

**TOWN OF LEBANON REQUEST FOR SERVICE  
SPECIFICATIONS FOR SERVICE AGREEMENT FOR MAINTENANCE OF  
TOWN OF LEBANON COMPUTING ENVIRONMENT**

**ALL PROPOSALS MUST BE SUBMITTED PER THE FOLLOWING SPECIFICATIONS**

*The Town operates a mix of desktop & laptops in 3 locations within the scope of this proposal. The majority of those are HP machines currently running Windows 7 & Office 365 and various 3<sup>rd</sup> party software applications. The town hall houses the majority of those machines (approx. 20) networked to an onsite server. Approx. 15 printers of various manufacture are also in use onsite. Email is remotely hosted by Microsoft. DBR is provided via a DATTO device with daily offsite backup. Additionally, there are 4 Aerohive Wireless Access Points. The ISP for the Town is Charter Communications.*

*The town maintains a website (lebanonct.gov) which is NOT within the scope of this proposal.*

*Additionally there are 2 PC's (not on the town hall network) located at the Senior Center –approx. 0.5 mi from the town hall. The Public Works facility utilizes 2 PC's and 1 PC is located at the Fire Safety Complex (both approx. 0.25 mi from town hall, none are network connected.) All remotely located PC's (Sr. Center, Public Works, Fire Safety) have internet connectivity via Charter).*

The agreement shall cover the following:

1. All service calls for maintenance of servers, computers, network and software (non 3<sup>rd</sup> party) located at the Town Hall at 579 Exeter Road, Senior Center at 37R W. Town St., Public Works and Fire Safety locations on Goshen Hill Rd.
2. Unlimited number of service calls per month. ***The service provider will respond to the service request within 3 hours during weekdays (Monday through Friday) within normal business hours (8:00 am – 4:00 pm).***

Exceptions are as follows:

1. The service agreement does not cover purchase costs for replacement parts or replacement software, nor does it cover the purchase of software upgrades or new computers and servers.
2. The agreement *does* cover installation of new hardware and software, including networking components and all related infrastructure.

Regarding coverage:

1. The service agreement will cover all levels of service, from basic PC troubleshooting and problem solving to server and network configurations.
2. A catastrophic issue such as an explosion or fire will require a proposal for new hardware and software, but labor will be fully covered by this service agreement.
3. The agreement will include, at no additional cost, a regularly scheduled periodic onsite visit (frequency subject to negotiation) by the service provider's technicians to service and update the server, all PC's on the network, and printers, to keep them current and maintained. This will ensure longer software and hardware life. It is expected, to the extent possible, that routine service calls are handled remotely – not requiring an onsite visit.
4. The agreement shall include consulting services for strategic planning and guidance for the town officials as IT/Business issues are evaluated, planned and implemented.
5. Service Provider will coordinate and supervise efforts of third party software/hardware vendors to resolve any circumstances in which end users are unable to work effectively.

References:

A minimum of three references, with contact information, must be submitted with bid. At least two of the references should be municipalities within the State of CT.

Other:

Responses should specifically include:

- Service Providers experience with municipal clients
- Service Providers' current staffing levels – number of personnel & depth of experience
- method(s) proposed to provide remote support and monitoring
- length of time bidder has been in business
- detail of costs proposed (fixed, variable, cost of problem escalation, etc.) including any additional costs/fees for travel, lodging or other expenses

Length of agreement:

The initial service agreement is for a period of 12 months, beginning on the effective date (to be negotiated) and will be paid monthly. A proposal for a new service agreement will be submitted near the end of this agreement in order to continue coverage for future terms. **Cancellation:** *Either Party may cancel the agreement with a 30-day written notice – only the used months will be owed by the Town of Lebanon by the service provider - the unused months will be refunded with in 30 days.*

Service Provider: \_\_\_\_\_ Date: \_\_\_\_\_

**THE BOARD OF SELECTMEN RESERVE THE RIGHT TO REJECT ANY AND ALL PROPOSALS**