;
  - iii. Support/administration of all other hardware/software platforms described herein either independently or with additional support from an individuals familiar with the Salem Township network configuration.
- B. Contractor shall provide a regularly scheduled visits during regular Salem Township business hours to perform computer network administration, planning, diagnostics, and maintenance either independently or with additional support from an individual familiar with the hardware/software platform and/or a Salem Township representative;
- C. Contractor shall respond by phone within 1 hour of service request by Salem Township.
- D. Contractor shall provide emergency onsite service within 4 hours of request by Salem Township;

4. Contractor Experience:

- A. Contractor must have a minimum of 10 years of Information Technology Support experience including the development, and maintenance of, a technology plan;
- B. Contractor must understand the dynamics and importance of municipal operations and commit to the timely responses required for proper operation of the township;
- C. It is preferred that the Contractor have experience with: TDS Metrocom's Managed IP phone system configuration
- D. It is preferred that the Contractor have some Information Technology Support experience working with Michigan based townships;
- E. It is preferred that the Contractor have some experience working with the BS&A suite of products specifically BS&A's .Net version

5. Proposal requirements:

- A. Proposal must be submitted on the Bid Proposal Form provided by the Township;
- B. All bidders shall include a list of current references;
- C. Contractor shall provide the Township with a Certificate of Liability Insurance and Worker's Compensation Insurance before beginning work for the Township;
- D. All proposals are to remain firm for a period of 45 days after the official bid opening date;
- E. Township reserves the right to reject any and/or all bids, in whole or in part, and to waive any informality therein;
- F. Contractor or his Subcontractors shall not discriminate against any employee or applicant for employment because of race, religion, color, national origin, handicap, age or sex. It will take affirmative action to insure that applicants are employed without regard to their race, religion, color, national origin, age, sex, height, weight, or marital status. Such action will include but not be limited to the following: employment upgrading, demotion or transfer, recruitment advertising, layoff or termination; rates of pay or other forms of compensation, and selection for training, including apprenticeship;
- G. Contractor or his Subcontractor's shall comply with all published rules, regulations and directives and orders of the Michigan Civil Rights Commission relevant to Section 206, 1976 P.A. 453, as amended;

### III. Time Line

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Request for Proposal Issued	July 28, 2010
Specification Review Appointments Begin	August 9, 2010
Specification Review Appointments End	August 13, 2010
Due Date for Proposals	September 3, 2010
Proposal Opening	September 7, 2010

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\* All perspective Contractors are required to complete a specification review and walkthrough of the township facility in order to qualify for this bid. These can be scheduled by contacting Township office @ 248-349-1690 extension 4.

# IV. Attachment "B" - Bid Proposal Form

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## Salem Township Information Technology Support Services Proposal Form

Name of Bidding Contractor: \_\_\_\_\_

Herein after referred to as "Contractor", declares familiarity with the location and specifications of proposed work and conditions under which it is to be performed, that the specifications and requirements have been carefully examined, are understood and accepted as adequate for the purpose and agrees to contract with Salem Township, herein referred to as Salem Township, to perform everything as required and to furnish all labor, materials, tools, equipment, and supervision necessary to perform and complete in a satisfactory manner, all work required in conjunction with the contract specifications, and to accept as full payment thereof, subject to additions and/or deletions required by Contract.

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The bid will be for the complete year from October 1, 2010 to September 30, 2011.

I. Estimated Monthly Labor Charges ..... \$ \_\_\_\_\_  
II. Onsite Hourly Rate Basis..... \$ \_\_\_\_\_  
III. Travel Charges to Township..... \$ \_\_\_\_\_

The Contractor certifies that they have reviewed the bid requirements and qualifications with the Township, conducted an on-site specification review with Township Staff of all areas mentioned in this contract, and agrees to perform all work and services in accordance with this contract.

Authorized Signature \_\_\_\_\_

Printed Name \_\_\_\_\_

Title \_\_\_\_\_

Complete Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone ( ) \_\_\_\_\_

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2010