

REQUEST FOR BIDS
INFORMATION TECHNOLOGY
NETWORK MAINTENANCE AND SUPPORT SERVICES

BID NUMBER: 16-0802

Issuance Date: August 22, 2016

Proposals Due September 9, 2016

Issued by:
City of Red Bank

I. INTRODUCTION

The City of Red Bank (CORB) seeks sealed bids from qualified firms or individuals who can provide a range of IT network monitoring and support services to the City of Red Bank.

While CORB prefers one individual or company to provide the full scope of services requested under this bid, CORB will consider collaborative bids from multiple firms or individuals, provided that one firm/individual serve as the lead for purposes of contracting and project management.

Bids are due to CORB no later than 2:00 PM EST, September 9, 2016. Please send bids to Randall Smith using the subject: Information Technology Network Support Services Bid. Bids may be mailed to City Manager at City of Red Bank, 3117 Dayton Blvd., Chattanooga, TN 37415.

II. SCOPE

A. Contractor must provide the following services (onsite and/or remotely):

1. Network system monitoring: Contractor shall monitor City of Red Bank’s IT network to assure network availability during City of Red Bank’s business hours.
2. IT Systems administration & maintenance: Contractor shall perform network administration and maintenance including establishing and enforcing protocols, performing setups, troubleshooting problems, administering print and periphery functions, assessing configurations, installing hardware and software or overseeing their installation and supervising system backups.
3. Security and protection: of the entire system, including virus protection, control of access and maintenance of security codes, physical security of the network, disaster preparation and prevention, and maintenance of all backup systems. Contractor shall work with City of Red Bank staff to develop and maintain adequate security procedures and disaster plans.
4. Set up, configuration and data transfer of new desktops, laptops, tablets: for users, including installing software and printers.
5. Report IT system and user problems to vendors, as appropriate, maintaining logs and following through with vendors to ensure resolution.
6. Provide hands-on assistance and troubleshooting with PCs. Make recommendations concerning improvements to the network system, possibilities for cost reduction and greater efficiencies.
7. Contractor shall be responsible for supporting Windows XP, Windows7, etc through manufacturer’s end of life.
8. Monitor and maintain e-mail server.
8. Provide training to City of Red Bank staff.

B. Service-level Expectation. CORB’s IT Systems are identified as “High” (Priority 1), or “Normal” (Priority 2). CORB’s service-level expectations (or “SLE” or “Priority”) to be provided by the Contractor are based on the following priority ratings:

1. High Priority (Priority 1): One (1) hour phone response and two (2) hour onsite response during normal business hours.
 - a. Applies to all Network Servers, including email server
 - b. Internet Connectivity
 - c. Request is identified as “High Priority” by CORB’s representative
2. Normal Priority (Priority 2): All phone responses and support (onsite or otherwise) requests, two (2) hour phone response and next business day onsite response during normal business hours.

III. CORB’S TECHNOLOGICAL INFRASTRUCTURE & ORGANIZATION

- A. Contractor shall be responsible for supporting the following CORB IT infrastructure:
 - 1. PCs, Servers, Email servers, Laptops and tablets
 - 2. Networked printers
 - 3. Networked copiers
 - 4. Desktop Operating systems: XP, Windows7, (etc.)
 - 5. Server software: Windows SERVER 2000, 2003 64 bit and 32, 2008 std. 64bit SP2.
 - 6. Virus protection
 - 7. Remote Access
 - 8. Backup (On-site and Off-site)
- B. CORB Locations & Personnel
 - 1. Locations requiring IT support
 - a. Red Bank City Hall and Police Department, 3117 Dayton Blvd., Red Bank, TN 37415 This is where the IT network equipment is located.
 - b. Red Bank Fire Hall, Station 1, 3127 Dayton Blvd., Red Bank, TN 37415.
 - c. Red Bank Fire Hall, Station 2, 4901 Dayton Blvd., Red Bank, TN 37415
 - d. Red Bank City Garage, 1101 Pinebreeze Rd., Red Bank TN
 - e. Future location (within the initial 2 year term) 3105 Dayton Blvd., Red Bank, TN 37415 (This will become City Hall after planned renovations but should not result in additional desktops or laptops to maintain, monitor, address)
 - 2. Hours of Operation

CORB is open to the public Monday to Friday 8:30 - 4:30. CORB staff work Monday-Friday 8:30-4:30.

IV. **BID INSTRUCTIONS**

A. Contact Information

This Bid is being issued, as well as any addenda, by City of Red Bank. The contact person is:

Randall Smith
3117 Dayton Blvd.
Chattanooga, TN 37415
rsmith@redbanktn.gov

B. Bid Submission and Format

By this Bid, CORB solicits Bids to be received no later than 2:00 pm (EST) September 9, 2016 in the form outlined below. **Late submittals will not be accepted.**

- 1) Bidders shall submit their bid in a sealed envelope INDICATING ON THE OUTSIDE THE COMPANY NAME AND THE REFERENCE NUMBER 14-0802. Bids may be hand-delivery on or before the due date and time above. Bids may be mailed but must be received by the CORB by the date and time above. All bids will become property of CORB. Submit Bids to:

City Manager
City of Red Bank
3117 Dayton Blvd., Chattanooga, TN. 37415

- 2) Format of Response:

- a. Cover Letter. Provide a cover letter outlining the components of your Bid.
- b. Qualifications and Experience. Discuss respondent's experience in serving as a provider of technology consulting services. Identify the name(s) and title(s) of the individuals that will provide the services listed in the Scope of Work and describe their qualifications and experience.
- c. Work Processes. Please describe:
 - 1) The tools used to monitor the network and respond to alerts
 - 2) The process for managing requests for assistance e.g. trouble tickets
 - 3) Describe the process and tools used to provide remote support. Describe how you would handle minor requests for assistance.
 - 4) Describe the approach and timeframe to assess CORB's system and initiate the service.
 - 5) Describe your ability to be onsite at CORB's facilities with limited advance notice.
- d. References. Complete and attach the mandatory references form (Attachment 1, Contractor Information & Certifications).
- e. Subcontractors. Complete Attachment 1 if this Bid is a collaboration of more than one individual or company. This is mandatory only if you expect to subcontract with another provider for some services. Describe the relevant qualifications and experience for each individual who will be completing each specific scope of work element and also describe how the collaborators will work together to ensure seamless project management.
- f. Cost. Please quote the following items of cost:
 - 1) A fixed monthly fee for continuously monitoring CORB's IT Systems including recurring work such as log review. Please list all items that are included in this fee.
 - 2) Hourly rates for remote support of CORB's IT Systems (servers, PC, etc) during Normal Business Hours and After Hours.
 - 3) Hourly rates for onsite support of CORB's IT Systems during Normal Business Hours and After Hours.
 - 4) Costs must be firm for the contract term and include all direct and indirect costs. All unspecified costs shall be borne by Bidder.
- g. Travel Expenses. CORB will NOT reimburse any expenses related to Contractor's transportation under the Contract (e.g. mileage, parking, etc.) for travel to CORB's offices.
- h. Required Forms: The following forms must be included with Bid. Failure to submit mandatory forms could result in rejection of the company's Bid. The following forms must be completed and submitted:
 - 1) Attachment 1: Contractor Information & Certifications
 - 2) Attachment 2: Iran Divestment Act Certification

C. Bid Terms and Conditions

CORB reserves the right to select more than one respondent, to select respondent(s) for specific purposes or for any combination of specific purposes, and to defer the selection of any

respondent(s) to a time of the CORB's choosing.

D. Board and Staff Communications

Under no circumstances may any CORB Board member or any staff member other than the contact specified above be contacted during this Bid process regarding this Bid by any entity or individual intending to submit a response to this Bid. Failure to comply with this request will result in disqualification. All questions should be in writing and directed to the individual identified above.

E. Timetable

If you have questions regarding this Bid, you must submit them in writing to rsmith@redbanktn.gov or City Manager, City of Red Bank, 3117 Dayton Blvd., Chattanooga TN 37415 no later than 4:30 **EST on August 30, 2016.**

Responses to all appropriately submitted questions will be provided on or before September 2, 2016.

The deadline for submissions in response to this Bid is 2:00 p.m. (EST), September 9, 2016.

Telephone, e-mail or fax responses will not be accepted for this Bid.

ACTION	DATE
Bid Issued	August 22, 2016
Due Date for Questions	August 30,2016
Responses to Questions Released	September 2,2016
RESPONSES DUE AND OPENED (2:00 P.M.)	September 9, 2016
Evaluation Process/Possible Interviews (Week of)	September 12, 2016
Board Approval & Contract Award	September 20, 2016

F. Release of Information

Information submitted in response to this Bid will not be released by CORB during the proposal evaluation process or prior to a contract award.

G. Proprietary Information

If a respondent does not desire certain proprietary information in their response disclosed, the respondent is required to identify all propriety information in the response, which identification shall be submitted concurrently with the response. If the respondent fails to identify proprietary information, it agrees by submission of its response that those sections shall be deemed nonproprietary and may be made available upon public request after a contract award.

H. City of Red Bank Reserves the Right to:

1. Request an interview with and additional information from bidder prior to final selection a provider.
2. Consider information about a bidder in addition to the information submitted in the written response or interview.
3. Reject any and all bids and waive any irregularities.
4. Negotiate the fees proposed by the bidder.

V. SELECTION CRITERIA

Bids will be evaluated based on the selection factors listed below; the relative weight that each factor will receive in the evaluation is shown below.

A. Selection Factors:

1. Qualification, Capacity, and Resources: Bidder's capacity and resources to perform and provide the services described in this Bid, including demonstrated experience and success in providing similar services.
2. Plan, Methodology, Approach and Strategy: The bidder's approach for the implementation and operation of the services outlined in this RFP and the portfolio of services offered.
3. Experience and qualifications of specific personnel to be assigned to perform the services.
4. Proposed pricing, rates, fees and expenses: Ongoing monthly costs and one-time expenses.
5. Overall references from other clients.

VI. **BID REQUIREMENTS AND CONDITIONS**

A. Minimum Requirements

This Bid sets forth the minimum requirements that all submissions shall meet. Failure to submit Bids in accordance with this request may render the bid unacceptable.

B. Cost of the Bid

Costs incurred by any bidder in the preparation of its response to the Bid are the responsibility of the bidder and will not be reimbursed by CORB. Bidders shall not include any such expenses as part of their bids.

C. Clarification to Bids

CORB reserves the right to obtain clarifications of any point in a company's bid or to obtain additional information necessary to properly evaluate a particular Bid. Failure of a bidder to respond to such a request for additional information or clarification could result in rejection of the company's bid.

D. Cancellation of the Bid

CORB reserves the right to cancel this Bid at any time, for any reason, and without liability if cancellation is deemed to be in the best interest of CORB. The bidder assumes the sole risk and responsibility for all expenses connected with the preparation of its Bid.

E. Collusion

Bidder, by submitting a Bid, hereby certifies that no officer, agent, or employee of CORB has a pecuniary interest in this Bid; that the Bid is made in good faith without fraud, collusion, or connection of any kind with any other bidder; and that the bidder is competing solely on its own behalf without connection with, or obligation to any undisclosed person or company.

F. Disputes

In case of any dispute as to the participation sought hereunder, or the interpretation of the provisions of the Bid, following dispute process shall apply: Protests (unless otherwise specified, the use of the term "protest" shall also include disputes and appeals) shall be submitted in writing, must contain the Bid number, must be delivered to the address listed in Section IV.A. of this Bid, and must be submitted according to the time requirements listed below.

Solicitation: A solicitation issued may be protested. The protest must be received by the person listed above before the bid submittal deadline, or it will not be considered.

Award Bid: Any protest against the award of a contract based on a Bid must be received by the City Manager no later than two full business days after the bid submittal deadline, or before award of the contract, whichever is earlier, or the protest will not be considered.

Award Bid: Any protest against the award of a contract based on a Bid or appeal of a decision by CORB to reject a Bid, must be received by the City Manager within three business days after notification to an unsuccessful bidder that they were not selected, or the

protest will not be considered.

Rejection of Bid: Any protest of a decision by CORB to reject a bid submitted must be received by the City Manager within two business days after being notified in writing of CORB's decision, or the appeal will not be considered.

The decision of CORB regarding a protest shall be final and binding upon all parties.

VII. **INSURANCE REQUIREMENTS**

- A. Prior to award (but not as a part of the Bid submission) Contractor shall procure and maintain insurance limits no less than:
1. Commercial General Liability: \$1,000,000; combined single limit bodily and property damage liability per occurrence.
 2. Comprehensive Automobile Liability: \$1,000,000; combined single limit bodily and property damage liability per occurrence and aggregate.
 3. Workers' Compensation: statutory limits.
 4. Professional Liability (aka "Errors and Omissions") \$1,000,000 for liability claims arising from or due to the negligence in the performance of professional services under the Contract.
- B. The insurance provided pursuant to this Bid shall be the primary insurance for any and all claims arising under or related to this contract.
- C. The above policies are required to be maintained in force until completion of the contract. City of Red Bank must be named as an additional insured and all subcontractors used in the performance of this contract to name City of Red Bank as an additional insured.
- D. Failure to provide proof of insurance or failure to maintain insurance as required in this bid, or by law; are grounds for immediate termination of the contract. In addition, the awarded bidder should be liable for all re-procurement costs and any other remedies under law.

VIII. **CONTRACT CONDITIONS**

A. Contract Term

CORB anticipates that it will award contracts for a two (2) year term with the option, at CORB's sole discretion, of three (3) additional one-year option periods, for a maximum total of five (5) years. The Contract Price shall be firm for the initial two year term.

B. Americans with Disabilities Act

Bidders must comply with all applicable requirements of federal and state civil rights law and rehabilitation statutes.

C. Law of the State of Tennessee

The resulting contract will be entered into within the State of Tennessee and the law of said state, whether substantive or procedural, shall apply to the contract, and all statutory charter and ordinance provisions that is applicable to public contracts within the County of Hamilton and the State of Tennessee shall be followed with respect to the contract.

D. Contract Terms and Final Selection

The selected bidder will be expected to sign CORB's Contract Agreement, which will specify the term of service. If the selected bidder and the CORB cannot come to terms with respect to the contract, the CORB reserves the right to select the next most qualified bidder or to terminate this Bid and to re-issue a new Bid if no bidder is acceptable to CORB.

E. No Guarantee of Work

This Bid and any contract awarded in connection with this Bid do not guarantee bidder any volume or duration of work.

F. Debarment Statement

By submitting a Bid in response to this request, respondent agrees that they, nor any partner, subcontractor or staff member is debarred, suspended, or otherwise prohibited from conducting business with any Federal, State or Local agency.

G. CJIS, TBI and FBI Rules

Bidder must comply with all CJIS, Tennessee Bureau of Investigation and Federal Bureau of Investigation regulations, as they relate to security and network access and configuration.

IX. **BID ATTACHMENTS**

Attachment 1: Contractor Information & Certifications

Attachment 2: Iran Divestment Act Certification

END OF BID

ATTACHMENT 1

Submitted by: _____

BID FOR IT NETWORK MONITORING & SUPPORT SERVICES

CONTRACTOR'S INFORMATION & CERTIFICATION

(IF THE BID RESPONSE IS SUBMITTED BY A JOINT VENTURE EACH BUSINESS SHALL PROVIDE THE INFORMATION REQUESTED BELOW)

City of Red Bank

Attn: City Manager

3117 Dayton Blvd.

Chattanooga, TN 37415

A. ACKNOWLEDGEMENT OF BID PACKET & ADDENDA

Respondent has received Bid Packet and the following Addenda (if any), receipt of which is hereby acknowledged:

ADDENDUM NUMBER: _____ DATE RECEIVED: _____

ADDENDUM NUMBER: _____ DATE RECEIVED: _____

Do you take any exceptions or have any objections to the items and conditions of this Bid Packet?

Yes ___ No ___

If "yes" please attach a separate page titled "Objections to Bid" stating the specific paragraphs and why you are taking exception or objecting.

B. CONTRACTOR'S INFORMATION

Legal Business Name	
DBA (if used)	
Mailing Address	

Physical Address (if different	
Federal Tax ID	
Phone Number	
Fax Number	
Email Address	
Legal Structure	Sole Proprietor ___ Partnership ___ Corp. ___ LLC ___ JV ___
Years in business under this name	

Submitted by: _____

1. Do you intend to subcontract any part of the work? Yes ___ No ___
(if "yes" attach a listing of subcontractors and the work they will perform)

2. Number of staff in your firm qualified to perform the service in your Bid Response. _____

- a) Number of staff with Cisco Select certification Level or higher. At a minimum one (1) CCNE must be a regular full time employee of the firm/company. _____
 - b) Number of staff with Microsoft Silver Partner or higher – A+, Server + and Network + certified technicians employed on staff. _____
3. Is the firm/company factory certified and warranty service authorized in any/all servers and computers listed on the Bid? Yes _____ No _____
 4. Do you provide 3 year 9X5 next business day on-site warranty on all equipment listed on bid? Yes _____ No _____
 5. What is your average response time for routine support calls? _____
 6. Do you offer 24/7 365 onsite emergency service? Yes _____ No _____
 7. Has the business or contractor’s license of your firm, or any firm which your company’s Principal was associated ever been suspended or revoked? Yes _____ No _____
 8. Has your firm, or any firm with which your company’s Principal was associated, ever had any performance bond surety company need to complete or arrange for completion (take over) of any contract originally awarded to your company? Yes _____ No _____
 9. Has your firm been disqualified, removed, or otherwise declared in material breach or default of any public works contract by a public agency; or debarred from participating in bidding for any public works contract? Yes _____ No _____
 10. References: Please list three references that the City of Red Bank may contact for work similar to that covered by this Bid.

Company	
City / State	
Phone # / Email	
Contact Name / Title	
Type of Work / Contract	
Company	
City / State	
Phone # / Email	
Contact Name / Title	
Type of Work / Contract	
Company	
City / State	
Phone # / Email	
Contact Name / Title	
Type of Work / Contract	

C. CERTIFICATIONS

EQUAL EMPLOYMENT OPPORTUNITY: In accordance with Title VI, it is the policy of the City of Red Bank not to discriminate in admission to, access to, or operation of its programs, services and activities.

With regard to all aspects of this contract, the Vendor certifies and warrants it will comply with this policy. The City of Red Bank reserves the right to waive any informality or to accept or reject any and all bids, and to accept the bid, which in the opinion of the City Commission, is in the best interest of the City of Red Bank. By submitting its Bid, the bidder certifies that it complies fully with all government regulations regarding non-discriminatory employment practices.

Submitted by:

Signature Date

Printed Name and Title: _____

Name of Firm: _____

IF A CORPORATION, PRESIDENT OR CEO SHOULD SIGN; IF A PARTNERSHIP, A PARTNER SHOULD SIGN; AND IF A LLC, MANAGING MEMBER SHOULD SIGN. **IF SOME OTHER EMPLOYEE SIGNS, EVIDENCE OF AUTHORITY MUST BE SUBMITTED**

Attachment 2

Iran Divestment Act Certification

Statement of noninvestment required for competitive bidding

(a) On or after July 1, 2016, every bid or proposal made to a political subdivision of the state or any public department, agency, or official thereof where competitive bidding is

required by statute, rule, regulation, or local ordinance or resolution, for work or services performed or to be performed or goods sold or to be sold, shall contain the following statement subscribed by the bidder and affirmed by such bidder as true under the penalties of perjury: "By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to § 12-12-106."

(b) Notwithstanding subsection (a), the statement of noninvestment in the energy sector of Iran may be submitted electronically.

(c) A bid shall not be considered for award nor shall any award be made where the condition set forth in subsection (a) has not been complied with; provided, however, that if in any case the bidder cannot make the foregoing certification, the bidder shall so state and shall furnish with the bid a signed statement which sets forth in detail the reasons therefor. A political subdivision may award a bid to a bidder who cannot make the certification pursuant to subsection (a), on a case-by-case basis, if:

(1) The investment activities in Iran were made before July 1, 2016, the investment activities in Iran have not been expanded or renewed on or after July 1, 2016, and the person has adopted, publicized, and is implementing a formal plan to cease the investment activities in Iran and to refrain from engaging in any new investments in Iran; or

(2) The political subdivision makes a determination that the goods or services are necessary for the political subdivision to perform its functions and that, absent such an exemption, the political subdivision would be unable to obtain the goods or services for which the contract is offered. Such determination shall be made in writing and shall be a public document.

CERTIFICATION

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to § 12-12-106

Signature

Date

Printed Name: _____ Title: _____

Iran Divestment Act Company List

Abadan Petrochemical Co. 36. Petro China Co. Ltd.
Aban Offshore Ltd. 37. Polskie Gornictwo Nafowe I Gazonictwo SA
Arak Petrochemical Co. 38. Royal Dutch Shell Plc
Arvandan Oil & Gas 39. Sepehr Energy
Behran Oil Co. 40. Shiraz Petrochemical Co.
Bharat Petroleum Corporation Ltd. 41. Showa Shell Sekiyu K K
China National Petroleum Corp. (CNPC) 42. Tabriz Oil Refining Co.

China Petroleum & Chemical Corp 43. Total S.A.
Cosmo Energy Holdings Company Limited 44. Toyota Tsusho Corporation
Dragon Oil Plc 45. Tupras Turkiye Petrol Rafinerileri AS
Eni Spa
Esfahan Oil Refining Co.
Essar Oil Ltd.
Fanavaran Petrochemical Co.
Farabi Petrochemical Co.
Gail (India) Ltd.
Gazprom OAO
Gubre Fabrikalari T.A.S.
Hindustan Petroleum Corporation Ltd.
Hyundai Heavy Industries
Idemitsu Kosan Co. Ltd.
Indian Oil Corporation Ltd.
JX Holdings, Inc.
Koc Holding A.S.
Lukoil Oil Co.
Maire Tecnimont S.P.A.
Mangalore Refinery & Petrochemicals Ltd.
Mitsubishi Corporation
Mitsui & Co. Ltd.
National Iranian Oil Co.
National Iranian South Oil Co.
Oil & Natural Gas Corporation Ltd.
Pardis Petrochemical Co.
Pars Oil Co.
Parsian Oil and Gas Development Co.