

Request for Qualifications

Professional IT Services

The City of South Charleston seeks statements of qualifications from professional IT providers to provide on call services billed on an hourly basis and managed monthly network / workstation maintenance services billed on a monthly basis, including: assistance to users (help desk); diagnosis / repair of system and applications resolution of error messages; proactive patching and updating; antivirus/antispymware monitoring, diagnosis and repair; backup cycle monitoring and maintenance and off site storage; diagnosis / repair for network and internet connectivity issues; monitoring / alert management for disk space; bandwidth and hardware; and hosting and maintaining an Exchange Email Server.

The City of South Charleston will accept statements of qualifications and proposed pricing until 1:00 pm Friday January 12, 2018 at 238 4th Ave, South Charleston, WV 25303. A full description of the services sought and the existing equipment to be supported is available at the above address.