



December 17th, 2021

RE: Request for Proposal for
IT Software and Hardware Support Contract.

To Whom It May Concern:

The enclosed Request for Proposal (RFP) invites your company to review the Corpus Christi Downtown Management District IT support scope of services and submit your proposal for consideration.

Companies choosing to respond to the RFP must also complete and return the attached Intention to Respond form by December 31st, 2021. All questions must be submitted in writing via email, and answers will be distributed via email to the individuals listed on the Intention to Respond.

Please direct any questions relative to the RFP to Alan Albin, Finance and Administration Manager at alan@cctexasdmd.com. I look forward to receiving and reviewing your proposal.

Sincerely,

Alan Albin
Finance and Administration Manager
Corpus Christi Downtown Management District
223 N. Chaparral St., Ste A
Corpus Christi, TX 78401
361-882-2363



Intention to Respond

We plan to respond to the Corpus Christi Downtown Management District (CCDMD) IT Software and Hardware Support Contract RFP. For the purpose of this submittal, our contact is listed below.

Company Name: _____

Contact Name: _____

E-mail Address: _____

Address: _____

Phone: _____

Website: _____

Please return by email to alan@cctexasdmd.com no later than 5 PM on Friday, December 31st, 2021.

Corpus Christi Downtown Management District
223 N. Chaparral St., Ste A
Corpus Christi, TX 78401



REQUEST FOR PORPOSAL (RFP)

FOR

COPRUS CHRISTI DOWNTOWN MANAGEMENT DISTRICT (CCDMD)

Software and Hardware Support Contract

Issue Date: December 17th, 2021

Due Date: January 14th, 2022



Section 1: Background

Corpus Christi Downtown Management District Software and Hardware Support Contract RFP

About the DMD

The CCDMD is a professional municipal management district, established in 1992, representing property owners in the Downtown Corpus Christi neighborhood known as the Marina Arts District. Through interlocal relationship with the City of Corpus Christi and Downtown Tax Increment Reinvestment Zone, we facilitate development through the Greater Downtown Area. With the support of our corporate partners on the Downtown Advisory Council, we move revitalization further forward.

Vision & Mission Statement

The vision of Downtown Corpus Christi is to become the most vibrant downtown on the Gulf of Mexico by:

- instituting a clean and safe environment;
- creating a welcoming, well-designed, waterfront;
- developing a robust, sustainable neighborhood;
- promoting remarkable, prismatic experiences; and
- growing our team's capacity to accomplish the vision.

This combined Vision & Mission Statement states where we are going and how we will get there. It establishes, at the highest level, what the DMD will be doing for the next five years.

Values

Values define what an organization stands for. Through discussions with the DMD Staff and Board a new set of values were identified as principles held inherently and practically unanimously by our team.

- Collaborative – We go further by working together.
- Leading – We are willing to stand up to move forward.
- Creative – We use our imaginations to solve problems.
- Determined – We are resolved to accomplishing our vision.
- Passionate – We love our Downtown.
- Tenacious – We find joy in seeing ideas implemented.

Staff

Executive Director plus six full time staff and two interns.

Priorities

- Maintain functional office space and capacity to work remotely as needed.
- Maintain hardware and software as needed to conduct business and manage information.
- Serve as one-stop resource for information pertaining to current and prospective businesses, property owners, developer, and other stakeholders



Section 2: Scope of Service

Maintenance of Hardware and Software

Current Contract Scope

CCDMD is looking for a vendor to provide Information Technology maintenance and support services for the Executive Director and Office staff. Current services are listed below, and we are seeking quotations for provision of this level of support. However, we also wish to receive recommendations for changes to and / or additions to this scope.

Current Maintenance and Support services include:

- Managed IT Services for 9 Workstations
- The above services to include:
 1. Hardware & Operating System Monitoring
 2. Microsoft Patching
 3. Anti-Virus License & Updates
 4. Microsoft Exchange
 5. Microsoft 365/Office Business Standard Subscriptions
 6. Telephone support Hours 8am to 5pm CST
 7. Firewall Management (Sonicwall)
 8. Advanced Email Security
 9. Protection against phishing, malware, ransomware, and other threats
 10. Hosted Microsoft Backup
 11. Cloud retention for Email
- These services to be installed and maintained on seven (7) Dell Desktop and two (2) Dell Laptop computers as listed:

1. Executive Director	Laptop
2. Executive Assistant	Desktop
3. Finance & Administration Manager	Desktop
4. Planning & Urban Design Manager	Laptop
5. Public Relations & Programming Manager	Desktop
6. Brand & Social Media Coordinator	Desktop
7. Economic Development Assistant	Desktop
8. Conference Room	Desktop
9. Position Currently Vacant	Desktop
- Although we work within the Microsoft environment our current system uses DropBox as our file sharing medium and one of the items to be included in your submission should be a plan to migrate our data into the Microsoft environment with assistance in setting up appropriate structures within SharePoint to maximize our efficient use of this technology.
- Since the advent of COVID-19 we have made extensive use of Zoom and all our computers are fitted with webcams.
- Printing is achieved using a networked Xerox Altalink C8145 color copier.
- A wi-fi router is attached to our network and provides a data connection for and internal security camera, external Ring doorbell, and guest Internet access.



Section 3: Project Timeline

Project Timeline

It is anticipated that the contract awarded as a result of this RFP will be for a term of (1) One year beginning February 1, 2022 and ending January 31, 2023 with an option to renew for a further two (2) years in 2023 and 2024. Proposals: Must be submitted by mail or hand on or before 5 p.m., January 14, 2022, in sealed packets.

- Selection and contract execution: Will be completed by January 21, 2022.
- Services Begin: On or before February 1, 2022.

Section 4: Selection Process

Selection

A committee of CCDMD staff shall review submissions. This group may elect to interview Vendors and will use criteria including but not limited to the following to evaluate and select a winning proposal:

- Past experience in providing IT services.
- Proven success and quality performance.
- Reference background checks.
- Budget development and monthly cost/expenses projections.

Section 5: Submission of Proposals

Submit proposals to:

Alan Albin
Finance and Administration Manager
Corpus Christi Downtown Management District
223 N. Chaparral St., Ste A
Corpus Christi, TX 78401
361-882-2363



Proposal Shall Contain the Following (Please provide an original and two copies)

A. Company Resources

1. Company name, address, phone & email contact.
2. Local Corpus Christi office information if any.
3. Ownership structure.
4. Management structure:
 - a. General
 - b. Corpus Christi office
 - c. Specific to providing services under this contract, including identification of individuals and their relevant experience.
5. Experience, references with contact name and telephone number.
 - a. General
 - b. Corpus Christi office
 - c. Description of Vendor experience and past performance in primary markets served for the service needed in this scope of service (Specific to providing services in public areas and special assessment districts).
 - d. Detailed description of comparable projects including client name, description of work, duration of project and program accomplishments within last three years.
 - e. Three references.
6. Additional items...please detail
 - a. Financial stability and resources
 - b. Appropriate licenses and permits.

B. Budget and Scope of Services

1. Budget
Please provide a proposed three year budget.
2. Scope of Services
 - a. Describe how you will deploy staff to cover the District.
 - b. Describe your plan to deal with:
 - Onboarding.
 - Ongoing technical assistance.
 - Routine security updates.

C. Indemnification

To the fullest extent permitted by law, the vendor (the Indemnitor) shall defend, indemnify, and hold harmless CCDMD and their directors, officers, agents and employees (the Indemnitees) from all claims that may arise from the performance of Indemnitor's work or the acts or omissions by Indemnitor, its subcontractors, employees, agents or others employed directly or indirectly by any of them in connection with the performance of the contract with CCDMD This indemnification agreement shall include indemnification for all reasonable costs and attorneys' fees in connection with any claim subject to indemnification or in connection with the enforcement of this Agreement, including, in each case, costs and fees on appeal.