



Town of Strasburg

174 E. King Street, P.O. Box 351
Strasburg, Virginia 22657
(540) 465-9197
Fax (540) 465-3252

MEMORANDUM

To: IT Support Services Firms
From: Town of Strasburg
Date: August 27, 2010
Re: Request for Proposals – IT Support and Maintenance Contract

The Town of Strasburg, Virginia is seeking proposals from qualified firms for IT support and maintenance for approximately forty (40) computers and one (1) server. Proposals must be received by the Town by **4:00 pm, Friday, September 27, 2010**. All proposal submittals must be sent to:

Town of Strasburg, Virginia
Attn: D. Mullins
P.O. Box 351
Strasburg, VA 22657

Electronic copies of the request for proposals are available by clicking on “Documents and Forms” on the Town’s website at <http://www.strasburgva.com> . If you have any questions, please contact the Director of Finance, Dottie Mullins, at 540-465-9197 or dottie@strasburgva.com. Thank you for your interest in providing this service.

About the Town of Strasburg

General

The Town of Strasburg, with a population estimated at 6,200, is located in north-central Shenandoah County at the northern end of the Shenandoah Valley. It is the largest of the six communities in Shenandoah County and is part of the Davis Magisterial District. The town lies on the North Fork of the Shenandoah River in a small basin formed by the river as it loops through the valley. Geographically, the town is surrounded by natural barriers with the Shenandoah River and Three Top Mountain lying to the south and east, and historic Cedar Creek and Little North Mountain lying to the north and west.

The town's early growth and settlement was primarily due to its location at the crossroads of major routes of travel and this is still true today. U.S. Route 11 and State Route 55 intersect in the center of town and Interstate 81 is located approximately one and one-half miles to the west and north of downtown with two interchanges serving the town. Interstate 66 joins Interstate 81 about four miles north of town and provides direct access to the Washington, D.C. metropolitan area. The town is located ten miles west of Front Royal, 81 miles west of Washington, D.C., 18 miles south of Winchester, and 15 miles east of the West Virginia State Line.

The Town of Strasburg, founded in 1761 and incorporated in February 1922 is known for pottery, antiques, civil war history, and breathtaking views. The pottery industry began in 1761 and lasted until 1908 with at least seventeen potters producing earthen and stoneware commercially. The pottery tradition is carried on today by teaching the craft of the potter's wheel and kiln at the famous Strasburg Museum. The Strasburg Museum, originally built as a pottery factory in 1891, later became the depot for both the B & O and Southern Railroads. Today it displays the wares of the potters and historic farming, railroad, Indian, Civil War collections and memorabilia of the valley town's daily life.

Scope of Services

The Town of Strasburg is seeking proposals from qualified firms to provide IT support and maintenance for approximately forty (40) computers and one (1) server to include the following:

Supported Systems

Hardware

Support of all network hardware including servers, workstations, mobile devices, printers, network switches, routers, and UPS systems as identified by Town of Strasburg.

Device Drivers

Installation and support for any software required for hardware devices.

Workstation Operating Systems

End-user support for Microsoft Windows 2000/XP/Vista/7

Servers Operating Systems and Software

Support of any network software, including Microsoft Server 2000/2003/2008, Small Business Server, Exchange Server, SQL Server, SharePoint Server, Microsoft Terminal Services, Microsoft Hyper V and Citrix Metaframe.

Applications

Support of any software employed by Town of Strasburg for functionality and network configuration. Previous experience supporting Logics and Capital software is preferred. General tutorial support for Microsoft Office Suites 97/2000/XP/2003/2007 to include Word, Excel, PowerPoint, Access, Outlook, and Outlook Express, MS Project, and Visio

Helpdesk Services

Service will be available to all supported Town of Strasburg staff members. Helpdesk personnel should be able to assist in issue resolution at the application, operating system, and hardware levels. Means of helpdesk assistance should include: telephone, Email, Remote Control, and On-Site.

On Site Services

Provide on-site technical support for hardware setup and installation, and other tasks that require on-site assistance. On-site services will be rendered any time it is determined by a technician that a hardware malfunction has occurred or identifies some other problem that cannot be corrected without on-site repair.

Administration Services

Perform routine administrative functions on a scheduled basis. The following is a partial list of server-based tasks that will need to be performed:

- Backup Management

- Antivirus Management
- Hotfix and Patch Management
- Disk Space Availability
- System Resources Management: including processor utilization, memory (RAM) availability, and pagefile monitoring.
- Event Log Monitoring: including server-system, application, and security logs.
- Disk Management: including scan-disk and defrag operations
- File Restoration: will have the capability to access backup data and restore missing or deleted files at the request of Town of Strasburg
- Account Management: will provide the creation, activation, deletion and configuration of Town of Strasburg's Domain User Accounts, Email User Accounts, Passwords, Permissions and Licenses.

After-Hours Emergency Services

Provide after hours service in an emergency.

Reporting Services

Track all service and maintenance activity and provide summary reports.

Proposal Preparation

General Requirements

1. All proposals must be received by the town prior to **4:00 p.m. on Friday, September 27, 2010.**
2. All information requested in this document shall be submitted in full. Failure to submit all the information may result in disqualification.
3. Proposals shall be prepared in a simple and concise manner, presenting only the most pertinent information. Any costs incurred in the preparation or submission of the proposal shall be the responsibility of the consultant.
4. A total of **three (3) copies** of the proposal shall be submitted. Each copy shall be bound or contained in a single volume.
5. This request for proposals, the firm's proposal, and any other resulting documents shall be incorporated into the final contract with the consultant.

Proposal Content

1. *Letter of transmittal.* The letter of transmittal should introduce the consultant and provide a brief and concise description of the firm's proposal. The letter should be signed by the proposed project manager or a principle of the firm.
2. *Experience and Qualification.* This portion of the proposal should list each primary and backup personnel who will be working on the project along with the following information:
 - a. Proposed role in the firm, including functional title
 - b. Qualifications including education, training, certifications, and previous experience completing similar work
3. *References.* The proposal should include two (2) or more client references to which you provide a similar service. Each reference should include the name of the client and contact information.
4. *Project Plan and Methodology.* This section of the proposal should explain the scope of the project as understood by the firm.
5. *Additional Data.* The consultant may submit any additional data deemed to be essential to exhibiting the qualifications and experience of the firm.

Communication

All proposals should be addressed to the individual below. In addition, all questions regarding this request for proposals should be directed to:

Dottie Mullins
Director of Finance
Town of Strasburg
174 East King Street
P.O. Box 351
Strasburg, VA 22657
540-465-9197
dottie@strasburgva.com

Proposal Evaluation and Project Schedule

Evaluation Criteria

All complete proposal packages will be evaluated based on the:

1. Ability of the firm to prepare a complete proposal package which addresses all the items in the request for proposals.
2. Experience of the firm working on similar services for other clients.
3. Qualifications of the firm as supported by client references.
4. Experience and qualification of the individual(s) proposed by the firm to provide the support and maintenance

Tentative Project Schedule

The following is a tentative schedule for hiring a firm to provide IT support and maintenance:

Date	Description
September 27, 2010	Proposals due to town
October 4-18, 2010	Firm interviews
October 19-27 , 2010	Contract negotiation
November 1, 2010	Contract approval

Please note that the dates above represent the anticipated project schedule and may be changed at the discretion of the town.

General Conditions

Non-discrimination Clause

Consistent with the provisions of the Code of Virginia § 2.2-4311, any contract for goods or services over \$10,000 shall contain the following language:

1. During the performance of this contract, the contractor agrees as follows:
 - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
 - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
2. The contractor will include the provisions of the foregoing paragraphs a, b and c in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

Proposal Modification, Withdrawal, or Rejection

Proposals may be modified or corrected from the original submitted to the town, until the date and time specified above as the proposal deadline. The firm should notify the town immediately upon identifying a possible change to the submitted materials. The modified or corrected proposal should contain appropriate language indicating that it supersedes all previous submissions.

A firm's proposal may be withdrawn for any reason prior to the date and time specified above as the proposal deadline. The firm should notify the town in writing immediately upon wishing to withdraw from consideration.

The Town of Strasburg reserves the right, at any time prior to the award of the contract, to reject any or all proposals, or any part thereof, to make no award, or to issue a new RFP.

