

City of Raymondville, Texas

Public Notice

Request for Proposals for Computer Maintenance

The City of Raymondville is requesting proposals on technical assistance and maintenance service of City servers, computers and laptops used in the daily operations at various City locations. Proposals must be submitted by 4:00 p.m. on Tuesday, September 25, 2018, at the City Manager's Office, Raymondville City Hall, 142 S. 7th Street, Raymondville, Texas 78580, (956) 689-2443. Proposals will be opened and read aloud at the regular meeting of the Board of Commissioners at 5:00 p.m. on Tuesday, September 25, 2018, at Raymondville City Hall, 142 S. 7th Street, Raymondville, Texas 78580.

Detailed proposal specifications are on file at Raymondville City Hall, 142 S. 7th Street, Raymondville, Texas 78580, (956) 689-2443, attention, Delma Garza, Assistant City Secretary. The City will provide access to the described servers, computers and laptops.

Eleazar Garcia, Jr.
City Manager

Run twice: August 1, 2018 & August 8, 2018

**City of Raymondville
Request for Proposals
Specifications**

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Computer Maintenance Service Description:

This will be an **annual** subscription based service agreement. The City of Raymondville is asking bidders to submit a monthly price for forty (40) hours of technical service per month to include all City locations described as follows:

- a) Raymondville City Hall 142 S. 7th Street
- b) Raymondville Public Safety Building 523 W. Hidalgo Avenue
- c) Raymondville Rural Technology Center 700 FM 3168
- d) Raymondville Maintenance Warehouse 777 N. 5th Street
- e) Raymondville Water Plant 970 W. San Francisco
- f) Raymondville Wastewater Plant 1405 E. San Francisco

If not all 40 hours are used in a particular month, hours will carry over to the following month. In turn, if more than the 40 hours are needed that month, the City will pay the additional hours at a negotiated hourly rate. Maintenance service will cover support phone calls and support during standard 8:00 AM to 5:00 PM business hours. It will also cover monthly routine preventive maintenance and updates, as well as a monthly on-site backup of customer business data. The following services will also be included:

- a) Clean temporary and cache files from HDD
- b) Defragment HDD,
- c) Scan HDD for and remove viruses, Trojans, spyware and other malware, and
- d) Install updates and security patches to the Microsoft operating system, Virus & Spyware removal software and any installed office productivity software and drivers
- e) On-site annual physical cleaning of covered computer

Additional available (optional) services include: (additional charges may apply at negotiated hourly rate)

- a) After hours, weekend and/or holiday phone or on-site service and support
- b) Online backup of data files
- c) Domain, Web Site & email account Creation, Migration and Maintenance

Vendor will be responsible for providing the City with a monthly statement and report summarizing the actions and findings of the monthly maintenance.

The City of Raymondville is responsible for making computers and/or servers to be maintained accessible via the Internet for agreed services to be provided.

Fees will be billed monthly and will be due by the 15th of every month.

The computer maintenance service agreement can be vacated by either party after thirty days following written notification to the other party.

Vendor will make best effort to resolve service issues in a timely manner.

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Computer Preventive Maintenance Service Checklist:

The following tasks will be completed where applicable and in accordance with the Preventive Maintenance Agreement:

1. Verify Hardware & Software Inventory
2. Clean Computer Hard Drives
 - a. Delete unnecessary files to include:
 - .tmp files
 - Internet cache
 - .chk files
 - *.* files
 - b. Run Scandisk or Checkdisk as applicable based on Operating System.
 - c. Defragment Hard Drive
3. Update Operating System (Windows updates & security patches as available)
4. Update Device Drivers (if updates are available and necessary)
5. Update, Configure & run Anti-Virus and Anti-Malware Software
6. Verify functionality & success of Anti-Virus software & Malware scanners
7. Compact, Backup & Optimize Operating System Registry
8. Configure Internet Browsers for optimal security
9. Create online backup routine (optional at additional fee)
10. Other projects as requested and approved by City Manager and authorized via purchase order.

Monthly Service Agreement Rate for forty (40) hours of service: _____

Hourly Rate for additional work beyond monthly forty (40) hours of service: _____

Name, Address and Phone No. of Bidder: _____

