

77 Main Street
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Warwick, NY 10990
www.villageofwarwick.org



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mayor@villageofwarwick.org
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VILLAGE OF WARWICK
INCORPORATED 1867

**IT MANAGED SERVICES FOR FY25-26
REQUEST FOR PROPOSALS
Village of Warwick, New York**

NOTICE IS HEREBY GIVEN that proposals are sought and requested by the Village of Warwick to provide comprehensive IT managed services for the Village's facilities. Proposals will be received by the Village Clerk at Village Hall, 77 Main Street, PO Box 369, Warwick, NY until 4:00 PM (local time) on December 11, 2024, for "IT Managed Services FY25-26". Proposals may also be submitted by email to clerk@villageofwarwick.org.

The Request for Proposals and any addendums that arise are available on the Village's website, www.villageofwarwick.org, or from the Village Clerk, Village Hall, 77 Main Street, PO Box 369, Warwick, NY. The Clerk may be contacted by email at clerk@villageofwarwick.org or by phone 845-986-2031 ext. 3. Questions are to be directed in writing to the Village Clerk at the above email. All questions must be received by December 2, 2024.

All bidding shall be subject to the provisions of the General Municipal Law of the State of New York, as amended, and the Board of Trustees reserves the right to accept a proposal which it considers to be in the best interest of the Village of Warwick.

BY ORDER OF THE BOARD OF TRUSTEES
VILLAGE OF WARWICK, NEW YORK
RAINA ABRAMSON, VILLAGE CLERK
October 30, 2024

Village of Warwick Request for Proposal for IT Managed Services for FY25-26

Overview of Requirements

The Village of Warwick is seeking proposals from qualified vendors to provide comprehensive IT managed services to commence in FY25-26 (June 2025). The Village's facilities consist of Village Hall, Chamber of Commerce office, DPW office, Water Treatment Plant, Wastewater Treatment Plant, and several small outbuildings with IT equipment like storage rooms and pump stations. These facilities collectively serve a range of users, including 12-15 daily office workers, 15-25 DPW workers with mobile phones, and several part-time employees with access to email. The scope of services encompasses network management, hardware and software support, and cybersecurity best practices.

Scope of Services

The vendor is expected to provide the following services:

- 1) General IT Support & Maintenance
 - a) Provide on-call support during business hours (Monday - Friday, 8 AM - 4 PM). In the SLA, please specify response times based on the criticality of the issue, with an initial response time for critical issues being within 1 hour.
 - b) Support and maintenance for all networking equipment (e.g., routers, switches, access points, VPNs, firewalls, etc.) located at each facility and outbuilding.
 - c) Maintain and support the Village's phone system to ensure reliable service.
 - d) Maintain and support the Village's IP security camera system across all facilities and outbuildings, including firmware and software updates, while ensuring system availability and Internet connectivity at all locations.
- 2) Software, Hardware, and Workstation Management
 - a) Manage and support the file server until its full migration to cloud storage.
 - b) Administration and management of Microsoft 365 suite, ensuring timely provisioning/deprovisioning of users.

- c) Provide support for desktop/laptop computers used by Village employees, ensuring proper functionality and performance.
- d) Provide and support email connectivity for users on mobile devices.
- e) Provide and manage antivirus, anti-malware, and security software for all devices, including Village-owned mobile phones.
- f) Manage and monitor the health of all networking equipment and Village-owned connected devices.
- g) Order new hardware or software as needed, with prior approval, and invoice the Village accordingly.

3) Cloud Migration of File Storage

- a) Assist the Village in migrating its existing file server to Microsoft 365 for file storage, to transition away from reliance on physical servers.
- b) Ensure that server backup solutions are in place until full data storage migration is completed, including managing backup software and processes.

4) Subscription Management

- a) Manage and monitor software subscriptions, with flexibility on whether the Village pays directly or via the vendor.
- b) Ensure timely renewal of software licenses and collaborate with the Village Treasurer to track costs according to the appropriate budget codes.

5) Asset Inventory & Tagging

- a) Conduct a full inventory of all IT assets within the first 90 days of the contract.
- b) Provide asset tags for each item, and maintain documentation on hardware, software, and lifecycle management.
- c) Submit recommendations on hardware replacement based on end-of-life assessments to assist in future budgeting. Any costs associated with the asset tags should be included in the proposal.

6) Monitoring & Reporting

- a) Continuous monitoring of hardware and network performance, including – but not limited to - routers, access points, switches, VPNs and firewalls.
- b) Provide near-time alerts to Village staff regarding any data confidentiality, system integrity or availability issues and schedule remediations promptly.

- c) Perform regular server and network health monitoring, using remote capabilities when available.

7) Cybersecurity Compliance

- a) Ensure all hardware and software systems meet cybersecurity best practices, including managing updates, patches, and protection against vulnerabilities.
- b) Respond to cybersecurity questionnaires required by the Village's insurance provider.
- c) Ensure encryption of sensitive data at rest and in transit, following industry best practices.
- d) Configure MFA for critical systems and remote access to enhance security, if implemented.
- e) Manage contracts for other necessary third-party cybersecurity services, such as phishing prevention and penetration testing.

8) Service Level Agreement (SLA)

Vendors are expected to include an SLA table with clear definitions of:

- a) Response times for support requests, broken down by emergency and non-emergency issues.
- b) A pricing schedule for any work outside of the standard monthly retainer, including hourly rates for after-hours work.

9) Additional Requirements

- a) Maintain all Village-owned IT equipment and provide recommendations for replacement of any aging equipment.
- b) Work with Village staff to develop and maintain a software inventory, including cost analysis and renewal tracking.

10) Proposal Submission Requirements

- a) Detailed pricing for the monthly retainer and any additional services or out-of-scope work.
- b) A full SLA with response times and associated costs.
- c) At least three examples of past similar work and references.

- d) A plan for transitioning, if necessary, from the current vendor, ensuring minimal disruption to services, and collaborating with the existing vendor if a change occurs.
- e) Insurance: Provide signed Professional Information Technology Consultants' Insurance Agreement as required in **Appendix A**, including proof of insurance for Commercial General Liability, Worker's Compensation and NYS Disability, Professional Errors or Omissions Insurance and any Excess Insurance as required by the municipality.
- f) Statement of Non-Collusion: Signed & Notarized 'Statement of Non-Collusion by Bidder' as required in **Appendix B** 'General Instructions for Proposals'.
- g) Hold Harmless Agreement: Signed and Notarized 'Hold Harmless Agreement' as required in **Appendix B** 'General Instructions for Proposals'.
- h) Questions are to be directed in writing to the Village Clerk by email at clerk@villageofwarwick.org. **All questions must be received by December 2, 2024.**
- i) **Addendums will be posted to the Village's website:**
www.villageofwarwick.org
- j) **Proposals will be received by the Village Clerk at Village Hall, 77 Main Street, PO Box 369, Warwick, NY until 4:00 PM (local time) on December 11, 2024, for "IT Managed Services FY25-26". Proposals may also be submitted by email to clerk@villageofwarwick.org.**

APPENDIX A

**VILLAGE OF WARWICK PROFESSIONAL INFORMATION
TECHNOLOGY CONSULTANTS' INSURANCE AGREEMENT**

INSURANCE AGREEMENT - PROFESSIONAL INFORMATION TECHNOLOGY CONSULTANTS

BETWEEN THE VILLAGE OF WARWICK AND

Agreement made this _____ day of _____, 202____, by and between the Village Board of the Village of Warwick, NY, a municipal corporation with its principal offices at 77 Main Street, Warwick, NY 10990 (hereinafter the "Municipality") and _____ with its principal offices at _____ (hereinafter "Consultant"), upon the following terms and conditions:

1. Notwithstanding any terms, conditions or provisions, in any other writing between the parties, the consultant hereby agrees to effectuate the naming of the Municipality as an additional insured on the consultant's insurance policies, with the exception of workers' compensation, N.Y. State Disability and professional liability insurance. If the policy is written on a claims-made basis, the retroactive date must precede the date of the contract.
2. The policy naming the Municipality as an additional insured shall:
 - a. Purchase an insurance policy from an A.M. Best rated "Secure" insurer, licensed in New York State. A New York State licensed insurer is preferred. The decision to accept specific insurers lies exclusively with the Municipality.
 - b. State that the organization's coverage shall be primary and non-contributory coverage for the Municipality, its Board, employees and volunteers.
 - c. The Municipality shall be listed as an additional insured by using endorsement CG 2026 or equivalent. A completed copy of the endorsement must be attached to the certificate of insurance.
3.
 - a. The certificate of insurance must describe the specific services provided by the consultants (e.g., auditing, information technology consulting) that are covered by the commercial general liability policy and the umbrella policy.
 - b. At the Municipality's request, the consultant shall provide a copy of the declaration page of the liability policies with a list of endorsements and forms. If so requested, the consultant will provide a copy of the policy endorsements and forms.
4. The consultant agrees to indemnify the Municipality for any applicable deductibles and self-insured retentions.
5. Required Insurance:
 - a. **Commercial General Liability Insurance**
\$1,000,000 per occurrence/ \$2,000,000 aggregate.
 - b. **Workers' Compensation and N.Y.S. Disability**
Statutory Workers' Compensation, Employers' Liability and N.Y.S. Disability Benefits Insurance for all employees. Proof of coverage must be on the approved specific form, as required by the New York State Workers' Compensation Board. ACORD certificates are not acceptable.

A self-employed person and certain partners and corporate officers are excluded from the definition of "employee" pursuant to Workers' Compensation Law Section 2 (4). As such,

individuals in such capacity are excluded from Workers' Compensation Law coverage requirements. A person seeking an exemption must file a CE-200 form with the state. The form may be completed and submitted online: http://www.wcb.state.ny.us/content/ebiz/wc_db_exemptions/requestExemptionOverview.jsp

c. **Professional Errors or Omissions Insurance**

Professional Liability or Errors & Omissions Insurance with limits of not less than \$2,000,000 per claim and annual aggregate, covering acts, errors, omissions, negligence, infringement of intellectual property and network risks (including coverage for unauthorized access, failure of security, breach of privacy, as well at notification costs and regulatory defense) in the performance of services for the municipality. If written on a "claims-made" basis, the retroactive date must pre-date the inception of the contract or agreement.

d. **Excess Insurance**

[To be determined by the Municipality, after discussions with its insurance advisor. The limits depend on the type, complexity and size of the project] Excess insurance shall be on a follow-form basis, over the commercial general liability and professional errors and omissions policies.

6. Consultant acknowledges that failure to obtain such insurance on behalf of the Municipality constitutes a material breach of contract. The consultant is to provide the Municipality with a certificate of insurance, evidencing the above requirements have been met, prior to the commencement of work or use of facilities. The failure of the Municipality to object to the contents of the certificate or the absence of same shall not be deemed a waiver of any and all rights held by the Municipality.
7. The Municipality is a member/owner of the NY Municipal Insurance Reciprocal (NYMIR). The consultant further acknowledges that the procurement of such insurance as required herein is intended to benefit not only the Municipality but also the NYMIR, as the Municipality's insurer.

Accepted By:

_____:

Signature: _____

Printed Name: _____

Title: _____

Date: _____

Village of Warwick:

Signature: _____

Printed Name: _____

Title: _____

Date: _____

APPENDIX B

**VILLAGE OF WARWICK GENERAL INSTRUCTIONS FOR PROPOSALS, STATEMENT OF NON-COLLUSION BY
BIDDER & HOLD HARMLESS AGREEMENT**

VILLAGE OF WARWICK

GENERAL INSTRUCTIONS FOR PROPOSALS

Contractors will be bound to the conditions and requirements set forth in these general instructions, and such instructions shall form an integral part of each contract awarded by the Village of Warwick.

PROPOSALS

1. The deadline to submit proposals will be given in the Request for Proposals.
2. All proposals must be submitted in accordance with the instructions provided by the Village of Warwick.
3. All proposals received after the time stated in the Request for Proposals will not be considered and will be returned unopened to the contractor. The contractor assumes the risk of any delay in the mail or in the handling of the mail by the employees of the Village. Whether sent by mail or by means of personal delivery, the contractor assumes responsibility for having his proposal deposited on time at the place specified.
4. All information required by the Request for Proposals, the General and Special Instructions, and the Proposal Form must be given to constitute a proposal.
5. The submission of a proposal will be construed to mean that the contractor is fully informed as to the extent and character of the supplies, materials, or equipment's required and a representation that the contractor can furnish the supplies, materials, or equipment satisfactorily in complete compliance with the specifications.
6. No alteration, erasure, or addition is to be made in the typewritten or printed matter. Deviations from the specifications must be set forth in space provided in the proposal for this purpose.
7. Prices and information required must be legible. Illegible or vague proposals may be rejected. All signatures must be written. Facsimile, printed, or typewritten signatures are not acceptable.
8. No charge will be allowed for federal, state, or municipal sales and excise taxes since the Village is exempt from such taxes. The price proposal shall be net and shall not include the amount of any tax.
9. The contractor's attention is directed to the fact that all applicable Federal and State laws, municipal ordinances, and the rules and regulations of all authorities having jurisdiction over the project shall apply to the contract throughout, and they will be deemed to be included in the contract the same as though herein written out in full.
10. Each envelope containing a Proposal must bear on the outside, the name and address of the Contractor, and the name of the project for which the Proposal is submitted. If forward by mail, the sealed envelope containing the Proposal must be enclosed in another envelope addressed as specified above.

11. No interpretations of the meaning of the drawings, specifications or others proposal documents will be made to any contractor orally. Every request for such interpretation should be in writing addressed to the Village of Warwick and to be given consideration must be received at least five (5) working days prior to the date fixed for the opening of proposals. Any and all such interpretations and any supplemental instructions will be in the form of written addenda to the specifications which, if issued, will be sent to all prospective contractors (at the respective addressed furnished for such purposes) not later than three working days prior to the date fixed for the opening of proposals. Failure of any contractor to receive any such addendum or interpretation shall not relieve such contractor from any obligation under his proposal as submitted. All addenda so issued shall become part of the contract documents.
12. If the supplies, materials, or equipment are to be delivered over an extended period of time or if the specifications so state, then the successful contractor may be required to execute an agreement in relation to the performance of his/her contract. If the specifications so state, the successful contractor may be required to furnish a performance bond equal to the full amount of the contract to guarantee the faithful performance of such contract. Such performance bond shall be maintained in full force and effect until the contract shall have been fully performed. The surety company furnishing such performance bond shall be authorized to do business in the State of New York and must be satisfactory to the Village of Warwick.
13. All contractors are required to execute a non-collusion certificate pursuant to Section 103 of the General Municipal Law of the State of New York.
14. The contractor agrees to abide by the requirements under Executive Order No. 11246, as amended, including specifically, the provisions of the equal opportunity clause.

INSURANCE

15. Notwithstanding any terms, conditions or provisions, in any other writing between the parties, the contractor/permittee hereby agrees to effectuate the naming of the Village of Warwick as an unrestricted additional insured on the contractor's insurance policies, with the exception of workers' compensation. If the contractor is self-insured, evidence of its status as a self-insured entity shall be provided to municipality. If requested, the contractor must describe its financial condition and the self-insured funding mechanism.
16. The policy naming the municipality as an additional insured shall:
 - a. Be an insurance policy from an A.M. Best rated "secure" insurer, authorized to write business in New York State.
 - b. Contain a 30-day notice of cancellation.
 - c. State that the organization's coverage shall be primary coverage for the Municipality, its Board, employees and volunteers.
 - d. The municipality shall be listed as an additional insured by using endorsement CG 2010 10 85 or equivalent. The certificate must state that this endorsement is being used. If another endorsement is used, a copy shall be included with the certificate of insurance.

- e. The certificate of insurance must describe the specific services provided by the contractor (e.g., roofing, carpentry, plumbing, etc.) that are covered by the commercial general liability policy and the umbrella policy.
 - f. At the Municipality's request, the contractor shall provide a copy of the declaration page of the liability and umbrella policies with a list of endorsements and forms. If so requested, the contractor will provide a copy of the policy endorsements and forms.
17. The contractor/permittee agrees to indemnify the municipality for any applicable deductibles.
18. Required Insurance:
- a. **Commercial General Liability Insurance**
 - i. \$1,000,000 per occurrence/ \$2,000,000 Products/completed operations aggregate and
 - ii. \$2,000,000 general aggregate. The general aggregate is to apply on a per project basis
 - iii. Policy to include full contractual liability coverage.
 - b. **Automobile Liability**
 - i. \$1,000,000 combined single limit for owned, hired and borrowed and non-owned motor vehicles.
 - c. **Excess/Umbrella Insurance**
 - i. \$1,000,000; \$3,000,000; \$5,000,000 each Occurrence and Aggregate depending on the type and size of the project.
 - d. **Workers' Compensation and N.Y.S. Disability**
 - i. Statutory Workers' Compensation, Employers' Liability and N.Y.S. Disability Benefits Insurance for all employees. Proof of coverage must be on the approved specific form, as required by the New York State Workers' Compensation Board. ACORD certificates are not acceptable.
 - e. **Environmental Contractors Liability Insurance & Pollution Liability**
 - i. With coverage for the services rendered for the municipality, including, but not limited to removal, replacement enclosure, encapsulation and/or disposal of hazardous materials, along with any related pollution events, including coverage for third-party liability claims for bodily injury, property damage and clean-up costs. \$2,000,000 per occurrence/\$2,000,000, including products and completed operations. If a retroactive date is used, it must pre-date the inception of the contract. If the contractor is using motor vehicles to be used for transporting hazardous materials, the Contractor shall provide pollution liability broadened coverage (ISO endorsement CA 9948 or equivalent) as well as proof of MCS 90.

- f. **Owners Contractors Protective Insurance** (Required for large construction projects.)
 - i. \$1,000,000 per occurrence/\$2,000,000 aggregate; the Municipality as the named insured.
 - g. **Bid, Performance and Labor & Material Bonds**
 - i. If required in the specifications, these bonds shall be provided by a New York State admitted surety company, in good standing.
19. Contractor acknowledges that failure to obtain such insurance on behalf of the municipality constitutes a material breach of contract. The contractor/permittee is to provide the municipality with a certificate of insurance, evidencing the above requirements have been met, prior to the commencement of work or use of facilities. The failure of the municipality to object to the contents of the certificate or the absence of same shall not be deemed a waiver of any and all rights held by the municipality.
20. The municipality is a member/owner of the NY Municipal Insurance Reciprocal (NYMIR). The contractor further acknowledges that the procurement of such insurance as required herein is intended to benefit not only the municipality but also the NYMIR, as the municipality's insurer

LABOR STANDARDS

21. The wages to be paid by the contractor shall be not less than the prevailing rate of wages as defined by the New York State Department of Labor. No employee shall be deemed to be an apprentice unless he is individually registered in an apprenticeship program which is duly registered with the commissioner of labor.
22. The contractor shall maintain documentation which demonstrates compliance with hour and wage requirements. Such documentation shall be submitted to the Village for review.
23. In the hiring of employees for the performance of work under this contract or subcontract hereunder, neither the contractor or any subcontractor, shall by reason of race or color discriminate against any citizen of the State of New York who is qualified and available to perform the work to which the employment relates, nor shall the contractor, any subcontractor, or any person acting on behalf of the contractor or subcontractor discriminate in any manner against or intimidate any employee hired for the performance of work under this contract on account of age, race, creed, color, national origin or sex, in accordance with Executive Law 296, Sections 20 through 23.

AWARDS

24. Award will be made to the lowest responsible contractor, as will best promote the public interest, taking into consideration the reliability of the contractor, the quality of the materials, equipment, or supplies to be furnished, their conformity with the specifications, the purpose of which is required, and the terms of delivery.
25. The Village of Warwick reserves the right to reject any or all proposals. The Village may consider informal any Proposal not prepared and submitted in accordance with the provisions hereof.

Also reserved is the right to reject, for cause, any proposal in whole or part; to waive any informalities, technicalities, qualifications, irregularities, and omissions if in its judgment the best interests of the Village will be served.

26. Any Proposal may be withdrawn prior to the above scheduled time for the opening of the Proposals or authorized postponements thereof. No Contractor may withdraw a Proposal within 45 days after the actual date of the opening thereof.

CONTRACTS

27. A contract shall bind the successful contractor on his part to furnish and deliver at the prices and in accordance with the conditions of this proposal. Contract shall bind the Village on its part to order from the successful contractor and to pay at the contract prices, unless otherwise specified.
28. The placing in the mail of a notice of award to the successful contractor, to the address given in his proposal, will be considered sufficient notice of acceptance of this proposal.
29. A contract may be cancelled for non-performance.
30. No items are to be shipped or delivered until receipt of an official purchase order from the Village of Warwick.
31. It is mutually understood and agreed that the successful contractor shall not assign, transfer, convey, sublet or otherwise dispose of the contract of his/her right, title or interest therein, or his power to execute such contract, to any other person, company or corporation, without the previous written consent of the Village of Warwick.

INSTALLATION OF EQUIPMENT

32. All equipment will be purchased at the discretion of the Village of Warwick.
33. The successful contractor shall clean up and remove all debris and rubbish resulting from his/her work from time to time as required or directed. Upon completion of the work the premise shall be left in neat, unobstructed condition, and the building room cleaned, and everything in perfect repair order. Materials are the property of the successful contractor unless otherwise specified.
34. Equipment, supplies, and materials shall be stored at the site only on the approval of the Village and at the successful contractor's risk. In general, on-site storage should be avoided to prevent possible damage or loss of materials.
35. Work shall be progressed so as to cause the least inconvenience to the Village and with proper consideration for the rights of other successful contractors or workmen. The successful contractor shall keep in touch with the entire operation and install his work promptly.
36. Contractors shall acquaint themselves with conditions found at the site and shall assume all responsibility for placing and installing the equipment in locations required.

GUARANTEES BY THE SUCCESSFUL CONTRACTOR

37. The successful contractor guarantees:

- a. His/her products against defective material or workmanship and to repair or replace any damages or marring occasioned in transit,
- b. To furnish adequate protection from damage for all work and to repair damages of any kind for which he/she or his/her workmen are responsible, to the building or equipment, to his/her own work, or to the work of other successful contractors or workmen,
- c. To carry adequate insurance to protect the Village from loss in case of accident, fire, theft, etc.,
- d. The equipment or materials delivered is standard, new, latest model, or regular stock product or as required by the specifications, also that no attachment or part has been substituted or applied contrary to the manufacturer's recommendations and standard practice,
- e. Any merchandise provided the contract, which is or becomes defective during the guarantee period, shall be replaced by the successful contractor free of charge with the specific understanding that all replacements shall carry the same guarantee as the original equipment. The successful contractor shall make any replacement immediately upon receiving notice from the Village.

38. The successful contractor shall not be held responsible for any delays by wars, acts of public enemies, strikes, floods, fires, act of God, or for any other acts not within the control of the successful contractor and which by the exercise of reasonable diligence he/she is unable to prevent.

PAYMENTS

39. Payment will be made only after correct presentation of Vouchers and/or invoices as may be required.

40. Payments of any claim shall not preclude the Village from making claim for adjustment of any item found to not have been in accordance with the specifications.

SEXUAL HARASSMENT POLICY

41. By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid, each party thereto certifies as to its own organization, under penalty of perjury, that the bidder has and has implemented a written policy addressing sexual harassment prevention in the workplace and provides annual sexual harassment prevention training to all its employees. Such policy shall, at minimum, meet the requirements of Section 201-G of the New York State Labor Law.

**STATEMENT OF NON-COLLUSION BY BIDDER
PURSUANT TO SECTION 103-D
GENERAL MUNICIPAL LAW**

PROJECT TITLE: _____

I, _____ of the (Town, Village, City) of _____ in the County of _____ and the State of _____ of full age, being duly sworn according to law on my oath depose and say that:

I am _____, an officer of the firm of _____ the bidder making the Proposal for the above named work, and that I executed the said Proposal with full authority to do so; that said bidder has not, directly or indirectly, entered into any agreement, participated in any collusion, or otherwise in connection with the above named work; and that all statements contained in said Proposal and in this affidavit are true and correct, and made with the full knowledge that Village of Warwick as Owner relies upon the truth of the statements contained in said Proposal and in the statements contained in this affidavit in awarding the contract for said work.

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 bidder, with any competitor;

Unless otherwise require by law, the prices which have been quoted in this bid 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;

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 restricting competition;

I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except bonafide employees or bonafide established commercial or selling agencies maintained by _____.

(Name of Contractor)

Signature: _____ Date: _____

Print Name: _____

Sworn to me this _____ day of _____, 20____

Notary Public

HOLD HARMLESS AGREEMENT

(This form must be signed and notarized – submit with proposal)

It is hereby agreed and understood that the Contractor agrees to hold harmless and indemnify the Village of Warwick, or any officer, agent, servant, or employee of the Village of Warwick from and against any and all liability, loss, damage, claim or action, to the extent permissible by law, arising out of operations performed or services provided by the Contractor under the contract or which may arise out of:

1. Any injury to person or property sustained by the Contractor, its agents, servants, or employees of by any person, firm, or corporation employed directly or indirectly by them upon or in connection with their performance under the contract, however caused;
2. Any injury to person or property sustained by any person, firm, or corporation, caused by any act, default, error or omission of the Contractor, its agents, servants, or employees or any person, firm, or corporation employed directly or indirectly by them upon or in connection with their performance under the contract.

The assumption of indemnity, liability and loss hereunder shall survive the Contractor's completion of service or other performance hereunder and any termination of this contract.

The contractor at its own expense and risk shall defend any legal proceedings that may be brought against the Village of Warwick or any officer, agent, servant, or employee of the Village of Warwick on any claim or demand, and shall satisfy any judgment that may be rendered against the Village of Warwick or any officer, agent, servant, or employee of the Village of Warwick.

This Indemnification, Defense, and Hold Harmless Agreement shall apply to any lawsuit, action, proceeding, liability, judgment, claim, or demand, of whatever name or nature, notwithstanding that Contractor may deem the same to be frivolous or without merit. It is intended that this Agreement be interpreted in the broadest manner possible so as to insulate all of the entities, parties, and individuals named above from any liability, cost, or judgment, monetary or otherwise, as the same may relate to the personnel and services provided by the Contractor.

Signature: _____ Date: _____

Print Name: _____

Sworn to me this _____ day of _____, 20____

Notary Public

**Village of Warwick
IT Managed Services RFP**

**Addendum No. 1
Issued November 27, 2024**

RESPONSE TO QUESTIONS

Is there a network diagram you can share representing the setup for the equipment referenced in the bid?

Networking diagram is not available. Each of the remote networking locations (see list of WVT and Optimum accounts below) have routers and VPNs that can be monitored and supported from a centralized location.

List of WVT & Optimum Accounts

PROVIDER	LOCATION
WVT	CAMERAS
WVT	FIRE ALARM
WVT	SKATE BOARD PARK
WVT	MEMORIAL PARK AED LINE
WVT	VH FIBER LINE
WVT	RECREATION PROGRAM (SEASONAL)
WVT	WATER ALARM SYSTEM
WVT	CHELSEA WATER PUMP STATION
WVT	WATER DEPT
WVT	WATER ALARM/TREATMENT
WVT	WATER ALARM SYST SOUTHERN
WVT	WATER ALARM SYST LAUDATEN
WVT	WATER ALARM/TREATMENT
WVT	WATER ALARM SYST TREATM
WVT	PUBLIC WORKS GARAGE
WVT	A/C SEWER
WVT	SEWER PUMP STATION
WVT	WATER ST RTE 17A
WVT	SEWER PUMP LINE
WVT	SEWER
WVT	SEWER PUMP
WVT	A/C SEWER TREATMENT
Optimum	MICROFILTRATION PLANT

Optimum	CENTRAL GARAGE
Optimum	SEWER PLANT
Optimum	VILLAGE HALL
Optimum	WATER PLANT

Is there an inventory of hardware you can share?

1. Laptops and desktop computers x 23
2. File server x 2
3. SCADA systems x 2
4. NVRs for IP Cameras x 4
5. Routers x 27
6. Access Points (Village Hall) x 2
7. Switches x TBD
8. IP Cameras x 16
9. Printers x 13-15
10. Phone Exchange & Desktop Phones - TBD
11. Mobile phones x 12

Do you have details on the data you are looking to move to the cloud from the file server? Size of data, permissions as to who can view/edit data?

Includes primarily office produced documents, primarily PDF, Word, Excel.

Can you share the brand and model of the phone system to be supported?

Yealink T54W

Can you share the brand and model of the IP security cameras to be supported?

Will not share specific models for security reasons. They are turret and dome cameras, with NVRs currently at three separate locations which are likely to grow as 2-3 additional facilities come online when cameras are installed. These were purchased and installed in 2024.

Can you share the current licensing for Office 365?

Microsoft 365 Business Standard, Microsoft Business Basic, Backup for Office / Domain Email Encryption.

Do you have warranty information for the hardware currently in use? File server, firewall(s), router(s), switch(es), laptop(s)/desktop(s)?

See rough Hardware Inventory above.

Will the selected vendor be responsible for providing their security suite as part of the bid? Or does the Village have licensing?

The Village will retain its own security suite that is already in place but is open to switching if it makes sense to do so.

In the request you speak of migrating data from the server to the cloud, I assume you are referring to the Microsoft SharePoint. Do you want a special section in the proposal that references this as a project, or should we take into account the labor that will be required to complete this and add the cost into the monthly fee?

It could be Sharepoint or OneDrive, TBD. The Village already has these software packages through Microsoft 365 but files have not yet been copied from the local file share. The aim is to reduce the maintenance burden and costs of having an onsite appliance, and instead take advantage of online backup and business continuity and disaster recovery services through M365.

With the project of moving file shares into the cloud, will the Village be moving their version of Edmunds to use the cloud version? If it does, it would make changes to the backup configuration...which is why we are asking.

To be determined, will depend in part on costs.

Will the Village be supplying the Asset tag that is requested to add to equipment, is it something that the MSP, would be providing?

No, the MSP should provide basic, inexpensive yet functionally effective asset tags.

Questions Received 11/20/24:

Can we get ticket volume of tickets categorized as General IT Support?

If possible from there, can we get info on ticket volume based on office works, DPW workers and part-time employees?

The Village of Warwick has approximately 380 tickets a year. Types of tickets:

- Can't print
- Can't login
- Reset passwords
- Setup new users
- Disable old users
- Updating applications
- Updating firmware on devices

Installing new printers
User can't scan to network folders

Can we get an inventory export of all networking equipment including make, model & warranty status?

See hardware inventory above. Withholding make/model for security reasons.

What is the phone system used and does it have an open support contract with the vendor?

See above

What technology is currently being used on the Microsoft Tenant (ie: Intune, Autopilot, Teams Voice, etc.)?

Unclear what is being asked

Is there an existing antivirus solution in place? If yes, is Village open to replacing that solution?

Yes, anti-virus is in place. Open to replacing it if it makes sense to do so.

Is there an assumption on this RFP that the bidder is to quote a file server migration or is Village simply inquiring to make sure the bidder has the necessary skillset?

No, do not quote a migration, we're looking to understand if the MSP has the skillset should we need support in doing so.

What is currently being used for server backups today?

Microsoft Backups for Office

What additional cybersecurity software is in place today?

Endpoint security software
Remote access and support software
Windows full disk encryption

What additional cybersecurity software is Village requiring?

N/A

What are the other necessary cybersecurity services in place with a third-party?

Annual Cybersecurity Penetration Test
Patch Management for servers/desktops/laptops

Can those services be replaced by the bidder if they fit the need of Village?

Open to replacing if it makes sense.

Regarding the transition plan, what is currently provider by the current vendor & what is currently being managed by Village (if applicable)?

All services are being managed by the current MSP.