# Invitation to bid: Town of Mount Vernon – IT Support for Fiscal years 2019, 2020 and 2021

The municipal officers of the Town of Mount Vernon hereby invite bids from qualified persons to provide the following services. Fiscal years start July 1.

## IT support for town office computers and related peripherals.

Bids must be delivered to the Municipal Officers in sealed envelopes no later than Monday, April 30, 2018 at 7:00PM. Faxed bids will not be accepted. Bids will be opened on April 30th, 2018 at 7:05PM at the Mount Vernon town office and all bidders will be notified of the Municipal Officer's decision no later than fourteen days thereafter. The Municipal Officers reserve the right to accept or reject any or all bids and also reserve the right to waive any informality or irregularity in any bid received.

## Description of the work and Environment

The town office currently has 6 Dell PCs running Windows 10 on a Windows Workgroup network. Several of the PCs run TRIO from Harris Local Government. Note that a working knowledge of TRIO by the IT support partner will carry some weight in the decision for awarding this contract. Additionally, the TRIO package is expected to be updated over the next year or so. The Town uses a Spectrum Business Class Internet service and has 5 IP phones supplied by Otelco. The IP connection is protected by an Asus WiFi router. The IP phones are connected to an unmanaged PoE switch. There is one MFP copier and several small laser printers and several thermal receipt printers used by the clerks.

The IT Support work includes:

- Remote desktop support during the town office open hours.
- Quarterly wellness check at town hall to ensure systems are updated to current bug and security patch levels.
- Support for attached and network printers (software only).
- Oversight of Internet-based backups on various PCs and the TRIO "server" - to ensure that critical data is being backed up reliably.
- Oversight of antivirus and online backup software to ensure that all PCs are protected and up to date.
- On-Site support for any major updates to TRIO or Windows.
- On-Site support for urgent emergencies within a 1-day response time.
- Website maintenance as described below.

The Town of Mount Vernon has a relatively basic website located at  http://mtvernonme.org/.  Currently the website is hosted at 1and1.com  Website maintenance tasks include:

- Periodic changes of contact info as directed by the select board.
- Weekly maintenance of the embedded Google calendar on the main page.
- Posting of bi-weekly select board agendas.
- Posting of monthly newsletter.
- Posting of meeting minutes monthly from various town boards.
- Periodic postings of job openings, announcements or other content.

The town has typically utilized about 40 hours of IT support plus the periodic website maintenance over the past few years.

Bids shall include a budget for 40 hours per annum flat fee to complete the normal tasks and a per hour fee if/when the 40 hours per annum is used up prior to July 1.  Successful bidder will need to provide proof of liability and workman's comp insurances (as applicable)  prior to starting work.

## Bid Response

| Description: | Pricing: |
| --- | --- |
| FY 2019 Flat fee | |
| FY 2019 Per hour after 40 hours | |
| FY 2019 Website Maintenance | |
| FY2020 Flat fee | |
| FY 2020 Per hour after 40 hours | |
| FY 2020 Website Maintenance | |
| FY2021 Flat fee | |
| FY 2021 Per hour after 40 hours | |
| FY 2021 Website Maintenance | |

**BIDDER'S NAME: _____**

**ADDRESS: _____**

**TOWN, STATE, ZIP: _____**

**PHONE NO:_____**


**BIDDER'S SIGNATURE:_____**