

Canandaigua Emergency Squad  
Request for Proposal

Information Technology and Network Support  
RFP# 2009-01

Canandaigua Emergency Squad is accepting proposals for Information Technology and Network Support for our operation located at 233 N. Pearl Street, Canandaigua, NY 14424. The deadline for submission of proposals will be 12:00 PM (Noon), Thursday, March 5, 2009. Proposals must be submitted to the above address. Canandaigua Emergency Squad reserves the right to decline any and all proposals with or without cause. Additionally, Canandaigua Emergency Squad reserves the right to award partial contracts for specific parts of this RFP if in the sole opinion of Canandaigua Emergency Squad it is beneficial to Canandaigua Emergency Squad to do so. Proposals must be submitted for an award beginning April 1, 2009 and ending December 31, 2009 and must include total costs. All submissions shall include the provision that if desired by Canandaigua Emergency Squad an additional award for January 1, 2010 through December 31, 2010 will be accepted under the same terms as submitted for the current award.

Proposals shall be accepted in the following format:

Page 1 – proposal cover as attached. Additional pages describing the specific work to be done, time line for completion, and plan to minimize impact on our 24-7 operation that cannot be suspended in our facility. Supporting pages must be typed in not less than 10 point font, 1 inch margin, double spaced, and page numbered. The final page(s) must include a listing of 5 current clients of the agency submitting a proposal that Canandaigua Emergency Squad may contact for reference on work quality, value, and timeliness of project completions. Reference listings need to include business name, address, contact name, and phone number.

Should Canandaigua Emergency Squad award a contract in response to a proposal, the contractor will be required to submit a certificate of liability insurance in amount of not less than \$250,000 and certificate of workers compensation insurance prior to the contract award, both listing Canandaigua Emergency Squad as an additional insured. Any contract awarded shall include the penalties listed for late completion of specific project deadlines.

The work being requested is as follows:

- Review of our current IT infrastructure with a report delivered within 30 days of the start of the contract covering the capabilities of the current structure. (10% penalty for late completion).
  - Hardware:
    - Current capabilities and capacities
    - Age
  - Software
    - Versions and current compliance with updates
    - Licensing compliance
    - Software applications installed - listed by machine
  - Network speeds at various access points
- Implementation of email SPAM controls within 15 days of the start of the contract. (25% penalty for late completion).
  - CES is suffering from a rash of spam not being caught by our current SPAM Filters. CES currently utilizes GFI Mail Essentials.
- Installation of a stand-alone 128 bit secure Wi-Fi internet access system on a cable modem service, to serve our current building within 60 days of start of contract. (5% penalty for late completion). This includes all hardware, software and labor. Time-Warner has installed all service up to the point of the cable modem in our second floor utility room.
- IT support services on an hourly basis with a minimum of 100 hours annually.
  - Including but not limited to: server management and updates, user account administration, roaming profile management, and software updating.
  - Configuration and installation of new work stations to the network not including running hard cable. Work stations shall have preinstalled Windows XP Professional and Microsoft Office 2003. Three replacement work stations are planned.
- A major portion of the work will include the assistance in developing a 3 year technology upgrade plan that fits the needs of CES.

Inspection of our current network is available weekdays between 8:00 AM and 4:30 PM. For specific questions, contact Chief Ken Beers at (585) 394-5860.

In answer to  
Canandaigua Emergency Squad  
RFP# 2009-01

Name of submitting entity: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

Total IT Infrastructure Report Cost: \$ \_\_\_\_\_

Total SPAM Solution Cost: \$ \_\_\_\_\_

Wi-Fi system installation Cost: \$ \_\_\_\_\_

Additional IT Support Cost per Hour (100 hour minimum): \$ \_\_\_\_\_

Time from award start date to completion of IT Report \_\_\_\_\_

Time from award start date to completion of SPAM solution \_\_\_\_\_

Time from award start date to completion of Wi-Fi system installation \_\_\_\_\_