

**REQUEST FOR QUOTE**  
**For Information Technology Services**  
**City of Colquitt, Georgia**

**1. INTRODUCTION OF PROJECT**

The City of Colquitt, Georgia invites qualified providers to submit a proposal and statement of qualifications for professional information technology services for the period of April 1, 2020 to March 31, 2021 with four (4) optional one-year extensions if agreed by both the City and the selected firm. The qualified vendor will enable the City to significantly improve information technology (IT) effectiveness, enhance its quality of services, minimize its support cost and maximize return on investment in IT.

**2. PURPOSE AND OBJECTIVES**

Purpose –The City is seeking a business partner to provide technical support for this infrastructure, in the form of break fix, routine maintenance and project related services. The City may also look to the successful firm for special projects and consulting from time to time such as installation of software, short and long-range IT planning, and disaster recovery. Objective – Our primary objective is to help better manage the cost of maintaining this network, while also improving end user satisfaction with the system. Current technology infrastructure serves three buildings that support City departments of: City Hall, Police Department, Fire Department, Public Works Department, and WorkSource Department.

**Hardware**

- Approx 13 Laptops
- Approx 15 Workstations
- 2 Servers running Windows 2012 Server
- 3 Servers running Windows 2008 Server
- Approx 10 Networked printers/copiers

**3. SCOPE OF SERVICES**

The following services are requested:

- 20 full users and 7 email only users
- 24X7 monitoring of denoted servers and critical network components
- 24x7 response to critical servers and infrastructure failures
- 24x7 monitoring of firewall and denoted devices
- 24x7 monitoring of the applications
- Server and Network Administration
- On-site and off-site backup and recovery for 5 devices
- Management of Microsoft Service Packs and Security Patches
- User Administration
- Email and archiving for record retention/video archiving for Police Dept
- Regular inspection of Network and File Server
- City website development and ongoing hosting, maintenance and updates, SSL certs
- Regular/periodic cleaning and testing of backups by restore of test files
- Firewall Administration
- Provide support for new/replaced servers
- Provide labor and support for migration of network operating systems/files
- Provide labor for server support
- Monthly reports of network health and vitality
- Web access to reports on current status of service calls and projects
- Ono-site dispatch for support as needed
- Antivirus and Spy-ware monitoring, removal and cleaning

- Cybersecurity monitoring
- Server down emergencies shall have a 2 hour or less response time
- Research for software and hardware solutions
- Vendor management and hardware procurement
- Provide as needed, research of technology needs for future growth essential to the City of Colquitt

#### **4. PRICING**

- a. All prices offered herein shall be firm against any increase for the first twelve (12) months from the effective date of the proposed contract. Any contract price revisions shall be based on industry price changes and supported by adequate detail to document same.
- b. Price revisions shall not be allowed or implemented without the prior consent of the City and reserves the right to accept or reject within 30 days after the request for a price increase.

#### **5. CONTRACT TERM**

The City of Colquitt intends to issue a one-year award. Upon the mutual agreement of the provider(s) and the City, the award may be extended for up to four (4) additional one-year renewals. This may result in a total of five (5) years. The renewal option is at the sole discretion of the City. City reserves the right to not renew this agreement.

#### **6. REQUESTED QUOTE INFORMATION**

The following information is requested within the quote for services:

1. General Information
  - a. Company name, address, and telephone number(s) of the firm submitting the quote.
  - b. Name, title, address, e-mail address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.
  - c. Federal and state taxpayer identification numbers of the firm.
  - d. Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.
  - e. General Vendor Information – Please provide the following information:
    - i. Length of time in business, total number of clients, number of full-time personnel location of headquarters and any field offices, location of office which would service this account
2. Describe how your firm is positioned to provide the services listed above and provide a history of experience on providing similar services.
3. Describe your approach to providing these services and your methodology for providing ongoing support.
4. Provide the name, title, address and telephone number of three references for clients whom you have provided similar services.
5. Staff Resources – Identify names of principals and key personnel who will actually provide the information technology services. Summarize the experience and technological expertise of these staff. The local availability of staff that will be providing these services shall be an important consideration.
6. Proposed costs detail for services requested

#### **7. EVALUATION CRITERIA**

It is the intent of the City of Colquitt to conduct a comprehensive, fair and impartial evaluation of quotes received. Award shall be made to the provider that is believed by staff to be the best fit for the City. Final selection will be based on a combination of relevant experience, available qualified staff, schedule of rates and ability to meet the City's needs. Final approval will be made by the City.

**DUE DATE**

All quote submissions are due to the City by February 28, 2020 at 4:00 p.m.

Mail or deliver in a sealed package to:

Attn: Kesha Lavette, City Clerk

City of Colquitt

154 West Street

Colquitt, GA 39837

Quote submissions must be delivered in a sealed package marked "Request for Quote – IT Services". Vendors mailing their submissions must allow sufficient mail delivery time to ensure timely receipt.

**Contact**

Please submit any and all questions in writing via email to:

Kesha Lavette, City Clerk

[klavette@colquittga.org](mailto:klavette@colquittga.org)

Cory Thomas, City Manager

(229) 758-1000

[cthomas@colquittga.org](mailto:cthomas@colquittga.org)

City of Colquitt

154 West Street Colquitt, GA 39837