



City of Centralia

114 South Rollins Street

Centralia, MO 65240

(573) 682-2139

Request for Proposal

Computer Network and Information Technology Services

RFP# CEN23-AD-01

Submission Deadline: September 26, 2023 @ 10:00 A.M.

The City of Centralia (the City) is requesting proposals from qualified vendors for Information Technology (IT) Support, and IT Services. The City's specific needs are outlined below. If your firm offers other/additional technology services, feel free to submit details and pricing as part of your response.

It is the City's desire to enter into a one (1) year contract with the selected vendor based on the proposal submitted. At the City's sole discretion, it may choose to renew the contract for two (2) additional one-year terms. The agreement shall not exceed a total of 36 months (3 years). The successful submitter will be the primary contractor to the City for providing IT Support and Services as agreed upon within the resulting agreement.

The City's IT Support needs include the onsite maintenance and support of Windows servers, Windows desktops, software, networking, switching, new cable installation, repair of existing cable, router/firewall, wireless, printers, and other typical IT infrastructure found in a business environment. Support may be provided at the City's physical locations, or remotely as appropriate. Your response will include a price per hour for this item. Please specify if there is a minimum, or billing increment. For example, one-hour minimum, ¼ hour increment thereafter. Also, if remote support is billed differently, provide that detail.

If your staff holds relevant hardware or software certifications, provide that detail as part of your response.

IT Services the City uses today are fairly basic, but important. These include DNS Hosting, Email Service, Email Archiving Service, Offsite Data Storage/Backup, On-site or remote server, equipment and software purchase consulting, consulting on installation of third-party software packages cybersecurity, network and computer service. Your response will include pricing for each of these services offered. Indicate if you are willing to offer only some of the "IT Services" services, or if you would be willing to enter into a contract for the City if you offered all "IT Services" but were selected for only some of the "IT Services."

A list of "Optional IT Services" the City may be interested in is included and hosted Office 365, pulling wire and other items are included on that list. If your company provides either of these services, please provide pricing in your response.

A pricing sheet has been provided as part of this RFP. It is the City's preference that you use the included form, or at minimum, follow the same methodology in creating your response. Responses that are vague or confusing will not be considered. All pricing or quotes must be signed and dated.

The City does not desire to receive an abundance of pre-printed marketing material with the response. Any printed material that is generally helpful, and specific to the RFP is welcomed and

will be examined. In no case should a vendor assume that the City has expert knowledge of Information Technology, its jargon, or acronyms. It would be in the vendor's best interest to submit their response with that in mind.

Interested vendors are encouraged to notify the City of their intent to respond. To do so, respondent should email **tara@centraliamo.org**. The email should include company name, contact name, address, phone number, fax number, email address, RFP name and number. Questions that arise during the preparation of your response should be submitted via email to **tara@centraliamo.org**. Answers, and the submitted question, will be distributed to all that register. Any modifications or updates to the RFP will additionally be emailed to all that register. It is the respondent's responsibility to ensure they have the most accurate information relative to this RFP by following this simple registration process.

Additional information may be submitted in the form of an Executive Summary not to exceed two pages that is specifically written for this proposal. The City would like to know if your company can improve network speed and performance. Information about company management structure and company service philosophy as well as additional services provided are encouraged.

Expectations of the vendor selected as the contractor

1. The contractor will be willing to enter into a contract based on the Proposal submitted and the contract shall be construed according to the laws of the State of Missouri. The contractor shall comply with all local, state, and federal laws and regulations related to the performance of the contract to the extent that the same may be applicable. Failure, to familiarize himself/herself with applicable laws in no ways relieves him/her from responsibility. All permits and licenses must be purchased prior to the commencement of any work.
2. The contractor will not be considered an employee of the City of Centralia.
3. The contractor shall defend, protect, and hold harmless the City of Centralia, its officers, agents, and employees against all suits of law or in equity resulting from patent and copyright infringement concerning the contractor's performance or products produced under the terms of the contract.
4. Insurance requirements:
 - A. The contractor shall understand and agree that the City of Centralia cannot save and hold harmless and/or indemnify the contractor or employees against any liability incurred or arising as a result of any activity of the contractor or any activity of the contractor's employees related to the contractor's performance under contract.
 - B. Therefore the contractor must provide proof of insurance and name the City of Centralia as an additionally insured with an endorsement. Written evidence of the

insurance coverage shall include, but not necessarily be limited to: effective dates of coverage, limits of liability, insurers' name, policy numbers, and liability coverage in the following amounts:

- Worker's Compensation – Statutory Limit (if applicable)
 - Employer's Liability – \$100,000
 - General Liability - \$1,000,000 per occurrence and \$2,000,000 annual aggregate
5. The Contractor will be required to sign an affidavit of work authorization an example of which is included as Attachment B.

Inventory of City equipment:

4 – onsite servers (three at City Hall and one at the Centralia Police Dept.)

19 - desktop computers - 10 at City Hall and 9 at the Police Dept. (Will be obtaining 1 more desktop next fiscal year at City Hall)

1 – laptop at 114 S. Rollins sometimes on the network, sometimes remote

4 (possibly more) - desktop uses at remote locations (2 SCADA systems)

7 – additional laptops: 4 at City Hall, (sometimes remote), 1 each at the Water, Street and Electric Dept.

8 – mobile data terminals (installed in patrol cars)

Camera system in Chambers for meetings connected to desktop

ATTACHMENT A

RFP FORM – Computer Network and Information Technology Services CEN23-
AD-01



NAME OF FIRM

MAIN CONTACT

MAIN PHONE NUMBER

MAIN FAX NUMBER (optional)

MAILING ADDRESS OF FIRM

Street

City,

State Zip Code

EMAIL ADDRESS OF FIRM

@

Include any additional information about your staff, equipment, or operations that you feel better explains why the City should select your firm.

REFERENCES

1.

Name

Phone/email

Additional information

2.

Name

Phone/email

Up to three additional references may be supplied. Municipal governments and similar sized organizations are the best comparison and will have the most impact.

Additional information

SPECIFICATIONS:

FOR THE WORK AS SHOWN IN THE INSTRUCTIONS TO CONTRACTORS AND SCOPE OF WORK DESCRIBED ABOVE. THE BELOW SIGNED CONTRACTOR PROPOSED THE AMOUNTS SHOWN BELOW.

ESTIMATED START DATE BASED ON NOTICE TO PROCEED BY NOVEMBER 1, 2023 (MM/DD/YYYY) _____

PLEASE ACKNOWLEDGE:

INSURANCE REQUIREMENTS ARE ACCEPTABLE: YES _____ NO _____

WE UNDERSTAND THE REQUIREMENTS FOR PREVAILING WAGE, E-VERIFY, EQUAL OPPORTUNITY HIRING AND APPLICABLE CITY, STATE AND FEDERAL LAWS AND REGULATIONS: YES _____ NO _____

OUR COMPANY QUALIFIES AND IS REGISTERED AS A DISADVANTAGED BUSINESS ENTERPRISE IN THE STATE OF MISSOURI: YES _____ NO _____

PROPOSALS shall be submitted by mail or in person on the bid form (Attachment A) and by the City of Centralia **NO LATER** than:

TIME CDT ON SEPTEMBER 26, 2023 @ 10:00 A.M. AN ELECTRONIC COPY WILL BE REQUESTED OF ALL FIRMS THAT SUBMIT A QUALIFIED PROPOSAL ON TIME

BIDS/PROPOSALS/QUALIFICATIONS must be sealed and labeled "COMPUTER NETWORK AND INFORMATION TECHNOLOGY SERVICES-2023".

All bids will be publicly opened September 26, 2023 at approximately 10:01 AM.

Bids should be addressed to:

MARILYN DICK, CITY CLERK

City of Centralia

114 S. Rollins St.

Centralia, MO 65240

RE: COMPUTER NETWORK AND INFORMATION TECHNOLOGY SERVICES- 2023

Questions regarding this REQUEST FOR BIDS/PROPOSALS/QUALIFICATIONS may be directed to:

CITY ADMINISTRATOR, TARA STRAIN, 114 S. Rollins St., Centralia, MO 65240.

Phone: (573) 682-2139

Email: tara@centraliamo.org

THIS IS THE OFFICIAL SUBMISSION OF OUR FIRM (INCLUDING THE ATTACHED PRICING) AND CONTAINS NO KNOWN ERRORS OR OMISSIONS:

SIGNATURE

DATE

NAME PRINTED

TITLE

E-MAIL ADDRESS

IT Support Pricing

Define Normal Business Hours (8am-5pm, 8am-8pm, Etc)

Primary Billing Contact (Name, email, phone)

Onsite IT Support (Business Hours) - Price per Hour

Onsite IT Support (After Hours, Holidays) - Price per Hour

Billing Method (Minimum, Billing Increment, Etc)

Remote IT Support (Business Hours) - Price per Hour

Remote IT Support (After Hours, Holidays) - Price per Hour

Billing Method (Minimum, Billing Increment, Etc)

IT Services

Email Account Archiving - Price per Month

Amount of Storage Included

Offsite Data Storage/Backup - Price per Month

Amount of Storage Included

Office 365 – Price per account per month

Cybersecurity (firewall maintenance, threat management) -
Price per Month

Threat management (maintaining malware and virus
protection on city computers) - Price per Month

Netmotion License (secure connection for MDTs)

Security Camera System Maintenance

Response time for onsite IT services

Response time for remote IT services

Optional IT Services

Support for Avaya PBX – SMB R9+ with model 9508 handsets (Business Hours) - Price per Hour	<hr/>
Software or hardware purchasing support - Price per Hour	<hr/>
Running cable/wiring indoors - Price per Hour	<hr/>
Splicing fiber/installation - inside Price per Hour	<hr/>
Other (describe)	
Other (describe)	
Other (describe)	
Other (describe)	
Other (describe)	
Other (describe)	
Other (describe)	<hr/>

ATTACHMENT B

AFFIDAVIT OF WORK AUTHORIZATION/ANNUAL RENEWAL DOCUMENT

The contractor who meets the section 285.525, RSMo, definition of a business entity must complete and return the following Affidavit of Work Authorization Annual Renewal Document.

Comes now _____ (Name of Business Entity Authorized Representative) as _____ (Position/Title) first being duly sworn on my oath, affirm _____ (Business Entity Name) is enrolled and will continue to participate in the E-Verify federal work authorization program with respect to employees hired after enrollment in the program who are proposed to work in connection with the services related to contract(s) with the State of Missouri for the duration of the contract(s), if awarded in accordance with subsection 2 of section 285.530, RSMo. I also affirm that _____ (Business Entity Name) does not and will not knowingly employ a person who is an unauthorized alien in connection with the contracted services provided under the contract(s) for the duration of the contract(s), if awarded.

In Affirmation thereof, the facts stated above are true and correct. (The undersigned understands that false statements made in this filing are subject to the penalties provided under section 575.040, RSMo.)

Authorized Representative's Signature

Printed Name

Title

Date

E-Mail Address

E-Verify Company ID Number

Subscribed and sworn to before me this _____ of _____. I am
(DAY) (MONTH, YEAR)
commissioned as a notary public within the County of _____, State of
(NAME OF COUNTY)
_____, and my commission expires on _____.