

CITY OF BEAUFORT, SC
REQUEST FOR PROPOSAL

RFP NO. 2021-103



INFORMATION TECHNOLOGY
SUPPORT SERVICES

DUE: SEPTEMBER 7, 2020 by 2:00 PM

CITY OF BEAUFORT, SC REQUEST FOR PROPOSAL RFP NO. 2021-103

SEALED PROPOSALS will be received in the Finance Department, 2nd Floor, City Hall, 1911 Boundary Street, Beaufort, South Carolina until **2:00 P.M. ET Monday, September 7, 2020**. All qualified firms are invited to submit proposals to the City of Beaufort for the following:

City of Beaufort Information Technology Support Services

SUBMIT: One (1) unbound original and four (4) bound copies of all requested documentation must be received on or before **2:00 P.M. ET Monday September 7, 2020**.

ADDRESS TO: City of Beaufort, City Hall, 2nd Floor Finance Department, Attention: Jay Phillips

MAILING ADDRESS: 1911 Boundary St., Beaufort, South Carolina 29902

OFFICE ADDRESS: 1911 Boundary St., Beaufort, South Carolina 29902

EMAIL ADDRESS: jphillips@cityofbeaufort.org

PHONE NUMBER: 843-525-7071

FAX NUMBER: 843-986-5606

MARK OUTSIDE ENVELOPE: "RFP NO. 2021-103 (INFORMATION TECHNOLOGY SUPPORT SERVICES)"

DUE TO THE IMPACT OF THE COVID-19 VIRUS AND THE STATE OF SOUTH CAROLINA EXECUTIVE ORDER 2020-12 DATED MARCH 21, 2020 REGARDING "SOCIAL DISTANCING" PRACTICES, PROPOSALS MAY BE SUBMITTED BY EMAIL.

SUBMIT: One (1) portable document format (pdf) format file as an email attachment on or **before 2:00 PM, ET Monday, September 7, 2020**. Depending upon file size limitations, a file sharing platform (i.e. Dropbox) may need to be used. After sending the proposal by email, proposers must send a separate email without an attachment to advise that a submission has been made. The Procurement Administrator will follow up to confirm receipt or to advise accordingly if a Dropbox submission is necessary.

EMAIL ADDRESS TO: jphillips@cityofbeaufort.org

INCLUDE IN SUBJECT LINE: "RFP 2021-103 INFORMATION TECHNOLOGY SUPPORT SERVICES"

A NON-MANDATORY PRE-PROPOSAL MEETING WILL BE HELD AT 2:00 PM ET ON TUESDAY, AUGUST 18, 2020 ALL POTENTIAL OFFERORS ARE ENCOURAGED TO ATTEND.

A PUBLIC BID OPENING MEETING WILL BE HELD AT 2:01 PM ET ON MONDAY, SEPTEMBER 7, 2020. ALL POTENTIAL OFFERORS ARE ENCOURAGED TO ATTEND.

DUE TO THE IMPACT OF THE COVID-19 VIRUS AND THE STATE OF SOUTH CAROLINA EXECUTIVE ORDER 2020-12 DATED MARCH 21, 2020 REGARDING “SOCIAL DISTANCING” PRACTICES, THE PRE-BID AND BID OPENING MEETINGS WILL BE CONDUCTED VIA ZOOM VIDEO CONFERENCING. ZOOM MEETING DETAILS WILL BE ANNOUNCED BY ADDENDA.

DEADLINE ENFORCED

PROPOSALS DELIVERED AFTER THE TIME AND DATE SET FOR RECEIPT OF PROPOSALS SHALL NOT BE ACCEPTED AND WILL BE RETURNED UNOPENED TO THE OFFEROR. IT IS THE OFFEROR’S RESPONSIBILITY TO ENSURE TIMELY DELIVERY OF THEIR PROPOSAL. WEATHER, FLIGHT DELAYS, CARRIER ERRORS AND OTHER ACTS OF OTHERWISE EXCUSABLE NEGLIGENCE ARE RISKS ALLOCATED TO OFFERORS AND WILL NOT BE EXEMPTED FROM DEADLINE REQUIREMENTS. E-MAIL, TELEPHONE, OR FACSIMILE PROPOSALS WILL NOT BE ACCEPTED.

Any offer submitted as a result of this RFP shall be binding on the offeror for **NINETY (90)** calendar days following the specified opening date. Any proposal for which the offeror specifies a shorter acceptance period may be rejected.

Proprietary and/or Confidential Information

Your proposal or bid is a public document under the South Carolina Freedom of Information Act (FOIA), except as to information that may be treated as confidential as an exception to disclosure under the FOIA. If you cannot agree to this standard, please do not submit your bid or proposal.

All information that is to be treated as confidential and/or proprietary must be **CLEARLY** identified, and each page containing confidential and/or proprietary information, in whole or in part, must be stamped and/or denoted as **CONFIDENTIAL**, in bold, in a font of at least 12 point type, in the upper right hand corner of the page. *All information not so denoted and identified shall be subject to disclosure by the City.*

This Request for Proposal is being issued by the City of Beaufort. Direct all questions or request for clarification of this RFP by email, mail, or fax to contact information listed above.

Offerors are specifically directed not to contact any other City personnel for meetings, conferences, or technical discussions related to this request unless otherwise stated in this RFP. Failure to adhere to this policy may be grounds for rejection of your proposal.

Offerors ARE CAUTIONED that any statement made by City staff persons that materially changes any portion of this RFP shall not be relied upon unless they are subsequently ratified by a formal written amendment to this RFP. Any revisions to this RFP will be issued and distributed as an addendum. All addenda, additional communications, responses to questions, etc. pertaining to the Request for Proposal may be accessed on the City of Beaufort website under Quick Links – “Bid Opportunities” at www.cityofbeaufort.org. All Offerors should consult this website for updates before submitting bids.

THE DEADLINE FOR QUESTIONS IS: 4:00 P.M., MONDAY AUGUST 24, 2020. ANSWERS TO SUBMITTED QUESTIONS WILL BE POSTED ON THE CITY WEBSITE BY 5:00 PM ON FRIDAY, AUGUST 28, 2020.

If the Offeror discovers any ambiguity, conflict, discrepancy, omission or other error in the RFP, Offeror shall immediately notify the City of such error in writing and request modification or clarification of the

document. The Offeror is responsible for clarifying any ambiguity, conflict, discrepancy; omission or other error in the RFP or it shall be deemed waived.

The City of Beaufort reserves the right to reject any or all proposals, or any parts thereof, waive informalities, negotiate terms and conditions, and to select an Offeror that best meets the needs of the City of Beaufort and its employees.

Compliance with the South Carolina Illegal Immigration Reform Act

Any Firm entering into a service contract with the City of Beaufort must certify to the City of Beaufort that the Firm intends to verify any new employees' status, and require any sub-consultants performing services under the service contract to verify their new employees' status, per the terms of the South Carolina Illegal Immigration Reform Act, and as set out in Title 41, Chapter 8 of the Code of Laws of South Carolina, 1976.

POLICY CONCERNING MINORITY AND WOMAN OWNED BUSINESS ENTERPRISES

Intent

Businesses owned and operated by women and minority persons, in general, have been historically restricted from full participation in the nation's free enterprise system to a degree disproportionate to other businesses.

The City believes it is in the community's best interest to assist minority and woman owned businesses to develop fully, in furtherance of City's policies and programs which are designed to promote balanced economic and community growth.

The City, therefore, wishes to ensure that minority and woman owned businesses (M/WBEs) are afforded the opportunity to fully participate in the City's overall procurement process and will not be discriminated against on the grounds of race, color, sex, or national origin in consideration for an award.

Goal for Participation

The City adopts the State of South Carolina's goal for participation of M/WBEs: ten percent (10%) of annual controllable procurement expenditures which are defined as agreements between the City and a Vendor to provide or procure labor, materials, equipment, supplies and services to, for or on behalf of the City. However, a specific expectation has not been set for this RFP.

Required Forms

Firms submitting proposals are required to include completed forms that are found at the end of the General Conditions Section of this document.

Firms should also be aware that, should a contract be awarded, the City will require reports of the utilization of any minority business enterprises to be filed along with requests for payment. The City reserves the right to audit accuracy of the utilization reports that are filed.

The City of Beaufort reserves the right to reject any or all bids; to waive any informality or irregularity not affected by law; to evaluate, in its absolute discretion, the bids submitted; to award the contract according to the bid which best serves the interests of the City; or to not award the contract if the City determines that it is not in its best interest to do so.

Proposals that are not signed will not be accepted as complete and shall not be considered. Proposals must be signed in ink (not typed) in the appropriate space(s) by an authorized officer or employee of the offeror.

The words "Bidder", "Offeror", "Proposer", "Vendor", "Operator", "Firm", and "Company" are used interchangeably throughout this RFP, and are used in place of the person, vendor, or corporation submitting a bid.

**REQUEST FOR PROPOSAL
CITY OF BEAUFORT
INFORMATION TECHNOLOGY SUPPORT SERVICES**

I. INTRODUCTION

The City of Beaufort is requesting proposals from qualified, professional technology firms for Information Technology Support Services. The qualified firm would provide necessary technical services, which would enable the City to:

- Protect and secure its technology facilities;
- Ensure the efficient operation of its data processing networks and related computer systems in its defined user community;
- Enhance its quality of service for City departments;
- Minimize the spending and maximize the ROI for investment in technology;

The ideal firm will resolve computer systems and network issues in accordance with standard and acceptable best practices for maintenance and support benchmarks. The successful firm will be expected to organize service calls efficiently and to ensure that there is No significant computer downtime during normal working hours, generally 8:00AM to 5:00PM, Monday through Friday, recognizing that Public Safety personnel (Police & Fire) have hours beyond the norm and will need support to ensure efficiency in operation. The firm is expected to report on status of technology issues and communicate effectively with City departments.

II. OBJECTIVE OF THIS RFP

1. To select a professional Information Technology (IT) consulting firm acceptable to the City to provide comprehensive IT maintenance and support services to the City government;
2. To collect information necessary for the evaluation of competitive proposals submitted by qualified firms;
3. To provide for a fair and objective evaluation of proposals;
4. To result in a contract between the successful proposer and City of Beaufort that will deliver high quality IT services that meet or exceed all applicable codes and standards. The successful proposer will perform the services described herein as an independent contractor.

III. **BACKGROUND INFORMATION**

The City currently does not have an IT Department and is currently using an outside firm to provide 24/7/365 information technology support and services and assumes overall IT responsibility for all departments in the City. The City has nine (9) departments and 150 employees.

There are 18 virtual servers and 6 physical servers and storage appliances being utilized throughout City's departmental infra-structure. These servers have various memory and hard drive sizing. There are 110 computers, laptops and tablets and a (140) unit Cisco IP Phone System in the departmental areas to be covered under the service and support agreement with the successful firm. These PC's are located in ten different buildings throughout the City. These PC's vary by aging, specifications and software. Windows 10 is the prevalent operating system used on the workstations. The City deploys Webroot SecureAnywhere EndpointProtection as its prevalent anti-virus software and uses Office 365 Pro Plus software. (The City follows a three-year replacement cycle which is up to date).

Current IT Services include, but are not limited to:

- Virtual Chief Information Officer services that include budgetary guidance and IT alignment and planning, regular monthly reporting and recommendations related to relevant issues, and all adhoc technology consulting
- Network switches, routers, firewalls and access points
- Workstations with relevant desktop operating systems and software
- Servers with relevant operating systems and software
- Security – both understanding and recommendations for enhancements
- Email support and configuration of servers, desktops and mobile devices
- Data backup and disaster recovery and all relevant support
- Provide help desk support services with incident response levels and escalation processes
- Own company data center with redundant data center relationships with SSAE 16 compliance
- Coordinate with current vendors (ISP, Telephone, ERP systems, etc.) acting as internal IT department
- Weekly, onsite technical support
- Maintain a Project management Team that includes the method and approach used to manage the overall project and client correspondence.

Major application systems that the City utilizes are:

- Munis ERP System by Tyler Technologies
- Spillman Technology

These systems have their own technical support; however, from time to time coordination between the City's IT environment and those of our major applications systems is required.

Included, please find Schedule A, depicting the equipment and software in summary form. The detail describing the inventory is available to all bidding parties

IV. **SPECIFICATIONS AND SCOPE OF SERVICES**

This section summarizes the services to be provided to the City in this RFP. The City is looking for a maintenance and support program to be designed under two major components. The City of Beaufort will entertain two proposal options from each Firm. Component 1 will include preventive maintenance/strategic forecasting alongside City senior leadership team on a weekly basis. Component 2 will include day to day support as needed or responsive maintenance, to accommodate departmental computer system activities and user equipment performance. The City expects the firm's proposal to define, in detail, the approach to be used in the above components. Distinction of time and material costs for these efforts are important to billing the City and future budget considerations.

The services to be provided include:

A) The Services to Be Provided Under Component 1 include:

1. IT Assessment:

Review of the inventory, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations. Maintenance of an updated inventory of all related computer related hardware, to make available to City personnel upon request. A report of this initial assessment shall be submitted by April 1st each year as long as the contract is in force. This is to allow for necessary budget planning for each upcoming fiscal year.

2. Strategic Planning:

Engineering, planning, and design services for major system enhancements and/or upgrades to existing systems; recommendations for future hardware, software, and other technology purchasing needs, when requested or necessary and consulting on technology related RFPs as requested.

3. Server and Workstation Administrative Services:

Management of networks and computer systems, including complex applications, databases, messaging, servers and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, and recoverability of the systems.

Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for all HELP Desk tickets for both on-site visits and telephone support is available; development of operations and quality assurance to ensure backup plans and procedures are being followed.

Configuration management, including changes, upgrades, patches, etc. is maintained; management of user login's and password security is documented; and support of software products relating to servers and workstations.

4. Data Backup Efforts:

Requirements for a data backup policy, with procedures in place to handle daily, weekly, and monthly backup of the computer, data and information, email, and the like; program to restore systems and data if servers and/or computers go down, is required.

B) The Services to Be Provided Under Component 2 are:

1. Desktop Application Support:

Performance of basic support functions, including the standardized installation of PC's, laptops, tablets and other mobile devices, printers and peripherals, and software; diagnosis and correction of desktop application problems, configuring of PC's, laptops, and tablets for standard applications that are consistent throughout the organization; maintenance of a complete technology inventory of hardware and software per computer; identification and correction of user hardware problems, with advanced troubleshooting as needed; and implementation of HELP Desk procedures under policy constraints of the successful firm.

2. Network Administration services:

Server administration, and maintenance and support of network equipment, including switches, firewalls, routers, and other security devices is included.

Installation and support of printers, scanners, and network devices; analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed; alert notifications in case of failure of equipment.

Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; continuous troubleshooting are required; communicating with the City's network provider, Hargray Communications, ensuring the network is up and running at all times with very little interruption.

Maintenance of network documentation for daily, weekly, and monthly services is required.

Software installation and support.

3. Telephone, Email, and Security:

Maintenance of the City's IP phone system; maintenance of the City's email accounts using City domain; adding, changing, and/or deleting City employee accounts as requested; maintenance of virus detection programs on City servers and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to the City designated person are required.

Configuration of City systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by the City Designee is required.

The City requires a resolution to support issues in a timely manner that does not interfere with personnel's job duties. The expectation of those resolutions would require an assessment of the issue within an hour of notification and a determination on the criticality of the issue. Based on the criticality, the City expects graduated resolution from immediate attention to resolution within 24 hours, unless reasonable delays are warranted and approved. Daily on-site technical support is required, and personnel will be housed in the City's Municipal Complex.

C) Not Included:

The contract to be awarded does not obligate the City to purchase computer equipment, hardware devices, cabling, licenses, or software from the successful firm. Replacement parts are not part of this contract.

Should the City decide to use the Firm to purchase computer equipment, hardware devices, cabling, licenses, or software, the Firm will be tasked with adhering to fiscal policy and procedures when obtaining quotes and bids for additions to the IT inventory. Firm will be required to access which products will best meet the needs of the City and effectively adhere to necessary cost measures.

D) Minimum Requirements:

Proposals will be accepted only from potential firms that:

1. Have a minimum of five (5) years of direct and/or related experience in administering public sector(s) for all of the services solicited;
2. Can demonstrate expertise in direct placement of qualified personnel in IT professional services;
3. Industry certifications of personnel (i.e. A+, Network & Security +, CCNA, MCSA/MCSE, etc.)
4. Have not been debarred by the Federal Government.

V. **SUBMISSION REQUIREMENTS**

1. **RESPONSE TO THIS REQUEST FOR PROPOSAL MUST INCLUDE THE FOLLOWING:**

- i) Those firms interested in providing information technology support services must submit a proposal including the items specifically enumerated in section V (2)(ii). In addition to the information required as described below, a Respondent may submit supplemental information that it feels may be useful in evaluating its proposal. This information may include documents such as a Respondent's profile or brochure.

2. Proposal Development

- i) **Required content of proposal:** The detailed requirements set forth in the Proposal Format are recommended. Failure by any Proposer to respond to a specific requirement may result in disqualification. The City reserves the right to accept or reject any or all proposals. Proposers are reminded that proposals will be considered exactly as submitted. Points of clarification will be solicited from proposers at the discretion of the City. Those proposals determined not to be in compliance with provisions of this RFP and the applicable law and/or regulations will not be processed.

All costs incurred by the Proposer associated with RFP preparations and subsequent interviews and/or negotiations, which may or may not lead to execution of a contract, shall be the responsibility entirely and exclusively by the proposer.

- ii) **Proposal format:**

The proposal format requirements were developed to aid Proposers in their proposal development. They also provide a structured format so reviewers can systematically evaluate several proposals. These directions apply to all proposals submitted.

The purpose of the Proposal is to demonstrate the technical capabilities, professional proposals, past experiences, and knowledge within this industry. Proposer's proposal must address all the points outlined herein as required, in the following order.

In order to be considered for selection, respondent proposers shall submit a proposal that addresses each of the following criteria and shall also provide resumes and evidence of qualifications to provide the services listed in this RFP.

a. **Transmittal Letter**

A transmittal letter must be submitted with a Proposer's proposal which shall include:

- (i) Company name, address, telephone number(s), and website.
- (ii) Name, title, email address, and telephone number of the person(s) to contact and who are authorized to represent the company and to whom correspondence should be directed.
- (iii) A brief statement of your understanding of the services to be performed and make a positive commitment to provide services as specified.
- (iv) Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.
- (v) The letter must be signed by a corporate officer or person authorized to bind the firm to the proposal and proposed cost.
- (vi) A statement indicating that the proposal and proposed cost will be valid and binding for ninety (90) days following the proposal due date and will become part of the contract negotiated with the City of Beaufort.

b. Experience and Qualifications

Provide a short profile of your company including at a minimum:

- (i) Length of time in business.
- (ii) Length of time in providing proposed services.
- (iii) Number of current clients and average number of clients over the past three (3) years.
- (iv) Number of clients in the public sector and percentage of overall client base that is in the public sector.
- (v) Number of full-time employees and area of involvement: Technical Support HELP Desk, Programming, Consulting, Sales Support, or Administrative Support.
- (vi) Location of office to service the account.
- (vii) Resume(s) of key personnel who will work on-site.

Proposer's Work History and References

Names, contact persons, addresses, emails, and phone numbers of references for clients, whom similar services have been provided. Your proposal must specifically address the following:

- (i) Provide at least three letters of reference from current and/or prior public sector clients for which you provide or have provided similar services.
- (ii) Describe in detail your firm's experience in providing IT support services including information referencing the actual services performed, number of users, and length of tenure.
- (iii) Explanation of any contract termination for default or other incident in the past five years. Termination for default is defined as notice to stop services for non-performance or poor performance, and issue was either litigated or not litigated.

c. Operations, Transition and Implementation Plan

Describe in detail your firm's plan for providing the IT support services as outlined in this RFP and your plan to transition from the existing operations and implement said services in order to provide the highest level of service to the City. The operations, transition and implementation plan should include a detailed description of the following:

- (i) Description of the approach the firm will use in providing the services requested. Description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services.
- (ii) Naming of staff resources, with identification of principals and key personnel:
 - a. who are available to provide the services;
 - b. experience and expertise of staff;
 - c. local availability of staff is an important consideration;
 - d. role and responsibilities that each staff member will have.
- (iii) Support services questions to be addressed:
 - a. Help Desk Description
 - b. Support availability (days of week and time)
 - c. Toll free support number
 - d. Steps for resolving problem escalation
 - e. Final authority regarding conflicts
 - f. Response time and goal for resolving problems

d. Information Technology Services Financial Proposal

The City is requesting that the firm submit a FIXED FEE service contract for a thirty-six (36) month period, with an option to renew for an additional two (2) twelve (12) month periods. Each twelve-month period must be shown separately. Payment schedule should also be included (e.g. monthly, quarterly). Complete Exhibit A – “Information Technology Services Financial Proposal”.

Firms must list, specifically, any services which would not be covered in the proposal price. The firm shall indicate the impact, if any, of changes in the City’s IT infrastructure (number of servers and PC’s) on the fixed fee. Identify the following for those services not under the fixed fee:

1. A fee schedule containing any hourly rates not included in Exhibit A
2. A description of how services will be billed
3. A description of additional charges, as in out-of-pocket expenses for travel, subsistence, etc.

f. Reports

The firm shall submit service reports on a quarterly basis, summarizing service and outstanding IT issues. The firm must be available to meet with the Finance Director or other designated City employees to review quarterly reports and discuss issues. Firms must include in their proposal a sample quarterly report template that will be used if awarded the project.

g. Other Information to Provide

- (i) List any lawsuits or arbitration proceedings that have been initiated by or against your company in the past five years. Briefly describe the nature of the action and the outcome.
- (ii) Proposer shall be responsible for providing a Performance Bond in the amount of 5% of the total annual fix fee for Year 1. Failure to submit the necessary bond requirements with the proposal will cause rejection of the proposal. Performance Bonds of the unsuccessful Firms will be returned upon award of the bid. Fax copies are unacceptable.

h. Required Forms:

- (i) Proposals must include the required forms. Forms three through eight can be found at the end of the General Terms and Conditions section:
1. Certificates of Insurance showing present coverage as described in the "Insurance" section of the General Terms and Conditions.
 2. Three most recent Workers Comp Modification Reports
 3. Ethics in Public Contracting Certification
 4. Non-Collusion Affidavit
 5. Small / Woman-Owned / Minority Business Enterprise Form
 6. Non-Resident Taxpayer Affidavit (S.S. Department of Revenue I-312)
 7. Certification of Compliance with the South Carolina Illegal Immigration Reform Act
 8. RFP Signature page (must be signed in ink)

IX. EVALUATION PROCESS AND SELECTION CRITERIA

The City will evaluate proposals based on the factors outlined within this RFP, which shall be applied to all eligible, responsive proposals in selecting the lowest responsible bidder. The City reserves the right to disqualify any proposal for, but not limited to; person or persons it deems as non-responsive and/or non-responsible. The City reserves the right to make such investigations of the qualifications of the Proposer as it deems appropriate.

Lowest responsible bidder. Contracts shall be awarded to the lowest responsible bidder. In determining "lowest responsible bidder", in addition to price, the City shall consider:

- (a) The ability, capacity and skill of the bidder to perform the contract or provide the service required;
- (b) Whether the bidder can perform the contract or provide the service promptly, or within the time specified, without delay or interference;
- (c) The character, integrity, reputation, judgment, experience and efficiency of the bidder;
- (d) The quality of performance of previous contracts or services;
- (e) The previous and existing compliance by the bidder with laws and ordinances relating to the contract or services;
- (f) The sufficiency of the financial resources and ability of the bidder to perform the contract or provide the service;
- (g) The quality, availability and adaptability of the supplies or contractual services to the particular use required;
- (h) The ability of the bidder to provide future maintenance and service for the use of the subject: of the contract;
- (i) The number and scope of conditions attached to the bid.

It is the City's intent to contract with one Firm to provide Information Technology Support Services as detailed herein. Award of any proposal may be made without discussion with Proposers after responses are received. The Proposers submitting sealed proposals will be evaluated by an evaluation committee. The committee will evaluate each Component separately. After careful evaluation, the committee will rank the Proposers and make a recommendation to the City Manager of the lowest responsible bidder. The City reserves the right to accept or reject any and all bids that is in the best interest of the City. The scoring of the proposals by the City's RFP Evaluation Committee shall be based on the respondent's qualifications including, but not limited to the following:

1. Approach and Methodology (maximum 25 points)

Proposal responses will be evaluated on the comprehensiveness and quality of the approach of the Firm to undertake the services outlined herein, including the proposed operating plan, transition plan, and strategies to improve the delivery of IT services. The project approach shall be sufficiently detailed to convey the Firm understands the requirements, staffing levels, organizational structure, and obligations for the successful implementation and operation of this project. Proposals will also be evaluated for clarity/accuracy of the information requested. Firms should describe how they will utilize a well-defined and proven IT analysis process, the team will assess the current system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes and conduct a detailed analysis of the supporting application alternatives, including a total cost of ownership based on these alternatives. The Firm's team will establish a decision-making process and criteria to aid the City in selecting the most viable alternative(s); thereby, enabling the City to operate faster and more efficiently.

2. Experience of the Firm (maximum 25 points)

Consideration will be given to Firms demonstrating strong capabilities, experience and reputation in providing services similar to those described in this RFP. Firms should convey their experience in providing municipal / public IT support services similar to City of Beaufort. Similar experience will include providing similar services to major public sectors. This section should also include detailed information regarding similar contracts successfully managed by the Firm including contract performance, the reliability of services, and technical expertise.

3. Project Staffing and Experience (maximum 20 points)

Proposal responses will include a cost of services proposal for all services outlined in the RFP. The cost of services proposal should also identify innovative and realistic strategies to reduce the City's IT operating costs and enhance IT services. Consideration will be given to proposals that present the optimum financial benefit to the City over the term of the contract.

4. Satisfaction of Clients/End Users (maximum 15 points)

Provided references will be contacted to provide feedback of their satisfaction of the Firm. Firms should be certain to provide references' contact information and make references aware that the City may contact them. Firms are encouraged to request references return calls. Failure of City to reach references could adversely affect the score of this criterion.

5. Financial Capability (maximum 15 points)

Firm will include authoritative documentation of their financial soundness and stability. Firm should include the last two (2) annual audited financial statements.

The City may choose to interview one or more firm(s) responding to this RFP. The City reserves the right to request and obtain, from one or more firm(s), supplementary information as may be necessary for the City to analyze the proposal pursuant to the evaluation criteria. After interview(s), the City reserves the right to give the top two ranked firms the opportunity to make any adjustments to their proposals prior to the committee making a final decision. The City reserves the right to accept or reject any and all proposals that is in the best interest of the City.

EXHIBIT A - INFORMATION TECHNOLOGY SERVICES FINANCIAL PROPOSAL

COMPANY NAME: _____

Please provide pricing for the following services (Note: The City of Beaufort will not pay for travel time):

HOURLY RATES

Description	Hourly Rate	½ Hour Rate	¼ Hour Rate
On-site desktop support			
On-site server, LAN, and WAN support			
On-site routine maintenance and system documentation			
On-site server, LAN, and WAN project planning and implementation			
Off-site desktop support			
Off-site server, LAN, and WAN support			
Off-site routine maintenance and system documentation			
Off-site server, LAN, and WAN project planning and implementation			
General Consulting			

FIXED FEE

Description	Monthly Fixed Fee Year 1	Monthly Fixed Fee Year 2	Monthly Fixed Fee Year 3	Monthly Fixed Fee Year 4	Monthly Fixed Fee Year 5
Component 1 as described in Section IV if awarded separately					
Component 2 as described in Section IV if awarded separately					
Fee for both Components combined if both awarded					

The undersigned Bidder, having carefully examined the RFP and all subsequent Addenda, hereby agrees to furnish all labor and services, according to the requirements of the RFP and all subsequent Addenda for the amount(s) provided above. The undersigned Bidder agrees to execute a contract for this Work in the above amount(s) and to furnish a surety bond as specified within 10 days after a written Notice of Award. Each component will be evaluated separately and awarded in whole or in part.

Signature: _____

Date: _____

Printed Name: _____

Title: _____

CITY OF BEAUFORT
SOUTH CAROLINA
RFP SIGNATURE PAGE
RFP NO. 2021-103

PROPOSER'S NAME: _____

The undersigned, having become familiar with the existing conditions and the Proposal Scope of Services hereby proposed, agrees to complete the work as described in accordance with the Request for Proposal and Contract Documents.

Proposer warrants that no gratuities, in the form of gifts, entertainment, or otherwise, were offered or given by the **Proposer**, to any officer or employee of the City with a view toward securing the contract or securing favorable treatment with respect to any determination concerning the performance of the contract.

This offer is genuine and not made in interest of or on behalf of any undisclosed person, vendor or corporation and is not submitted in conformity with any agreement or rules of any group, association, organization or corporation; **Proposer** has not directly induced or solicited any other **Proposer** to submit false or sham bid; **Proposer** has not solicited or sought by collusion to obtain for itself any advantage over any other **Proposer** or other **Owner**.

The words "Bidder", "Offeror", "Proposer", "Vendor", and "Company" are used interchangeably throughout this solicitation, and are used in place of the person, vendor, or corporation submitting a solicitation.

Proposer has examined copies of all documents and of the following addenda (if applicable):

Addendum No.	Date
_____	_____
_____	_____
_____	_____

Address: Post Office Box: _____ Zip: _____
Street: _____ Zip: _____
City: _____ State: _____
Telephone: _____ Fax: _____
Email: _____

*Signature: _____ Title: _____

Proposal will not be accepted unless signed in ink (not typed) in the appropriate space by an authorized officer or employee of the bidder.

Printed Name: _____ Date: _____

ETHICS IN PUBLIC CONTRACTING AFFIDAVIT

STATE OF _____)

COUNTY OF _____)

_____, being first duly sworn, deposes and says that:

1. He/She is _____ (title) for/of _____ (company/business), the Proposer that has submitted the attached Statement of Proposals;
2. He/She is legally qualified and capable of signing this affidavit and is authorized to do so by Proposer;
3. He/She is fully informed regarding the preparation and contents of the attached Statement of Proposal and of all pertinent circumstances respecting such Proposal;
4. Such Proposal is genuine and is made without fraud;
5. Neither the said Proposer, nor any of its officers, partners, owners, agents, representatives, employees, or parties in interest has offered or received any kickbacks or inducements from any offeror, suppliers, manufacturer, or sub Company in connection with the offer, and they have not conferred on any public employee, public member, or public official having official responsibility for this procurement or transaction, any payment, loan, subscription, advance, deposit of money, services, or anything of value as defined in Section 8-13-100 of the South Carolina Code of Laws; and
6. Furthermore, neither the Proposer, nor any of its officers, partners, owners, agents, representatives, employees or parties in interest has any relationship with the City, another person, or organization that interferes with fair competition or that constitutes a conflict of interest with respect to a contract with the City.

DATE

COMPANY/BUSINESS

BY: _____
SIGNATURE

PRINTED NAME

SWORN to before me this _____
day of _____, 20____

ITS: _____
TITLE

Notary Public for _____ (state)

My commission expires: _____

By: _____
(signature)

NONCOLLUSION AFFIDAVIT OF PRIME PROPOSER

STATE OF _____)

COUNTY OF _____)

_____, being first duly sworn, deposes and says that:

1. He/She is _____ of _____, the Proposer that has submitted the attached proposal;
2. He/She is fully informed respecting the preparation and contents of the attached proposal and of all pertinent circumstances respecting such proposal;
3. Such Proposal is genuine and is not a collusive or sham proposal;
4. Neither the said Proposer nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived, or agreed, directly or indirectly with any other Proposer, company or person to submit a collusive or sham Proposal in connection with the Contract for which the attached Proposal has been submitted or to refrain from proposing in connection with such Contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other proposer, company or person to fix the price or prices in the attached Proposal or of any other proposer, or to secure through any other proposal, or to fix any overhead, profit or cost element of the bid price or the bid price of any other proposer, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the City of Beaufort, SC or any person interested in the proposed contract.

(signed)

(title)

SWORN to before me this _____
day of _____, 20_____

Notary Public for _____(state)

My commission expires: _____

By: _____
(signature)

SMALL/WOMAN-OWNED/MINORITY BUSINESS ENTERPRISE FORM

YOUR COMPANY'S CURRENT STATUS	SUPPLIER BUSINESS CLASSIFICATIONS
<p>Is this a small business?</p> <p>Yes No</p>	<p>A small business is a business which is independently owned and operated, not dominant in its field of operation, and can qualify under criteria concerning number of employees, average annual receipts, or other criteria as outlined by the Small Business Administration. (See CFR Title 13, Part 121, as amended)</p>
<p>Is this a woman-owned business?</p> <p>Yes No</p>	<p>A woman-owned business is a business which is at least 51% owned by a woman or women who also control and operate the business.</p>
<p>Is this a minority-owned business?</p> <p>Yes No</p> <p>If Yes, please indicate minority group: <input type="checkbox"/> Asian American <input type="checkbox"/> Black American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Native American</p>	<p>A minority-owned business is a business which is at least 51% owned, controlled and operated by socially and economically disadvantaged individuals. The following groups are among those presumed to be socially and economically disadvantaged: Asian Americans, Black Americans, Hispanic Americans, and Native Americans.</p>
<p>Is this a disabled-owned business?</p> <p>Yes No</p>	<p>A disabled-owned business is a business which is at least 51% owned, controlled and operated by an individual or individuals who are disabled.</p>
<p>Is this a veteran-owned business?</p> <p>Yes No</p>	<p>A veteran-owned business a business which is at least 51% owned, controlled and operated by an individual or individuals who are U.S. veterans.</p>
<p>Is this a disabled veteran-owned business?</p> <p>Yes No</p>	<p>A disabled veteran-owned business is a business which is at least 51% owned, controlled and operated by an individual or individuals who are U.S. veterans and disabled.</p>
<p>Are the individuals who own, control and operate this business U.S. citizens?</p>	<p>Yes No</p>
<p>Is this business a non-profit organization?</p>	<p>Yes No</p>
<p>Is this business incorporated?</p>	<p>Yes No</p>