



REQUEST FOR QUALIFICATIONS

I.T. SUPPORT AND CONSULTING SERVICES  
AND TO INCLUDE SECURITY CAMERES  
WITH ELECTRONIC DOOR ENTRY.

FOR THE CITY OF VALLEY PARK

Submittal Date: January 13, 2023

Submit I.T./Security RFQ

To:

City of Valley Park

320 Benton Street

Valley Park, MO 63088

## **Request for Qualifications**

The City of Valley Park is requesting sealed proposals from qualified consultants or firms to provide Information Technology Support Services and to include Security Cameras with Electronic Door Entry to optimize the City of Valley Park's computer/security network which includes but is not limited to: hardware, software, service management, and connectivity, personnel on-site as needed, said services provided 24/7-365 days a year.

Proposals will be submitted to City of Valley Park 320 Benton Street Valley Park, Missouri until 3:00 PM local time on Friday, January 13, 2023. Proposals may be submitted by mail, common carrier, or delivered in person. Email proposals will not be accepted. All proposals must be received prior to the date and time specified.

The City of Valley Park reserves the right to reject any and all proposals and to waive any technicalities.

### **I. Purpose**

- a. The City of Valley Park invites you to participate in a process designed to identify a qualified Information Technology consultant or firm capable of providing support and consulting services for the City's computer/security network (hardware, software, and connectivity) 24/7- 365 days a year. The goal is to have all servers, work stations, and other equipment updated, maintained and optimized to maximize the efficiency of the City of Valley Park staff.
- b. All successful candidates will demonstrate qualifications, experience, and abilities to perform the scope of work detailed in this document. If chosen, the anticipated contract term is one (1) year with four (4) annual renewals. The City reserves the right to withdraw the renewal option.

### **II. Background**

- a. The City of Valley Park does NOT have an IT Department and is currently using an outside vendor service to provide maintenance and support on an as needed basis for its user community. City Hall is comprised of offices at two different buildings. Two of these buildings have fiber, City Hall and the Public Works Field Office. The Public Works Shop is connected to the Public Works Field Office via a wireless bridge. There are multiple pieces of hardware at these locations including, workstations, servers, firewalls, routers, switches, and storage devices.

### **III. Scope of Services**

- a. The City is looking to partner with a provider that offers a block of time monthly that will come at a fixed cost. In our estimation this block of time should be around 20 hours a month. This 20 hours is to be based on time spent on support; on-site or otherwise. The block of time is not to be used for monitoring or regularly scheduled updates. Any amount time used above this block can be billed at a separate rate. Unused hours will not carry over into subsequent months.
- b. The services proposed should include at a minimum the following services.
  - i. 24/7 - 365 Monitoring of the following:
    - 1. Workstation Health and Functionality
    - 2. Server Health and Functionality
    - 3. Firewall Efficacy
    - 4. All network links including routers and switches between buildings
    - 5. Data backup efficacy
  - ii. Regularly maintained updates for all hardware to include but not limited to: workstations, servers, firewall, and network devices.
  - iii. Immediate On Site or Support Center Availability from 8-5 Monday-Friday.
  - iv. After hour or overtime availability as necessary.
  - v. Availability of the following additional services:
    - 1. Certified Phone Engineer
    - 2. Certified A/V Specialist
    - 3. Certified Cabling Installer

### **IV. Submission Requirements**

- a. The City is requesting that the proposal submitted addresses the subjects with specificity. We are looking for content, organized effort, and solution- oriented procedures. The goal is a secure, smooth operating, efficient process, and effective informational technology system. Each proposal should including the following information:
  - i. Letter of Transmittal
    - 1. Company name, address, telephone number(s), and website.
    - 2. Name, title, email address, and telephone number of the person(s) to contact and who are authorized to represent the firm and to whom correspondence should be directed.

3. A brief statement of your understanding of the services to be performed and make a positive commitment to provide services as specified.
4. The letter must be signed by a corporate officer of person authorized to bind the vendor to the proposal and cost schedule.

ii. Profile

1. Length of time providing proposed services
2. Number of full-time employees and are of involvement: Technical Support, Programming, Consulting, Sales Support, and Administrative Support.
3. Location of the office to service the account.

iii. Proposal

1. Completed Proposal shall be submitted in one original and three copies in a sealed envelope and shall be marked and addressed as follows and must be received no later than 3:00 PM on Friday January 13, 2023:
  - a. Description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services.
  - b. Name, title, address, and telephone number of three references for clients, whom similar services have been provided, including information referencing the actual services performed, number of users, and length of tenure.
  - c. Naming of staff resources, with identification of principals key personnel and their credentials/certifications; who are available to provide the services; experience and expertise of staff; local availability of staff is an important consideration; role and responsibilities that each staff member will have.
  - d. Support services questions to be addressed:
    - i. Help Desk Description
    - ii. Support availability (days of week and time)
    - iii. Toll free number
    - iv. Structure of charges for support
    - v. Steps for resolving problem escalation
    - vi. Final authority regarding conflicts
    - vii. Response time and goal for resolving problems.
    - viii. Scope of services beyond the RFQ/P that the firm provides which may be of interest to the City.

- ix. Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.

**V. Late Proposals**

- a. LATE Proposals will not be accepted.

**Contract Language**

- b. The chosen firm will be required to enter into a City contract. The City may provide draft contract language upon request. Any needed additions to this contract, as a result of an awarded bid, may be negotiated but is not guaranteed.

**VI. Evaluation Criteria**

- a. A selection committee, appointed by the Mayor will review the vendors' qualifications. From this review, an evaluation and selection process will be completed using the following criteria as a benchmark for making a recommendation. The Board of Aldermen will award the contract based on the committee's selection. The criteria are shown below:
  - i. Understanding of the Scope of Work, and demonstrated ability to meet it
  - ii. Qualifications, staffing, and reputation
  - iii. Experience and expertise
  - iv. Satisfaction of Clients/End Users
  - v. Proximity
- b. The award of the contract will be made to the firm, whose proposal receives a favorable evaluation, recommendation of the Mayor, and approval of the Board of Aldermen.

**VII. Miscellaneous**

- a. The City of Valley Park reserves the right to reject any or all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in the Mayor sole judgment, best meets the requirements of the program.
- b. The RFQ creates no obligation on the part of the City to award a contract or to compensate the Bidder for any costs incurred during proposal presentation, response, submission, presentation, or oral interview. The City reserves the right to award a contract based on proposals received without further discussion or negotiation. Vendors should not rely upon the opportunity to alter their qualification during any discussions.
- c. The City further reserves the right to make such investigation as it deems necessary, to determine the capability of the vendors to furnish required services, and vendors shall and furnish all such information for this purpose as the City may request.
- d. Vendors must specifically identify any portions of their submittal, deemed to contain confidential and proprietary information, or trade secrets. The vendors may be required to justify why the City should not, upon written request, disclose such materials.
- e. All inquiries from the vendor for additional information must be made in writing by email to [matt@valleyparkmo.org](mailto:matt@valleyparkmo.org) .