



**OFFICE OF THE VILLAGE ADMINISTRATOR  
VILLAGE OF DOBBS FERRY**

## **Request for Quotation**

The Dobbs Ferry Police Department is requesting a quotation for annual service, maintenance and technical support for the computer infrastructure of the Dobbs Ferry Police Department for the period of August 1, 2011 to May 31, 2012.

**Computers Served Under This Contract:** All computer systems in the Dobbs Ferry Police Department building (12 Work Stations 5 Servers) and all Mobile Data Terminals (12) owned by the department. All computers (3) Located in the Drug Task Force Office, 150 Franklin St, Tarrytown New York. All computers are using Microsoft Windows.

**Vendor Roles:** Provide remote and onsite support as well as phone support, network engineering and project management with a limit of 144 hours for project management. Vendor will install management and monitoring software, as well as remote management utilities for pro-active management of computer systems as well as connection software to facilitate remote support. Additionally, all research and development time for solutions which will be developed for and installed at the discretion of the vendor will be covered under this contract with unlimited time constraints. Vendor may also quote for support printers.

**Backup of Data:** Vendor will provide, under the terms of this contract, off site data backup services as well as onsite back up in the following forms: Offsite encrypted backup, which will backup all files to an offsite location as of the latest time the internet was online and the service was running properly. The onsite backup is to be performed by a secondary server or USB hard drive or both. Back ups are to be monitored by vendor and notification made to the department point of contact via email and voice communication if the backup fails to complete.

**Anti-Virus Software:** The vendor agrees to provide anti-virus software, and ensure that the system has received the latest virus definitions. In the event the system shows signs of a virus, the vendor will quarantine the system until it can be cleaned and disinfected.

**Spyware Removal:** The vendor will scan each PC for Spyware and Malware and remove same.

**Patch Management:** The vendor will individually assess each system for “Missing “ Microsoft Security Patches and deploy all “Critical” or “Important” patches and any Operating System Service Packs required.

**Disk Defragmentation:** The vendor will automate and schedule each PC to run disk defragmentation every 28 days.

**Technical Support and Monitoring:** The vendor will provide 24 hour 7 days a week technical support to the department. In addition the vendor will provide a 4 hour on site technician response time for issues which cannot be remotely solved. The vendor will provide 24x7 monitoring, alerting and reporting of all computer systems and be proactive to prevent issues before they arise. Examples of monitoring tests include but are not limited to;

- Check services are running
- Check that critical processes are running
- Check for high CPU utilization
- Check for available disk space
- Check for critical event log errors
- Check for server availability
- Check for Firewall availability
- Check for internet access

**Disaster Recovery:** The vendor will perform one disaster recovery test during the duration of the contract and provide a detailed report to the department point of contact.

**Executive Management Reports:** The vendor will provide monthly management reports which detail the following; server disk space, patch status, viruses removed/quarantined, internet connectivity, bandwidth used, server down time and reason, updates performed, backups performed, service request statistics, remote activity performed and current MS licenses . In addition, weekly reports from the firewall detailing internet activity for the week.

**Monthly On-Site Network and Server Maintenance:** The vendor will perform on-site server maintenance once a month or as needed.

**E-Mail:** Manage and or set up an internet E-Mail service for department under dobbsferrypolice.com domain name.

**Additional Hours:** The vendor will indicate an hourly rate to be charged the costumer beyond the 144 hours stipulated herein.

**Term of the Contract:** The term of this contract will from August 1<sup>st</sup>, 2011 to May 31, 2012. The term may be extended month to month if agreeable by both parties for as

maximum of six months. The Village shall pay on a monthly basis; starting one month after the initial month.

**Rate Increases:** During the period of this contract, no rate increase may occur unless agreed to both parties in writing.

**CISCO and other networking devices Devices:** All CISCO and other networking devices owned by the department will be covered under this contract.

**Cancellation:** The Village reserves the right to cancel this contract with 60 days prior notice.

**Cooperation:** The vendor will cooperate fully with the department's in-house IT liaison.

**Infrastructure/Username/Password:** The selected vendor will provide a chart with all hardware/software specifications as well as Administrator passwords to the Village.

Please return your quotation to:

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