

The Town of Fort Jones



Request For Proposal For Technical Support

Town of Fort Jones
11960 East St.
PO Box 40
Fort Jones, CA 96032

Proposal issue date: October 20, 2021

Proposal due date: November 20, 2021

Purpose

The purpose of this Request for Proposals [RFP] is to solicit proposals from consultants qualified to provide technical support. The Town of Fort Jones requests proposals for information technology support for its employees, including office staff, Police Department staff, Fire Department staff, Public Works staff, and Fort Jones Museum volunteers.

Equipment

The Town's equipment includes the following:

Office: One (1) server, five (5) desktop computers and two (2) laptop computers, one (1) server, and one (1) copy machine

Fire Department: Two (2) desktop computers

Police Department: Six (6) laptop computers, five (5) desktop computers, one (1) server

Public Works: Two (2) desktop computers and one (1) printer

Museum: One (1) desktop computer

Software:

Software programs typical to an office setting, including QuickBooks, Microsoft Suites, and Adobe programs, in addition to Utility billing software

VPN: The Town and the Police Department are on separate VPNs. The Town uses Sonic Firewall VPN

Operating System:

Windows 10

Scope of Services Required:

Duties include but are not limited to:

- Timely resolution of user computer concerns and issues on an as-needed basis
- Recommendation of hardware and software purchases
- Creation of recommendations to city staff to ensure that the system operates at peak efficiency
- Overall inspection of servers and system to address any potential issues which may impact performance
- Data recovery
- Availability in case of emergencies (network failure, etc.)
- Work on special projects

Special Projects:

- Installation of security cameras in the museum, fire station, city hall, and downtown area
- Recommendation of alternative services/templates for Town website
- Recommendations for improving visual/audio quality of the live feed of City Council meetings via zoom, including possible monthly setup of audio and visual system to record meetings
- Recommendations for improving and simplifying public access to ordinances and other public documents
- On-site visits at least once a month to provide updates, cleanups, and assistance to staff

Proposal Requirements**Letter of Interest:**

Please provide a letter of introduction. Include the name of your organization, as well as the name of the representative who will serve as the Town's primary contact.

Resume:

Please include any relevant experience/accomplishments.

References:

Please list at least three clients for whom you have provided service. Provide up-to-date contact information (see attached).

Fee Schedule:

Please disclose regular fees in addition to travel time fees, weekend fees, and holiday rates. List any services which would result in extra charge.

Availability:

Please provide your earliest available start date.

Term:

The duration of the agreement will be three (3) years.

Selection Criteria:

- Prior experience in technical support
- Knowledge of standard operating systems, hardware, and software typically used in professional office settings
- Responsiveness to City's needs, including availability
- References
- Cost of services

Submission Details

Submit all documentation to karl@kdmanagement.us by November 20, 2021

Reference No. 1

Name of Organization: _____

Contact Individual: _____ Phone Number: _____

Address: _____

Description of Services Provided: _____

Year: _____

Reference No. 2

Name of Organization: _____

Contact Individual: _____ Phone Number: _____

Address: _____

Description of Services Provided: _____

Year: _____

Reference No. 3

Name of Organization: _____

Contact Individual: _____ Phone Number: _____

Address: _____

Description of Services Provided: _____

Year: _____