



June 2024

To All Interested Parties:

The City of Johnson City, Texas (the "City") is soliciting proposals from providers of Network Support, Security, Networking, and General Information Technology (IT) Services interested in providing said services to all municipal buildings and departments within the Municipal Complex and Public Works / Utility facilities. Firms with relevant experience and qualifications are encouraged to submit a proposal.

The selection process utilized by the City is mandated by Texas Local Government Code Chapter 252. Firms will be evaluated based on a comparative evaluation of the proposal and on criteria, such as: contract price, the reputation of the firm and of the firm's goods or services, the quality of the firm's goods or services, the extent to which the goods or services meet the City's needs, the firm's past relationship with the City, the firm's designation as a historically underutilized business or employment of persons with disabilities, and the total long-term cost to the City to acquire the firm's goods or services. The successful firm will have demonstrated experience in network support, security, networking, and general IT services for municipal and public safety facilities.

Please review the following documents and, if interested, complete the enclosed interest statement and all supporting documents as part of your proposal.

Interested parties should submit one (1) **sealed** proposal to:

Rick Schroder  
Chief Administrative Officer  
303 E. Pecan Dr. (physical address)  
P.O. Box 369 (mailing address)  
Johnson City, Texas 78636.

Submittals may be delivered to the City of Johnson City City Hall during normal business hours, Monday thru Friday, 8:00 a.m. to 5:00 p.m.

Proposals must be received at the City of Johnson City City Hall no later than **4:45 p.m. CST on Wednesday, July 3, 2024** in order to be considered. Proposals shall be clearly marked "IT Services Proposal for Municipal Facilities." Proposals will be unsealed and read aloud at the same location and on the same date at 4:50 p.m.

It is mandatory that all forms be completed for a submittal to be valid. Any submittals received that do not have the required forms, signatures, and / or do not have the correct number of executed copies will be declared non-responsive.

Please be advised that the City is not responsible for the receipt of submittals past the due date stated above. Any submittals not in the physical receipt of the City by the stated due date and time will be considered late and will be declared non-responsive. The respondent is solely responsible for ensuring delivery no later than the date and time specified above. Use of the U.S. Postal Service, express or overnight delivery, or any other service which may result in delayed delivery shall not relieve the respondent from the conditions of the specified deadline above.

Thank you for your interest in the City of Johnson City. I look forward to receiving your submittal.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rick A. Schroder', with a large, sweeping flourish above the name.

Rick A. Schroder  
Chief Administrative Officer  
City of Johnson City, Texas

**Request for Proposals for  
Information Technology Services  
City of Johnson City, Texas  
RFQ No. 01-2024**

**Background:**

The City of Johnson City, Texas (the "City") was incorporated in 1944 as a Type A General Law City and is governed by a five person City Council and Mayor. The City is proposing to retain the services of a firm specializing in network support, security, networking, and general IT services with verifiable experience and ability to provide the required services.

**Additional Background:**

All City Department offices are located at City Hall, 303 E. Pecan Dr., Johnson City, Texas 78636. Server infrastructure resides within the IT Storage Room at City Hall.

Additional facilities include Public Works / Utility facilities scattered throughout the City. IT infrastructure at Public Works / Utility facilities is generally limited to Supervisory Control and Data Acquisition (SCADA) equipment.

**Facility Site:**

The City of Johnson City Municipal Complex consists of 1.006 acres and is located at 303 E. Pecan Dr., Johnson City, Texas 78636.

Respondents may make a complete field inspection and survey of the project site.

**Scope of Work:**

The following shall consist of the Scope of Work for network support, security, networking, and general IT services:

Network support, security, networking, and general IT services shall be based upon the following City equipment and devices:

- One (1) server;
- Multiple workstations; and
- Seven (7) MDTs (Mobile Data Terminals for emergency personnel; ruggedized laptops/tablets)

Network support, security, networking, and general IT services shall include:

- Unlimited on-site and remote support for all server, workstation, network peripheral, and MDT devices;
- Proactive maintenance;
- Data backup monitoring and reporting;

- Network health, CPU utilization, disk space utilization, and security reporting;
- Bi-annual review of provided services with client services representative;
- Help desk support;
- IT systems planning and budgeting;
- Software license reporting;
- PDA support onsite or remote;
- Disaster / file recovery;
- Onsite support of current environment;
- Service level response time for all departments of two (2) hours, Monday thru Friday, 8 a.m. to 5 p.m.; and
- GoTo Connect call manage and Cisco telephone system & devices.

Knowledge of the following is preferred:

- CentralSquare public safety suite by Zuercher Technologies, LLC.

Items not included in the Scope of Work, but that may be requested as additional services, include:

- IP surveillance systems;
- Smart phones / smart phone services;
- Access control systems;
- Printers;
- Fire and burglar alarm systems; and
- Non-licensed applications.

**Network support, security, networking, and general IT services identified above shall be billed as one (1) monthly lump sum for all network and IT infrastructure, associated maintenance and remote support, and on-site support.**

**Project Schedule:**

Request for Proposals will be issued June 7, 2024. Proposals are due Wednesday, July 3, 2024 at 4:45 P.M. CST at Johnson City City Hall, 303 E. Pecan Dr., Johnson City, Texas 78636.

**Project Budget:**

Appropriate fees and costs for the identified Scope of Work should be included in your proposal.

**Quality of Work:**

Firm shall warrant and certify that the firm and any other person designated to provide services hereunder has the requisite training, license, and / or certification to provide said services and meets all competence standards promulgated by all other authoritative bodies and industry standards, as applicable to the services provided herein.

Additionally, the Firm shall provide documentation demonstrating CJIS Security Awareness Training certifications, including, but not limited to, background and fingerprinting requirements.

**Required Insurance:**

By signing and submitting a proposal under this solicitation, the firm certifies that, if awarded the contract, it will have the following insurance coverage's at the time the work commences:

1. Worker's Compensation - Statutory requirements and benefits.
2. Automobile Liability - \$1,000,000 Combined Single Limit.
3. Comprehensive General Liability Insurance or Commercial General Liability Insurance with a limit not less than a Combined Single Limit for Bodily Injury, Property Damage, and Personal Injury Liability of \$1,000,000 per occurrence and \$2,000,000 aggregate.

The City of Johnson City is to be named as additional insured on the Comprehensive General Liability and Automobile Liability policies, and this is to be so noted on the Certificates of Insurance. The Certificates shall be delivered to the City of Johnson City prior to the commencement of work.

**Evaluation Criteria:**

Proposals should be organized in such a fashion to clearly address the following criteria:

1. Monthly, lump sum price
2. Reputation of firm and of the firm's goods or services
3. Quality of firm's goods or services
4. Extent to which the goods or services meet the City's needs
5. Firm's past relationship with the City
6. Firm's designation as a Historically Underutilized Business
7. Firm's employment of persons with disabilities
8. Long term total cost to the City to acquire the firm's goods or services
9. Capability to perform
10. Past performance of the firm's team and members of the team
11. Design philosophy and approach
12. Firm experience with public-sector clients
13. Understanding of the functional and operational requirements of the scope of work
14. Creativity
15. Current work load and staff size
16. Positive responses of references

**Proposal Due Date:**

Proposals must be received at the City of Johnson City City Hall no later than **4:45 p.m. CST on Wednesday, July 3, 2024** in order to be considered. Proposals shall be clearly marked "IT Services Proposal for Municipal Facilities."

It is mandatory that all forms be completed for your submittal to be considered valid. Any submittals received that do not have the required forms, signatures, and / or do not have the correct number of executed copies will be declared non-responsive.

Be advised that the City is not responsible for the receipt of submittals past the due date stated above. Any submittals not in the physical receipt of the City by the stated due date and time will be considered late and will be declared non-responsive. The respondent is solely responsible for ensuring delivery no later than the date and time specified above. Use of the U.S. Postal Service, express or overnight delivery, or any other service which may result in delayed delivery shall not relieve the respondent from the conditions of the specified deadline above. The City will not accept any proposals that are delivered by telephone facsimile (fax) or electronic mail (e-mail).

Late submittals will be returned to respondents unopened. Submittals properly received will not be returned to respondents.

The City reserves the right to accept or reject all responses to this Request for Proposals. All submittals become the property of the City of Johnson City, Texas.

**Submission of Statements of Qualifications:**

Submit one (1) sealed copy, including any supplemental printed material referenced within the proposals. An original signature by the owner, partner, or project leader of the firm must appear on the front page of the proposal document of each of the submitted copies.

**Reimbursement:**

There is no express or implied obligation for the City to reimburse responding firms for any expenses incurred in preparing a response to this Request for Proposals. The City of Johnson City, Texas will not reimburse responding firms for these expenses, nor will the City pay any subsequent costs associated with the provision of any additional information or presentations, or to procure a contract for these services.

**Certification:**

Proposals must be completed and submitted as required in this document.

**Communications:**

The City shall not be responsible for any verbal communications between any employee of the City and any potential firm. Only written requirements and proposals will be considered.

**Negotiations:**

Negotiations may be conducted with responsible firms who submit proposals and are reasonably susceptible of being selected. Firms will be ranked in order of preference and contract negotiations, including pricing submitted as a part of their proposals, will begin with the top ranked firm. Should negotiations with the highest ranked firm fail to yield a contract, or, if the firm is unable to execute said contract, negotiations will

be formally ended and then commence with the second highest ranked firm. This process will continue until a contract is authorized.

**Conflict of Interest:**

During the 79<sup>th</sup> Legislative Session, House Bill 914 was approved and added Chapter 176 to the Texas Local Government Code. Chapter 176 mandates the public disclosure of certain information concerning persons doing business or seeking to do business with the City of Johnson City, Texas, including all affiliations and business and financial relationships such persons or entities may have with officers of the City. An explanation of the requirements of Chapter 176, applicable forms, and a complete text of the statute are available at <https://www.ethics.state.tx.us/forms/conflict/>. This form must be returned with all proposals.

**Point of Contact:**

Respondents shall restrict all contact and questions regarding this Request for Proposals to the individual named below. Questions concerning terms and conditions and technical specifications shall be directed in writing to:

Rick Schroder  
Chief Administrative Officer  
City of Johnson City  
303 E. Pecan Dr. (physical address)  
P.O. Box 369 (mailing address)  
Johnson City, Texas 78636  
Phone: (830) 868-7111  
Fax: (830) 868-7718  
E-mail: [rschroder@johnsoncitytx.org](mailto:rschroder@johnsoncitytx.org)

Respondents and their agents are prohibited from lobbying members of the City Council, its staff, and consultants. Failure to comply with this clause shall be grounds for rejection of their proposals as non-responsive.

**Selection Process:**

Selection of the most highly qualified respondent will be made on the basis of demonstrated competence, qualifications, and on the firm that provides goods or services at the best value for the City.

**Proposed Award Schedule:**

June 7, 2024	Issue Request for Proposals
June 19, 2024	Pre-proposal meeting at 2 p.m. CST at Johnson City City Hall
July 3, 2024	RFP submittal deadline at 5 p.m. CST at Johnson City City Hall

**Proposal Content:**

Each proposal shall be organized in the following order:

**Outside Cover and First Page:**

1. Title
2. The name of the firm;
3. The submittal date; and
4. Required signatures. *See Submission of Statements of Qualifications*

**Page Size, Binding, Dividers, and Tabs:**

Submittals will be printed on letter-size (8 ½" x 11") paper and assembled with spiral-type or ring-type binding or stapled. Preprinted materials should be referenced in the submittal and included as labeled attachments. Separate each part of the proposal by the use of a divider sheet with an integral tab for ready reference. Identify the tabs in accordance with the subsections listed under "Section One – Proposals."

**Table of Contents:**

Include a table of contents with page numbers for each part of the proposal, as well as any separate attachments.

**Pagination:**

Proposals shall be kept to a minimum number of pages necessary to fulfill the requirements of the Request for Proposals. Number all pages of the submittal sequentially using Arabic numerals (1 of \_\_, 2 of \_\_, 3 of \_\_, etc.). Attachments, if any, should be numbered separately.

**Transmittal Letter:**

Include a short transmittal letter with each proposal. The transmittal letter shall:

- Summarize why the respondent believes itself to be the most qualified;
- Contain the statement "that to the best of the respondent's abilities, all information contained in the submitted proposal is complete and accurate;"
- Contain the statement "granting the City and its representatives authorization to contact any previous client of a respondent (or a respondent's team member) for the purposes of ascertaining an independent evaluation of the respondent's performance;" and
- At least one copy of the transmittal letter must have the original signature of a firm's owner, partner or project leader.

**SECTION ONE – PROPOSALS**

**Statement of Interest:**

Provide a statement of interest for the project, including a narrative describing the firm's unique qualifications and areas of network support, security, networking, and general IT services.

Provide a history and important statistics about the firm.



Provide a statement about the availability and commitment of the firm, principal(s), and key professionals to undertake the project.

***Experience and Expertise of Firm:***

Provide resumes giving the experience and expertise of the principals and key professional members of the firm that will be involved in the project, including their experience with similar projects and the number of years with the firm.

Describe the proposed project assignments, lines of authority, and communication channels for principals and key professional members of the firm that will be involved in the project. Indicate the estimated percentage of time these individuals will be involved in the project.

***Project Team:***

Provide an organizational chart showing the roles of the firm. For each consultant firm or individual that the prime firm proposes to use, please outline the following:

1. Name, address, telephone numbers, fax numbers, and email addresses for key personnel.
2. Type of organization (i.e. individual, partnership, corporation, joint venture, etc.) and year established.
3. Principles of the firm.
4. Person in charge.
5. Identify any consultants and provide a brief history about the consultants.
6. Describe the consultant's proposed role in the project, if any, and their related project experience.
7. List a project that the prime firm and the consultant, if applicable, have worked on together during the last five years, and provide a complete list of all relevant work performed for public entities over the past five (5) years, including contact names, telephone numbers, and contract price.
8. Provide a statement of the consultant's availability, if applicable, for the project.
9. Provide resumes giving experience and expertise of principals and key professional members of the consultant, if applicable, who will be assigned to the project. Describe their area of expertise and what role they will perform.
10. Provide information on the types and amounts of insurance carried by the consultant, if applicable, including GLC, Automobile Liability, and Workers Compensation.

***Representative Projects:***

List a maximum of five (5) recent projects best illustrating current qualifications performed by the firm that are most related to this project, including:

1. Project name and location.
2. Project owner.
3. Project size and scope of work.
4. Total project cost.
5. Project description.
6. Project delivery method.
7. Description of professional services your firm provided for the project.
8. Project Manager.

9. Names of consulting firms, if applicable, and their areas of expertise.
10. Description of how this project is similar and why the services are relevant to this project.
11. Provide a statement acknowledging if the project was completed on time and on budget.

***Methodology:***

Include a narrative description of the firm's plan for accomplishing the work and services to be provided to the City. Additionally, please indicate a clear understanding of the scope of work, including a detailed project plan outlining major tasks and responsibilities, pricing, time frames, and staff assigned to each category of the scope of work identified above.

***References:***

Provide references for any three (3) of the projects listed in response to Representative Projects above. References shall include:

1. Owner's name.
2. Owner's representative who served as to the day-to-day liaison during the project.
3. Owner representative's telephone number.

***Additional Information:***

Provide your firm's staff size, availability, and current workload.

Provide any other information you feel is appropriate to assist in the selection process.

**Attachments to Request for Proposals:**

Attachment A  
Proposer's Certification.

Attachment B  
Statement of Business Responsibility.

**ATTACHMENT A**

**Proposer's Certification**

I have carefully examined the Request for Proposals and any other documents accompanying or made part of the Request for Proposals.

I have agreed to abide by all conditions of this Request for Proposals.

I certify that all the information contained in this proposal is truthful to the best of my knowledge and belief. I further certify that I am duly authorized to submit this proposal on behalf of the firm as its act and deed and that the aforementioned firm is ready, willing, and able to perform, if awarded the contract.

I further certify that this proposal is made without prior understanding, agreement, connection, discussion, or collusion with any other person, firm, or corporation submitting proposals for the same product or service. Further, I certify that no officer, employee, or agent of the City of Johnson City or any other proposer interested in said proposal has been lobbied. Moreover, the undersigned executed this Proposer's Certification with full knowledge and understanding of the matters therein contained and was duly authorized to do so.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name of Business

\_\_\_\_\_  
Printed Name & Title

\_\_\_\_\_  
Address

\_\_\_\_\_  
City / State / Zip Code

\_\_\_\_\_  
Phone

E-Mail

**ATTACHMENT B**

**Statement of Business Responsibility**

Name of Business: \_\_\_\_\_

Business Address: \_\_\_\_\_

Business Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Business Classification (check all that apply):

Individual     Corporation     Partnership

Name of Owner: \_\_\_\_\_

Federal ID / Social Security Number: \_\_\_\_\_

Does firm have insurance as specified below:    Yes:     No:

(Note: Failure to indicate insurance, as specified, does not disqualify you from submittal or award.)

If no, describe differences.

1. Worker's Compensation - Statutory requirements and benefits.
2. Automobile Liability - \$1,000,000 Combined Single Limit.
3. Comprehensive General Liability Insurance or Commercial General Liability Insurance with a limit not less than a Combined Single Limit for Bodily Injury, Property Damage, and Personal Injury Liability of \$1,000,000 per occurrence and \$2,000,000 aggregate.

Broker Name: \_\_\_\_\_

Broker Phone / E-Mail: \_\_\_\_\_

Are claims pending against the insurance policies? Yes:     No:

During the last five years, have you been subject to bond forfeiture, litigation, or claims above 10% of the project value? If yes, please attach an explanation.

Yes:     No:

Has firm been in bankruptcy, reorganization, or receivership in the last 5 years?

Yes:     No:

Has firm been disqualified by any public agency from public contracts?

Yes: \_\_\_\_ No: \_\_\_\_

Has firm operated at least one year without interruption?

Yes: \_\_\_\_ No: \_\_\_\_

Is there any potential conflict of interest:

If yes, please explain. Please submit Conflict of Interest Form referenced above.

Yes: \_\_\_\_ No: \_\_\_\_