

RFQ for Computer Maintenance, Server Maintenance, and IT support

The City of Blanco Is Soliciting Quotations for IT Services. Bidding companies are required to demonstrate a solid background in providing IT services to similar organizations and provide the information requested below. Please direct any questions to Laurie Cassidy @ 830-833-4525 x 101 or citysec@cityofblancotx.gov. **Bids will be due on November 21, 2023, by 4:00 PM** and a committee will evaluate the responses and recommend finalists to be interviewed by the Staff and City Council.

Contracts will be awarded on a "Best Value" bases. To be considered the following information MUST be included with your proposal:

Section #1

- Listing of equipment [hardware] and software expertise
- Service hours of operation. Availability for afterhours support broken down by Night, weekend & Holidays [If Available]
- Listing of certifications (Must be CJIS certified to review PD Computers)
- Certificate of insurance to include Liability & Errors and Omissions
- A minimum of three references with contact name and phone number of similar clients
- A brief company background statement
- Hourly Rates for services outside the contract terms
- Description of offsite data backup procedure, storage & protection.

Section #2

The proposal shall include the following services for a fixed monthly fee on an annual basis:

- Support, repair, and management of approximately 17 desktop computers and 10 laptops not inclusive of Hardware [parts] or Software [new or additional]
- Support, Repair & Management of the City's network [Parts excluded]
- System level upgrades such as O/S & patches
- Asset management- inventory of all city IT related assets by name, model/serial number, warranty status, location, purchase date and users
- Maintain network infrastructure & related assets in optimal operating condition using any available system firmware updates and patches.
- Support, management & maintenance of networked and stand-alone printers [hardware excluded]
- Support, Management and maintenance of anti-virus Software on each server and computers attached to the city's network.
- Support & management of the city's E-Mail to include configuring local and mobile devices.
- Install software upgrades provided by department specific vendors and assist in resolving any software related issues with such vendors.
- Maintain a list of all service request/issues and their resolution and provide same to the City Council upon request.
- Provide recommendations, as appropriate, to keep the city's network operating efficiently, safely, and up to date and ensure multiple vendor software systems communicate with each other.
- Live 24x7x365 problem reporting by monitoring all critical infrastructure including internet connections, firewalls, switches, computers & servers.

Bidders should provide any information deemed pertinent such as areas of expertise, average response time, municipal software experience, etc. Successful bidders would have demonstrated, through their proposal, the ability to support the IT needs of the City of Blanco by providing the information required in section #1, being able to support the services outlined in section #2, listing references demonstrating similar service experience, meeting insurance requirements and certification(s) and training levels.