



INVITATION TO QUOTE

City of North Miami
Purchasing Department
776 NE 125th Street Room 303
North Miami, Florida 33161

THIS IS NOT
AN ORDER

QUOTATION NO.: 36-22-23

TITLE: 2023 Smart Biz E-Commerce Grant

RE-ADVERTISING DATE: Friday, December 15, 2023

DUE DATE: Wednesday, January 31, 2024, no later than 3:30 PM E.S.T.

CONTACT PERSON: Ebony Daniels Graham

PHONE: (305) 895.9886

E-MAIL: purchasing@northmiamifl.gov

QUOTES SHOULD BE SUBMITTED TO:

City of North Miami
Purchasing Department
776 NE 125 Street – Room 303
North Miami, FL 33161

Or via e-mail to: purchasing@northmiamifl.gov

1. DEADLINE FOR QUESTIONS

Any questions or clarifications regarding this Invitation to Quote shall be submitted in writing to the Purchasing Department via email to purchasing@northmiamifl.gov by no later than **3:30 PM (EST) on Friday, January 12, 2024**. Respondent(s) must clearly understand that the only official answer or position of the City will be the one received in writing. All questions and/or requests for clarification received by the City on a timely basis, shall be answered by means of addenda posted on the City's website.

2. SCOPE OF WORK

The City of North Miami is requesting quotes from qualified consultants to provide all labor, equipment, materials, and expertise required to provide Information Technology (IT) Support Services for the City's small businesses Smart Biz E-Commerce Grant. This grant shall consist of helping small businesses to expand their market reach by investing in improved hardware and software applications. In the age of technology, there are many innovative ways that businesses can offer their goods and services to E-Commerce online customer base. Based on the grantee's business type and the amount of the grant, the following equipment and services may be provided:

Hardware:

- Computers
- Printer, scanner, copier (All in one)
- Touchless Point-of-Sale (POS) System

Software:

- Internet service (1 year) Website – Turnkey website landing page package
- Virus Protection

- Microsoft Office 365
- Remote Client Software (Team Viewer)
- Touchless POS System Software

Other services:

- The service we are requesting from the vendor is to provide hardware, software and one (1) month of tech support (fee amount for technical support must not exceed \$500 per business assisted).
- Virtual Training courses (GoToMeeting, Zoom, other virtual meetings – Max 3-month service) Tech Support with setting up and remote troubleshooting

3. PROGRAM LIMITS & REQUIREMENTS

The City has allocated **\$143,000** to the Smart Biz E-commerce Grant. Moreover, the maximum grant amount to be awarded to each small business will be up to **\$5,000**.

4. REQUIREMENTS AND QUALIFICATIONS

Licensing Requirements:

- Respondents must be licensed to do business in the State of Florida.
- Respondents must provide a current Certificate of Use and Business Tax Receipt from the applicable jurisdiction in which they operate.
- Respondents must submit Sunbiz report showing your company's active registration with the Florida Division of Corporations.
- Respondents must have prior experience in working with Small/Minority Businesses in the technology industry.
- Respondents must have prior experience in working with Small/Minority Business strategies, improvement & processes implementation.

The Respondent must possess the following:

Proven ability to provide professional technical support services in the following areas:

- Office hardware and software set up for small businesses.
- Touchless POS hardware and software set up for small businesses.
- Website design & development.
- Email and internet set up and training.
- Technical support and setting up office equipment.
- Implement a digital platform for online meetings.
- Provide E-Commerce solutions and guidelines.
- Value Added Reseller (VAR) relationship.
- Ability to purchase directly from computer and office equipment distributors/OEM.
- Ability to provide basic set up and support for technical issues.

5. REFERENCES

Vendors should have experience providing services of similar scope and size. At a minimum, please provide at least two (2) references of clients to which the respondent has provided similar services must be submitted with all quotes (see attached Form A-14). Current contact information must be provided. References should include full written details of services provided similar to the ones described herein. Only one reference may be used for services performed for or on behalf of the City of North Miami.

6. INSURANCE AND INDEMNIFICATION

Respondents must submit with their responses, proof of insurance meeting or exceeding the following coverage or a letter of intent to provide the following requirements if awarded a

Contract:

- a) **COMMERCIAL GENERAL LIABILITY**
With minimum limits of \$1 Million per occurrence, covering bodily injury, property damage, personal & advertising injury, medical expense, and products completed operations – policy shall be written on an occurrence basis. Policy limits can be extended through the purchase of an Excess/Umbrella Liability insurance (occurrence form).
- b) **COMMERCIAL AUTOMOBILE LIABILITY (COVERING OWNED, NON-OWNED & HIRED VEHICLES)**
Automobile Liability Insurance with not less than five-hundred thousand dollars (\$500,000.00) per occurrence (combined single limit) for bodily injury and property damage including coverage for any auto including owned, hired, and non-owned vehicles as applicable. The Contractor and any of its approved sub-contractors shall take out and maintain this insurance coverage against claims for damages resulting from bodily injury, including wrongful death and property damage which may arise from the operations of any owned, hired, or non-owned automobiles and/or equipment used in any capacity in connection with the execution of this Agreement. The City shall be named as an additional insured.
- c) **THIRD-PARTY CYBER LIABILITY**
As required by the State of Florida and in accordance with F.S.440, with statutory limits, and Employer's Liability with a minimum limit of \$1,000,000 per accident for bodily injury or disease.
- d) **WORKER'S COMPENSATION**
As required by the State of Florida with statutory limits, and Employer's Liability with a minimum limit of \$1,000,000 per accident for bodily injury or disease.

Liability insurance shall name the City of North Miami as an additional insured and list the contract number "ITQ 36-22-23" on the certificate. All insurance required herein shall be written as primary policies, not contributing to or in excess of any coverage that the City may carry. Coverage requirements apply to any sub-contractor(s) hired by the general contractor.

All insurance policies required by the Contract shall be maintained in full force and effect throughout the term period. The insurance carriers shall have a minimum of a rating based on the latest rating publication for Property and Casualty Insurers such as A.M. Best Company (or its equivalent). All insurers must be lawfully admitted to conduct business within the State of Florida. Required insurance coverage must be approved by the City's Risk Management Director prior to signing of Contract. Contractor may produce any insurance under a "blanket" or "umbrella" insurance policy, provided that such policy or a certificate of such policy specify the amount(s) of the total insurance allocated to this Contract. Coverage limits shall equal or exceed the amount(s) required by this agreement and shall not be reduced for claims made on other Grants undertaken by Contractor.

The Contractor must submit, prior to signing of Contract, a Certificate of Insurance naming the City as additional insured for Commercial General Liability and Auto Liability Insurance. Contractor shall guarantee all required insurances remain current and in effect throughout the term of Contract.

Contractor shall indemnify and hold harmless the City and its officers, employees, agents and instrumentalities from any and all liability, losses or damages, including attorneys' fees and

costs of defense, which the City or its officers, employees, agents or instrumentalities may incur as a result of claims, demands, suits, causes of actions or proceedings of any kind or nature arising out of, relating to or resulting from the performance of an Agreement by the Contractor or its employees, agents, servants, partners principals or subcontractors.

Contractor shall pay all claims and losses in connection therewith and shall investigate and defend all claims, suits or actions of any kind or nature in the name of the City, where applicable, including appellate proceedings, and shall pay all costs, judgments, and attorney's fees which may issue thereon.

Contractor expressly understands and agrees that any insurance protection required by this Agreement or otherwise provided by Contractor shall in no way limit the responsibility to indemnify, keep and save harmless and defend the City or its officers, employees, agents and instrumentalities as herein provided neither shall it serve to waive the immunities granted to the City by Florida Statute 768.28.

The Contractor must submit a Certificate of Insurance naming the City of North Miami as "additional insured" for the above coverages prior to issuance of a Purchase Order by the City.

7. METHOD OF AWARD

Award for this ITQ will be made to one or more responsive and responsible vendors, whose proposals are deemed to be in the best interest of the City.



QUOTE FORM

2023 Smart Biz E-Commerce Grant

ITQ No. 36-22-23

Below is a list of hardware, software and technical support services which will be provided by the selected vendors based on the type of small business and grant award amount of each grantee participating in this program.

Description
<u>Hardware:</u> <ul style="list-style-type: none">▪ Computers (Price list of various computers)▪ All-in-one (Printer, Scanner, Copier)▪ Touchless POS System
<u>Software:</u> <ul style="list-style-type: none">▪ Website – Basic informational website (Price list of basic website design)▪ Turnkey website landing page package▪ Basic website with Free 1st year Hosting and Domain Registration▪ E-mail Setup▪ Virus Protection▪ Microsoft Office 365▪ Remote Client Software (Team Viewer)▪ Touchless POS System Software
<u>Other Services:</u> <ul style="list-style-type: none">▪ The service we are requesting from the vendor is to provide hardware, software and one (1) month of tech support (fee amount for technical support must not exceed \$500 per business assisted).▪ Virtual Training courses (GoToMeeting, Zoom, other virtual meetings - max 3-month service) Tech Support with setting up and remote troubleshooting.

Addenda Received: Yes No

If yes, please indicate the number of addenda received: _____

All Addenda are posted on the City's website at:

<https://www.northmiamifl.gov/bids.aspx>

It is hereby certified and affirmed that the respondent shall accept any awards made as a result of this quotation. Respondent further agrees that prices quoted will remain fixed for ninety (90) days from date quotation is due.

All referenced forms can be found on the City's website at
<https://www.northmiamifl.gov/217/Contract-Forms>

(Continued on next page)



2023 Smart Biz E-Commerce Grant
ITQ No. 36-22-23

Authorized Signature: _____ Title: _____

Print/Type Name: _____ Phone: _____

E-mail: _____ Fax: _____

Firm Name: _____ F.E.I.D. No.: _____

Address: _____ City: _____ State: _____

NOTES:

- 1. Failure to complete and sign this form renders your bid/quotation non-responsive and ineligible for award**