

Darren "Hal" McCabe
Mayor
Mayor@HomerNY.org

Village Office
31 N. Main Street
Homer, NY 13077
Phone: 607-749-3322
www.HomerNY.org



Village Police: 607-749-2022
Newton Water Works: 607-749-2511
Glenwood Cemetery: 607-749-3517
Streets and Parks: 607-749-3813
Recreation: 607-749-2161
Codes: 607-745-3177
Homer Fire Department: 607-749-3121

Requests for Proposal

For Information Technology Services

Invitation for Proposal:

The Village of Homer, hereafter called (Village) is accepting Requests for Proposals (RFP) to solicit proposals for INFORMATION TECHNOLOGY SERVICES, hereafter known as (Contract), including but not limited to provide Information Technology Services at the highest level of services to the Village. The Contractor shall provide the Services based on the services specified in the following document:

All interested parties are invited to respond to this Request for Proposal (RFP) by providing two (2) written proposals no later than Noon on March 23, 2020 to:

Tanya DiGennaro, Village Treasurer
Village of Homer Offices
31 North Main Street
Homer, NY 13077

Please address any questions concerning this RFP to:

Dan Egnor, Village Clerk or Tanya DiGennaro, Village Treasurer,
607-749-3322

Interested parties can call and schedule a walk through to see the server, firewall, and other items pertinent in the Village Offices.

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Background:

The Village of Homer is located in Cortland County, NY. The Village provides the following services to its residents:

- General Governmental Services
- Fire Department
- Police Department
- Cemetery
- Water/ Sewer Departments
- Codes Departments
- DPW Department
- Recreation Department
- Community Development
- Farmers Market

The Village has approximately 25 computers on one network, but include locations such as the Village Offices, Police, Fire, DPW, and the Water/Sewer Departments

Contract Terms:

The term of the resulting contract shall be in effect for one year, with 2 one-year renewable extensions. The Contract terms will be April 1, 2020 to March 31, 2021. There will be up to five one-year extensions. The contract will automatically extend each year, unless either party notifies the other by December 31 of a given year.

Managed Services:

The Village is requesting a one-year proposal to deliver Managed Services and Network Support Services. In addition, specific projects may be requested or required with each project being planned and costed out each time. Please address the following categories as to your experience or availability as well as noting the cost to provide monthly managed services.

Desktop/ Laptop software:

- Windows 10 Pro
- Windows 8
- Microsoft 365 Suite

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- Adobe Creative Cloud Suite
- Adobe Reader
- Adobe Writer
- Snip it Tools or other similar applications
- Remote Access or TeamViewer Application
- Williamson Accounting Software, including Payroll, Clerk, Property Tax, and Highway Software
- Various Mapping and GIS Software
- Spillman
- Additional Software as deemed necessary

Support for Users:

- Denote available assistance available for end users, in providing assistance, including remote assistance, onsite assistance, hours of availability.
- Denote if assistance is available for network issues, hardware, and software issues.

Support or Assurances of Backups

- Managed services would include ensuring backups are completed and work, as well as suggestions for backups.

Network:

- The approved provider would provide services to ensure the network works, is maintained, and is secure. This includes internet access and network monitoring. Please note what your company would include.

Security/ Antivirus Software

- The managed services would include ensuring the Village's system is secure and antivirus services are current. Please **note services provided and the anticipated cost of antivirus software.**

Other Services:

- Note other services provided by the proposal including, but not limited to, asset inventory, software inventory, planning **for hardware or software replacements, network monitoring, remote backups, and other services not noted.**

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Onboarding

- Describe the onboarding process and the anticipated fee.

References:

- In your proposal, include a list of references and the company’s experience with municipal entities and the Williamson software.