

REQUEST FOR PROPOSALS 2108-0098
INFORMATION TECHNOLOGY SUPPORT AND MAINTENANCE SERVICES
CITY OF GOODLETTSVILLE, TN

The City of Goodlettsville (City) is requesting proposals (RFP) from qualified Suppliers for Information Technology Support and Maintenance Services. Also included in the RFP are cloud-based data hosting services.

Included with this request are applicable technical specifications and an equipment and service proposal schedule.

Proposal Content

The proposal shall contain the following items:

1. Unit price(s) for any indicated hardware and services to be provided.
2. Itemized list of equipment, materials, and services to be furnished.
3. Expected submittal schedule and equipment delivery schedule following award of the winning proposal.
4. List of exceptions to or deviations from the specifications (if any). If none, state "No Exceptions."
5. Brief summary of experience with Information Technology Support and Maintenance Services and a list of installations in the U.S. of similar type. Provide name and telephone number of contact person.
6. Brief summary and anticipated cost of recommended periodic maintenance and support including interval(s).
7. Brief, concise summary of any advantages, which are unique to the suppliers' system or equipment, compared to other suppliers.
8. This proposal should contain at a minimum the following maintenance and services. An assigned technician to oversee the development of IT Management, planning, and budgeting. A centralized application for monitoring and evaluating the IT infrastructure. An approved anti-virus solution. Monitor and manage patching schedule. Manage and support network infrastructure and cloud-based applications. Track and audit inventory for budgeting purposes. At least quarterly meetings with I.T. Department for strategic planning. Onsite and remote support of existing I.T. Department.
9. This proposal should include the charge rates of any additional services or support, either remotely or onsite and the charge rate for during business hours and after business hours.
10. Upon agreement between the two parties, this agreement may be terminated by either party without cause with at least a (30) day written notice, effective at the end of the notice period. Any such termination shall be without penalty or additional payments.

Additional information is neither desired nor requested. Proposals which contain numerous or significant exceptions to the specifications may be considered nonresponsive.

Proposal Submittal

City of Goodlettsville – Information Technology Support and Maintenance Services RFP

Proposals shall be submitted in a plain sealed envelope marked on the outside with the words "Proposal for Information Technology Support and Maintenance Services" and the name and address of the Supplier. Proposals shall be delivered to the address below no later than 02:00 p.m. local time on Thursday, August 19, 2021:

The City Of Goodlettsville
Attention: Charlie Ballard, Purchasing Director
105 South Main St.
Goodlettsville, TN 37072

Technical questions regarding this RFP should be directed in writing to Randy Hale, via e-mail at rhale@goodlettsville.gov at least five days prior to the submittal deadline. The telephone number is (615) 851-2215.

Basis of Selection

This RFP is part of an evaluated selection process. The cost of the equipment and service will be part of the evaluated price. In addition, the City will consider factors other than evaluated price in making the final selection. These factors may include, but are not limited to, adherence to the specifications, ease and frequency of maintenance, experience, and technical support capabilities. The City may waive any informality and make a selection at its sole and absolute discretion, which it deems to be in its best interest.

A responsive Supplier is one who provides the information requested above and who proposes to furnish Information Technology Support and Maintenance Services as specified herein. A responsible Supplier is one who has been regularly engaged in the support and maintenance of Information Technology Services for a minimum of five (5) years in satisfactory operation in the U.S. of similar type and application.

Interviews with Suppliers are not planned at this time. However, The City may decide to conduct interviews with one or more Suppliers if it deems that such meetings would be beneficial to the selection process.

Suppliers who respond to this RFP will be notified in writing of the final selection.

Conditions

1. The pricing provided in the Supplier's proposal shall be valid for 90 days from the date listed above.
2. The City reserves the right to abandon this RFP in its entirety and to make no selection.
3. The City reserves the right to negotiate changes of any nature with any Supplier quoting with respect to any term, condition, or provision in this document and/or in any quotation, whether or not something is stated to be mandatory and whether or not it is said that a quotation will be rejected if certain information or documentation is not submitted with it.
4. The City reserves the right to enter into an agreement for the work described herein with any Supplier or Suppliers that it sees fit to have an agreement with, whether or not that Supplier or Suppliers submitted a response to this RFP.
5. Sales tax is not applicable to this RFP.

6. The City of Goodlettsville does not discriminate on the basis of age, race, sex, color, national origin, religion or disability in admission to, access to, or operation of its programs, services or activities, nor does it discriminate in its hiring, employment or purchasing practices. Contact the City Manager at (615) 851-2200 with questions, concerns, complaints and with requests for ADA accommodations.