

**TOWN OF ASHBURNHAM, MASSACHUSETTS**

**REQUEST FOR PROPOSALS**

**COMPUTER NETWORK ADMINISTRATION AND  
INFORMATION TECHNOLOGY TECHNICAL ASSISTANCE**

The Town of Ashburnham, acting by and through the Office of the Town Administrator and the Board of Selectmen, hereinafter referred to as the Town, is seeking proposals from qualified firms or individuals, hereinafter referred to as the Consultant to provide the Town of Ashburnham with computer network administration and information technology technical assistance to the Town offices and departments at the Fairbanks Memorial Town Hall located at 32 Main Street, Ashburnham, Massachusetts, the Public Safety Building located at 99 Central Street, Ashburnham, Massachusetts, the Library at 20 Memorial Drive, Ashburnham, Massachusetts, the Council on Aging Senior Center at 12 Memorial Drive, Ashburnham, Massachusetts and the Department of Public Works located at 17 Central Street, Ashburnham, Massachusetts. The Town is seeking proposals from qualified computer administration consultants for the provision of required services for two years starting July 1, 2010 thru June 30, 2012 as well as the remainder of the municipal Fiscal Year 2010, the period from December 10, 2009 through June 30, 2010.

**A. COMPUTER NETWORK ADMINISTRATION AND INFORMATION  
TECHNOLOGY TECHNICAL ASSISTANCE CONTRACT SCOPE OF SERVICES**

Under the auspices of the Town, and in conformity with all applicable laws and professional standards, the Consultant shall provide the following services required for the proper management and maintenance of the computer systems and networks of the Town at the five above-mentioned municipal work sites of the Town, and as related and needed at other work sites of the municipality. The Consultant shall be required to provide the following services to the Town in a timely and professional manner.

1. The Consultant shall be available to provide on-site, or telephone computer administration services within two (2) hours of a request from service during normal weekday business hours, Monday, 7:30 a.m. to 7:00 p.m. and Tuesday through Thursday 7:30 a.m. to 5:00 p.m. The Consultant shall be available to do necessary computer administration and trouble-shooting work on the computer networks of the municipality, after normal business hours and on weekends, required.
2. The Consultant shall be available to provide technical assistance and computer network management services, as needed for the Town. The Consultant shall be required to work with the following software and other software used by the departments and employees of the Town of Ashburnham: (a) Munis, (b) Vision, (c) Shortel VOIP phone system ( only at Town Hall) (d) Microsoft Exchange email server (e) All servers are running the Microsoft Windows server platform (f) various ISP/web and firewall software (g) phishing/malware protection (h) Virus protection ( infection from email or other sources).

3. The Consultant shall develop and manage with assistance from the Assistant to the Town Administrator and other employees of the Town a computer back up and disaster recovery plan so as to ensure the municipal database is protected and properly maintained.
4. The Consultant shall be available to provide trouble-shooting services to the Town within two (2) hours of a request from service during normal weekday business hours, Monday 7:30 a.m. to 7:00 p.m. and Tuesday through Thursday 7:30 a.m. to 5:00 p.m.
5. In conjunction with the various department managers of the municipality, assist and coordinate the procurement of computer network, computer work station equipment and peripheral equipment within the limits of the town meeting appropriation and in conformity with the requirements of Massachusetts General Laws, Chapter 30B.
6. Provide training, as necessary and appropriate, to the Assistant to the Town Administrator, in her/his capacity as the Computer Coordinator of the Town Hall and other officers and employees of the Town of Ashburnham.
7. The Consultant shall work with the Town Administrator, Assistant to the Town Administrator and the various department managers of the municipality on upgrading, expanding, and modernizing the computer networks, computer workstations and software utilized by the Town of Ashburnham, as required.
8. The Consultant shall provide the Town with related services necessary for the proper management of the computer network systems and workstations, Firewall/VPN, Software licenses and inventory, Server patching and upgrades, Exchange server, and Broad width reporting, of the municipality.
9. The Consultant shall provide the Town within 90 days of execution of the contract a current hardware and software inventory, to be updated yearly.

#### **B. WORK PRODUCTS**

The Consultant shall at a minimum provide monthly activity reports with appropriate recommendations with the monthly bill for services.

The Consultant shall semi-annually, in December and June, submit a comprehensive report to the Town Administrator providing: (1) recommendations for system improvements, (2) capital and computer operations budget recommendations for the subsequent fiscal year in the December semi-annual report, at a minimum, (3) assessments of computer hardware, software and operator training needs, and (4) other information or recommendations deemed appropriate by the Consultant.

#### **C. PROPOSAL REQUIREMENTS**

Prospective Consultants will submit a proposal package to the Office of the Town Administrator, Fairbanks Memorial Town Hall, and 32 Main Street, Ashburnham, Massachusetts 01430 by **12:00 p.m. (Noon), Monday, November 30, 2009** addressed and titled as follows:

Address: Douglas C. Briggs

Town Administrator  
Town of Ashburnham  
32 Main Street  
Ashburnham, Massachusetts 01430

Title: **Ashburnham Computer Network Administration and Information Technology Technical Assistance Contact**

The prospective Consultant shall adhere to the following proposal submission requirements for the proposal package.

### **I. Required Elements of a Proposal Package**

Below you will find requirements to which prospective Consultant must adhere.

#### **A. Statement of Qualifications.**

The Consultant shall submit complete and appropriate documentation of all professionals, firms, and subcontractors who will work on performing services delineated in the Scope of Services, and the principal firm in general.

Contained in the Statement of Qualifications shall be at least the following.

1. Qualifications and experience of the professionals, firms, and subcontractors to be utilized in the undertaking of the agreed upon services, particularly the qualifications and successful experience in the areas: (1) computer administration experience, (2) certifications or degrees in computer engineering or administration, including training certifications in specific operating and application software, and (3) experience providing services to, or relevant experience as an officer or employee of a municipality or state agency, specifically in the Commonwealth of Massachusetts. The resume or curriculum vitae of the professionals assigned to the project shall be included in the proposal. The prospective Consultant shall assign and identify a Project Manager included as a professional whose qualifications are delineated.
2. Three (3) relevant references for both the key professionals involved and the principal firm involved with the delivery of the agreed upon services, and also, for all subcontractors to be used, if any, including: (a.) project name and location, (b.) municipality, agency or firm for which services were provided, with address, contact, person, and telephone number, and (c.) brief project description and budget.

#### **B. Statement of Proposed Level of Services.**

The Consultant will submit a statement containing at least the following.

1. Detailed statement of the Consultant's approach to the project tasks and description of services to be provided as outlined in the Scope of Services. This statement should also address the Consultant's suitability for the assignment based upon the Comparative Evaluation Criteria contained herein.

2. Detailed staffing plan and proposed Work Plan for the Project based upon the Scope of Services contained herein. The Work Plan shall include the estimated hourly commitment for each project task identified in the Scope of Services contained above in Section A. for each principal, professional, and subcontractor to be used to render services under the project and delineate the level of commitment expected from the Town of in-kind assistance from the municipality.
3. Detailed temporal and scheduling plan, and statement of commitment.

C. Fee Proposal.

The prospective Consultant shall submit a separate, sealed envelope containing the Fee Proposal that provides the following.

1. Hourly Service Fee Rate for services provided on site or through telephone support for computer administration and technical assistance during normal weekday business hours, Monday 7:30 a.m. to 7:00 p.m. and Tuesday through Thursday 7:30 a.m. to 5:00 p.m. This rate does not include travel time, or reimbursement for out-of-pocket expenses of the Consultation with the prior approval of the Town.
2. Emergency Hourly Service Fee Rate for services provided on site or through telephone support for computer administration and technical assistance outside of normal weekday business hours, Monday 7:30 a.m. to 7:00 p.m. and Tuesday through Thursday 7:30 a.m. to 5:00 p.m., or outside regularly scheduled on site hours, including work late in the evening or night, as well as weekend and holiday work. This rate does not include travel time, or reimbursement for out-of-pocket expenses of the Consultation with the prior approval of the Town.

D. Certifications.

The prospective Consultant shall submit the following.

1. Revenue Enforcement and Protection Certification (REAP), and
2. Certificate of Non-Collusion.

The prospective Consultant shall submit a proposed package as instructed above to the Office of the Town Administrator **no later than 12:00 p.m., Monday, November 30, 2009.**

The proposal package shall be sealed and entitled: **Ashburnham Computer Network Administration and Information Technology Technical Assistance.**

Within the proposal package shall be a separate, sealed envelope entitled: **Ashburnham Computer Network Administration and Information Technology Technical Assistance.** This non-price proposal shall include, at a minimum, all the requested information and documents delineated above in Section C – I. Proposal Requirements, Required Elements of a Proposal Package, A, B, and D. The Consultant shall include one (1) original and one (1) copy of the non-price proposal package for a total of two (2) copies in this envelope.

Also within the proposal package shall be a separate, sealed envelope entitled **Price Proposal: Ashburnham Computer Network Administration and Information Technology Technical Assistance**. At a minimum, the price proposal shall include all requested information and documents delineated above in Section C-I Proposal Requirements, Required Elements of a Proposal Package, C.

No interpretation of the meaning of any element within the Scope of Services will be made to any prospective Consultant orally. Every request for such interpretation shall be in writing addressed to Douglas C. Briggs, Town Administrator, 32 Main Street, Ashburnham, Massachusetts 01430 (FAX 978-827-4105), clearly marked on the outside as "**Request for Interpretation - RFP For Ashburnham Computer Network Administration and Information Technology Technical Assistance**", and to be given consideration, must be received **no later than 12:00 noon, on November 30, 2009**. Any and all such interpretations, and any supplemental instructions will be in the form of written Addenda to the Scope of Services and/or Proposal Requirements above, which will be mailed or Faxed to all prospective Consultants at the respective addresses or e-mail addresses provided for such purposes

Failure of any prospective Consultant to receive any such Addenda shall not relieve such prospective Consultant from any obligation under the proposal as submitted. All Addenda so issued shall become part of the Scope of Services contained within the Specifications. At the same time of the opening of the proposals, each prospective Consultant will be presumed to have read and be thoroughly familiar with the Scope of Services, including any and all Addenda. The failure or omission of any prospective Consultant to examine any form, instrument or document shall in no way relieve any proposer from any obligation with respect to the proposal.

#### **D. SELECTION PROCESS**

The Town of Ashburnham, acting by and through the Town, or a subcommittee thereof, will review all complete non-price proposals, and will interview those prospective Consultants who satisfy the below Minimum Evaluation Criteria.

All proposals shall be evaluated in conformity with the requirements of Massachusetts General Laws, Chapter 30B. Proposals will be ranked and evaluated according to the following Evaluation Criteria. Each prospective Consultant's proposal will be evaluated based upon the below Minimum Evaluation Criteria. Those prospective Consultant's determined to be responsive and acceptable, i.e., the proposal and the prospective Consultant meet all the minimum standards of acceptability and have complete proposals, will be judged comparably with the other proposals that have been determine to be responsible and acceptable.

All responsive proposals will be judged against the below Comparative Evaluation Criteria. The Town of Ashburnham will rank each proposal as (1) highly advantageous - the proposal fully meets and significantly exceeds the standards of the specific criterion, (2) advantageous - the proposal fully satisfies the standards of the specific criterion, (3) not advantageous - the proposal does not fully meet the standards of the specific criterion, is incomplete, unclear, or both, and (4) not acceptable - the proposal does not meet the specific criterion.

Below you will find the Selection Evaluation Criteria for the Ashburnham Computer Network Administration and Information Technology Technical Assistance Consultant.

**I. Ashburnham Computer Network Administration and Information Technology  
Technical Assistance Consultant Selection Evaluation Criteria**

**A. Minimum Evaluation Criteria:**

Each proposal must meet all of the following criteria in order to be considered for further consideration.

1. The proposal must be complete, must be submitted on or prior to the submission deadline, and must contain, at a minimum all the required elements of a proposal package as delineated above in Section C. Proposal Requirements. Failure to meet any submission requirement, including, but not limited to, separating the non-price proposal from the price proposal shall result in rejection of the proposal package.
2. Principals of the lead firm, of all subcontractors assigned to the project, and of the project manager must have at least five years experience in the areas of computer administration or engineering. References as requested above in Section C-I, A., 2. must be included in the proposal for same.

**B. Comparative Evaluation Criteria:**

The following ratings will be used to measure the relative merits of each proposal that has met the Minimum Evaluation Criteria delineated above against each of the criteria listed below.

Highly Advantageous - Proposal excels on the specific criterion - **5 points**.

Advantageous - Proposal fully meets the evaluation standard of the specific criterion - **3 points**.

Not Advantageous - Proposal does not fully meet the evaluation standard of the criterion - **1 point**.

Not Acceptable - Proposal does not meet, or address the evaluation standard of the criterion - **0 points**.

The criteria that will be used for comparative evaluation purposes are the following:

1. Quality of References. Reference checks will be performed to evaluate the special skills, relevant expertise, the quality of past performance in comparable projects, and the ability to perform assigned tasks in a timely and accurate manner of the prospective Consultant, including all subcontractors, principals, and the project manager.
2. Type of Experience. The Town shall evaluate the quality and depth of relevant experience in the areas of: (a.) computer network administration and system engineering, (b) public sector computer system management expertise, (c.) public management and public sector computer application experience within the Commonwealth of Massachusetts, and (d.) appropriate educational background and special training relevant to the project.

3. Quality of the Statement of Proposed Level of Service. The Town of Ashburnham will carefully review the Statement contained within the proposal as required under Section C., I., B. Statement of Proposed Level of Services and Project Approach, 1 through 3, inclusive, to determine:
  - (a.) the municipality-specific approach of the prospective Consultant best suited to the needs of the Town of Ashburnham,
  - (b.) the quality of the prospective Consultant's written work, and
  - (c.) quality of expertise and skills necessary to undertake the tasks required for the project.
4. Quality of Presentation Skills, and of the Qualifying Interview. The Town, or its subcommittee, will require a personal interview with and presentation from all prospective Consultants who meet or exceed the Minimum Evaluation Criteria.
5. Years of Experience. The Committee will review the number of years key members of the consulting team have in the appropriate fields of discipline required for successful implementation of the project. Five years of experience is the standard for the principals of the firm, subcontractor firms, and the project manager and three years is the standard for other professionals assigned to the project.

After completing all proposal reviews, interviews, and reference checks, the Town will prepare a Professional Services Agreement based upon the above Scope of Services and the Work Plan of the Consultant receiving the highest rating based upon the above selection criteria for acceptance by the preferred Consultant with the highest rating. Upon agreement between the Town and the preferred Consultant, the Town of Ashburnham, acting by and through the Board of Selectmen, after receiving the recommendation of the Town Administrator, shall award a Professional Services Agreement contract to the prospective Consultant who submitted the most advantageous proposal based upon the following methodology. The Town of Ashburnham shall develop a composite rating of all the comparable evaluation criteria ratings through assigning the point values described above to each comparable evaluation criterion, adding the point value assigned to each criterion so as to determine a composite value for all criteria for each proposal. The Town of Ashburnham will also compare this total value to the total value assigned to the other proposals. Finally, the Town of Ashburnham will review the number of ratings for the Comparable Evaluation Criteria determined to be Highly Advantageous and Advantageous to see if one or more proposals excels in one or more area. From these two methods of comparison, the Town of Ashburnham will determine which non-price proposal is determined to be most advantageous.

Next the Town of Ashburnham will review the price proposal of the most advantageous non-price proposal. Should this price proposal be deemed to be acceptable based upon the fee proposal in relation to the project budget, the Town of Ashburnham will then award a contract.

Should the preferred Consultant and the Town fail to reach agreement; the Town will seek the approval of the Consultant with the second highest rating.

The Town of Ashburnham reserves the right, upon the basis of such evaluations, to reject any or all proposals, to waive any informality, and to make any decision deemed to be in the best interest of the Town of Ashburnham.

**LOCAL OFFICIAL CONTACT**

Inquiries shall be addressed and directed to:

Douglas C. Briggs  
Town Administrator  
Town of Ashburnham  
32 Main Street  
Ashburnham, MA 01430

Telephone: (978) 827-4100  
FAX: (978) 827-4105  
E-Mail: [dbriggs@ashburnham-ma.gov](mailto:dbriggs@ashburnham-ma.gov)