

REQUEST FOR QUALIFICATIONS INFORMATION TECHNOLOGY/COMPUTER SERVICES FOR THE City of Tontitown August 1, 2019.

INTRODUCTION The City of Tontitown (The City) is seeking qualifications from professional technology companies to provide computer support services. Qualifications will be evaluated based on company profile provided to the City. The company will resolve computer and network issues and ensure the efficient operations of the City's computer systems. The company will be expected to provide help-desk service with limited computer downtime during normal business hours, 8:00 a.m. to 4:30 p.m. Monday through Friday, excluding city recognized holidays. The City will require servers and the network infrastructure to be monitored 24/7.

2. SUBMITTAL DEADLINE Submittals must be presented no later than 2:00 p.m. on Friday, August 30, 2019. In Person to: City of Tontitown ATTN: Mayor, Paul Colvin, Jr., 235 E. Henri de Tonti Blvd., Springdale, AR 72762, or by mail to: PO Box 305, Tontitown, AR 72770. Submittals should be clearly marked "RFQ: Information Technology/Computer Services, City of Tontitown". Proposals received after the deadline will not be considered.

3. BACKGROUND INFORMATION The City is currently under contract with an information based firm for information technology services. The City uses Windows-based servers and Windows-based work stations for daily operations. The City uses managed switches for networking. The goal of the RFQ is to identify a firm/consultant that will provide information technology support services in an economical manner while providing excellent customer service. These services will involve a combination of onsite and offsite support.

4. SCOPE OF SERVICES A. Description

The IT support company will respond to help desk tickets, and onsite IT support tickets. The basic support functions include the installation of office software, updated software, and the correction of desktop application problems. This will include configuration and diagnosis of any computer-related issues at the City. Maintenance and support of network equipment including switches, firewall, routers, and any other technology-based devices at the City are also included. This will include keeping all of the City's information technology functioning; as well as completion of ongoing projects.

B. Required Support

1. Routine maintenance performed on the following equipment: servers, workstations, network equipment:

- Deploying updates and patches
- Provide internet monitoring service
- Managing anti-virus updates
- Remove spyware
- Monitor system health on all workstations, servers and network equipment

- Monitor backups and other important routine activities
 - Review backup logs
 - Update virus protection
 - Apply service pack updates
 - Apply security patches
 - Update BIOS as needed
 - Backup of network configurations

2. Help Support

- Over the phone and on sight help as needed between the hours of 8:00 AM and 5:00 PM CST Monday through Friday.
- Emergency support will be provided 24/7 for issues that affect the City's ability to function and employees are prevented from doing their job. Response for emergencies is required within 30 minutes.
- Non-emergency support for issues that do not hinder employees from doing their jobs. Response for non-emergencies is required within 3 hours.
- Other requests for support is required within 24 hours.

3. Server Backup

Full server and data backups will be performed at least once per day on site through our backup system.

4. Reports/Meetings

The IT support company must provide quarterly reports to the City that provide an assessment of the computer system. The first meeting will give the Mayor an overall assessment of the IT system. The second meeting will give recommendations of upgrades and/or replacements for equipment for the next year's budget.

5. SUBMISSION REQUIREMENTS

The City will limit the requested RFQ to no more than five (5) pages based on the following company profile:

1. Length of time in business.
2. An outline of the firm's officers and management team.
3. An outline of the IT team assigned to the City.
4. Length of time providing proposed services.
5. References. (No more than five.)
6. References may count as Addendums and will not count toward the five page submission limit.

7. Number of clients.
8. Number of clients in the local area.
9. Number of full-time employees and area of involvement: Technical Support, Programming, Consulting, Sales Support, Administrative Support.
10. Location of office to service the account, and physical response time.
11. Number of local staff to support the account.
12. Any additional information pertinent to the RFQ.

6. INSURANCE REQUIREMENTS

Provide a certificate of insurance showing the firm's current limits of liability for commercial, general, and professional liability, worker's compensation, and business automobile liability. List all current and unresolved litigations, arbitrations, or mediations of the firm.

7. EVALUATION/ CONTRACT AWARD

City will evaluate the companies based on a points system of the criteria of Section 5. The City will review all complete, eligible qualification received by the deadline. The award of the contract will be based on this evaluation and successful negotiation of terms and price. The contract will be for a period of three (3) years which can be extended at the City's discretion.

8. MISCELLANEOUS

The City reserves the right to reject any proposal based on the submittals. The firm selected will be, in the sole judgment of the City, the best company to meet the requirements of this RFQ and applicable law. The City reserves the right to make changes to the RFQ as it may deem appropriate at any time. This description of scope of services is intended to provide an overview, and is not intended to be exhaustive.