

LEGAL NOTICE
Request for Proposal

Town of Plattsburgh
Computer & Information Technology Services

The Town of Plattsburgh is accepting proposals for Computer & Information Technology Services for the periodical maintenance, repair and replacement work on all computers and computerized electronic equipment for the period of January 1, 2026 to December 31, 2028. Proposal packages are available at the Town Clerk's Office, Town of Plattsburgh, 151 Banker Road Plattsburgh, NY 12901

Receipt of Proposals:

Town will accept proposals on or before 2:00 pm on April 28th, 2025. Proposals shall be delivered, in person, in a sealed envelope with their company name, "Proposal for Computer & Information Technology Services for Town Offices" and date to: Town Clerk's Office, Town of Plattsburgh, 151 Banker Road Plattsburgh, NY 12901 They will be opened on April 30th at 10:00 am or soon thereafter.

Interested personnel must be experienced Computer & Information Technology technicians and provide proof of insurance, as required by the Town of Plattsburgh.

At the time of the opening of the proposals, each Contractor will be presumed to have inspected the sites and to be thoroughly familiar with the locations and equipment that may require. Representatives must understand the scope of work requirements prior to submitting a proposal. The failure or omission of any bidder to examine any form, instrument, or document shall in no way relieve any bidder from any obligation in respect of his/her bid. The Town will make the sites available for inspection upon reasonable notice from a prospective Contractor.

The successful bidder shall be required to execute a standard Town Services Agreement, which reflects the terms of these specifications. Contractors are required to execute the Non-Collusive Bidding Certificate presented within the RFP Requirements, pursuant to Section 103d of the General Municipal Law of the State of New York and the Contractor's Affidavit.

The Town reserves the right to reject any or all bids and to waive any formality or technicality in any bid in the interest of the Owner.

BY ORDER OF OFFICE OF THE TOWN CLERK
TOWN OF PLATTSBURGH
Kathryn Kalluche, Town Clerk

Town of Plattsburgh
Computer & Information Technology Services 2025

REQUEST FOR PROPOSAL REQUIREMENTS

The Town of Plattsburgh is accepting proposals for Computer & Information Technology Services for the periodical maintenance, repair and replacement work on all computers and computerized electronic equipment the period of January 1, 2026 to December 31, 2028. Proposal packages are available at the Town Clerk's Office, Town of Plattsburgh, 151 Banker Road Plattsburgh, NY 12901.

Receipt of Proposals:

Town will accept proposals on or before 2:00 pm on April 28th 2025. Proposals shall be delivered, in a sealed envelope with their company name, "Proposal for Computer & Information Technology Services for Town Meetings" and date to: Town Clerk's Office, Town of Plattsburgh, 151 Banker Road Plattsburgh, NY 12901. They will be opened on March 10th at 10:00 am or soon thereafter.

Interested personnel must be experienced Computer & Information Technology operators of over 2 years contracted experience and provide proof of insurance, as required by the Town of Plattsburgh.

At the time of the opening of the proposals, each Contractor will be presumed to have inspected the sites and to be thoroughly familiar with the work. Representatives must understand the scope of work requirements prior to submitting a proposal. The failure or omission of any bidder to examine any form, instrument, or document shall in no way relieve any bidder from any obligation in respect of his/her bid. The Town will make the sites available for inspection upon reasonable notice from a prospective Contractor.

The successful bidder shall be required to execute a standard Town Services Agreement, which reflects the terms of these specifications Contractors are required to execute the Non-Collusive Bidding Certificate presented within the RFP Requirements, pursuant to Section 103d of the General Municipal Law of the State of New York and the Contractor's Affidavit.

The Town reserves the right to reject any or all bids and to waive any formality or technicality in any bid in the interest of the Owner.

Town facilities & IT Infrastructure: SEE ATTACHMENT A

Technical Requirements:

The Town of Plattsburgh has identified the following duties as set of Contractors' tasks for the purpose of Information Technology (IT) consulting services.

These include but are not limited to:

- Installing periodic operation systems and software patches to Town computers as required, maintaining a stable and secure network environment. These updates should be completed using an automated architecture (i.e. Microsoft Software Update Services (SUS)) and minimal direct client machine interaction should be attained.
- Compose and complete updates to the Town computer inventory with communications to Town Accountant, maintained as a Microsoft Excel spreadsheet. This is constantly updated as equipment is purchased and or removed from service.
- Perform periodic software updates in various proprietary software packages that are used by Town departments. This would include, but is not limited to, programs produced by the following vendors: **SEE ATTACHMENT B**
- Install new computer hardware on the Town's networks or individual department PC. This includes, but is not limited to, loading department specific software, antivirus software, Microsoft Office Suite, Adobe Reader, Adobe Acrobat Professional, and configure domain or workgroup environment.
- Interface with our Internet Service Provider as necessary.
- Interface with our website host as necessary.
- Troubleshoot computer hardware, software and networking equipment problems at all Town facilities.
- Troubleshoot printer problems at all Town facilities.
- Recommend and coordinate, through the Town Supervisor and the Accounting office, new computer system purchases for all Town departments. Following the Town's procurement policy procedures.
- Recommend and coordinate, through the Accounting office, the retirement and recycling of all outmoded equipment.
- Maintain Microsoft Exchange Server and user database.
- Maintain daily backups of Town file and e-mail servers. Coordinate off-site storage of backup media with the Town's Accounting office.
- Periodically perform test system restores from daily backup tapes to assure that data is able to easily and efficiently be recovered from backup media.

- Monitor anti-virus software updates and execute rollouts of new technology to protect the network and individual department PC's from viruses, trojans and worms.
- Make recommendation to the Town on the purchase of a hardware firewall that provides at a minimum Intrusion Prevention and Detection Systems, web content filtering and VPN capability.

Qualifications of Vendors / Proposers

- Vendor must have multiple employees who are skilled to Microsoft Systems Administrators standards.
- Vendor should have multiple employees who are who are skilled to Microsoft Desktop Support Technicians standards.
- Vendor must have multiple employees who are skilled in the development, deployment, tuning and maintenance of Microsoft Exchange Servers
- Vendor must possess the knowledge and skills to maintain network system policies.
- Vendor must possess the knowledge and skills to design and implement server redundancy in a domain environment.
- Vendor must possess the knowledge and skills to effectively use Internet Information Services for publishing information to the internet and maintain security when using this system.
- Vendor must possess the knowledge and skills to design and implement a disaster recovery plan for networking equipment, servers and workstations at various locations.
- Vendor must possess the knowledge and skills to configure and optimize Microsoft Software Update Services (SUS) or Microsoft Systems Management Server.
- Vendor must possess the knowledge and skills to configure and optimize Microsoft Software Update Services (SUS) or Microsoft Systems Management Server.

Hardware:

Vendor must possess the knowledge, skills and necessary tools to troubleshoot repair or replace personal computer and service hardware, including but not limited to, hard drives, RAID controllers, RAID hard drives, power supplies, network interface cards, modems, video adaptors, keyboards, mice and monitors. Vendor must possess the knowledge and skills to assess future hardware needs and develop recommendations of hardware purchases for the Town.

Operating Systems

Vendor must have the knowledge in the following operating systems, including but not limited to:

SEE ATTACHMENT C

Timeliness:

- Vendor must have staff available on an on-call basis Monday – Friday (excluding holidays) for onsite service. Work must be completed between the hours of 9:00 am – 4:00 pm.
- Vendor must have a cellular phone or emergency pager.
- Vendor must be able to have a representative to respond to a voicemail within 2 hours and arrive on-site within 24 hours of requested actionable service call.

Cost Proposal:

Firms must submit a firm hourly rate price that includes all travel, labor, consumables and fees for option “A” and or an annual on-call retention rate for travel, labor, consumables and fees for the entire year for option “B”

PLEASE COMPLETE ATTACHMENT D IDENTIFYING THE COST/SERVICE

The Town reserves the right to terminate the contract at any time if the Town is not completely satisfied with the firm’s performance, or if the Town feels the firm does not possess the right skills to proceed.

Terms & Conditions:

The Contractor will not store any equipment on the property without written communication and approval with the majority of the Town Board or Facilities Manager. If they do decide to leave any equipment of any type on the premises, the Contractor will be responsible for the condition. The Town will not be held accountable for any damage or theft of any Contractor equipment.

Proposals shall be presented describing the Contractor’s experience in Information Technology services with municipal computer operational needs.

If the price of the service remains unchanged as of the end of the contract, the Town may extend the contract with the Contractor for additional one-year period increments.

This agreement can be amended as needed to service the needs of the Town departments. All amendments must be provided with the approval of the Town Board with a majority vote. All changes that will incur costs must be done in writing. Verbal changes that affect the cost will not be permitted without written amendments. Non-cost changes can be done without the Town Board majority approval.

Questions must be submitted in writing via e-mail to katiek@townofplattsburgh.org or facsimile to (518) 563-8136. Inquiries submitted to the Town of Plattsburgh must reference the page and section of the RFP document in question.

All recipients of this request for proposal who have returned the Receipt Confirmation Form will be notified regarding any changes made to this document. The Town of Plattsburgh shall not be held responsible to notify prospective proposer’s who have not returned the Receipt Confirmation Form.

No changes to wording of the proposer’s proposal will be accepted after submission unless requested by the majority of the Town Board.

All Town of Plattsburgh expenditures are subject to appropriation of funds. Therefore, the Town of Plattsburgh reserves the right to discontinue the RFP process if funding is not available.

All responses to this request for proposal become the property of the Town of Plattsburgh. Prospective proposers are responsible for their own expenses in preparing the proposal and subsequent negotiations with the Town of Plattsburgh, if any.

The Town reserves the right to award a contract in part or full, or not at all, on the basis of responses received.

This RFP is not to be construed as a contract to purchase goods or services. The Town is not bound to accept the lowest price or any proposal of those submitted.

While the Town has used considerable efforts to ensure an accurate representation of information in this RFP, all prospective proposers are urged to conduct their own investigations into the material facts, and the Town shall not be held liable or accountable for any error or omission in any part of this RFP.

All the terms and conditions of this RFP are deemed to be accepted by the proposer and incorporated in its proposal, except those conditions and provisions that are expressly excluded by the proposer's proposal. It shall be a condition precedent of the Town of Plattsburgh's obligation to monthly payments for all acceptable service rendered and invoiced with details pertaining to costs.

The successful proposer must demonstrate financial stability, and the Town of Plattsburgh reserves the right to conduct independent background checks to determine the financial strength of any and all organizations or individuals submitting proposals.

If any contract cannot be negotiated within thirty (30) days of notification to the designated proposer, the Town of Plattsburgh may terminate negotiations with that proposer and negotiate a contract agreement with another proposer of its choice.

Unless there is a successful proposer based on the responses, the evaluation procedure will identify all proposers capable of providing a solution based on the written proposals and then a "Competitive Range" based on the cost proposals. All proposers deemed capable of providing a solution and with the "Competitive Range" will be further evaluated and may be requested to make formal oral presentations.

No part of the work outlined in this RFP may be subcontracted without prior written consent from the Facilities Manager after the major approval of the Town of Plattsburgh, Town Board.

There are no Bonds required for this contract.

The Town of Plattsburgh is Tax Exempt.

Contractor shall comply with Federal Regulations, Safety and Health Regulations for Construction (OSHA). Sample Town Contract attached for reference and referral during the RFP period.

Insurance

The Contractor will provide the following Insurance:

Statutory Worker's Compensation coverage, in compliance with the Compensation Law of the state of New York.

General Liability Insurance coverage in the comprehensive general liability form including blanket contractual coverage for the operation of the program under the Agreement in the amount of \$2,000,000.00. This insurance shall include coverage for bodily injury and property damage in the amount of \$1,000,000.00. The Town of Plattsburgh must be listed as additional named insured.

Automobile liability insurance coverage for all owned, leased, or non-owned vehicles in the amount of \$1,000,000.00 per occurrence. This insurance shall include coverage for bodily injury and property damage. The Town of Plattsburgh must be listed as additional named insured.

Disability Insurance in accordance with State of New York requirements.

All policies and certificates of insurance of the Contractor shall contain the following clauses: Town of Plattsburgh is named as an additional insured and as Certificate Holder. Insurers shall have no right of recovery or subrogation against the Town of Plattsburgh (including its agents and agencies), it being the intention of the parties that the insurance policies so effected shall protect both parties and be primary coverage for any and all losses covered by the above described insurance.

The Clause "other insurance provisions" in a policy in which the Town of Plattsburgh is named as an additional insured, shall not apply to the Town of Plattsburgh.

The insurance companies issuing the policy or policies shall have no recourse against the Town of Plattsburgh (including its agents or agencies) for payment of any premiums or for assessments under any form of policy.

Any and all deductibles in the above described insurance policies shall be assumed by and be for the account of, and at the risk of the Contractor.

TOWN OF PLATTSBURGH
151 Banker Road
Plattsburgh, NY 12901

COMPUTER & INFORMATION TECHNOLOGY SERVICES,
Contract Years 2026 - 2028

PROPOSAL SHEET

Company Name: _____

Address: _____

Telephone: _____ Cellular Phone: _____

Option A. **Hourly Rate** – (includes all labor, travel and fees)

Price for Hour _____
(in numbers)

Price written in words _____

Option B. **Annual Rate** - (service labor, travel, and fees not inclusive of replacement parts, consumables or purchase of new equipment) -

Price for Annual Rate _____
(in numbers)

Price written in words _____

Company Representative Signature: _____

Print Representative Name: _____

Submission Date: _____

**COMPUTER & INFORMATION TECHNOLOGY SERVICES,
Contract Years 2026 - 2028**

COMPANY FACT SHEET

Company Name: _____

Address: _____

D.B.A. (if applicable): _____

Years at current Location: _____

If less than 3 years, provide previous address: _____

Year Company was formed _____

How many staff members do you employ? _____

How many technical employees? _____

Types of certifications held:

What is the number of years experience per technician?

1. _____ 2. _____ 3. _____

4. _____ 5. _____ 6. _____

How many clients do you currently have? _____ How many are municipalities? _____

How many clients are political subdivisions? _____

What is your geographical service area? _____

Disclosure of Responsibility Statement (use additional page if needed)

List any convictions of any person, subsidiary, or affiliate of this company, arising out of obtaining, or attempting to obtain a public or private contract or subcontract, or in the performance of such contract or subcontract.

List any convictions of any person, subsidiary, or affiliate of this company for offenses such as embezzlement, theft, fraudulent schemes, etc. or any other offense indicating a lack of business integrity or business honesty which affected the responsibility of the Contractor.

List past and/or pending law suits against your company for breach of services and/ or cancelation of contracts or subcontract.

List past and/or pending law suits your company has filed against any individual person(s) and/or company for contract disputes.

List any prior suspensions of debarments by any government agency.

List any contracts not completed or canceled.

I, _____, as _____
Print Name of Individual Title & Authority

of _____, declare under oath that the above statements, including any supplemental responses attached hereto, are true.

Signature of Individual

State of _____ County of _____ Subscribed and sworn to
before me on this _____ day of _____ 2025 by _____
representing him/herself to be _____ of the company _____

**COMPUTER & INFORMATION TECHNOLOGY SERVICES,
Contract Years 2026 - 2028**

REFERENCES:

	Company	Telephone	Contact Name
A.	_____	_____	_____
	_____	_____	_____
B.	_____	_____	_____
	_____	_____	_____
C.	_____	_____	_____
	_____	_____	_____

Additional Company Specialties:

Please use the space below to describe your experience with providing similar services:
(Use attached sheet if necessary)

CONTRACTOR’S AFFIDAVIT

State of New York)
): SS.:
County of Putnam)

_____, being first duly sworn, deposes and says under penalty of perjury:

- 1) I reside at _____ and I am _____ of _____, (hereinafter “Contractor”) the corporation/partnership/entity which and upon whose behalf I executed an Agreement with the Town of Plattsburgh dated _____, 2025 (the “Agreement”)
- 2) All persons employed by the undersigned and providing work, labor, materials or services to or on behalf of the Town of Plattsburgh (the “Town”) are duly licensed to the extent required by federal, state, county and/or local laws.
- 3) Contractor has complied, in good faith, with the requirements of Title 8 of the United States Code (U.S.C.) Section 1324a (Aliens and Nationality) with respect to the hiring of Covered Employees and with respect to the alien and nationality status of the owners thereof.
- 4) During the term of the Agreement, Contractor will continue to remain in compliance with 8 U.S.C.A. 1324a with respect to the hiring of employees and with respect to the alien and nationality status thereof.
- 5) With respect to all employees of Contractor, Contractor has reviewed and has maintained all necessary and proper indicia of nationality, immigration and legal employment status and has made an independent, informed determination that all such employees may be legally employed in the United States of America.
- 6) No officer or employee of the Town has any pecuniary interest in my firm or in any contract entered into between my firm and the Town.
- 7) I understand that any violation of these requirements could result in my contract with the Town being revoked and that I may be subject to incarceration, fines and civil penalties in the event I am found to have made false statements herein or in I have violated any of the provisions of the Code of the Town of Plattsburgh (Local Law # 3 of 2008).

Sworn to before me on this _____ day of _____, 2025 _____

Signature of Contractor

Notary Public

Print name

Address

NON-COLLUSIVE BIDDING CERTIFICATE

Made pursuant to Section 103-d of the General
Municipal Law of the State of New York

By submission of this bid, each bidder and each person signing on behalf of any bidder certified, and, in the case of a joint bid, each party thereto certifies as to its own organization, under penalty of perjury that to the best of knowledge and belief:

1. The prices in this bid have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
2. Unless otherwise required by law, the prices which have been quoted in this bill have not been knowingly disclosed by the bidder and will not knowingly be disclosed by the bidder prior to opening, directly or indirectly, to any other bidder or to any competitor;
3. No attempt has been made or will be made by the bidder to induce any other person, partnership or corporation to submit or not to submit a bid for the purpose of competition.

Verification by Subscription and Notice under Penal Law Section 210.45

It is a crime, punishable as a Class A Misdemeanor under the laws of the State of New York, for a person, in and by a written instrument, to knowingly make a false statement, or to make a statement which such person does not believe to be true.

Affirmed under penalty of perjury.

By: _____

Title: _____

Sworn to before me this _____
day of _____, 2025

Notary Public

ATTACHMENT A

Make	Model
Dell	Optiplex 5060
Dell	Optiplex 3050
Dell	Optiplex 5060
Dell	Optiplex 5060
Dell	Optiplex 5060
Dell	Optiplex 3060
Dell	Optiplex vPro/ism
Dell	Optiplex 3080
Dell	Optiplex 5060
Dell	Intel Core i7
Dell	Intel Core i7
Dell	Intel Core i7
Dell	Optiplex 3000
Dell	Optiplex 5060
Dell	EMC PowerEdge R740
Dell	PowerEdge T550
Dell	Optiplex 3020
Dell	PowerEdge 630
Dell	Intel Core i7
Dell	Optiplex 3020
Dell	Optiplex
Dell	Latitude 3570
Dell	Optiplex 5070
Dell	vPro/ism
Dell	Optiplex 7060
Dell	Optiplex 5060
Dell	Optiplex 5060
Dell	Optiplex 3050
Dell	Latitude E5540
Dell	Optiplex 5060
Dell	Precision 4700
Dell	Optiplex 3060
Dell	Optiplex 5060
Dell	PowerEdge T130 Server
Dell	Optiplex 3050
Dell	Optiplex 3060
Dell	Optiplex 5060
Dell	Optiplex 3080
Dell	Optiplex 3020
Dell	Optiplex 3020
Dell	Optiplex 3050
Dell	Optiplex 3050
Dell	Optiplex 3050
Dell	Optiplex vPRO/ism
Dell	Optiplex 3000
Dell	Optiplex 5070
Dell	Optiplex 3020
Dell	Precision Laptop
Dell	Optiplex 3010
Dell	Optiplex 3010
Dell	Optiplex 3060
Dell	Optiplex 3050
Dell	Optiplex 7070
Dell	Optiplex 3040
Dell	Optiplex 35060
Dell	Optiplex vPro
Dell	Optiplex 5060
Dell	Optiplex 3020
Dell	Optiplex vPro
Dell	Optiplex 3080
Dell	Optiplex 3050

IT SERVICES RFP ATTACHMENT B

Software and programs used by various Town Departments

- ESRI ARCGis
- Adobe products (PDF editor, Powerpoint, etc.)
- BAS (IPS)
- V4 RPS
- Timeclock Plus (Data Management Inc.)
- Microfund (Harris)
- Flexbill (Harris)
- Neptune Water Meter Software
- * All other software available upon interview and discovery meeting*

IT SERVICES RFP ATTACHMENT C

Operating Systems and hardware used by various Town Departments

- Microsoft Suite of products
- * All other systems and hardware available upon interview and discovery meeting*

Exhibit D

	Computer Services	
	Rate/hour	
100 Five year Avg hours/year	\$ -	<u>\$ -</u>
	Technology Used	
	What Software, Etc	
Managed Services*		
6 Managed Servers - Patch & Protect	\$ -	
6 Server back up - Onsite & Offsite Backup	\$ -	
60 Managed Workstation - Patch & Protect	\$ -	
1 Monthly Monitoring Patch	\$ -	
Total Monthly	<u>\$ -</u>	
Managed services Annualized	<u>\$ -</u>	
Total Computer and Managed services		<u><u> </u></u>
60 Microsoft Entra ID		
25 Exchange online Plan 1 Govt		
35 Microsoft 365 Business Standard - Annual Subscription		
Total Monthly		<u> </u>
Annualized		<u><u>\$ -</u></u>
Total		<u><u>\$ -</u></u>