

BID INFORMATION FOR NEW IT VENDOR

The City of Eastman is looking for an IT company who can take over support of our current technology, lease equipment as replacements are needed, and provide website management as specified below.

- Five (5) locations with desktop computers and accompanying technology
 - City Hall
 - Fire Department
 - Police Department
 - Wastewater Treatment Plant
 - City Park
- Currently 48 computers across the board
 - Own all equipment
 - Need to replace at least 9 of these immediately through a lease program
 - Have laptops in all police vehicles and a handful for business travel that will also need to be included in this management
 - As currently owned devices need replacement, these will be leased as well
 - Currently have two IT vendors (one for Police and one for everyone else); will need to coordinate with both outgoing providers to ensure no interruption of services for our customers or employees
- Will need to ensure all users, computers, and/or locations have the following:
 - Connect all offices on same network
 - .gov Domain Registration (for e-mails and website)
 - MS 365 Government License
 - Windows 11 updates
 - Antivirus/MDR Protection
 - Admin Elevation Protection
 - E-mail Spam Filtering with 10-year e-mail archive
 - Password Management
 - Backup/Disaster Recovery
 - Customer/Tech Support
 - Firewall
- Website development and management
 - Current website was created by and belongs to VC3
 - Need new website created according to the City of Eastman's specifications
 - Need consistent management of new site features, updates, changes, etc.
 - Immediate updates are sometimes required due to the nature of our business
- Future anticipations
 - Computer lab with 15-20 computers at City Park
 - Will need security for these computers

INFORMATION REQUESTED FOR EACH BID:

1. Please provide a detailed line-item estimate for all one-time and annual costs associated with the transition, onboarding, conversion, and management thereafter of all items listed above. If you cannot provide any requested items listed above, please indicate this in your estimate.
2. When we have an issue, how do we report this?

3. What is your turnaround time for responding to requests and providing a solution?
4. What are your support hours?
5. Do you have local techs who can provide on-site support? If so, how quickly can they arrive at our location after responding to a support request?
6. Who will set up the new equipment and be on-site for our conversion?
7. How long will it take to complete the entire conversion/onboarding process?
8. How does your leasing program work with regards to cost, replacements, buy-out options, etc.?
9. What equipment is specifically provided for each leased desktop unit (e.g., one monitor, tower, wireless keyboard, wireless mouse, etc.)?
10. What type of computers and processors do you typically use for replacements?
11. Do you provide any admin access to the City of Eastman staff? If so, to whom and what are your parameters?
12. Do you allow someone with the City of Eastman access to make minor changes to the website information?
13. How many staff members/techs do you have to provide services to us?
14. Are you and your staff currently certified to access GCIC sensitive information? If not, will you and your staff be able to complete this certification, and how long will it take to get it?
15. Have you ever worked in the same capacity for a municipality or other governmental entity? If so, with whom?