TOWN OF EXETER
REQUEST FOR PROPOSALS
IT SUPPLEMENTAL SERVICES
FOR POLICE AND FIRE

The Town of Exeter ("TOWN") is seeking a qualified IT services management company to assist the TOWN IT Department in the process of continued IT support and enhancements for the Police and Fire departments in Exeter, New Hampshire.

Proposals are welcomed and will be received by Russell Dean, Town Manager, Town of Exeter, New Hampshire on or before August 30, 2024 at 12pm at the Town Manager's office at 10 Front St, Exeter NH 03833.

One (1) signed original hard copy, ten (10) separate hard copies, and one (1) electronic copy (in PDF format on a portable USB flash drive) of the proposal shall be submitted in a secure package clearly marked "IT POLICE AND FIRE SUPPLEMENTAL SERVICES". Please submit a sealed Fee Proposal under separate cover.

Proposals delivered after the appointed time and date will not be considered.

The full RFQ is available on the Town Website: https://www.exeternh.gov/rfps

July 19, 2024

TOWN OF EXETER – REQUEST FOR PROPOSALS
IT SUPPLEMENTAL SERVICES FOR POLICE AND FIRE

We are pleased to invite you to participate in the selection process for IT SUPPLEMENTAL SERVICES FOR POLICE AND FIRE. The historic Town of Exeter (founded in 1638) is a 21.76 square mile town with a population of approximately 16,000 residents set in Rockingham County in the seacoast of NH.

The Town of Exeter Police and Fire departments provide municipal public safety services to approximately 16,500 residents. These departments use a qualified outsource manager service provider to support the current Police and Fire network. The network is in a hybrid architecture utilizing a combination of virtualized on-premises systems and cloud-based solutions. The operating systems standard are Windows Server (2016+) and Windows Desktop (Win10+). The current facilities have networking and computer technology onsite at 20 Court Street. There is currently 1 physical server supporting the Police and Fire departments.

Project Scope:
Through the interview process we will learn how your team will approach the goal of enhanced Police and Fire IT services/needs and how you will be able to supplement the Town of Exeter's current IT department. We ask that you explain your process and prepare and present a proposed scope of work that accommodates key goals and deliverables.

The scope of work includes the following:
    Manage Services Providers Prior to Bidding are required to:

- Have currently support one existing municipal client as their managed service provider
- Have all staff have CJIS Security Awareness Certifications (CJIS LEVEL 4)
- Have at least one public safety client using IMC
- Have at least one client using O365 with more than 30 users
- Have at least one client using Google Workspace with more than 30 users
- Have at least one client using VMware
- Have at least one client using Dell SonicWALL's
- Have at least one client using Fortinet Firewalls
- Have at least one client using Meraki networking
- Have at least one client using Ubiquiti networking
- Have at least one client using FirstLight hosted phones
- Have at least one client using Munis
- Have at least one client using Vision
- Have at least one client using antivirus software
- Have at least one client using time and attendance software

Required Specifications of Service for Law Enforcement:

- Knowledgeable in Central Square Software; (Formally IMC or Tri Tech Industries). Information Management system that contains department's incident, arrest, warrants, accident and court information. Ability to assist in migration and implementation of a new RMS in the near future.
- Maintain secure connection to the State system for CJIS (Criminal Justice Information Services) and NCIC (National Crime Information Services) which are done using MDT (Mobile Data Terminal)
- Knowledgeable in LEA (Law Enforcement Databases & Police Software)
- Knowledgeable in ALPHA Card photo ID software.

- Be able to support J-ONE System which provides an interface to electronically send complaints and citations as well as receive dispositions and law file update messages.
- Will require adding printing capabilities to each cruiser as well as updating needed equipment.

Data Security

The vendor shall not in any way compromise the security and privacy of law enforcement and criminal justice data in the course of performing work and shall at all times utilize industry best practices for working with direct or indirect access to such information. The vendor will perform this agreement in accordance with industry requirements and best practices for vendors specific to working on and within electronic information systems of law enforcement agencies, including not limited to applicable Criminal Justice Information Services (CJIS) standards.

Insurance

The vendor will be an independent contractor and as such shall at all times carry its own insurance including: workers compensation at NH statutory limits as required by NH law for employees and other persons covered by the statute; general liability coverage at a minimum of $ 1,000,000 per occurrence and $2,000,000 aggregate. The Customer will receive a Certificate of Liability Insurance upon contract acceptance.

Current System Summary Fire & Police Departments:

Police Department

- 24 staff desktops and laptops (including detective's dark web PC)
- 5 Mobile Data Terminals in cruisers with J-One printers
- Body cameras (managed and data storage by another vendor)
- 1 Physical server
- VOIP phone system (managed by another vendor)
- Networked and local printers and copiers
- Software locally and cloud-based for vendors (Federal and State databases)
- Security cameras w/ a camera viewing computer
- Livescan fingerprinting station VPN
- Sonicwall Firewall
- Ubiquiti Networking equipment, switches and WAPs (Managed by town IT)

Fire Department

- 13 staff desktops and laptops
- Tablets and other devices in trucks and ambulances
- Workgroup network w/ locally managed user accounts
- VOIP phone system (managed by another vendor)
- Networked and local printers and copiers
- Software locally and cloud-based for vendors (billing, records management, Federal and State databases)

- Fortinet Firewall (Managed by town IT)
- Ubiquiti Networking equipment, switches and WAPs (Managed by town IT)

Scope of Services Required

The scope of services is intended to ensure proper operation of the Town's Police and Fire Technology Infrastructure located within the Town. The managed services provider will be responsible for being a public safety IT liaison/vendor within the current Town of Exeter IT Department.

The managed services provider will be held to agree upon uptime measurements, time to resolution measurements, and may be asked to participate in yearly third-party cybersecurity, infrastructure, and performance audits.

The managed services provider will provide a schedule of routine maintenance when downtime of systems is required.

Normal business hours are between 8:00am – 5:00pm. The Police and Fire Departments require the availability of support 24 hours a day, 7 days a week, 365 days a year. Resolution of issues outside of normal working hours will be resolved within a time agreed on by the Town of Exeter and the Managed Service Provider.

These roles are anticipated to include but not limited to the following:

Server Management

- Installation, maintenance and administration of hardware and operating systems including monitoring disk space, CPU, and memory utilization all server host metal, physical server and ESX virtualized operating systems
- Administrate 1 Active Directory Domains
- 24/7/365 monitoring of hardware availability and warnings and errors in the system, application, security, DNS, and replication logs
- Daily health checks, automated weekly reports to select town staff
- Troubleshoot problems identified through monitoring and resolve and a timely fashion
- Vendor must respond to network or system outages immediately due to the nature of these operational departments
- Proactive monitoring of server backups
- Proactive maintenance of Anti-virus software, and virus remediation and removal

Workstation & Printer Management

- Installation, maintenance and administration of hardware and operating systems including updates and patches for approximately 50 Desktop, Laptops and Tablets
- Monitor Microsoft Updates for the operating systems and core applications on a continuous basis, including patches, fixes and service packs
- Bundle non-critical updates into a single load, involving less disruption to operations
- Load critical updates to entire network infrastructure
- Installation and administration of approx. 5-10 networked or local laser and inkjet printers
- Installation and maintenance of associated uninterruptible power supply (UPS) units

- Prompt response time to troubleshoot, triage printer issues. Interface with vendor to coordinate repairs
- Proactive maintenance of Anti-virus software, and virus remediation and removal

Switch Management

- Switch administration – port activation and deactivation
- Ability to monitor switch, CPU load, bandwidth utilization, packet loss, memory and uptime.

WAN Management

- Installation and administration of SonicWALL firewall to include monitoring of disk space, CPU usage, memory usage, and uptime of connections to cruisers, VPN connections to the state, and internet connectivity.
- 24/7/365 monitoring of hardware availability and warnings and errors in the system, application, security, DNS, and replication logs
- Daily health checks, automated weekly reports to select town staff
- Troubleshoot problems identified through monitoring and resolve and a timely fashion
- Scheduled software updates to include patches, fixes and service packs.

Software & Cloud Connections

- Fully manage and monitor software and cloud connections 24/7/365
- Maintain availability, uptime, and security
- Maintain updates
- Establish, enhance, and maintain a security rule base (ACL)
- Review event logs on a daily basis

Cybersecurity

- Maintain current endpoint protection software at workstations and servers
- Participate in yearly exercises as required for incident response and data recovery
- Provide assistance in remediating cybersecurity events
- Manage network and protocol demarcations to prevent the spread of cyber threats
- Monitor logs for indicators of compromise, including but not limited to authentication logs, network traffic logs, and administrative access log

Backup and Resilience

- Daily incremental backup of servers
- Server data will be stored on a fault-tolerant expandable storage area network and backups also in an offline source will be on removeable media locked in a safe offsite
- Check audit reports and backup logs regularly to ensure backups are executed properly
- Servers can restore to other host metal after an OS or Hardware failure
- Managed Service provider will provide yearly written proof of disaster recovery testing and capabilities

Onsite Support/Planning

- Personnel providing services under this contract resulting from the RFP must be fully qualified to perform the required work. A designated engineer is preferred. All personnel on-site and remote will be required to pass the Department of Justice's criminal background check before performing any work in a Public Safety Building.
- Vendor will participate collaboratively with the Town's IT department to fulfill service needs and will make recommendations for future purchasing and technology upgrades when advisable.
- Vendor will participate collaboratively with the Town's IT department by:
  o Performing Networking Administration of the Police and Fire department networks
  o Maintaining a current inventory of all equipment associated with Police and Fire departments
  o Documenting the configuration of equipment and software associated with the Police and Fire departments
  o Documenting the setup and decommissioning of user and computer systems at the Police and Fire departments.

Project Schedule:

We are seeking to have a contract in place effective April 1, 2025 and be for three years.

Proposal Content:

To enable the Town to perform a fair comparative analysis and evaluation of Qualifications, vendors shall structure and compose their Statement in the format outlined below.

1. Cover Letter/Letter of Interest (2 pages max): Each vendor statement must include a cover letter/letter of interest identifying the vendor, their place of business, name and telephone number of the person to contact about the Statement and the subject RFQ.
2. Corporate Profile: This should be a more detailed narrative from the vendor that includes a summary of experience and how these services will be employed for the Town. Briefly discuss the vendors' total capabilities and available resources. The vendor must demonstrate that it has a strong history, the necessary resources, familiarity with the region, and good working relationships with its subcontractors, if any. This section should include the following:

a. Brief Overview and history of your company, including the organizations' structure and target technologies.
b. Provide a description of qualifications and experience of your firm in providing similar services described above.
c. Include a list of personnel certifications
d. Total number of clients
e. Total number of municipal /government clients
f. Staffing – list number of technical staff and technical level, administrative staff etc.
g. List number of full-time personnel qualified to support hardware and software listed under Services Required section

3. Project Approach – The vendor must demonstrate familiarity with this type of project, suggests innovative tools or methods, has strong project management skills, and utilizes a consistent and effective quality assurance and control strategies.

4.   Key Personnel: Introduce your team to be assigned to this project. Provide a quick snapshot of your team's history and its primary team members. The description should include background, experience, and strengths of each member. Please include a one-page resume of each member of your staff to be assigned this project. Please indicate who will be the project manager.

5.   References: Provide not more than three (3) references with similar networks for which the vendor has performed work of a similar nature. Include the names of contact persons, with addresses and telephone numbers, so that the Town may contact them. At least one reference should be from a key decision maker from a municipality that the vendor has worked for. Do not include Town of Exeter personnel as references.

6.   Financial Information – The vendor provides evidence of financial stability and the resources necessary to complete a project of this size, including information on insurance and bonding capabilities.

7.   Signed Statements: Include the signed statements in Appendix A.

8.   A separate sealed cost proposal: Include in a separate sealed envelope a cost proposal. The vendor's proposed guidelines for the range of costs for a project of this size, nature, and scope. The Town is seeking a regular, monthly price for the services described herein. However, we do require an hourly estimated breakdown of all services that are reserved for the month, including any rollover hours and how that schedule works.

Please provide a total monthly fee and associated breakdown by task to support that figure. Please provide a grand total fee for a three-year period with an option to extend. The Town seeks to enter a fixed fee, three- year agreement with an option to extend the contract based upon performance.

While the Town requests this contract to be ALL INCLUSIVE, it recognizes that there any be instances where services fall beyond what can be reasonably included in a basic monthly scope of work. Please provide your firm's opinion on what types of services might fall into this category and provide appropriate pricing. The following may be considered:

•   Site visits outside prescheduled visits
•   After hours, emergency response visits
•   Additional discounts for multi-year agreements
•   Other special circumstances

Cost proposals shall be submitted in a separate, sealed envelope labeled "Cost Proposal". Proposals will be ranked first according to the evaluation criteria listed below, and then cost will be considered. In other words, the Town seeks to make a quality-based selection, in a costs-effective manner, within its available budget.

Proposal Requirements:
Proposals are due at 12 Noon on Friday, August 30, 2024. Please provide electronic copy of your proposals. There is not a limit on the number of pages, but in consideration of your time and our review, please keep the proposals as brief as reasonably possible.

Submissions should be e-mailed to:

Russell Dean – Town Manager
rdean@exeternh.gov
Town of Exeter NH
10 Front Street
Exeter, NH 03833

Interviews:
For the shortlisted firms we will hold at the town offices, interviews will be as noted above.

60 minutes will be allotted for the interview. The time will be up to your team to determine how to spend. We encourage you to bring the people that we will be working with on a day to day basis. We are most interested in your approach to our project and how you engage with our team. What does the deliverable look like? Summary reports, graphics, etc. are welcome. A live demonstration should be part of the interview. What do you need from us? Please share relevant experience as it relates to this work.

Questions regarding this project should be sent via email to rdean@exeternh.gov by August 16, 2024. The answers to the questions will post on the Town's RFP/Bids page by 2pm on Friday August 23rd. All questions should be directed to Russell Dean.