

A large, faded version of the City of San Joaquin Centennial logo is in the background. A light pink ribbon with a white outline is draped across the center, behind the main text.

City of  
FOUNDED  
1920

# San Joaquin

Request for Proposals  
for  
**General IT Services**

Release Date: January 12, 2021

**Due Date for Proposals: January 22, 2021 by 4:30pm**

## Purpose

The purpose for this Request for Proposals (RFP) is to provide General Services to meet the Information Technology needs of the City of San Joaquin at an hourly rate.

## Background

The City of San Joaquin (City) requests proposals to provide hourly comprehensive services to maintain and repair all applicable technology equipment within the City of San Joaquin, and infrequent requests to consult and perform purchase of new equipment.

Due to its small size, the City requires a firm that can provide services on more of an as-needed basis.

RFP Timeline:

**January 12, 2021**

RFP's available to vendors, posted on City website.

**January 22, 2021, 4:30pm**

Deadline for RFP submission

**Selection will be made and notification will be provided by January 29, 2021**

## General Bidding Instructions and Conditions

1. Bidders must be prepared to provide an hourly rate or rates to encompass the different IT services the City may need. These rates will serve as a basis for scoring the proposals received and for negotiation of a final contract to be approved by the City Council.
2. However, respondents can choose to respond with a proposal they feel is acceptable, whether it is on an hourly basis or not.
3. Bidders are solely responsible for all costs incurred in the preparation of responses to this RFP.
4. To be considered for this project, vendors must submit proposals electronically to [matthewf@cityofsanjoaquin.org](mailto:matthewf@cityofsanjoaquin.org) prior to 4:30pm on January 22, 2021. The City may reject any proposals received after the deadline.
5. Certification of Non-Collusion: The bidder, by offering their signature to this proposal,

agrees to the following: “Bidder certifies that this bid is made without any previous understanding, agreement, or connection with any person or firm, or corporation making a proposal for the same items, and is in all respects fair without outside control, collusion, fraud or otherwise illegal action.”

6. Reservation for Rejection and Awards: The City reserves the right to accept or reject any or all bids or parts of bids, to waive irregularities and technicalities, and to request re-bids on the requested materials. The City also reserves the right to award the contract on such material the City deems will best serve its interests. It further reserves the right to award the contract on a split order basis, lump sum, or individual item basis, or such combination as shall best serve the interests of the City unless otherwise stated. The City also reserves the right to waive minor variations to specifications.

7. All bidders must furnish a contract price for any services offered. In the event of conflict between prices offered, such as the specified service falling under more than one type of fee, the lower of the two prices will be used to determine the successful bidder.

8. Payment: All invoices shall be submitted to the City of San Joaquin PO Box 758, San Joaquin, CA 93660.

9. Failure to comply in any manner with applicable statutes, ordinances, or codes shall result in said contractor replacing the goods, services and/or work performed in order to effect compliance or in liquidated damages in the amount required to effect compliance with said statutes, ordinances and codes together with any costs associated with collection of said damages. If any building permits are needed, they must be acquired by the rewarded company.

10. If any bidder is in doubt as to the meaning of any part of the information provided in this Request for Proposals, they may submit a written request for interpretation to Matt Flood, Assistant City Manager via email: [matthewf@cityofsanjoaquin.org](mailto:matthewf@cityofsanjoaquin.org).

## Evaluation Criteria

If an award is made as a result of this RFP, it will be based on the proposal that best meets the communication needs of the City of San Joaquin. Responses to this RFP will be evaluated based on, but not limited to, the following factors:

- Cost
- Functionality to meet needs
- History of providing similar services to other like cities
- Ease of access to provider
- Service and support resources

## Proposal Content

Proposals should include the following items:

- Vendor Overview
- Vendor Qualifications
- Vendor Experience with other cities
- Vendor References
- Responses to Required Questions

## Products and Services to be Provided

The services for which the City of San Joaquin will need an hourly contractor are represented by (but not limited to) the following:

- Virtual CIO, Systems and Network Assessments
- 24/7 Remote Monitoring and Reporting
- Customer Service Line available at least during Business Hours
- Network Support – Routers, Firewalls, Switches, Wireless Solutions
- Remote and Onsite remediation
- PC and other Office Technology support
- Software support
- Server support (Both VM and Physical)
- Hardware and Software Sales support
- IT consulting
- Anti-Virus protection and outbreak remediation
- Disaster Recovery/Backup Services including offsite storage.
- Email support, including hosting options, when needed.
- Website hosting, maintenance, and updating

## Vendor Questions

Vendors are required to respond to the following about their business:

1. The name and location of your business, as well as the number of years this business has existed.
2. Basic work history of key personnel.
3. How you plan to meet the needs of the City of San Joaquin, including regular maintenance as well as response protocol for urgent or emergency needs.

4. A brief history of work for like cities, if applicable

5. Explain why your business is the best fit for the City of San Joaquin.

