



REQUEST FOR PROPOSAL

Information Technology (IT) Services

Community Development
Department

P.O. Box 661
Central City, CO 80427

CDD: (303) 582-5831
Admin.: (303) 582-5214
Fax: (303) 565-1796

<http://co.gilpin.co.us>

Located in the Historic
County Courthouse
2nd & 3rd Floors
203 Eureka Street
Central City, Colorado

SCOPE: Gilpin County requires the services of a qualified IT service management provider capable of providing the following IT services:

- Desktop and Server Management
- Onsite and Remote Support
- Email Hosting
- Protection, Backup and Recovery
- Hardware and Software Procurement
- On-going Needs Assessment and Recommendations

SERVICE AREA:

Gilpin County is located approximately 25 miles west of downtown Denver. Central City is the County seat. Access to Gilpin County from the Front Range is via I-70, US 6 and State Highways 72 & 46.



The selected IT provider would service all Gilpin County facilities. All facilities are located along the SH 119 corridor between Central City and Rollinsville. However, the majority of IT service demand would be from the Courthouse in Central City (SH 119 MM 7) and the Justice Center/Community Center campus located at Mid County (SH 119 MM12).

SERVICE DESCRIPTION:

Onsite System Management:

IT service provider shall perform maintenance and general IT management services onsite 12 hours per week during normal business hours to be divided over Tuesdays and Thursdays proportionately to service demand. Said services shall include, but not be limited to:

- Support including requested repair and/or maintenance for approximately 100 desktop and laptop computers located at various County facilities.
- Support for all servers located at various County facilities.
- Support for all network systems located at various County facilities.
- Scheduled maintenance to all the above including updates, backups and virus protection.
- New hardware/software/system installation.
- Support for all printers and printer networks.
- Firewall configuration as needed in conjunction with ITX.
- License and network documentation in conjunction with County's IT liaison.
- Email hosting with spam and virus filtering.

Excluded systems from this maintenance contract include the following:

- Assessor's office (Eagle Hardware and Software)
- Clerk & Recorder's office (Colorado Department of Revenue hardware and software)
- Treasurer's office (Software only)
- 911 (Software only)
- CCSS software
- Human Services (State of Colorado hardware and software)

Daily Remote Services

IT service provider shall respond to a requested maintenance and/or repair call within 2 hours when the requested maintenance and/or repair is one that can be completed from the service provider's remote site.

24/7 On-call Service

IT service provider shall ensure that all dispatch, booking and other essential applications at the Gilpin County Justice Center are supported 24/7. Service provider shall be onsite within 2 hours of such a service call.

QUALIFICATIONS:

Proven experience with IT services management of similar size and scope.

SUBMITTAL REQUIREMENTS:

Proposals shall include the following:

- Name and qualifications of assigned key personnel.
- A concise statement of approach.
- A summary of the provider's ability to deliver the required services.
- A description of previous similar work, and a list of past and current clients of similar size and scope.
- Name, addresses and telephone number of at least three (3) client references currently receiving, or who have received similar services.
- Monthly flat fee.

SUBMITTAL INSTRUCTIONS:

- Submittal should be via email to the contact below before September 30, 2009.
- If desired, a tour of existing facilities and systems can be arranged through the contact below.
- Please be aware that all information submitted in response to this request for proposal is public after a Notice of Award is issued.

CONTACT PERSON:

Direct all submittals, questions and tour requests to:

Tony Petersen

Director, Gilpin County Community Development Department

tpetersen@co.gilpin.co.us

303/582-5831 x1

SELECTION DATE:

Gilpin County would like to have a contract in place by October 15, 2009 for service beginning January 1, 2010.