

ELSMERE FIRE DISTRICT
REQUEST FOR PROPOSALS
FOR
COMPUTER NETWORK ADMINISTRATION
SERVICES

ELSMERE FIRE DISTRICT
DELMAR, NEW YORK 12054

ELSMERE FIRE DISTRICT
REQUEST FOR PROPOSALS

I. INTRODUCTION

A. General Information

The Elsmere Fire District (District) is requesting proposals from qualified computer network System Administrators to manage the District's computer network environment.

The following conditions apply to this Request for Proposal (RFP):

- There is no express or implied obligation for the District to reimburse responding firms/individuals for any expenses incurred in preparing proposals in response to this request.
- Any inquiries concerning this RFP must be in writing and should be addressed to Mr. George M. Kaufman, Secretary. Inquiries must be postmarked by April 1, 2010. District responses to all inquiries will be distributed to each potential proposer on record.
- The System Administrator will be responsible for server administration as well as local area network (LAN) maintenance and installations. The LAN currently consists of a server, twelve (12) PC's, five (5) Laptops, eight (8) Printers, and associated accessories (back-ups, switches, etc.).
- To be considered, one copy of the proposal must be received by the Fire District Secretary at 15 West Poplar Drive, Delmar, New York 12054 by 7:00 p.m. April 13, 2010. The District reserves the right to reject any or all proposals submitted.
- During the evaluation process, the District reserves the right, where it may serve the District's best interest, to request additional information or clarification from a proposer, or to allow corrections of non-material errors or omissions or waive non-material requirements. At the discretion of the District, firms/individuals submitting proposals may be requested to participate in an interview as part of the evaluation process.
- The District reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected.
- Submission of a proposal indicates acceptance by the proposing firm/individual of the conditions contained in this RFP, unless clearly and

specifically noted in the proposal submitted and confirmed in the contract between the District and the proposer selected.

- It is anticipated the selection of a firm/individual will be completed by June 1, 2010. Following notification of the selected firm/individual it is expected a contract will be executed between both parties by July 1, 2010.
- The District reserves the right, as best serves its interest, to change any of the projected dates set forth in this RFP, including but not limited to, the due date for receipt of proposals.

B. Term of Engagement

- A three-year contract is contemplated. The terms of the contract may be extended or modified by mutual agreement of the selected contractor and the District. The District reserves the right to terminate the contract if it is not satisfied with the performance of the contractor.

C. Subcontracting

- No subcontracting is allowed.

II. NATURE OF SERVICES REQUIRED

A. General

- The District is soliciting the services of a qualified System Administrator to manage the District's computer network environment. Services are to be performed in accordance with the provisions contained in this RFP. All services will be provided on a contractor basis.

B. Scope of Work to be Performed

- Duties and responsibilities of the System Administrator will include, but will not be limited to, the following:
 1. Assure proper setup of all hardware on the District's LAN.
 2. Install software as required.
 3. Administer/maintain network file permissions/user roaming profiles.
 4. Update Windows and Antivirus software and definitions weekly.
 5. Maintain existing GNU/Linux server environments (Debian).
 6. Maintain Linux/Cisco production firewall.
 7. Provide Windows desktop support.
 8. Research problems, determine root cause, and correct.
 9. Interact with District's Administrator as needed.

It is anticipated that the System Administrator will need to spend an average of five (5) to seven (7) hours per week on-site.

- Optional services that may be provided to the District are as follow:

Provide remote hot sync disk space for daily backup of all network files (currently at 16GB to 20GB), and a monthly backup of all network files (monthly backup to be burned to CD and provided to District Administrator). Restore backup of network files as needed/requested.

These optional services should be quoted as an option (see Appendix C).

C. Minimum Qualifications of System Administrator

- The selected candidate shall possess the following qualifications (see Appendix D):
 1. Bachelor Degree in IT or related field,
 2. A minimum of two (2) years experience in Linux server administration,
 3. Strong knowledge of network configuration, regular XP desktop use, network competency (Windows, Cisco and Linux),
 4. Knowledge of Samba and Windows Domain Services,
 5. Ability to troubleshoot low level user problems,
 6. Ability to perform maintenance and patch update procedures.
- The respondent should provide a minimum of three (3) references for organizations (with contact information) for which he/she currently provides (or has recently provided) similar services (see Appendix E).

D. Reports/Invoices to be Issued

- The System Administrator will submit a monthly report of all services provided, together with an invoice for these services on the firm's/individual's letterhead or standard invoice, to the Elsmere Fire District.
- In addition, the System Administrator shall respond to the reasonable inquiries and requests of, and shall report to, the Fire District Administrator.

III. DESCRIPTION OF THE DISTRICT

A. Name and Telephone Number of Contact Person

- The System Administrator's principle contact with the District will be George M. Kaufman, Administrator/Secretary-Treasurer at 518-439-9144.

B. Background Information

- The District's network environment consists of a Sun Microsystems X4200 Network Server operating on a Linux O/S. There are twelve (12) Dell Workstations, five (5) Laptops (some of which are connected to the LAN), eight (8) Printers, and associated accessories (HP Scanner, Switches, Battery Backups, etc.).
- Workstations and laptops use Windows XP O/S, Microsoft Office Suite, AVG Antivirus Software, and have internet access.
- There are forty (40) LAN users, some having remote access capability. Users have various levels of permission to access network shares.

IV. PROPOSAL REQUIREMENTS

A. General Requirements

- On-site Inspections

An on-site inspection of the District network facilities may be arranged for firms/individuals interested in submitting proposals. Fire District Office staff will be available to provide access to the facility from 9:30am to 2:30 pm Monday through Friday.

- Inquiries

Written inquiries concerning the RFP and its subject must be made to:

Elsmere Fire District
Mr. George M. Kaufman, Administrator
15 West Poplar Drive
Delmar, New York 12054
(518) 439-9144

District responses to all inquiries will be distributed to each potential proposer of record.

- **Submission of Proposals**

The following material is required to be received by the District by 7:00pm on April 13, 2010 in order for a proposal to be considered.

1. A complete copy of this RFP, including Appendices A through E completed by the proposer shall be sent to:

Elsmere Fire District
Mr. George M. Kaufman, Administrator
15 West Poplar Drive
Delmar, New York 12054

The words “PROPOSAL – NETWORK ADMINISTRATION SERVICES” shall be clearly indicated on the outside of the sealed envelope containing the proposal.

2. Cost proposals for the services to be provided as per this RFP. Cost of optional services and additional hourly rates for additional services beyond the scope of this RFP should also be included (Appendix C).
3. A statement indicating the size of their firm, the location of the proposer’s office/facility/location where the optional remote file backups will be stored, and the name(s) and normal work location(s) of the individual(s) to be assigned for this engagement (Appendix D).
4. A statement to the effect that the individual(s) assigned to provide these services meet(s) or exceed(s) the qualifications in Item II.C. (Appendix D).
5. A list of at least three (3) references (including contact information) for whom similar services are currently being (or have recently been) provided (Appendix E).

V. SELECTION OF SYSTEM ADMINISTRATOR

- A. The Board of Fire Commissioners will select a System Administrator based on an evaluation of the proposals submitted and may require an interview with the potential System Administrator. The Fire District reserves the right to enter into negotiations with the contractor offering the next-best value

should the District be unable to negotiate and execute a contract with the selected contractor.

It is anticipated that a firm/individual will be selected by June 1, 2010. Following notification of the firm/individual selected, it is expected a contract will be executed between both parties by July 1, 2010.

B. Right to Reject Proposals

Submission of a proposal indicates acceptance by the submitter of the conditions contained in this RFP, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the District and the firm/individual selected.

The District reserves the right, without prejudice, to reject any or all proposals.

APPENDIX A

PROPOSER GUARANTEES

- I. Proposer certifies it/he/she can and will provide and make available, at a minimum, all services set forth in this RFP.
- II. The Proposer has read Appendices A-D and Contractual Requirements, and agrees that the rights and prerogatives as detailed are retained by the District.
- III. The Proposer agrees to be bound by the contractual requirements delineated in Appendices A-D.
- IV. The Proposer agrees to submit a completed Form W-9 Request for Taxpayer Identification Number and Certification to the District, if selected.

Signature of Official: _____

Name (typed): _____

Title: _____

Firm (if any): _____

Date: _____

APPENDIX B

PROPOSER WARRANTIES

- I. Proposer warrants that it/he/she is willing and able to obtain an errors and omissions insurance policy providing a prudent amount of coverage for the willful or negligent acts, or omissions of any officers, employees or agents thereof.

- II. Proposer warrants that it/he/she will not assign, delegate or subcontract its/his/her responsibilities under this agreement.

- III. Proposer warrants that all information provided in connection with this proposal is true and accurate.

Signature of Official: _____

Name (typed): _____

Title: _____

Firm (if any): _____

Date: _____

APPENDIX C

ALL-INCLUSIVE, NOT-TO-EXCEED PRICE

ALL-INCLUSIVE, NOT-TO-EXCEED PRICE (QUOTE AS MONTHLY AMOUNT, EXCEPT AS NOTED)

For the Scope of Work to be Performed as outlined in Section II.B. above (exclusive of Services listed as Optional):

\$ _____ per Month

For the Optional Services outlined in Section II.B. above:

\$ _____ per Month

For Hourly Rate for additional services not included in Scope of Work to be Performed as outlined in Section II.B. above:

\$ _____ per Hour

APPENDIX D

**STATEMENT OF PROPOSER'S NAME(S) AND QUALIFICATIONS OF
INDIVIDUAL(S) TO PROVIDE SERVICES AS OUTLINED IN THIS RFP,
AND USUAL WORK LOCATION(S)**

PROPOSED SYSTEM ADMINISTRATORS

NAME(S):

USUAL WORK LOCATION(S):

THE INDIVIDUAL(S) NAMED ABOVE MEET OR EXCEED THE
QUALIFICATIONS OUTLINED IN SECTION II.C. OF THIS RFP AND ARE FULLY
CAPABLE OF PERFORMING THE SERVICES OUTLINED IN SECTION II.B.

NAME OF PROPOSING FIRM/COMPANY: _____

ADDRESS: _____

CONTACT: _____

PHONE: _____

APPENDIX E

REFERENCES

LIST AT LEAST THREE (3) REFERENCES (INCLUDING CONTACT INFORMATION) FOR WHOM SIMILAR SERVICES ARE CURRENTLY BEING (OR HAVE RECENTLY BEEN) PROVIDED

NAME: _____

ORGANIZATION: _____

ADDRESS: _____

TELEPHONE: _____

NAME: _____

ORGANIZATION: _____

ADDRESS: _____

TELEPHONE: _____

NAME: _____

ORGANIZATION: _____

ADDRESS: _____

TELEPHONE: _____