

AUGUST 1, 2019



REQUEST FOR PROPOSALS

UPSHUR COUNTY, TEXAS

**INFORMATION TECHNOLOGY
SUPPORT SERVICES**

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REQUEST FOR PROPOSALS (RFP)

FOR

INFORMATION TECHNOLOGY SUPPORT SERVICES		
RFP Issue Date: 8/15/2019	RFP Manager: Commissioner Jay Miller	
RFP Date Due: 9/13/2019	Anticipated Opening Date: 9/15/2019	Anticipated Award Date: 9/30/2019

RFPs must be received by the submission deadline in a sealed envelope clearly marked with the phrase “RFP – Information Technology Services”. One (1) signed original marked “ORIGINAL” and four (4) identical sets marked “COPY 1”, “COPY 2”, etc.

RFPs received after the deadline will not be accepted and will be returned unopened.

RFPs will be accepted in person, by United States Mail, or by private courier service. Responses WILL NOT be accepted via oral communication, telephone, electronic mail, telegraphic transmission, or facsimile transmission.

Respondents accept all risks of late submission delivery regardless of fault.

RESPONSES SHALL BE DELIVERED TO:

Upshur County Judge
 “RFP – Information Technology Support Services”
 P.O. Box 790
 Gilmer, Texas 75644

Upshur County reserves the right to reject any and all submittals, and to waive any irregularity, informality, technicality, or deficiencies in the submittal and evaluation process. This RFP does not obligate Upshur County to pay any costs incurred by respondents in the preparation or submissions of their proposal. Furthermore, the RFP does not obligate the County to accept or negotiate a contract with any firm or individual for any expressed or implied services.

INFORMATION TECHNOLOGY SUPPORT SERVICES

INTRODUCTION

Upshur County is seeking comprehensive managed infrastructure and network services. The winning vendor will provide, on an as needed basis, hardware (server, desktop/laptop), network, and software support and monitoring, help-desk, back-ups, remote access and on-site support, website maintenance, email maintenance and support, inventory control and management (hardware and software), security, and disaster recovery for ALL Upshur County locations. Vendor will provide 24x7x365 “on-call” services with a maximum response time of 2 hours. To accomplish this it is expected that the winning vendor will be able to work effectively with other Upshur County vendors (such as proprietary software vendors and internet service providers) to make the IT system a seamless process to the end user.

The ideal vendor will resolve computer systems and network issues in accordance with standard and acceptable maintenance and support benchmarks. The successful vendor will be expected to organize Help Desk procedures efficiently and to ensure that there is no significant computer downtime during normal working hours, generally 8:00 AM to 5:00 PM, Monday through Friday, in addition to 24-hour operations for Law Enforcement. The vendor is expected to report on status of technology issues and communicate effectively with the County Judge and employees and may be required to attend Commissioner Court meetings periodically.

The overall goal of this RFP is to procure long-term, comprehensive, reliable, timely, proactive IT management and support that will promote the mission of Upshur County in serving its citizens.

BACKGROUND

UPSHUR COUNTY does NOT have an IT Department and is currently using an outside vendor service to provide routine maintenance and support as needed for employees.

Experience in local government and public safety systems and security is preferred. This experience can be noted in the response. Additionally, all IT vendors having access to the Upshur County network must agree to submit to a background check.

SERVICES REQUIRED

This section summarizes the services to be provided to the County in this RFP. The County is looking for a maintenance and support program to be designed under two major categories. These categories are preventative maintenance and as-needed maintenance, to accommodate departmental computer system activities and user equipment performance. The County expects the vendor proposal to define, in detail, the approach to be used in the above categories. Distinction of time and material costs for these efforts are important for current and future budget considerations.

Initial Assessment

Review of the inventory, update network map/diagram, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations.

Desktop Application Support

Performance of basic support functions, including the installation of PC's, laptops, mobile devices, printers, peripherals, and office software; diagnosis and correction of desktop application problems, configuring of PC's, laptops and mobile devices for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed; maintenance of an updated inventory of all related computer related hardware; and implementation of Help Desk procedures.

Server and Workstation Administrative Services

Management of network and computer systems, including complex applications, databases, messaging, servers and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, and recoverability of the systems.

Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for all Help Desk tickets for on-site visits, remote support and telephone support is available; development of operations and quality assurance for backup plans and procedures are being followed.

Configuration management, including changes, upgrades, patches, etc. is maintained; management of user logins and password security is documented; and support of software products relating to servers and workstations; timely response for repair and maintenance work for the user.

Network Administration Services

Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices is included. Installation and maintenance of printers, scanners, network devices et al; analysis, routine configuration changes, and installation of patches and upgrades; cabling if needed; alert notifications in case of failure of equipment. Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; and continuous troubleshooting are required. Maintenance of network documentation for daily, weekly, and monthly services is required.

Email, Security and Backup

Maintenance of County email accounts using the County domain, adding, changing, and/or deleting County employee accounts as requested; maintenance of virus detection programs on the County servers and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to County-designated personnel are required.

Assist staff in identification and retrieval of email communications for open records requests.

Requirements for a data backup policy, with procedures in place to handle daily, weekly, and monthly backup of the computer, data and information, email, and the like; program to restore systems and data if servers and/or computers go down, are required.

Enhancements / Upgrades

Planning, and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs, when requested or necessary.

Installation of new equipment, software, and transfer existing data when acquired, will be needed.

Exclusions

The contract to be awarded does not obligate the County to purchase computer equipment, hardware devices, cabling, licenses, software et al from the successful vendor.

SUBMISSION REQUIREMENTS

Award of the contract resulting from this RFP will be based upon the most responsive and responsible Vendor whose offer will be the most advantageous to Upshur County in terms of cost, functionality, and other factors specified in this RFP.

Upshur County reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Vendor,
- Accept other than the lowest priced offer, and
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers.

The County is requesting that the submission address each of the subjects outlined in the **SERVICES REQUIRED** section.

Each proposal shall also provide the following information:

Transmittal Letter:

The letter of transmittal must contain the following statements and information:

1. Company name, address, telephone number(s), and website.
2. Name, title, email address, and telephone number of the person(s) to contact and who are authorized to represent the firm and to whom correspondence should be directed.
3. Federal and State taxpayer identification numbers of the firm.
4. A brief statement of your understanding of the services to be performed and make a positive commitment to provide services as specified.
5. The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.
6. A statement indicating that the proposal and cost schedule will be valid and binding for ninety (90) days following the proposal due date and will become part of the contract negotiated with the County.

Company Profile:

Provide a short profile of the company including:

1. Length of time in business
2. Length of time in providing proposed services
3. Number of clients
4. Number of clients in public sector
5. Number of full-time employees and area of involvement: Technical support, programming, consulting, sales support, administrative support
6. Location of office to service the account

Proposal:

1. Description of the approach the company will use in providing the services requested. Description of how the company is positioned to provide the services requested, with a history of experience on providing similar services.
2. Name, title, address, and telephone number of a minimum of three references for clients, whom similar services have been provided, including information referencing the actual services performed, number of users, and length of tenure. References of other Public Sector clients would be beneficial.
3. Naming of staff resources, with identification of principals and key personnel who will be providing the services;
4. Experience and expertise of staff;
5. Role and responsibilities that each staff member will have.
6. Support services questions to be addressed:
 - a. Help Desk description
 - b. Support availability (days of week and time, including how you will deal with after hours and weekend calls)
 - c. Toll free number if applicable
 - d. Steps for resolving problem escalation
 - e. Final authority regarding conflicts

7. Response time and goal for resolving problems
8. Explanation of any contract termination for default or other incident in the past five years. Termination for default is defined as notice to stop services for non-performance or poor performance, and issue was either litigated or not litigated. If default occurred, list name, address, and telephone number of the party. If no such termination occurred for default, declare it. The County will evaluate the facts, and may, at its sole discretion, reject the vendor's proposal.
9. Scope of services beyond the RFP that the firm provides which may be of interest to the County.
10. Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.

Draft Contract Language

The vendor shall submit a draft contract.

Cost of Services

The County is requesting that the vendor submit a fixed-fee service contract for an all-inclusive service and maintenance. Vendors may also submit other alternative packages that they feel would meet the needs of the County as an included alternate bid.

Vendors must list, specifically, any services which would not be covered in the proposal price.

Identify the following for those services not under the fixed fee:

1. A fee schedule containing the vendor hourly rates
2. A description of how services will be billed
3. A description of additional charges, as in out-of-pocket expenses for travel, etc.

EVALUATION

Designated staff and Commissioners will review the vendors' qualifications. The Commissioners Court will award the contract to the vendor who provides a proposal that it determines provides the best value for the County. The criteria shown below will be important factors in determining the successful vendor:

1. Approach and methodology
2. Availability to meet needs in a timely manner as issues arise
3. Staffing and experience
4. Pricing
5. Satisfaction of clients

The award of the contract will be determined and approved by Commissioners Court. The County reserves the right to accept whichever proposal is felt to be in the best interest of and provide the best value to the County as well as to reject any and all bids for any or no reason.

Proposals will be received and publicly acknowledged at a regular meeting of the Upshur County Commissioners' Court. Respondents, their representatives, and interested persons may be present. All submitted proposals will be deemed confidential during the evaluation process. The award, if any, will be made at a subsequent regular meeting of the Upshur County Commissioners' Court. Following the award, all submissions shall be open for public inspection except for trade secrets, financial information, and other confidential information contained in the proposal and identified as such by vendor.

MISCELLANEOUS PROVISIONS

The County reserves the right to reject any or all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which best meets the requirements of the County.

The RFP creates no obligation on the part of the County to award a contract or to compensate the Bidder for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews. The County reserves the right to award a contract based on proposals received without further discussion or negotiation. Vendors should not rely upon the opportunity to alter their qualifications during any discussions.

The County further reserves the right to make such investigation as it deems necessary, to determine the capability of the vendors to furnish required services, and vendors shall furnish all such information for this purpose as the County may request.

Vendors must specifically identify any portions of their submittals, deemed to contain confidential and proprietary information, or trade secrets. However, the vendor should also understand that information submitted may be subject to Texas Open Records Act Laws and may be disclosed if requested.