

**Town of Harpswell**  
P.O. Box 39  
263 Mountain Road  
Harpswell, Maine 04079

Request for Proposal for  
Server Replacement and  
Network Upgrade

Bids Due October 23, 2020 4:00pm

## INTRODUCTION

### **Part I: System Upgrade**

The Town of Harpswell is requesting proposals from qualified companies to upgrade the Town's existing computer network system in the Town office building. The Town wishes to increase computer efficiency and employee productivity and upgrade system security by replacing its existing server and protecting approximately twenty-five workstations with a new server. The Town's current server, firewall, switch and wi-fi units are to be replaced and associated software to be upgraded. Please see the Appendices for current network information and specific proposed new environment information. Proposals shall include the cost of all necessary computer hardware, software, and installation fees. Minimum specifications for the system upgrade are provided starting on page 2.

For this Server System Upgrade, the Town is asking for specific break downs leading to the total all-inclusive cost.

### **Part II: Service Plan**

In addition to the request for proposals for capital upgrade of equipment, the Town is also seeking proposals from a qualified firm to provide a Service Agreement for hardware/software maintenance and support services for ongoing maintenance and administration of the system. Proposals must provide a detailed description of the types of service to be provided, the amount of time for each type of service, and the hourly rates for both the Service plan and each type of service. The Town prefers a service plan where support will be provided on an as needed basis and charged at an hourly rate.

**Proposals may be submitted for one or both parts of this Request for Proposals.**

### **Submission Instructions:**

All proposals must be in a sealed envelope and clearly marked, "*Town of Harpswell Computer System Upgrade.*" Six (6) copies of the proposal are required. Firms must submit proposals via mail or hand-delivered. Electronic or faxed submittals will not be accepted. **Proposals must be received no later than 4:00 p.m., Friday, October 23, 2020 at the address below. Questions are to be emailed to the below contact by 4:00p.m., October 19, 2020.**

Terri Sawyer, Deputy Town Administrator  
Town of Harpswell  
P.O. Box 39  
263 Mountain Road  
Harpswell, Maine 04079  
207-833-5771

For further information or to arrange an on-site meeting to evaluate the current computer system, please contact Terri Sawyer as listed above. Current server equipment and application configurations are listed in Appendix A.

## **SYSTEM UPGRADE**

Proposals must meet the following minimum requirements:

- All components must be factory new, not reconditioned or refurbished. All components must be an available commodity and sup the vendor.
- The Town shall incur no additional expenses for freight, shipping, or labor. Proposals must be inclusive of all expenses.
- Training shall be provided for a minimum of 2 TOH IT staff for operations and management of equipment. On-site training shall be provided for a minimum of 16 hours.
- Advanced product support, warranty, and replacement shall be provided for a minimum of 5 years after installation.
- Must provide all installation and configuration of all proposed equipment components and necessary cabling.

### Server Requirements

- Must provide one physical server capable of running multiple Virtual Machines.
- Must include raid array with minimum usable capacity of 5 TB.
- Must include a minimum of 4 network interface cards
- Must include minimum memory capacity of 64 GB and be upgradeable to accommodate current virtual machines and any added in the future.
- OS must be MS Windows Server 2019.
- Virtualization software must be MS Hyper-V.
- Must include external disk and software for scheduled daily backups, to include maintaining digital copies off-site. Backup tests to be performed quarterly, at a minimum, to verify the backups and the restore processes are correct.
- Proposed Virtual Machine Layout (Appendix B)
- Antivirus protection

### Exchange Server Migration

- Provide migration path from on-premise Exchange 2010 email to Hosted Exchange. We currently have 33 emails needing migration and we need the ability to expand. Some of the older obsolete email addresses can be removed from being active but must be archived for future reference, if needed.
- Ideal solution Microsoft 365 given this is a Microsoft office network.
- Pricing must include comparative pricing for 365 public cloud and 365 Government cloud.

### WiFi Upgrade

- Town Office wide WiFi solution – square footage is 9,987 (5,538 1<sup>st</sup> floor; 4,449 2<sup>nd</sup> floor)
- Central management
- Requires 1 Guest access SSID with NO SSID bridging to corporate LAN.
- Town’s current vendor provides internet speed up to 200mbps

### Additional Requirements

- Firewall is to be replaced. There are 25 workstations.
- Server should be 'tower' style model. There is no rack in the server room.
- Active Directory migration must be provided.
- Must provide a scalable solution to meet future needs.
- Upgrade to core networking components including Firewall which is currently a Cisco ASA5505 and our core Switch, an unmanaged 48 port switch to be upgraded to a managed switch.
- Proposed IP Schema (Appendix C), we have a proposed schema, however, we are open to input.
- All workstations require a security suite. Endpoint Antivirus, and DNS Filtering.
- To avoid interruption of services, work needs to be done after or before hours, including possible weekends. On Thursdays, the Town Office does not open until 1:00pm.

### Proposal Requirements:

The Town of Harpswell requires that vendors' responses to this RFP include a detailed description of the methodology intended for use in performing the scope of work as defined. This description shall include:

- Letter of transmittal. Briefly summarize the services your firm will provide.
- Project specifications. Describe in detail, according to the required format provided, the services your firm will provide, specifically addressing how the specifications will be met.
- Timeline. Provide a timeline that shows the estimated time of completion date for this work, including how many hours are needed. To avoid interruption of services, work may need to be done after or before hours, including possible weekends, see
- Cost. Provide an itemized list of costs for the proposed project. Be specific as to the direct costs, e.g. hardware, software, licenses, professional installation, etc., and the indirect costs, e.g. travel, etc.
- References. Provide the names, addresses, and telephone numbers of at least three (3) references that can describe your firm's experience with a project of this size, scope and complexity. Describe any prior experience your firm has working with clients in Maine or similar regions in other parts of the country.

### **Evaluation and Selection Criteria:**

The Town will evaluate proposals on a variety of dimensions (see below). The Town may request additional information from any or all firms. Firms may be requested to make a presentation to the Town before a final selection is made.

The Town shall not be obligated to accept the lowest cost proposal; however, cost and terms will be a significant consideration if the Town finds two or more proposals to be otherwise reasonably equal. This RFP does not commit the Town to pay any costs incurred by any firm in the preparation of proposal documents or materials. The Town may select a proposal and negotiate a contract with the firm, whose proposal best meets Town objectives as stated. The Board of Selectmen may reject any and all proposals received for any reason, and waive defects, irregularities or informalities therein.

Evaluations and selections will be based on the following criteria:

- Firm's demonstrated understanding of Town's needs
- Firm's experience with projects of a similar size, scope and complexity;
- Firm's proposed project timeline;
- Firm's references; and
- Firm's project cost.

**Bid Sheet**

All below costs are to include the costs for hardware and licenses; reoccurring subscription or maintenance fees for management web portal and/or software; and reoccurring maintenance or subscription fees for each or any equipment component.

**New Server**

Proposed Specifications:

*Subtotal* \$ \_\_\_\_\_

**Back-up**

Proposed Specifications:

*Subtotal* \$ \_\_\_\_\_

**File Server Software**

Proposed Specifications:

*Subtotal* \$ \_\_\_\_\_

**Network Antivirus Software**

Proposed Specifications:

*Subtotal* \$ \_\_\_\_\_

**Network Firewall**

Proposed Specifications:

*Subtotal* \$ \_\_\_\_\_

**48-Port Managed Switch**

Proposed Specifications:

*Subtotal* \$ \_\_\_\_\_

**Professional Services**

New Server installation project estimate ___ hours @ \$ _____	<u>Total</u> \$ _____
Travel estimate _____ miles @ _____ rate	\$ _____

- Server set-up, configuration & installation.
- Configure two virtual servers –
  - One for our accounting software – Northern Data with 16 users
  - One for file storage, printer server, email, for all users and assessing software (Vision – 4 users).
  - Vendor to work with both Vision and Northern Data companies to assure proper setup and migration. Town staff will be support and coordinate between vendor and both software companies.
- Load, configure & test all necessary application software.
- Migrate all data to new server and to respective virtual machine
- Create User Permissions.
- Configure and test all applications and printers
- Estimate includes loading and configuring of all software included in proposal.
- Work with existing Town software companies, as needed, (i.e. Northern Data and Vision) to re-install software
- Set up Network connectivity and assure each workstation is appropriately networked and functioning appropriately

**INVESTMENT SUMMARY**

File server	\$
Backup	\$
Back-up Software	\$
Server O/S Software	\$
Network Antivirus Software	\$
Network Firewall	\$
Managed Switch	\$
<i>Subtotal</i>	\$
Professional Services (estimate, __ hours @ \$_____)	\$_____
<i><b>Total (sales tax exempt)</b></i>	<b>\$</b>
<b><u>Total Investment</u></b>	<b><u>\$</u></b>

Plus any reoccurring costs – list for what item, how often and at what cost.

\*\*Companies must provide the Town with a detailed report of the work completed with all associated materials (software, licenses, passwords etc.) included upon project completion.\*\*

**SERVICE PLAN**

*Please provide your Service Plan proposal in your own format based on the instructions and equipment schedule provided herein. Please include a designated contact the Town would call for a regular or emergency service call and what the response time would be.*

## Appendix A

### Internal MS AD Network

1. Dell PowerEdge T320 -- Service Tag #GFM2F42
  - Applications: MS Hyper-V Host
  - Operating system (OS): MS Windows Server 2012
  - Processors: Intel Xeon E5-2440 v2 1.90GHz
  - Memory: 8GB RDIMM x 5
  - Hard Drive (HD) space: 1TB 7.2K RPM SATA x 4
  - First VM on this server
    - Applications: MS AD, DHCP, DNS, File Services, file storage, printer server and Vision application
    - OS: MS Windows Server 2008 SP 2
  - Second VM on this server
    - Exchange Mail Server 2010
    - OS: MS Windows Server 2008 SP 2
  - Third VM on this server
    - Northern Data software server
    - OS: MS Windows Server 2012
2. Wifi – WRT54g in network closet.
3. Switching – Generic 48 Port unmanaged switch.

## Appendix B

### Proposed Network Schema

VM1	AD, DC, DHCP, DNS
VM2	File Services, Print Server, Vision App
VM3	Northern Data Application

## Appendix C

Proposed Network Schema				
VLAN1	Mgmt	192.168.1.0/24	192.168.1.50	-192.168.1.254
VLAN10	Data	172.16.10.0/24	172.16.10.50	-172.16.10.254
VLAN20	Servers	172.16.20.0/24	172.16.20.50	-172.16.20.254
VLAN40	Guest	10.10.20.1/23	10.10.20.1	-10.10.21.254