



a town for a lifetime
IRONDEQUOIT *New York*
DAVID A. SEELEY *Town Supervisor*

Request for Proposal

For

Information Technology Support Services

Proposal is due by: **November 4th 2020 @ 3:00pm**

Please Deliver Proposal Response to:

**Irondequoit Town Hall
1280 Titus Avenue
Rochester, NY 14617
Attn.: David Seeley, Town Supervisor Town of Irondequoit**



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Notice:

The Town of Irondequoit ("Town") is soliciting written proposals for Information Technology Support Services for the Town Hall, Department of Public Works, Police Department, and all other Departments with the Town of Irondequoit, excluding the Irondequoit Public Library.

The scope of the project and the needed services are described in this Request for Proposals ("RFP").

Pursuant to Town Code 51-13 the Town will hold interviews with firms submitting proposals. Interviews will be scheduled on November 9th, 2020 and November 10th 2020.

The Town reserves the right to accept or reject any and all proposals, and contract in the best interests of the Town.



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Instructions to Offerors:

1. Submission of RFP: Final submission of this RFP must include four (4) hard copies as well as (1) electronic copy of your proposal no later than November 4th 2020 by 3:00pm. One of the four (4) submissions must contain an original signature. Failure to respond within the timelines established within this RFP will result in the disqualification of any untimely proposal(s).
 - a. Proposals must be submitted to: David Seeley, Town Supervisor Town of Irondequoit. Electronic Submission must be made to supervisor@irondequoit.org
 - b. Offerors are responsible for reporting in writing any errors, omissions, or ambiguities found in this RFP. All such reports, requests for information, questions, etc. shall be made in writing either via fax at (585) 467-4953 or supervisor@irondequoit.org No questions will be entertained by any other means. All questions must be submitted by November 2nd, 2020 12:00pm. Questions submitted after this deadline may not be entertained. Answers to all questions will be answered as part of an Addenda to this RFP to all offerors. Questions to this RFP will not be responded to individually or via phone.
 - c. The Town of Irondequoit reserves the right to refuse any and all proposals in part or entirety, to disregard all nonconforming, nonresponsive or conditional proposals, and to waive any and all informalities. The Town of Irondequoit may negotiate a contract with a selected offeror for each designation. The Town of Irondequoit will base its selection on the basis of the greatest value/benefit to the Town of Irondequoit as determined by the selection committee.
 - d. Any award shall be subject to the execution of a contract between the offeror and the Town. The Town's contract obligation is contingent upon execution of the contract between the Town and selected offeror and the availability of appropriated funds for this contract. No legal liability on the part of the Town for payment of any money shall arise unless and until a contract is executed by both parties, funds are appropriated and all performance requirements for each payment are met. The Town shall have no responsibility or liability for any of offeror's costs related to preparation of proposals, attendance at interviews, etc.; all such costs are solely at offeror's risk and expense.
 - e. Proposals must include:



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- i. Summary of services rendered to the Town.
- ii. Breakdown of individual team members who would be performing and participating in work.
- iii. Listing of existing clients detailing similar work.
- iv. Basis of fee breakdown.



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Scope

- a. **Managed Services.** The Town seeks an offeror to assist with the management of the Information Technology infrastructure. Specifically, the Town seeks an outside agency for expertise in the following areas:
- i. Phone / Fax
 - ii. Cabling
 - iii. Print / Copy
 - iv. Internet / Wifi
 - v. Infrastructure
 1. Hardware
 2. Software
 3. Computer Network
 4. Database Management

The Town seeks and offeror to structure a monthly billed, managed services agreement. The Town seeks a managed services agreement for normal block hours not to exceed 40 hours per month. These normal block hours shall be used Monday through Friday during normal business hours, 8:00am to 4:30pm. If unused, the normal block hours shall be accrued and roll over month to month and year to year. The maximum amount of hours carried over year to year can be negotiated. In addition to the normal block hours, the Town also seeks pricing for afterhours block hours not to exceed 10 hours per month. The afterhours block hours shall occur during all other times 24/7/365. The afterhours block hours must be a United States based company.

Term

The Information Technology Support Service contractor shall have a contract term of Twelve (12) months (January 1st, 2021 to December 31st, 2021). The Contract maybe extended up to two (2) additional one year terms, at the sole option of the Town and under the terms and conditions of the original RFP, unless alternate terms are specified in this RFP and/or the contract for renewals/extensions.



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Contract Negotiation

Proposals for Professional Services will be evaluated in a manner consistent with General Municipal Law §104 and with Irondequoit Town Code §51-13. Interviews may, at the discretion of the Town, be conducted with those offerors whose proposals prove them to be qualified, responsible, and capable of fulfilling the requirements of this RFP. Negotiation with ranked offerors to establish detailed scope of services, fair and reasonable fee and other terms and conditions of the service agreement will be conducted at the discretion of the Town, and any award is subject to the approval of the Irondequoit Town Board. The contract that may be entered into, will be the most advantageous to the Town of Irondequoit, and shall be in a form approved by the Attorneys for the Town. The Town of Irondequoit reserves the right to consider a proposal or modifications thereof received at any time before a contract is awarded, if such action is in the best interest of the Town of Irondequoit.

Incurring Cost

The Town of Irondequoit is not liable for any costs incurred by Offerors to prepare response prior to the effective date of the contract.

Consultant Presentations / Interviews

Offerors who submit a proposal will also be required to make an oral presentation of their proposal to the Town of Irondequoit. These potential interviews are at the discretion of the Town of Irondequoit. The Town will seek to have offerors provide a verbal presentation outlining the scope of services said offeror will provide, a breakdown of fees, and related experience.

Evaluation Criteria

The selection criteria may consist of the following outline but not limited to the following:

- Technical and professional competence.
- Specific experience with similar municipal services.
- Quality of proposed staff.



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Reservation of Rights

The Town of Irondequoit reserves the right to refuse any and all proposals in part or entirety, to disregard all nonconforming, nonresponsive or conditional proposals, and to waive any and all informalities. The Town of Irondequoit may negotiate a contract with a selected consultant for each designation. The Town of Irondequoit will base its selection on the basis of the greatest value/benefit to the Town of Irondequoit as determined by the evaluation committee.

Clarification / Questions pertaining to this RFP

All questions to this RFP must be submitted **IN WRITING or EMAIL ONLY**. No questions will be accepted after November 2nd, 2020 at Noon.

RFP Timeline

Request For Proposal Release:	10/28/2020 @ 3:00PM
Deadline for Clarification or Questions	11/2/2020 @ 12:00PM
Submission Due Date For Proposal	11/4/2020 @ 3:00 PM
Interviews with Town	11/9/2020 – 11/10/2020
Contract with Town of Irondequoit	January 1 st 2021