

BURLINGTON FIRE PROTECTION DISTRICT

REQUEST FOR QUOTATION

Information Technology Support and Maintenance

INSTRUCTIONS TO BIDDER

1. General.

The Burlington Fire Protection District (the “District”) is a governmental entity created under Order of the Boone County Fiscal Court pursuant to Kentucky Revised Statutes Chapter 75 et seq.

The District seeks bids from, and intends to contract with, a qualified area contractor to undertake to review the existing information technology system and to provide all design specifications and labor for the continued maintenance and support at the premises of the Burlington firehouse at 6050 Firehouse Drive, Burlington, Kentucky.

The bid shall include all necessary materials, labor, and supervision of continuation of maintenance and support of the current information technology system.

2. Scope of Services and Caveats.

The requested services are as follows:

- A. Initial Assessment – Compile/update inventory of all information technology related assets, assess system architecture and current processes and make recommendations for improved system performance.
- B. Prepare cost estimates for the maintenance and support of the current system and any alternative the bidder wishes to offer;
- C. Manage each workstation and the server on a monthly basis to ensure needed support should a problem arises with the machine. Ensure scheduled preventative maintenance for equipment is properly and promptly performed.

- D. Security – Maintenance of virus detection programs on the District server, email and all workstations on a monthly basis. Configure the computer system to enable remote access in a secure environment and provide remote access administration as requested by designated personnel.

Caveats: Prices quoted shall be F.O.B. Burlington, Kentucky.
No charge shall be allowed for preparing a response to this Request for Quotation.
The Burlington Fire Protection District reserves the right to accept or reject proposals for each item separately and to waive any defects in the proposals submitted.
Time is of the essence with respect to all contemplated work.

3. Specifications for Services.

- A. Monitoring and management of all networking equipment, computer workstations, and servers, including but not limited to:
- Application, performance and hardware monitoring
 - Security and patch management
 - Regularly scheduled preventative maintenance
 - Network and device reporting
 - Remote and onsite support as needed
- B. Regular review meetings for planning and budgeting purposes
- C. Management of security components, including but not limited to:
- Anti-Virus
 - Email Filtering
- D. Backup – Manage back-up solution that transfers data from the server to a remote storage location. This transfer should occur during the overnight hours.
- E. Licensing – Please indicate how software and/or license are handled. What devices require software and/or user license, and what the recurring cost of each license will be.

No charge shall be allowed for preparing a response to this Request for Proposal.

Quoted bids shall remain effective for ninety (90) days subsequent to the opening of the bids by the District.

Bidder shall provide an original and two (2) copies of its bid.

The Burlington Fire Protection District reserves the right to accept or reject any or all proposals, and to reject any proposal for each item separately and to waive any defects in any proposals submitted.

4. Examination of Specifications.

Before submitting a bid, each bidder shall be held responsible for having examined the bid document and be fully informed of the conditions, requirements, and specifications of the Request for Proposal. Failure to do so will be at the bidder's own risk and relief on a plea of error cannot be secured.

5. Questions, Interpretations, or Corrections of Bid Document.

Bidder shall notify the District's Bid Agent promptly of any error, omission, or inconsistency that may be discovered during the examination of this solicitation.

All clarifications, corrections, or changes to this solicitation document will be made by addendum only.

Bidder shall not rely upon interpretations, corrections, or changes made in any other manner, whether by telephone, in person, or at any pre-bid conference. Interpretations, corrections, and changes shall not be binding unless made by addendum. All addenda issued shall become part of the solicitation and any agreement documents. Any addendum issued will be sent to all known solicitation holders by facsimile or US mail. It is the bidder's sole responsibility to ascertain that it has received all addenda issued for this solicitation. All addenda must be acknowledged and returned on or before the submittal deadline, unless otherwise directed by an addendum.

6. Proposed Bid Terms, Notations, and Mistakes.

All dollar figures, bid terms and notations must be in ink or typewritten. Mistakes may be crossed out and corrections typed or printed adjacent and initialed in ink by the person who signs the bid. In case of conflict between words and figures, words will govern.

7. Exceptions to Specifications.

Bidder must provide with the submittal as an attachment any and all exceptions to either the specifications and/or the terms or conditions contained herein. Failure to note exceptions shall be interpreted to convey the bidder agrees to perform in the manner described and/or specified in this solicitation document.

8. Terms of the Offer.

The Burlington Fire Protection District's acceptance of bidder's offer shall be limited to the terms herein unless expressly otherwise agreed in writing by the Burlington Fire Protection District. Bids offering terms other than those shown herein may be declared non-responsive and may not be considered.

9. Bidder's Compliance.

All terms shall comply with all federal, state, and local rules and regulations. All transactions related to this Request for Proposals and any agreements resulting from it shall be governed by the laws of the State of Kentucky.

10. Award and Binding Effect.

The contract shall be awarded by the Burlington Fire Protection District in a timely manner as hereinafter set forth.

The successful bidder agrees to, upon written notification of the award; provide a proposed commencement date and a proposed completion date for the transaction contemplated by this solicitation.

The award of the contract which is the subject of this solicitation shall not be binding upon the District until and unless the authorized officers of the District

have been duly authorized by resolution of the Board of Trustees of the District to enter into a contract with the successful bidder for the work which is the subject of this solicitation.

As part of the bid award process, the District shall provide an agreement for the District and the contractor who is awarded the contract for its successful bid. The bid terms shall be incorporated into the contract.

Failure of the successful bidder to enter into a binding contract with the District for the contemplated construction/repair work within ten (10) calendar days of actual receipt of notice of the award shall be just cause for annulment of the award.

11. Bid Forms.

There shall be no particular form upon which bids shall be submitted.

12. Submittal Deadline.

Bid submittals will be received until 12:00 P.M. Tuesday, January 3, 2017. Late submittals will not be accepted and shall be returned to the bidder unopened. Telephone, telegraphic, electronic, faxed, and late bids will not be accepted. It is the bidder's responsibility to see that their bids have sufficient time to be received by the Bid Agent before the submittal deadline.

Bids are to be submitted in a sealed envelope to: Chief Jeff Barlow, Burlington Fire Protection District, 6050 Firehouse Drive, P.O. Box 479, Burlington, Kentucky 41005. The bid may be hand-delivered or mailed to Chief Jeff Barlow. The envelope containing said bid shall be clearly marked:

“REQUEST FOR QUOTATION

**Information Technology maintenance
and support”**

**OPEN: “12:00PM Tuesday, January 3,
2017 ”**

BURLINGTON FIRE PROTECTION DISTRICT

Bidder assumes the burden of delivery. Hand delivery to Administrative Assistant Michelle Vogelpohl is also acceptable

13. Bid Opening.

Bids shall be opened publicly at 12:00 P.M. at the District firehouse at 6050 Firehouse Drive, Burlington, Kentucky on Tuesday, January 3, 2017. Interested parties are welcome to attend. A tabulation of submittals will be available within a reasonable time after the bid opening. Bid results will be faxed or mailed to interested parties upon request.

14. Bid Award.

The successful bid will be publicly awarded at the regular meeting of the Burlington Fire Protection District no later than 5:00 P.M. on Monday, February 13, 2017 at the firehouse auditorium at 6050 Firehouse Drive, Burlington, Kentucky. Written notification shall be sent to the successful bidder in the event the successful bidder is not present at the time of the bid award.

15. Time of Essence.

Time is of the essence with regard to all matters which have performance deadlines.

16. Vendor Inquiries.

All vendor inquiries should be addressed to:

Michelle Vogelpohl
Burlington Fire Protection District
P.O. Box 479
6050 Firehouse Drive
Burlington, Kentucky 41005
Phone (859) 586-6161
Fax (859) 586-6178

The Burlington Fire Protection District is an equal opportunity agency and does not discriminate for any reason, but also with particular regard to race, color, creed, sex, handicap or national origin.

Respectfully,

JEFF BARLOW
Chief
Burlington Fire Protection District
6050 Firehouse Drive
P.O. Box 479
Burlington, Kentucky 41005