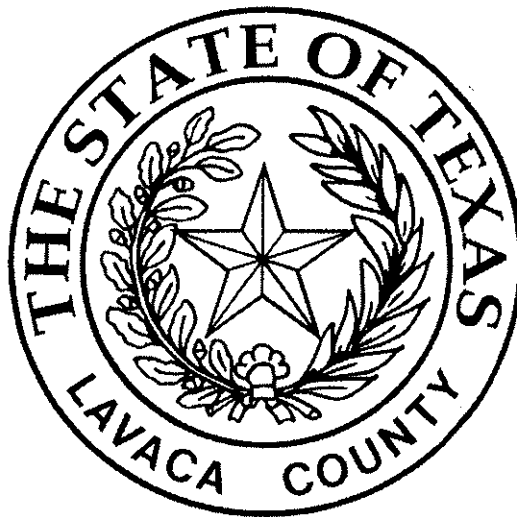


# COUNTY OF LAVACA

## REQUEST FOR PROPOSAL

### Managed IT Services Provider

(Managing all facets of technology needs, including phones and networks)



**Proposals are due by 9:00 AM, Monday, August 26, 2019. Proposals will be publicly acknowledged by Tramer J. Woytek, Lavaca County Judge, or his designee, in the Commissioner's Courtroom, Lavaca County Courthouse, Hallettsville, Texas on Monday, August 26, 2019 at 10:00 AM. Proposals will be discussed and/or awarded at the regularly scheduled Commissioner's Court meeting on Monday, September 9, 2019 at 10:00 AM.**

#### **RFP OBJECTIVE**

This Request will be used to obtain proposals from qualified Managed IT Service Providers. This information will allow the County of Lavaca to review proposals and enter into negotiations with the vendor whose proposal is the most advantageous to the County with price and other factors considered.

The overall goal of this RFP is to procure comprehensive, reliable, timely, proactive IT management that will encompass all technology needs including telephone systems and support that will promote the mission of the County of Lavaca.

## **PROJECT DESCRIPTION**

The selected provider will provide 24/7 services including: Network, server and PC monitoring, Email (including encryption feature), Application Management, Infrastructure Support, Disaster Recovery, unlimited On-Site and Remote Client Service, 24/7 System Monitoring and Response, Server hardware and software support, ancillary equipment support (scanners, printers and copiers), encrypted backups of all servers and data on site and off (monitored daily), security camera and video surveillance support (including DVR maintenance), keyless door entry support, security support, general IT support services, general IT consulting, network and internet communications support, anti-virus software with real time updates, firewall support, assistance with IT vendor management and telephone system support.

## **SUBMITTAL OF PROPOSAL**

Proposals should be submitted following the guideline listed in this RFP. Additional information, options, fee alternative, and materials are welcomed but should be submitted following the specifics listed in this RFP. Proposals become public record, so proposers should be careful when submitting proprietary information.

Three paper copies shall be submitted in response to this RFP to:

Tramer J. Woytek, County Judge  
Lavaca County  
109 N. LaGrange St.  
P.O. Box 243  
Hallettsville, TX 77964

The envelope shall be marked: PROPOSAL FOR MANAGED IT SERVICES PROVIDER

Any proposal received after the deadline of **Monday, August 26, 2019 at 9:00 AM** will be returned to the proposer unopened.

All proposals shall include a statement indicating that the submitter is authorized to offer this proposal by his or her company and may bind the company under contract if selected.

## **COUNTY OF LAVACA IT ENVIRONMENT**

The County of Lavaca currently contracts with a qualified company to support the entire IT environment. It is the desire of the Commissioner's Court to seek proposals from other qualified companies to support the entire IT environment. This support would include service for all county computers, servers, printers, scanners, copiers, telephones and fax machines.

## **INSTRUCTIONS TO VENDORS**

Right to Reject: The County of Lavaca reserves the right to cancel or reject this procurement, RFP and any or all Proposals received as a result of this RFP at its sole discretion.

Preparation Costs: The County of Lavaca shall not be liable for any costs incurred by vendors in the preparation of proposals to this RFP, including any meetings and demonstrations that may be required or requested. All costs incurred are at vendor's expense.

Questions or Requests for Clarification/Change: All requests for changes or clarifications regarding technical information, procedural requirements, contractual requirements, or other issues should be submitted via email to: Tramer J. Woytek at [danajohnson@co.lavaca.tx.us](mailto:danajohnson@co.lavaca.tx.us).

## **CERTIFICATIONS, LICENSES, EXPERIENCE, AND SECURITY CLEARANCE**

Proposer should have staff who possess a VCP4 (VMware Certified Provider certification) or higher.

Proposer should also employ a MCP (Microsoft Certified Professional).

Proposer should have any licenses or registrations required to do business in the County of Lavaca and in the State of Texas.

Proposer should have experience with Windows 7, 8 and 10, Wordperfect X5, Adobe, Southern Software Inc., Records Management System, Jail Management System, Computer Aided Dispatch, Vista, Microsoft Office, Silver Light, Team Viewer, Incode, Tyler Eagle Recorder, TXEVER, Hill Country Software Case Management, Tyler Technologies, Hill Country Software, iWorks, Adobe professional, Local Government Solutions for Case Management and any other software used by officials of the County.

All Staff working on the Sheriff's Department information systems shall complete a full NCIC background check to satisfy CJIS security policy.

## **INSURANCE**

Proposers shall comply with the County of Lavaca insurance requirements of \$1,000,000 of general liability insurance with the County and its officials named as additional insured.

## **QUESTIONS CONCERNING RFP AND/OR SITE VISITS**

Proposers must attend a mandatory site visit and briefing on **Tuesday, August 13, 2019 at 10:00 AM** at the Lavaca County Courthouse. Please call the County Judge's office at (361) 798-2301 and indicate that you plan to attend this meeting. Bids will be rejected from anyone that did not attend the mandatory site visit.

## **QUESTIONS FOR PROPOSER**

Please respond to the following in your proposal. Please use the same order and titles to help facilitate scoring your proposal.

### **1. General Company Information**

Provide a profile of your company, including background and history, size, locations, certifications, credentials, etc. Please provide details of your company's practices for staying current on regulations, legislation, certifications, and compliance especially as it relates to HIPPA, CJIT, public records, and government. Describe all staff that will be utilized to perform contractual duties under your proposal, and their certifications, experience, and duties. Provide references of similar sized or larger agencies that proposer is currently managing or has managed.

### **2. Security**

Describe your strategy for securing your clients data. Include your company's policies as well as any security certificates that you possess. Explain how you will insure that the security clearances required for CJIT are adhered to. Describe your company's security certification and expertise.

### **3. Client Relationship Management**

Describe how you would manage customer relationship within the county "clients".

- Resumes (including dates of all relevant experience) of all staff expected to support the County of Lavaca and an organization chart explaining the reporting relationships.
- Describe how will you propose changes in technicians assigned to the contract and seek approval to such changes from the County.
- Describe your training program
- Describe all support staff that would be expected to serve the County, including executive, project, and account staff
- Describe the responsibilities of each individual proposed to be assigned to the County's account.
- Describe the hours of operation for on-site staff as well as help desk staff.
- Describe how afterhours support would be available
- Describe how you would report to County contacts and users about status of systems, elicit needs of users, needs for change, etc.

### **4. Service Levels**

Describe service levels you will provide to the County of Lavaca. Note that penalties may be assessed for not meeting service level response times identified.

- Describe your work order/trouble ticket system
- Describe availability of key staff during normal business hours
- Describe how staff is available 24/7
- Provide your guaranteed response time for issues dependent upon severity and time of day
- Provide your average response time for after-hours issues
- Scheduled down times for routine maintenance

- How are scheduled down times determined; how communicated?
- How do you propose that the service level agreement be enforced?
- Describe your communication strategy for keeping clients informed of system conditions and changes.
- Describe how you would assist the County's management team strategic plan to insure that the County's IT system retains its usefulness, viability, compatibility, and dependability.
- Describe your plans for disaster recovery.
- Describe how major software upgrades would be applied and what upgrades would require additional fees.

## **5. Change Control**

The County of Lavaca requires preapproval by the County Judge of any changes made to the computing environment.

- Please demonstrate how you would institute change control in the County's computing environment.

## **6. Monitoring**

- Describe your monitoring tools and strategies to monitor and insure the stability of the computing environment in the County of Lavaca.
- Describe how these monitoring results would be communicated to the County of Lavaca.

## **7. Documentation and Records**

- Describe how you would document and record maintenance, installation, performance, and changes to the system.
- Describe the documentation that you would make available to the County at the end of the contract period.
- Describe how you would maintain confidentiality in strict conformance with HIPPA and other confidentiality laws and regulations.

## **8. Fees**

Please provide all fees associated with the proposed contract for services. The following should be included in your base bid:

- Fees for service initiation
- Ongoing monthly fees and what is included and excluded.
- Fees for connectivity to support site

Optional fees:

- Extra work which is outside the proposal
- Optional ongoing services
- Ad-hoc services
- Escalation fees
- Off-site disaster recovery
- Response and emergency fees

### **Significant Evaluation Factors**

**Responses shall be reviewed on these critical factors with the indicated relative importance factors.**

- 1. Company experience, certifications, expertise, references from similar agencies. 20%**
- 2. Client Relationship approach 15%**
- 3. Service levels 30%**
- 4. Management (Change Control, Monitoring, Documentation) 15%**
- 5. Fees 15%**
- 6. Primary Place of Business is within 100 miles of Hallettsville 5%**