



-THE CITY OF-
EASLEY
SOUTH CAROLINA

CITY OF EASLEY, SC
FINANCE DEPARTMENT
BID/QUOTE PACKAGE INDEX

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N O T I C E T O B I D

UPON EXECUTION THIS DOCUMENT, EXCEPTIONS, ADDITIONS, SPECIAL
TERMS AND CONDITIONS SHALL CONSTITUTE A BINDING CONTRACT.

PLEASE READ “GENERAL INSTRUCTIONS TO BIDDERS” AND
“INSTRUCTIONS TO BIDDERS” VERY THOROUGHLY.

CITY OF EASLEY, SOUTH CAROLINA

FINANCE DEPARTMENT

DATE: **February 15, 2023**

NOTICE TO BID

Sealed bids for furnishing:

Total IT Management Solution for the City of Easley, SC

Subject to the conditions and provisions set forth in the attached, bids (**2 copies**) will be received at this office until **5:00pm on March 15, 2023**, then publicly opened on March 17, 2023 at 10:00am. The commodities and/or services must be furnished as described and specified in this package. THE CITY OF EASLEY reserves the right to reject any or all bids. Successful bidders must be willing to certify all employees with physical or logical access will be able to pass a background check and complete the CJIS Security Awareness Training required for IT access. Successful bidder must be willing to certify they do not employ any unauthorized aliens. The City desires to enter into a 36 month contract with a winning bidder.

See the Minimum Specification section below for bid specifications.

There will be pre-bid meeting on March 6th at 10:00 am. This meeting will be held upstairs in the Council Chambers at the Easley City Hall, located at 205 North 1st Street, Easley, SC 29640.

BIDS will be opened in the Council Chambers located at the same address as above.

Please address mailed bids to:

**The City of Easley
PO Box 466
Easley, SC 29641
Attn: IT Manager
mlittleton@easleyfd.org**

Envelopes should be conspicuously marked in the lower left hand corner: **BID NO. 2023-IT1.**

*****Mailed BIDS received after the closing date and time WILL NOT be accepted.*****

BID AND/OR QUOTATION FORM

CITY OF EASLEY
FINANCE DEPARTMENT
205 North 1st Street
Easley, SC 29640

(Name of Company)

submits herewith our Bid and/or Quotation in response to bid/quote request number shown above and in compliance with the description and/or specifications numbered **2023-IT1** and attached hereto for:

SEE BID SHEET IN SPECIFICATION

1. Total Initial Price:

\$ _____.
2. Annual Price (Three Years)

\$ _____

Show any exception, deviation, extra computation, or information on Bid/Quotation Supplemental Form attached hereto.

Implementation Completion Date: _____

BID AND/OR QUOTATION FORM

BIDDING ORGANIZATION: _____

SIGNATURE OF BIDDER’S REPRESENTATIVE: _____

NAME: _____
(please print)

TITLE: _____

DATE: _____

PHONE: _____

FAX: _____

CITY OF EASLEY
GENERAL INSTRUCTIONS TO BIDDERS

Unless otherwise stated, the following General Instructions will apply.

I. BID OPENING AND AWARD:

Bid proposals will be examined promptly after opening and each bid will be announced to all participating at the opening. It is not a practice to award any bid until the City Administrator, Finance Director and the interested Division/Department Head have had ample time to review each Bid Proposal. Award will be made, however, at the earliest possible date. No Bid Proposal(s) may be withdrawn for a period of sixty (60) days after bid opening date. If the mail is delayed beyond the date and hour set for the bid closing, Bid Proposal(s) thus delayed, will **NOT** be considered.

II. TAXES:

The City pays South Carolina State Sales Taxes. The City is exempt from Federal Excise Taxes and will issue exemption certificates when requested. All applicable taxes should be shown as separate line items on the bid form.

III. BASIS OF BID AWARD:

Award of bid shall be made to a responsible bidder meeting the Specifications, with consideration being given to the following:

- (a) Superior service and specification adherence
- (b) Adequate maintenance and service
- (c) Delivery date and/or completion time
- (d) Company's reputation and financial status
- (e) Past experience and cost with similar or like equipment or service
- (f) Anticipated future cost and experience
- (g) Performance of bidder's services in hands of other agencies, plants and firms

IV. GUARANTEE WITH BID:

To protect the interest of the City, the Bidder guarantees that the equipment and services offered is standard industry recognized and will require no additional hardware to support the Vendor's software applications. If any remote access is required, Vendor shall supply any additional hardware for secure access at Vendor's expense and coordination with the CITY.

V. USE OF BRAND NAMES

Specifications contained herein, in some cases, may refer to brand names. Brand names and numbers are used ONLY to set forth and convey to prospective Bidders the general style, type, character and quality of equipment desired.

VI. USE OF BRAND NAMES IN BID

If the article bid upon has a trade or brand name, show name in the bid..

VII. SPECIFICATION DEVIATIONS BY THE BIDDER

Any deviation from this specification MUST be noted in detail and submitted in writing with this Bid Proposal. Completed specifications should be attached for any substitutions offered, or when amplifications are desirable or necessary. The absence of the specification deviation statement and accompanying specifications will hold the Bidder strictly accountable to the specifications as written herein. Failure to submit this document of specification deviation, if applicable, shall be grounds for rejection of the item(s) when offered for delivery. If specifications or descriptive papers are submitted with bids, the bidder's name should be clearly shown on each document.

The specifications, as listed herein, represent our preference in equipment, however, we are fully cognizant that no two pieces of equipment from different manufacturers are the same. Therefore, if your equipment is similar and/or same in size, function, and operation, but some of the specifications do not completely coincide with ours as listed, please list your exceptions and explanations separately. It is not our intent to write specifications for a piece of equipment that only one manufacturer can submit a bid.

VIII. SPECIFICATION CHANGES AFTER BID AWARD:

Any changes in specifications after the Purchase Order/Contract has been awarded, must be with written consent of the Purchasing Department, otherwise, the responsibility for such changes shall be with the vendor.

IX. BROCHURES:

Bid Proposals shall include adequate brochures, latest printed specifications and advertising literature describing the product(s) offered in such fashion as to permit ready comparison with the specifications on an item-to item basis where applicable.

X. SPECIFICATION CHANGES, ADDITIONS, AND DELETIONS:

All changes in specifications shall be in writing and furnished to ALL Bidders. Verbal information obtained otherwise will NOT be considered in awarding of bids.

XI. BID CHANGES:

Bids, amendments thereto or withdrawal requests received after the time advertised for bid opening, will be void regardless of when they were mailed.

XII. SITE LOCATION:

205 North 1st Street, Easley, SC 29640

XIII. TIE BIDS:

In the case of tie bids, the County reserves the right to make the award based on factors outlined in this bid package in what is considered to be in the best interest of the County.

XIV. INFORMATION:

Any questions or inquiry concerning this bid or the equipment this bid represents by any company or company representative must be **emailed** to the attention of:

**IT Manager
205 North 1st Street
Easley, SC 29640
Phone: (864) 855-7900
Fax: (864) 855-7905
Email: mlittleton@easleyfd.org**

XV. OTHER CHARGES:

Bid prices shall include as separate line items all freight (transportation) and preparation charges, applicable taxes and any other applicable charges fully prepaid to the point of delivery so that the bid price is the total price to be paid for the item(s).

XVI. INSPECTION AND ACCEPTANCE:

Inspection and acceptance shall be conducted by the persons named below:

NAME:	TITLE:
MR. TOMMY HOLCOMBE	CITY ADMINISTRATOR
MR. MATTHEW LITTLETON	IT MANAGER
MRS. EMILY LOLLIS	FINANCE DIRECTOR

After delivery to the county, a careful inventory will be made by the designated personnel. They will have the absolute authority to accept or reject the item(s) for the county.

XVII. INVOICE(S), CERTIFICATES OF ORIGIN AND WARRANTIES AND GUARANTEES:

Invoice(s), certificates of origin and warranties and guarantees must be submitted at the time of delivery of the item(s). The right is reserved to reject any and all bids, or to accept that deemed most advantageous to this office for value received.

XVIII. PAY SCHEDULE:

The City of Easley issues payment checks every Friday following receipt of equipment, supplies and/or services.

SPECIAL INSTRUCTIONS TO BIDDER

In the event that any supplier should wish to submit a proposal but finds it impossible to comply with all the specifications set forth, their proposal will be received provided the following is adhered to:

Any exceptions, substitutions, deletions or any deviations from these specifications shall be explained in detail on a separate page entitled "Exceptions". Bidder must show proof that any exception is equal or superior to those specified. Failure to conform to the above requirement shall be cause for rejection of proposal. Bidder must submit detailed specifications with the proposal and drawings of each exception.

SILENCE OF SPECIFICATIONS:

The apparent silence of this specification and any supplemental specification as to any details or the omission from it of a detailed description concerning any point shall be regarded as meaning that only the best commercial practices are to prevail and that only materials of first quality and correct type, size, and design are to be used. All workmanship is to be first quality. All interpretations of this specification shall be made upon the basis of this statement.

The City of Easley reserves the right to waive technicalities and reject any or all bids.

Requirements for Equal Employment Opportunity and Minority Business Enterprises are applicable to this contract.

Minimum Specifications

Introduction

The City of Easley (CITY) is seeking qualified respondents to submit proposals for a city-wide, “Total IT” solution for the CITY’s Information Technology (IT) needs. Qualified candidates will submit their proposals no later than 5:00pm March 15, 2023. Proposals received after this date and time, will not be accepted.

The CITY also requires a mandatory in-person pre-bid meeting at 10:00am on March 6, 2023 at the Easley CITY Hall, located at 205 North 1st Street, Easley, SC 29640. The meeting will be held upstairs in the Council Chambers. Proposals received from individuals/entities who did not attend the pre-bid meeting will be disqualified. Any questions related to this RFP should be asked during this pre-bid meeting.

Any addendums, corrections, or deletions will be published accordingly. Questions shall be submitted in writing via email to the contact information listed below. Answers to submitted questions will only occur on Mondays and Fridays.

Background

The CITY consists of a wide array of facilities, mobile devices, and partnerships with multiple vendors spanning the entire CITY. This includes, but is not limited to nine fixed facilities, multiple wireless links, 100+ laptop/mobile devices, roughly 100 desktop devices, numerous network printers, multiple switches/routers, and fiber optic connectivity owned by Easley Combined Utilities. Easley CITY Hall has redundant dirty internet connections which is shared by all CITY networks. The CITY also maintains a minimum of four Network Video Recorders (NVR’s) which are also on the CITY’s Network including nearly 100 IP cameras. Both the Fire Department and the Police Department are equipped with Laptops mounted in vehicles providing network connectivity to the CITY’s Computer Assisted Dispatch (CAD) providing Mobile CAD connectivity through FirstNet wireless devices (the CITY manages the FirstNet devices).

The CITY will maintain an IT Manager which will serve as the first level of customer support for CITY personnel and equipment. As a general rule, this individual will be the winning bidder’s point of contact and will provide basic support.

Project Plan

It is the intent of the CITY to establish a mutually beneficial relationship with a single Vendor who is committed to providing turnkey solutions to meet all our requirements. The CITY prefers to purchase the components of this RFP—hardware, integration, training, documentation, and any other support services—from a single Vendor.

The selected Vendor shall act as a prime contractor and integrator and will have total responsibility for the project. The Vendor shall assign a project manager (PM) who will oversee all deliverables and resources for the length of this project. The project manager (PM) cannot be changed without the express written consent of the CITY. The CITY will assign a contact person. The Vendor’s PM will provide ongoing progress reports to the CITY throughout the life of the project.

If a proposal represents multiple offerings, or is provided by different firms or organizations, the CITY will do business with one designated responder only and will require the offering Vendor to assume responsibility for the

total project throughout the entire contract period. Joint proposals may be accepted, but all parties must sign the proposal and contract, and they will be jointly and severally responsible.

The Vendor will maintain the primary responsibility for the successful completion of the work. This responsibility includes the coordination of all subcontractors and personnel involved with the project. Vendor will relieve the CITY of the need to monitor any activities that are not directly reportable to the CITY, so that a single point of contact can keep the CITY completely informed on all issues. Vendor retains all responsibility for the successful completion of the work in conjunction with the cooperation of the CITY. The Vendor's role of providing this direction is as outlined below:

- **Leadership:** The PM will provide the leadership required to complete the project. This will include directing the activities of all personnel as appropriate. The nature of this leadership will be such that potential conflicts are avoided, and the most efficient use of all project resources is realized.
- **Coordination:** The PM will be responsible for coordinating the activities to minimize disruptions to service. This coordination will include equipment deliverables to CITY facilities, access for project personnel, and other authorizations such as change order management as may be required to complete the work.
- **Reporting:** The PM will report directly to the designated CITY contact person on a regular basis through a process to be mutually agreed upon by both parties. These reports will address progress, planned and completed activities, as well as identify any issues that require resolution. Should a conflict arise that the PM is unable to reasonably resolve, the matter will be referred to the CITY in a timely manner.
- **Authority:** The CITY and Vendor will mutually determine the extent of the authority required for the PM to complete the work. The CITY will then advise the CITY personnel of this authority.
- **Standards:** The CITY will advise the PM of any standards other than good industry practices, that may apply to the work. The PM will be responsible for ensuring that all work performed under the contract is in accordance with the CITY and industry standards.
- **Implementation:** The PM will be the primary point of contact between Vendor personnel, all subcontractors, and the CITY for the coordination of the implementation phase of the project. This will include notification of affected personnel, coordination of access, determination of operational impacts and identification of risks associated with the work.
- **Project Manager:** Vendor shall select an individual best qualified for assignment as PM for the CITY's radio project. The final selection of the PM will be completed upon contract award.

All respondents shall answer each question included in this RFP with a detailed explanation including one of the following responses;

- Compliance
- Exception
- Clarification
- Substitution

Respondents shall construct their response to include the following format and items (at a minimum);

Section 1- Transmittal Letter

Section 2- Executive Summary

Section 3- Services Description

Section 4- Technical Responses

Section 5- Exceptions, Clarifications, and Substitutions

Section 6- Statement of Work

Section 7- Pricing

Section 8- Corporate References

Section 9- Product brochures

Section 10- Attachments

Requirements (Technical Responses)

The CITY seeks qualified proposals to provide a, "Total IT" solutions to include the following services, software, management, etc, for a 36 month term. **(Each item below will require a response in your bid response.)**

1. Information Technology Network Management solution- Successful bidder shall provide a, "Total IT" solution to include the following;
 - a. Managed IT Support
 - i. Unlimited Phone and Remote Support
 - ii. On-site support and travel time.
 - iii. Manage technical vendor relationships and work with vendors to solve technical issues.
 - iv. Virus and Spyware Cleanups.
 - v. All moves, add, and changes to Domain. This includes new employee hires and/or terminations. Also includes any adjustments to user or computer accounts in the domain.
 - vi. Printer setup from the computer to the network port or active connection on the printer.
 - vii. PC migrations (assuming a 3-4 year replacement cycle) one migration per new machine purchased.
 - viii. Software management and installation on server and workstations.
 - ix. Miscellaneous day to day technology issues.
 - x. Installation of new Microsoft Operating Systems as released.
 - xi. Equipment quoting and acquisition as needed
 - xii. License compliance monitoring and license management
 - xiii. Proactive monitoring of PC's, Servers, and Network devices
 - b. Managed IT Support: Maintenance and Management Services
 - i. Workstations
 1. Workstation Maintenance and Management
 2. Workstation Monitoring
 3. Hard Disk Failure and Early Warning System
 4. Antivirus Monitoring
 5. Automated Disk Defragmentation
 6. Windows Update Delivery and Monitoring
 7. Spyware Protection
 8. Hardware Inventory
 9. Software Inventory
 10. Event Log Monitoring and Automate Repairs.
 11. Monthly Workstation Report
 12. Provide enterprise antivirus for all covered machines
 - ii. Servers
 1. Annual Access Rights Audit
 2. Annual Server Recovery Test and Quarterly Backup Recovery Test
 3. 24x7 monitoring
 4. Windows Updates
 5. Server License Management
 6. Automate Server Maintenance
 7. Quarterly Standard System Administrator Review

iii. Network

1. Quarterly Security scan and Analysis
2. Intrusion detection monitoring and threat assessment
3. Provide guidance/best practices on equipment, policies, and procedures
4. VPN configuration, support, and maintenance
5. MAC address filtering for WiFi devices
6. Remote access and control software and configuration (must be industry recognized with access control and security)
7. Hardware firewall to be provided and managed by vendor for the duration of the contract.

iv. Management Service:

1. Annual technology budget creation
2. Quarterly Technology Planning meetings
3. 24/7 Managed Security Operations Center (SOC) platform for monitoring and responding to threats and intrusions to the network.

v. Management Software

1. Vendor shall supply a, "Zero Trust Application" on each device connected to the network.
2. Vendor shall supply software suite capable of secure remote access to network devices. Microsoft solutions such as Remote Desktop will not be accepted.
3. Vendor shall provide logging system/software capable of providing detailed reports for analysis of network health, device health, and threat detection and resolution.

vi. Email and Office Products- Office365 connects to our Active Directory. Minimum of 50gb storage for each account, unlimited POP E-mail,

1. We currently utilize Microsoft's Office365 for email and Office suites.
2. 150 Exchange Online licenses,
3. 100 Microsoft 365 Business Standard licenses
4. 2 Microsoft 365 Business Basic licenses
5. 2 Flow Free licenses
6. 1 Power BI legacy license
7. Barracuda Email Spam Filtering
8. Setup of email on client devices
9. Coordinating MX record changes
10. Email account/deletions
11. Troubleshooting email

vii. Anti-Virus

1. Workstations and Servers
 - a. Anti-Virus software setup
 - b. Anti-Virus software updates
 - c. Anti-Virus software problem resolution
 - d. Daily Virus scans

viii. Cloud Backup

1. Workstations and Servers

- a. Backup and data recovery software setup
 - b. Daily backup status email notifications to customer
 - c. Assistance with data recovery for folders and files in the data set
 - d. Assistance with backup data set revisions
 - e. Backup and data recovery software updates
 - f. Backup and Data recovery software problem resolution
- ix. Datto/Barracuda Backup
1. Datto backup and recovery hardware and software setup
 2. Datto hardware error notification setup.
 3. Datto software error notification setup
 4. Monitoring of Datto hardware and software for problems
 5. Server virtualization
 6. Assist with data recovery for folder and files in the data set
 7. Assist with backup data set revisions
 8. Perform software updates
 9. Troubleshoot hardware/software problems.
- x. Response Times- If vendor is unable to meet the below 90% of the time over a 90 day period, then the City will deem the vendor to be in breach of contract.
1. Requests involving outages- Initial Response to issue within one hour with Technical work beginning within two hours. Resolution for an outage should be resolved within 24 hours.
 2. Requests involving non-outages- Initial Response required within 24 hours with Technical Work beginning within 48 hours. Resolution of issue within five business days.
2. Within 90 days of award, the winning bidder shall conduct a vulnerability assessment of the City's current network status and recommend changes to procedures, hardware, and software in an effort to make the network more secure. This shall include a look at the City's wireless posture including access points.
3. The City also desires to implement Two-Factor Authentication (2FA) within 90 days of implementation of the new contract. Successful vendor will be required to provide software, configuration, and training documentation for implementation.

Summary

Simply put, the City is looking for an IT vendor to provide its overall IT Management and Management of Systems. Outside of new hardware, the City expects the winning bidder to provide the services mentioned above at no additional cost other than outlined in your bid response.