

ELLCOTTVILLE ENGINEERING DEPARTMENT
17 Mill St. Ellicottville, New York 14731
Phone: (716) 699-9005 Fax: (716) 699-2334

Request For Proposal – IT Services – Ellicottville Engineering Department

Summary and Requested Services

The Town and Village of Ellicottville recently consolidated their engineering departments into one department that encompasses the Town and Village highway and public works divisions, water and sewer divisions, and building/code enforcement divisions. The department is separated between (3) different buildings and (10) individual workstations. The department is soliciting a proposal for an IT network/computer/phone hardware consultant that will be able to provide the following services on a part-time/retainer type basis:

1. Retainer Service for Labor that includes hardware installation, consulting, troubleshooting, and investigation
 - a. Potential 24/7 Support
 - i. Tiered response times and charges based on priority level
 - b. Ability to have pre-set visit schedule on a weekly or monthly basis
2. Ability to assist the department with IT infrastructure goals
 - a. Hardware and software procurement and installation
 - b. Server/Network installation and monitoring
 - c. Data management and protection
 - d. Cable installation and management
3. Ability to assist with potential future expansion
 - a. Website development and management
 - b. Email/Phone system development and management
 - c. Video surveillance

Please provide the Town and Village Engineer, Niles Pierson, with an emailed proposal that outlines the following:

- Company Information to include size and service expertise areas
- Retainer/Labor Hour services and rates
- Past Experience Record with other municipalities
- Experience and/or ability to subcontract with MWBE companies in order to help the Ellicottville Engineering Department meet state spending goals

The above information should be emailed to the following email address by **Friday, June 8th at 4:00 PM:**

Niles.C.Pierson@evlengineering.com
716-699-9005