

106 N 5th Street
Canton, MO 63435
(573) 288-1072

NOTICE OF REQUEST FOR PROPOSALS FOR INFORMATION TECHNOLOGY (IT) SUPPORT SERVICES

The City of Canton, Missouri (the "City") is accepting sealed proposals for Information Technology (IT) Support Services for the City's computer network (hardware, software and connectivity).

The proposal shall be submitted in a sealed envelope or package to Crissy Seangmany, City Clerk, at 106 N. 5th Street, PO Box 231, Canton, Missouri 63435 by 2:00 p.m. on January 15, 2021.

I. Summary

The City seeks the assistance of a consulting firm to provide Information Technology (IT) Support Services for its computer-based technologies system. The nature of the service will be ongoing support and coordination of this system to ensure proper implementation of new technologies, general management and operation, and maintenance/troubleshooting of the system for the City.

It is the general intent of the City that the consultant will become the City's adjunct IT staff, performing routine maintenance and updates to the system, as well as providing a needed resource for both end users of the system and management staff.

II. General Overview

The City is a full service organization consisting of 35 full and part-time employees across three main sites: Administration, City Clerk, Municipal Court, Public Works Administration, and Police Department. Public Works operates out of the Public Works Facility.

The City Clerk utilizes G-Works/Simple City Accounting for general ledger, payroll, accounts payable, accounts receivable, cash receipts, and billing. The Court Department utilizes Show Me Courts software.

III. Scope of Work

The successful consulting firm will be available for on call and on-site technical assistance and system administration to the City. The consulting firm will be responsible for troubleshooting computer problems and maintaining the PC Network to prepare for future needs and to prevent technical difficulties.

Specific responsibilities include, but are not limited to, the following:

Provide professional services on-site during normal business hours on Monday –Friday between the hours of 8:00 am to 4:30pm when needed.

The City also requires a 4-hour guarantee response time for all emergency situations.

Design, implement and support the City's Local Area Network. Troubleshoot (either remotely or on-site) hardware and software problems.

Perform minor cabling work.

Support all local and network printers and peripherals.

Perform the repairs and necessary maintenance of the PC network.

Implement and manage a robust file backup procedure that covers end users and computers and all servers.

Perform security audits annually or as requested by City's designated point of contact, or immediately following suspected breaches of security.

Assist the City in development of disaster recovery plan. Manage backup and disaster recovery systems.

Document information system processes and procedures and assist with network security.

Assist users with operational problems. Perform general maintenance on all software packages.

Coordinate problem-solving with software vendors. Install files, directories, and security to accommodate department needs.

Install hardware, software and peripherals.

Provide recommendations on solutions to issues, including cost estimates for repairs and/or replacements.

Maintain virus detection programs on the City servers and user workstations.

Perform periodic security audits, including notification of suspected breaches of security to the City's designated point of contact.

Maintain virus/malware detection and spam reduction programs for City servers, email and all other City workstations and laptops.

Implement and configure the City systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by the City's designated point of contact.

IV. Submission of Proposals

Qualified consultants must submit their proposal by 2:00 p.m. on January, 15 2021.

Proposals must be submitted in a sealed envelope labeled: Information Technology Support Services Proposal.

Proposals must be submitted to: Crissy Seangmany, City Clerk, City of Canton, 106 N 5th Street, PO Box 231 Canton, MO 63435

Proposals shall contain the following information:

1. Profile –A profile of the consulting firm, including a brief description of business history, objectives and clients.
2. Primary Contact–Identification of the person who will serve as the primary contact for the project, specifically their name, mailing address, location, phone number, fax number, and email address.
3. Conflict of Interest –Indicate whether the Firm or any of its employees have any business interest or family relationship with any City officer or employee. If so, describe the nature of the interest or relationship.
4. Fees –Provide a rate schedule that would be utilized to carry out the required scope of work. Provide a rate schedule that would be utilized to carry out the required scope of work for areas that fall outside of the fixed fee, if any.
5. References –Provide the names and contact persons of at least three client organizations where similar work has been provided as contained in this RFP.
6. Compliance with General Terms and Conditions –As a point of information, the successful contractor will be required to meet the following conditions for a contract award: Certificate of Insurance for Liability and Workman's Compensation Insurance.

V. General Provisions and Disclaimers

This Request for Proposal (RFP) is not a commitment or contract of any kind. The City reserves the right to pursue any and/or all ideas generated by this request. Costs for developing submissions are entirely the responsibility of the respondents and shall not be reimbursed. The City reserves the right to reject any and all submissions. The City reserves the right to waive any requirements of this RFP when it determines that waiving a requirement is in the best interest of the City. Submittals are public records subject to disclosure under Missouri law; thus, the City cannot guarantee that any information submitted in response to the RFP will remain confidential.

The City will follow the Missouri Sunshine Law, section 610, and therefore all documentation, proposals, bids, contracts and other documentation submitted to the City in response to this Request for Proposals may be subject to disclosure pursuant to Missouri law.

The Firm will not be permitted to use, to its advantage, any omission or error in this RFP, the specifications, requirements, or the contract documents and the City reserves the right to issue new instructions for such error or omission if originally specified.

Through submittal Firm states that they have examined the information and conditions surrounding the operation of the service contemplated by the Proposal, and is familiar with the requirements as to equipment, supplies, and labor of such undertaking; and that Firm has carefully prepared, examined and checked the Proposal to ascertain that no mistake or error is contained in the Proposal; and that Firm will make no claim for correction or modification after the closing time for receipt of proposals.

The successful Firm shall have a valid City of Canton business license, hold all applicable certifications, and agree to maintain them throughout the terms of the anticipated agreement. Firms shall at all times observe and comply with all Federal and State laws, all local laws, ordinances, and regulations existing at the time of or enacted subsequent to the execution of the contract, which, if in any manner, affect the prosecution of the contract.

VI. Review of Proposals and Contract Award

The City will review and evaluate the proposals received in response to the Request for Proposals. Firms May be selected for interviews or questioned for clarification by the City; however, the City may choose to proceed without interviewing any Firms.

The City Reserves the right to reject any and all proposals; waive formalities, technical requirements and/or deficiencies and irregularities; or solicit new proposals, if such actions are deemed reasonable and in the best interest of the City.

The selected Firm shall be required to enter into a written contract with the City. The final contract is subject to approval of the City Board of Aldermen.

This RFP and the Firm's Proposal will be incorporated as part of the contract. In addition, the terms and conditions listed in this section will be incorporated into any contract awarded as a result of this RFP.

In submitting a Proposal, the Firm agrees to the terms and conditions in this section, unless a statement is made to the contrary. Acceptance of any proposed alternate language, terms and conditions is at the sole discretion of the City.

The contract shall be awarded to the Firm, judged in the sole discretion of the City, as submitting the best overall proposal based on the factors set forth herein. Recommendation for contract award will be contingent on successful negotiation of contract terms. If a contract cannot be successfully negotiated with the selected Firm at a price determined to be fair and reasonable, the City reserves the right to negotiate with another proposer.

VII. Contract Terms and Conditions

1. Insurance

The selected Firm shall be required to provide the City with certificates of insurance for the duration of the contract for insurance coverages specified below:

Professional Liability:

The Firm must carry professional liability insurance protection for the duration of the contract including errors and/or omissions with the following minimum coverages:

Each Occurrence \$500,000
General Aggregate \$1,000,000

Commercial General Liability Minimum Limits:

Each Occurrence \$1,000,000
General Aggregate \$1,000,000

Additional Insured: City of Canton, Missouri.

D. Workers Compensation

This insurance shall protect the Firm against all claims under applicable State Workers' Compensation Laws. The Firm shall also be protected against claims for injury, disease, or death of employees which, for any reason, may not fall within the provisions of a Workers' Compensation law.

The policy limits shall not be less than the following:

Workers Compensation Statutory

Employers Liability: Bodily Injury by Accident \$100,000 Each Accident

Bodily Injury by Disease \$500,000

Policy Limit Bodily Injury by Disease \$100,000 Each Employee

2. Indemnification

The Firm agrees to indemnify, defend, and hold harmless the City, and its board members, officers, employees and agents from and against any and all liabilities, losses, damages, costs and expenses of any kind (including, without limitation, reasonable attorneys' fees) which may be suffered by, incurred by or threatened against the City, or its board members, officers, employees or agents on account of or resulting from injury, or claim of injury, to a person or property arising from the Firm's actions or omissions relating to this agreement, or arising out of the Firm's breach or failure to perform any term, covenant, condition required by the contract.

3. Immunity Retention

By execution and performance of this Agreement, the City does not intend to, nor shall it be deemed to have waived or relinquished any immunity or defense on behalf of the City, and the City's board members, officers, directors, servants, employees, agents, successors or assigns.

4. Ownership Rights

The City shall own all right, title and interest, including without limitation, all copyrights and intellectual property rights, to all documents and work product of Firm created in performance of or relating to the contract.

5. Independent Contractor

The Firm shall perform all services as an independent contractor and not as an employee of the City. The City shall not assume any liability for the direct payment of any salary, wage, workers compensation, income tax withholding, or any other type of compensation to the Firm for the services.

The Firm shall obtain as necessary and pay for all permits, fees, licenses and taxes applicable to the Firm and the services for the project.

VIII. Contact Information

Notifications of award will be made by the City Clerk following approval from the Canton Board of Aldermen accepting the proposal.

It is the intent of the City of Canton to have a contract in place by March 1, 2021.

Questions concerning this RFP document may be directed to Crissy Seangmany, City Clerk, 573-288-4413, or via email at cantontcityclerk@centurytel.net.