

HUNTINGDON COUNTY COMMISSIONERS

**REQUEST FOR PROPOSAL
INFORMATION TECHNOLOGY SUPPORT SERVICES**

Proposals will be received by the County of Huntingdon for Information Technology Support Services. Interested vendors should submit one original and 6 copies of their proposal response documentation in an envelope marked as follows:

IT SUPPORT SERVICES

Please submit bids to:

Michelle Cerett, Chief Clerk
Huntingdon County
223 Penn Street
Huntingdon, PA 16652

Formal proposals must be **received by Monday August 2nd, 2010 at 4:00 PM. Bids will be opened and read on August 3, 2010 at 10:00 AM.** A pre-bid conference will be held on **July 21, 2010 at 10:00 AM** in the Commissioners meeting room. Anyone wishing to submit a proposal is requested to attend.

Vendors are required to provide as much detail as possible in this proposal, regarding scope of services, approach to protecting and securing the technology used by County users, and their capability and experience. The County will utilize evaluation and selection criteria, based on the County's standard proposal process, to determine an acceptable vendor. The County reserves the right to reject any or all proposals or to accept any proposal considered most advantageous.

Copies of the Request for Proposal are available electronically at www.huntingdoncounty.net. Proposals will be public information after bids are opened. Please direct all inquiries to Michelle Cerett at 814-643-3091 or mcerett@huntingdoncounty.net.

**Prepared by:
Huntingdon County Commissioners Office**

July 2, 2010

REQUEST FOR PROPOSAL INFORMATION TECHNOLOGY SUPPORT SERVICES

1. INTRODUCTION

The County of Huntingdon is requesting proposals from qualified, professional technology vendors for Information Technology Support Services. The qualified vendor would provide necessary technical services, which would enable the County to:

- Protect and secure its technology facilities
- Ensure the efficient operation of its data processing networks and related computer systems in its defined user community
- Enhance its quality of service for departments defined in the enclosed schedules
- Minimize the spending and maximize the ROI for investment in technology

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 service calls efficiently and to ensure that there is NO significant computer downtime during normal working hours, generally 8:00AM to 6:00PM, Monday through Friday. The vendor is expected to report on status of technology issues and communicate effectively with County departments.

2. BACKGROUND INFORMATION

The County of Huntingdon does NOT have an IT Department and is currently using an outside vendor service to provide maintenance and support on as needed basis for its user community.

There are ten (10) Microsoft Windows servers being utilized throughout the County's departmental infra-structure. These servers use Windows server 2003, and have various memory and hard drive sizing. Eight of the servers use tape as a backup device. Other detailed information about the specifications is available for review, as necessary.

There are 120 PC's in the departmental areas to be covered under the service and support agreement with the successful vendor. These PC's are located throughout eight different buildings, all within a two block radius of the Court House. The addresses and locations are available upon request. These PC's vary by manufacturer, aging, specifications, software, and service pack versions. Windows XP Professional is the prevalent operating system used on the workstations. The County deploys Kaspersky as its prevalent anti-virus software and uses various versions of Windows software.

A fiber-optic wiring project has recently been completed throughout the areas of service and relocation of the Commissioners' Office into a separate building has also been completed.

Attached please find Schedule A and B, describing the equipment and software in summary form. The detail describing the inventory is available to all bidding parties per request.

3. SERVICES REQUIRED

This section summarizes the services to be provided to the County of Huntingdon in this RFP. The County is looking for a maintenance and support program to be designed under two major categories. These categories are PREVENTIVE 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 to billing the County and future budget considerations.

A. Initial Assessment

Review of the inventory, 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. A report of this initial assessment shall be submitted by July 1, 2011 and each July 1st as long as the contract is in force. This is to allow for necessary budget planning for the upcoming year.

B. Desktop Application Support

Performance of basic support functions, including the installation of PC's, laptops, PDA's, printers, peripherals, and office software; diagnosis and correction of desktop application problems, configuring of PC's and laptops 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, to make available to County personnel upon request; and implementation of HELP Desk procedures under policy constraints of the successful vendor.

C. Server and Workstation Administrative Services

Management of networks 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 both on-site visits 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 login's and password security is documented; and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user.

D. 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; minor 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; continuous troubleshooting are required.

Maintenance of network documentation for daily, weekly, and monthly services is required.

E. Email, Security and Backup Efforts

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 the County designated person are required.

Configuration of the County systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by the County Designee is required.

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.

F. Planning

Engineering, 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.

G. Not Included

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. *Replacement parts are not part of this contract.* The scope also does not include computer equipment and networks not owned by COUNTY such as SURE, J-Net and AOPC systems.

4. SUBMISSION REQUIREMENTS

The County is requesting that the proposal submitted address the subjects with specificity. We are looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth operating, efficient process, and effective informational technology system.

Due to the nature of this proposal, it is requested that each proposal be brief and to the point and consist of no more than ten pages. Each proposal shall provide the following information:

Letter of Transmittal:

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.

Profile:

1. Provide a short profile of the firm including at a minimum:
 - a) Length of time in business.
 - b) Length of time in providing proposed services.
 - c) Number of clients.
 - d) Number of clients in the public sector.
 - e) Number of full-time employees and area of involvement: Technical Support, Programming, Consulting, Sales Support, Administrative Support
 - f) Location of office to service the account.
 - g) Small, Minority-owned, and Woman-owned business, if applicable.

Proposal:

1. Description of the approach the firm will use in providing the services requested. Description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services.
2. Name, title, address, and telephone number 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.
3. Naming of staff resources, with identification of principals and key personnel,
 - i. who are available to provide the services;
 - ii. experience and expertise of staff;
 - iii. local availability of staff is an important consideration
 - iv. role and responsibilities that each staff member will have.
4. Support services questions to be addressed:
 - Help Desk Description
 - Support availability (days of week and time)
 - Toll free number
 - Structure of charges for support
 - Steps for resolving problem escalation
 - Final authority regarding conflicts
 - Response time and goal for resolving problems
5. 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.
6. Scope of services beyond the RFP that the firm provides which may be of interest to the County.
7. 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.

Reports

The vendor shall submit service reports on a quarterly basis, summarizing service and IT policy issues. The Vendor must be available to meet with the Chief Clerk and/or the Board of Commissioners to review quarterly reports and discuss issues.

Cost of Services

The County is requesting that the vendor submit a FIXED FEE service contract for a twelve month period, with an option to renew for a second twelve months. Each twelve month period must be shown separately. Payment schedule should also be included (ie monthly, quarterly)

Vendors must list, specifically, any services which would not be covered in the proposal price. The vendor shall indicate the impact, if any, of changes in the County's IT infrastructure (number of servers and PC's) on the fixed fee. Identify the following for those services not under the fixed fee:

- a) A fee schedule containing the vendor hourly rates
- b) A description of how services will be billed
- c) A description of additional charges, as in out-of-pocket expenses for travel, subsistence, etc.

5. Evaluation Criteria

A selection committee, appointed by the County Commissioners, will review the vendors' qualifications. From this review, an evaluation and selection process will be completed using the following criteria as a benchmark for making a recommendation. The Board of Commissioners will award the contract. The criteria are shown below:

- A. Approach and Methodology**
- B. Experience of the Firm**
- C. Project Staffing and Experience**
- D. Satisfaction of Clients/End Users**
- E. Pricing**

A rating system, based on pre-defined points and percentages, will be used to evaluate the proposals. The award of the contract will be made to the firm, whose proposal receives a favorable evaluation, recommendation of the selection committee, and approval of the Board of Commissioners.

6. Miscellaneous

The County Commissioners reserve 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, in the Commissioners' sole judgment, best meets the requirements of the program.

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. The vendors may be required to justify why the Commissioners should not, upon written request, disclose such materials.

All requests from the vendor for additional information must be made in writing (includes email), and this information provided will be made available to all vendors at the discretion of the County.