City of Bryant
210 SW 3rd Street
Bryant, AR 72022
501-943-0999
www.cityofbryant.com

Request for Qualifications

REQUEST FOR QUALIFICATIONS (RFQ) FOR NETWORK MONITORING SERVICES FOR THE CITY OF BRYANT

FULL RFQ Packet LOCATED AT WWW.CITYOFBRYANT.COM/PAGES/BIDS

All submissions must be emailed, mailed, or hand-delivered to the City of Bryant's Boswell Municipal Complex located at **210 SW 3rd Street, Bryant, AR 72022, Attn: Nichole Manley, no later than Friday, July 11, 2025 at 12:00 P.M.**

OPENING DATE: Monday, July 14, 2025 @ 2 PM

Location: Boswell Municipal Complex Conference Room, 210 SW 3rd Street, Bryant, AR 72022

The City reserves the right to reject any or all submittals, waive irregularities or informalities of any submittal, and make an award in a manner consistent with the law, or deemed in the City's best interest.

Evaluation of the submittal will be based on the following criteria:

- Qualifications, Experience, and Competence
- Past Performance

Submittal envelopes must be sealed and marked with the following:

"2025-007- Network Monitoring Services"

Please include applicant name on the sealed envelope.

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RFQ Timeline

RFQ Posting Dates	June 22, 2025 June 29, 2025 July 6, 2025
RFQ Responses Due	July 11, 2025
RFQ Response Opening	July 14, 2025
Intent to Award	July 23, 2025
Estimated Contract Beginning	August 14, 2025

Section 1 – General Information

Introduction: This Request for Qualifications is issued by the City of Bryant to secure a contract that provides adequate and reliable network monitoring services for the Bryant facilities listed in exhibit A.

Type of Contract: The contract will be a one (3) year term contract with an anticipated beginning date in August 2025. Upon mutual agreement by the vendor and the City of Bryant, the contract may be renewed on a year-to-year basis, for up to two (2) additional one-year terms or a portion thereof. Contract may be voided by either party upon thirty (30) days written notice to the other party.

Billing: Invoices shall be delivered to the Finance Department within 30 days of the month billed for. **The contractor must provide copies of their invoices for materials and parts from suppliers when requested.**

Performance Guaranty: The client may terminate this agreement for deficiencies in service by informing the contractor in writing for the precise nature of the service deficiencies, and giving the contractor 30 days to correct the deficiencies. If client is still dissatisfied with the service at the end of the 30-day probation, the contract will be terminated.

Caution to Bidders:

1. Vendors **must** submit five (5) signed, original RFQ responses on or before the date specified on page one.
2. The City of Bryant has the right to award this contract to any Applicant that is in the best interest of the City. Submittals may not be withdrawn within 60 days after the submittals are opened. RFQ processes shall be in accordance with state law.
3. The City of Bryant reserves the right to award a contract or reject any or all submittals and to waive any and all informalities associated with the RFQ, if it is in the best interest of the City to do so. Submittals may be rejected for one or more reasons not limited to the following:
    a. Failure of the applicant to provide a submittal on or before the deadline established by this RFQ.
    b. Failure to sign the Official RFQ Document.
    c. Any wording by the vendor in their response to this RFQ which conflicts with or takes exception to a requirement in the RFQ.

d. Failure of any proposed goods or service to meet or exceed the specifications.

Equal Employment Opportunity Policy: The City of Bryant does not discriminate because of race, sex (including pregnancy), religion, color, handicap, national origin, age, genetic information or political affiliation.

Delivery of Response Documents: It is the responsibility of vendors to provide a submittal at the place, and on or before the date and time, set in the RFQ solicitation documents. Submittal documents received after the date and time designated for submission opening are considered late and shall not be considered.

General Terms and Conditions for Submittals

1. **Restrictive or Ambiguous Specifications:** It is the responsibility of the prospective Applicant to review the entire RFQ packet and to notify the Finance Department if the specifications are formulated in a manner that would unnecessarily restrict competition. Any such protest or question regarding the specifications of submittal procedures must be received in the Finance Department not less than seventy-two (72) hours prior to the time set for submittal opening. These requirements also apply to specifications that are ambiguous.
2. **Liabilities:** The Applicant shall hold the City of Bryant, its officers, elected officials, agents, servants, and employees, harmless from liability of any nature or kind because of use of any copyrighted or un-copyrighted composition, secret, process, patented or unpatented invention, articles or appliances furnished or used under this RFQ, and agrees to defend, at his own expense, any and all actions brought against the City of Bryant because of the unauthorized use of such articles.
3. **Terms and Conditions:** In the event of a conflict between the submittal specifications and these terms and conditions the specifications will govern.
4. **Warranties:** All warranty information must be furnished.
5. **Alternate Submittals:** Alternate submittals are not acceptable and will be rejected unless authorized by the RFQ. Alternate submittals are defined as submittals that do not comply with the RFQ terms, conditions, and specifications. Applicants may submit more than one submittal providing that all such submittals comply with RFQ terms, conditions, and specifications.

6. **Accidents:** The awarded Applicant(s) will report to the City's designated representative any and all accidents involving any property damage or personal injury immediately following said accident or discovery of accident damage. THE CITY shall be indemnified and held harmless for each accident.
7. **Qualifications of Applicants:** An Applicant may be required, before the award, to show to the complete satisfaction of the City of Bryant that it has the necessary facilities, ability, and financial resources to provide the service or goods specified. **In order to perform services within the Police Department, vendor must have employees complete CJIS training and pass a background check.**
8. **Additional Information:** Applicants are cautioned that any statement made by an individual, or employee of the City of Bryant that materially changed any portion of the submittal document shall not be relied upon unless subsequently ratified by a formal written amendment to the submittal document.
9. **Acceptance of Terms:** All terms and conditions in the invitation are deemed to be accepted by the Applicant and incorporated in the submittal, except the provision(s) which are expressly excluded by the RFQ specifications.
10. **Drug Free Workplace Program for Construction:** Law prohibits state or local governments from contracting for construction services with any private entity having five or more employees who has not furnished a written affidavit by its principal officer at the time of the submittal or contract stating that the contractor is in compliance with the provisions of this act.
11. **Public Access to Procurement Information:** All public records pertaining to purchasing shall be open for inspection during normal business hours. Information relating to the award of a particular contract shall be public only after evaluation of that submittal or submittal has been completed.

Definitions:

"**City" or "City of Bryant" –** The City of Bryant, Arkansas

"**Applicant**" - the individual, firm, partnership, joint venture or corporation which provides a submittal to the City of Bryant in response to this RFQ

"**RFQ**" - Request for Qualifications

Evaluation and Award: After complete evaluation of the submittals, the anticipated award will be posted to the City of Bryant website.

Section 2 – Specific Requirements

Scope: The intent of this Request for Qualifications is to establish a contract to provide adequate and reliable network monitoring services for the City of Bryant as defined herein.

The submittal should clearly and thoroughly address all aspects required. The submittal should be prepared simply and economically, providing a straightforward and concise description of the firm's capability to satisfy the requirements of the request.

The submittal should state the size of the firm, the number and nature of professional staff, partners, supervisory personnel to be employed in this engagement on a full-time basis along with the number and nature of the staff to be so employed on a part-time basis.

The firm is required to submit a brief report on its most recent work performed of this nature.

Identify the principal partner, supervisory, and professional staff who would be assigned to the engagement.

Provide information regarding the number, qualifications, experience and training, including relevant technical certifications of the staff to be assigned to this engagement. Indicate how the quality of staff over the term of the agreement will be assured.

Required certification levels:

- CJIS Compliance

Personnel may be changed in the event of terminations, promotions or assignment to another office. However, the City of Bryant retains the right to approve or reject replacements.

List three of the most significant engagements performed in the last three years similar to the engagement described in this bid.

Information provided must include:

a. Client name and contact
b. Project description
c. Starting and ending dates
d. Technical environment
e. Staff assigned that will be designated to work on this engagement

Section 3: Insurance Requirements

Prior to award, the successful vendor shall furnish an approved Certificate of Insurance from a company or agent licensed in the State of Arkansas, and must keep insurance in force throughout the contract period and any extensions. The insurance may not be modified without the City of Bryant's approval.

The following is a list of liability limits for Worker's Compensation and Employee Fidelity Coverage and standard limits as outlined by vendor's insurance carrier.

1. Worker's Compensation and Employee Liability Policy

Worker's Compensation	Statutory Limits
Employer's Liability	$1,000,000 each accident

2. Comprehensive General Liability Policy

Premises and Operation
Contractual Insurance
Personal Injury
Each item listed in section 2 must have:

Bodily Injury	$500,000 each person
	$500,000 each occurrence
Property Damage	$2,000,000 each occurrence
	$2,000,000 aggregate

3. Cyber Liability Insurance: Such policy shall contain Cyber Liability risk coverages including network and internet security liability coverage, privacy liability coverage and media coverage. The policy shall provide coverage for all work performed by the Contractor and any work performed or conducted by any subcontractor/consultant working for or performing services on behalf of the Contractor. No contract or agreement between the Contractor and any subcontractor/consultant shall relieve the Contractor of the responsibility for providing this Errors & Omissions or Professional Liability and Cyber Liability coverage for all work performed by the Contractor and any subcontractor/consultant working on behalf of the Contractor on the project. Minimum Coverage and Minimum Limits: $1,000,000 Per Claim and Policy Aggregate $1,000,000 Errors and Omissions and Professional Liability $1,000,000 Cyber Liability including Privacy, Confidentiality and Network Security Liability $1,000,000 Cyber Extortion $1,000,000 Regulatory Defense, Awards and Fines

The Vendor shall assume all liability for any accidental or criminal occurrence.
Requirements and Required Documents:

Section 4 – Scope of Services

Scope of Services: The City of Bryant is seeking a contractor to perform Network Monitoring Services for the Bryant facilities listed in Exhibit A.

Prior to each scheduled and intermittent period of service, the contractor representative shall report to the department representative prior to starting. Contact information will be provided.

This RFQ requests a submittal for the provision of on-demand network engineering services, hardware, software, and PC support and maintenance services.

1. The servers will be kept fully updated with security and anti-virus upgrades. Excluding hardware defects and/or malfunctions, any substantial function failure of a managed server for more than 60 minutes per month during service hours (8 a.m. to 5 p.m. Monday thru Friday), due to provider error, will provide the City with an immediate notice with estimation on down time plus repair time

2. Once a non-routine problem is detected that cannot be resolved readily by the monitoring center staff on duty, an incident must be escalated to support engineer services.

3. Applicants can be responsible for the initial set-up of computer workstations, printers and other peripherals, as needed when not covered by city staff.

4. Troubleshooting and resolution of application errors, printer errors and PC errors.

Detail of work to be performed:

1. Anti-virus protection of monitored server. The provider will proactively manage the anti-virus protection of the server and applications, including the installation of updates and upgrades. Said upgrades will be applied within 7 business days of release by the application vendor unless other arrangements are approved.

2. Support and maintenance services of computer workstations and peripherals with a response time of no greater than 2 hours on an “as needed” basis to include the following:

A. Backups

City of Bryant backups are currently done through Barracuda Backups, with some file backups done through Laserfiche.

Description of Work:

- Remote monitoring (to ensure what is supposed to back up is being backed up)
- Remote management of backups (if a job fails the reason why will be discovered and fixed)
- Test full backup restore (twice a year)
- Snapshot & discussion of what is being backed up
- Troubleshoot Backup Software (ex: program halts/errors)
- Backup Software patches
- Editing of backup jobs (ex: add or remove folders/files from scheduled backups)
- Run Live Update
- Adding new backup jobs

B. Servers

Servers are virtualized, with one server stack at City Hall, Public Safety, and a domain controller at Bishop Park.

Description of Work:

- Windows updates
- Situational, mutually agreed server firmware updates
- Server memory usage monitoring
- Server disk space monitoring
- Monitor server alerts
- Troubleshoot server alerts
- Troubleshoot server downs
- Troubleshoot server-based user log on issues
- Troubleshoot connectivity between servers on the domain
- Troubleshoot remote desktop conn. to servers, admin only

C. Updates, Upgrades, Troubleshoot software

Our software includes, but is not limited to:

- Spillman
- MOVE AR
- CivicRec
- Parallels
- Tyler ERP Pro 10 (Currently hosted remotely)

Description of Work:

- Software updates/patches
- Troubleshoot software problems

D. Workstations and Laptops

The City of Bryant are currently purchasing computers through Dell Premier with 5-year Pro Support

The City of Bryant has approximately:

- 120 workstations
- 100 laptops

Description of Work:

- Provide assistance to onsite Bryant IT technicians
- Provide help desk support when Bryant IT technicians are out-of-office

E. Mobile Device Management

The City of Bryant currently purchases devices through Verizon Wireless.

The City of Bryant has approximately 120 devices that include cell phones and tablets.

Description of Work:

- Install software updates/patches
- Installation of work profile
- Transition phones between users

F. Antivirus

The City of Bryant has switched workstations and laptops to Coro and are finalizing the servers. The provider would be responsible for maintaining the Coro risk alerts.

Description of Work:

- Install software updates/patches
- Troubleshoot from server global client connection
- Troubleshoot software halting at server level
- Troubleshoot risk alerts on any server
- Install license keys
- Run Live update or ensure signature files are up to date.

G. Printers

Larger copiers and printers are managed by Standard Business Solutions. The smaller network and local printers would be managed by the provider. The City of Bryant has approximately 50 network and local printers, including label makers and small office printers.

Description of Work:

- Firmware updates
- Add or remove network printers
- Troubleshoot network related printing issues – all networked printers (ex: print spooler issues)

H. Firewall

The current firewall is a Sonicwall.

Description of Work:

- Firmware updates
- Troubleshoot Firewall issues
- Monitor Firewall hits

I. Other

Description of Work:

- Internet bandwidth monitoring – monthly
- Power Supply at server level monitoring
- Monitor Battery Backup health at server racks
- Terminal Services Troubleshooting (ex: roaming profile halts)
- Troubleshooting Switches (ex: bouncing/outage)
- Updating firmware on Switches
- General Yes/No type of questions (EX: is my backup data encrypted? Is there a way to sync user mailbox to remove those deleted from Active Dir?) – low priority only, limited to known topics with limited research time
- Changing network infrastructure admin passwords

J. Future IT Projects

a. Transition from .com to .gov email as required by Arkansas State Law before June 2026
b. Integrating of Courts to the City Network if not completed prior to contract beginning.
c. Upgrading the server stack at Public Safety
d. Review of IT inventory management, update as needed to reflect all IT inventory in coordination with onsite city IT Technicians, and create a replacement schedule based on useful life and budget constraints.

3. Security application including but not limited to software specific to web content, SPAM, and email filtering and monitoring capabilities.

4. Onsite visits as needed to provide technical support and maintenance. Support must be on site from 8:00 am to 5:00 pm unless as required for non-peak system updates and maintenance.

5. Remote management. Routine response by 24/7 monitoring staff of City incidents and requests must be included in the base services of the submittal without limitation. All work related to keeping the managed server software and configuration updated must also be included without limitation. Non-routine

response to incidents or City requests will be escalated to a support services engineer.

6. Service hours and maintenance windows. The provider's service level assurance will be based on service responsiveness during service hours.

    A. Normal service hours will be from 8:00 am to 5:00 pm weekdays. Public Works Dept service hours are from 7:00 am to 4:00 pm and Parks and Recreation Dept is open 5:30 am to 9:00 pm Monday-Thursday and 5:30 am to 7:00 pm Friday-Sunday. Downtime during service hours is not intended and must be kept to a minimum. Only uptime during service hours will be used to calculate the provider's performance in meeting service level agreements.

    B. Daily maintenance windows as described are specific to individual departments but should focus on availability of departments during non-peak business hours. Routine server and application maintenance and upgrades must occur during maintenance windows. Downtime that occurs during maintenance windows will not be a part of the service level agreement performance calculation.

    C. Incidents which impact server health or the availability of monitored services during service hours must be reported by email to an authorized City Representative immediately as they occur. Incidents which impact the ability of the City to receive email must be reported by telephone to the City.

    D. Occasions of loss of internet connectivity or incidents which could result in failure to meet assured responsiveness on monitored services must be reported by telephone call to the City within ninety (90) minutes of discovery during business hours.

Billable work: All work beyond and in addition to the scope of this contract shall be considered billable hours and will require that an estimate for that proposed work be provided to the City Representative for consideration and approval obtained prior to work being started. A specific PO number must be assigned for the work, regardless, the invoice for payment will be submitted within 7 working days after all authorized additional work is completed.

Personnel: It is the Applicant's responsibility to provide qualified and appropriate level of on-site staffing as needed, provide appropriate tools and vehicles necessary to accomplish all Network Monitoring services regardless in responding during normal hours or after normal working hours.

Contractor is expected to use staff that would pass standard security checks for all personnel assigned to work under this contract. The City reserves the right to

approve/refuse any employees. If required, the Contractor may be required to provide Proof of a background check within 1 week upon request or the individual(s) must be removed from the site.

Subcontracting: No portion of the work covered by these specifications may be subcontracted without prior written approval.

Damages: The contractor and his/her staff will be responsible to protect spaces and finishes and clean up all debris. The Contractor will be responsible for all damages to the facility or contents caused by Contractor or their staff during the performance of their duties.

Once a qualified contractor is selected, the City will engage in further negotiations to determine adequate pricing.

Bid questions due no later than, Tuesday, July 8, 2025, to	**Schedule Walkthrough of City IT Infrastructure by contacting:**
Nichole Manley Purchasing Manager Bryant, AR 501-943-0317 Nmanley@cityofbryant.com	Philip Plouch IT Support Technician Bryant, AR 501-943-0313 pplouch@cityofbryant.com

Section 5 – Criteria for Selection

Submittals by applicants will be evaluated on the basis of criteria deemed most appropriate for a successful partnership.

Qualifications, Experience, and Competence

Respondents must include information indicating their qualifications, experience, and competence in relation to the services to be performed. Respondents must include an organizational chart with the number of personnel available. A list of previous project descriptions with references, contact names, and phone numbers should be included.

Past Performance

Previous evaluations shall be considered a significant factor. If previous evaluations with the City are not available, past performance records with others will be used, including quality of work, timely performance, diligence, ability to meet past budgets, and any other pertinent information. The Applicant will provide a list of similar jobs performed and person whom we can contact for information.

Note: Depending upon the number of inquiries or clarifications sought, the City of Bryant reserves the right to require additional input from any and all applicants and/ or require that all applicants attend the pre-submission meeting before the opening of the submittals.

Exhibit A – Department/ Building List

Department	Address
Administration, Planning & Development, Water Billing	210 SW 3rd Street
Courts	208 SW 3rd Street
Animal Control	25700 Interstate 30
Fire Department Station 1 & Police Department	312 Roya Lane
Fire Department Station 2	1601 Reynolds Road
Fire Department Station 3	2620 Northlake Road
Parks & Recreation	6401 Boone Road
Public Works	1019 SW 2nd Street

Official RFQ Document:

Upon signing this form, the applicant is acknowledging that all information provided in this RFQ is true and will provide documentation requested.

The City of Bryant reserves the right to accept any or all part of bids, to reject any or all bids and to award to the bid deemed in the best interest to the City.

_____

Printed Name of Company

_____

Company Address

_____

Telephone Number

_____

E-Mail Address

_____

Printed Name of Authorized Signature Date

_____

Authorized Signature Date