

**AGENDA ITEM**  
January 5, 2021

Subject: IT Services

Department: Administration

IT services Request for Proposals was issued on October 19, 2020 to specialized companies familiar with the City of Nevada’s network infrastructure and operations.

Multiple firms from Kansas City, Springfield, Joplin and Nevada were contacted with three (3) responding.

Firms were evaluated on price, familiarity with current operations and ability to come onsite if needed.

<b>Firms</b>	<b>Contract Terms</b>	<b>Per Month Cost</b>
Inetvisions – Nevada	3 year	\$8,250.00
TechTeam – Joplin	undisclosed	\$8,966.00
Stronghold – Joplin	3 year	\$11,472.50
JMark – Springfield	NO Bid	
OxenTech – Joplin	NO Bid	
Pitt Technology - Springfield	NO Bid	
Invision – Kansas City	NO Bid	

**Manager’s Note:** Inetvision’s President and owner Shane Balk has worked with our network system and equipment for several years. In 2020 Inetvisions exclusively helped maintain our system and performed the upgrade of the Police Department’s TAC10 records management system. Inetvisions techs have been screened and passed background checks required to work on our secure systems.

**BILL NO. 2021-001**

**ORDINANCE NO.**

**A SPECIAL ORDINANCE OF THE CITY OF NEVADA MISSOURI AUTHORIZING AN AGREEMENT WITH INETVISIONS, LLC FOR MANAGED COMPUTER AND NETWORK SERVICES**

**BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF NEVADA, MISSOURI THAT:**

**Section 1.** Inetvisions of Nevada, Missouri is locally owned and operated providing a full range of IT services. They currently manage 9 school districts, 21 businesses and 3 local government facilities.

**Section 2.** The Agreement attached hereto as Exhibit A and incorporated herein by reference is approved as an obligation of the City of Nevada, Missouri.

**Section 2.** The City Manager and City Clerk are authorized and directed to authorize the agreement in behalf of the City.

**PASSED, APPROVED and ADOPTED** by the City Council of the City of Nevada, Missouri, this \_\_\_\_\_ day of January 2021.

CITY OF NEVADA, MISSOURI

(SEAL)

By: \_\_\_\_\_  
George Knox, Mayor

Attest:

\_\_\_\_\_  
Michele Bailey, City Clerk

**City of Nevada**

110 S Ash St.  
Nevada, MO  
64772

**Proposal for Managed Computer/Network Services  
Provided by Inetvisions LLC**

906 N Osage Blvd  
Nevada, MO  
64772  
417-667-5570



City of Nevada;

I would like to thank you for allowing Inetvisions be your IT service provider this last year. We have really enjoyed working with all of the department heads and employees.

Inetvisions currently maintains 9 school districts, 21 businesses and 3 local government facilities. We understand the needs of technology in government and bring the expertise to accomplish the needs of our clients. Our main focus is to help bring reliable technology to our customers at an affordable cost while at the same time delivering the best end user experience possible.

We specialize in providing “turn-key” solutions for clients that are needing full time management with remote and on site support.

Please feel free to call or email me with any questions you have.

Regards,

Shane Balk

President--Inetvisions LLC

O: 417-667-5570

C: 417-684-5178

E: [sbalk@inetvisions.net](mailto:sbalk@inetvisions.net)

What we will provide for City of Nevada:

- Monitored Anti-Virus protection for every pc and server.
- Monitoring 24/7 of all servers, workstations, and switches
- 6 hour response time to Emergency outages
- 24 hour response time to standard support tickets
- Patch management and third party patching
- Preventative Maintenance for Servers and workstations
- Unlimited maintenance support tickets
- Remote and Onsite support included
- Consultation for future projects
- Consultation with Google Apps
- Onsite and offsite backup 3TB included
- Discounted hourly rate at \$95 per hour during normal business hours for any Add, Moves, and Changes (AMC) and \$125 for emergency after hour support (ex. Issue occurs at 10pm. We can be emergency dispatched if desired and it will be billable. If we fix the issue during normal 8/5 operating hours there would be no billable labor time)
- Phone system support (67 voip phones)
- **BACKUP HARDWARE INCLUDED:** TS51210RH3204 51210RH 32 TB
- Quantities for supported devices.
  - 9 Windows bases servers
  - 106 Windows workstations and laptops
  - 11 Switches
  - Wireless Network
  - 2 Firewalls

**COST:**

**\$8250.00 per month (36 months)**

## **MAINTENANCE AGREEMENT**

WHEREAS, **City of Nevada**, hereinafter called "Purchaser" and **Inetvisions LLC**, hereinafter called "Contractor" have agreed to initiate a maintenance agreement for service to the computer equipment owned by Purchaser.

**SERVICES PROVIDED:** Contractor will supply monthly maintenance to Purchaser computers, servers and networking equipment (patches, virus protection, backups and software, and monitoring). Contractor will also provide emergency repair service (non 8x5), as required, in a timely manner and usually within 6 hours, also will provide regular repair (8x5 regular business hours) and support within 24 hours. This contract covers regular maintenance labor and service calls remote and on site. All costs of replacement parts (hardware) are the sole responsibility of the Purchaser. Purchaser will provide valid software licenses for operating systems.

**COMPENSATION:** Contractor's monthly fee for this service will be Eight Thousand Two Hundred Fifty dollars (\$8250.00) per month. Payment Terms If needed, scheduled services can be changed to meet Purchaser's special needs. Any labor provided for AMC (Add, Move, Change) thereafter will be assessed at \$95.00 per hour. Emergency support outside of business hours (8x5) will be billed at \$125.00 per hour.

**PAYMENT TERMS:** Payment terms require invoices to be paid within 30 days (NET 30 Terms). Invoices not paid within 30 days of receipt will incur 2% late fee per month. Non-payment exceeding 120 days will incur 15% penalty and all associated collection costs. Other payment terms can be negotiated if the City of Nevada does not have a finance system in place that can meet the payment terms above. Modified payment terms must be agreed to in writing prior to contract execution.

**DURATION OF CONTRACT:** This contract becomes effective on January 1, 2021 and will run for three (3) consecutive years. After 1 year, it can be extended by agreement of both parties.

BY THE SIGNATURES below, the parties accept this agreement as before listed in the above contract and the contract is in effect on January 1, 2021.

### **INETVISIONS LLC**

**Shane A. Balk:** \_\_\_\_\_

**Date:** \_\_\_\_\_

### **City of Nevada**

**Purchaser Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_