

**CHESTERFIELD COUNTY
PURCHASING DEPARTMENT
CHESTERFIELD, VIRGINIA
(804) 748-1913
June 2, 2009**



REQUEST FOR PROPOSAL #09-9839

REQUIREMENTS CONTRACT FOR
TECHNOLOGY AUGMENTED SERVICES

DUE: June 25, 2009

*Request For Proposal Prepared By
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Senior Contract Officer
Purchasing Department
www.chesterfield.gov/ManagementServices/Purchasing/purchase.asp*

1. **PURPOSE**

The purpose of this Request for Proposal (RFP) is to solicit qualified and interested firms to submit proposals to establish a Requirements Contract through competitive negotiation for Information Technology Support Services in the areas of project management, systems development, systems programming, database administration, analysis, computer networks, desktop and help desk support, skills development and training, physical security, information security services, telecommunications, and specialized product support.

To facilitate its needs, the County desires to establish contracts with multiple Technology firms who will provide qualified individuals to perform a variety of Technological Services on an as needed basis.

All qualified offerors are encouraged to respond by submitting a proposal with labor rates, experience, and expertise levels clearly defined and consistent with the requirements of this solicitation.

2. **GENERAL TERMS AND CONDITIONS**

2.1 **Proposal Submission Information**

Submittals, in **one (1)** original, **six (6)** copies, and one (1) electronic copy (provided via CD in PDF format) marked "**Technology Augmented Services**" will be received no later than **5:00 P.M.**, Local Time Prevailing, on **June 25, 2009**, in:

Chesterfield County Purchasing Department
Administration Building, Room 402, Fourth Floor
9901 Lori Road
P. O. Box 51
Chesterfield, VA 23832-0001

2.2 **Express Delivery Service**

Should you decide to utilize an express delivery service, please note that we are located at the Intersection of Ironbridge Road (State Route 10) and Lori Road. **Proposals will not be accepted via Fax machine or Internet E-mail.**

2.3 **RFP Delivery Identification**

Mark outside of envelope with **RFP #09-9839** and proposal subject, "**Technology Augmented Services**".

2.4 **Missed Deadlines**

Time is of the essence and any proposal or addenda pertaining thereto received after the announced time and date for submittal, whether by mail or otherwise, will be rejected. It is the sole responsibility of the offerors for ensuring that their proposals are stamped by Purchasing Department personnel before the deadline indicated in Section 2.1. Proposals and/or any addenda pertaining thereto, received after the announced time and date of receipt, by mail or otherwise, will be returned. However, nothing in this RFP precludes the County from requesting additional information at any time during the procurement process.

2.5 **County Closure**

In the event that Chesterfield County government offices are closed due to inclement weather and/or emergency situations at the time set aside for a pre-proposal meeting and/or receipt of proposals, the pre-proposal meeting and/or published due date will default to the next open business day at the same time.

2.6 **Disability**

If you are an individual with a disability and require a reasonable accommodation, please notify the Purchasing Department at (804) 748-1617, three working days prior to need.

2.7 **Competition**

Nothing herein is intended to exclude any responsible firm or in any way restrain or restrict competition. On the contrary, all responsible firms are encouraged to submit proposals. The County reserves the right to award in part, in whole, and/or to award to multiple contractors, or to reject any or all proposals received. Any requirements listed herein are intended to describe qualifications, certifications and/or experience considered to be vital and should be used as guidelines for proposal submission. Firms not meeting specific requirements listed herein are encouraged to list and/or demonstrate alternate qualifications, certifications and/or experience for consideration.

2.8 **Signature Sheet**

Any proposal submitted **MUST** include the Signature Sheet which has been signed by an individual authorized to bind the offeror. All proposals submitted without such signature may be deemed non-responsive.

2.9 **RFP Process**

Offerors are to submit written proposals which present the offeror's qualifications and understanding of the work to be performed. The offeror's proposal should be prepared simply and economically and should provide all the information which it considers pertinent to its qualifications for the project and which respond to the Scope of Services and Evaluation Criteria listed herein. Emphasis should be placed on completeness of services offered and clarity of content. Offeror is requested to respond to each section/subsection in the order in which it appears in the RFP.

2.10 **Award Information**

For information pertaining to the award on this procurement transaction, offerors may access public notification electronically at www.chesterfield.gov/ManagementServices/Purchasing/purchase.asp.

2.11 **Proprietary Information**

Section 2.2-4342 F of the *Code of Virginia* states: "Trade secrets or proprietary information submitted by a bidder, offeror, or contractor in connection with a procurement transaction or prequalification application submitted pursuant to subsection B of §2.2-4317 shall not be subject to the Virginia Freedom of Information Act (§2.2-3700 et seq.); however, the bidder, offeror or contractor shall (i) invoke the protections of this section prior to or upon submission of the data or other materials, (ii) identify the data or other materials to be protected, and (iii) state the reasons

why protection is necessary.” Proposals not in compliance with section 2.2-4342 F will be subject to disclosure.

2.12 Total Quality Improvement Initiative

In order to continuously improve the efficiency and effectiveness of all public services provided, Chesterfield County has adopted and implemented the TOTAL QUALITY concept in its approach to organizational management. Listed herein for all prospective offerors to the County is an overview of the County's TOTAL QUALITY IMPROVEMENT (TQI) initiative. Offerors should review this information in order to familiarize themselves with the management philosophies and environment of the County prior to responding to Request for Proposals.

Chesterfield County is a leader in the application of innovative and successful management approaches. The County's leadership has resulted in numerous awards and broad recognition of the County and its employees. A constantly growing demand for additional and enhanced services has prompted the County to seek even higher levels of innovation and service excellence.

The TQI initiative is led by front line workers, supervisors, department directors, and the County's Leadership Group. Their intensive involvement in quality improvement demonstrates the County's commitment to the TQI values and principles of the initiative.

The TQI initiative includes specific guidelines for values and principles regarding the involvement of every employee within the organization. Implementation of TQI demonstrates the County's commitment to the importance of each individual.

A high standard of ethics, fairness, integrity, trust, responsibility, and creativity are integral concepts of the TQI Initiative. The County's organizational values center on customer focus, ethical behavior, teamwork, leadership, continuous improvement, open communications, employee involvement, progressive thinking, and data driven decisions. Adherence to these values is expected of all employees of the County, and the County, therefore, expects that all Contractors will strive for and continuously improve their customer service.

2.13 The County's Definition of Total Quality Improvement

TQI is the employee, customer, and team oriented approach to work, problem solving, and decision making that depends upon individual employee commitment to improving work processes through the analysis and utilization of data.

2.14 Chesterfield County's TQI Mission Statement

Providing a first choice community through excellence in public service. To achieve excellence, all employees of the County will participate in the continuous evaluation and quality improvement of our services in order to meet or exceed customer expectations.

2.15 Commitment to Diversity and Chesterfield Businesses

Chesterfield County is a growing progressive community consisting of an increasingly diverse population. This diversity provides for a dynamic and robust community that promotes growth. Chesterfield County believes that all of its citizens should benefit from this economic growth without regard to race, color, religion or economic status. The county is committed to increasing the opportunities for participation of minority-owned businesses, women-owned businesses, and businesses located in Chesterfield County to ensure diversity in its procurement and contract

activities. These businesses are encouraged to respond to all Invitations for Bids and Requests for Proposals. In addition, the county strongly encourages each contractor and/or supplier with which the county contracts to actively solicit minority-owned businesses, women-owned businesses, and businesses located in the county as subcontractors/suppliers for their projects.

Upon award/completion of work, the County will require the contractor to furnish data regarding subcontractor/supplier activity with Minority-Owned Businesses (MOB), Women-Owned Businesses (WOB), and Chesterfield Businesses (CB) on a Certification of Subcontractor/Supplier Activity form. The form will be provided to the contractor by the Purchasing Department. This information will enable the County to document the dollar level of activity and measure the success of its purchasing and contracting efforts in this endeavor.

Definitions:

Women-Owned Business (WOB) - a business concern that is at least 51% owned by one or more women who are U. S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interests is owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with the United States immigration law, and both the management and daily business operations are controlled by one or more women who are U.S. citizens or legal resident aliens. (*Code of Virginia 2.2-1401*)

Minority-Owned Business (MOB) – a business concern that is at least 51% owned by one or more minority individuals or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals and both the management and daily business operations are controlled by one or more minority individuals. (*Code of Virginia 2.2-1401*)

Chesterfield Business (CB) - any private business enterprise, located within the jurisdictional boundaries of Chesterfield County.

2.16 Cooperative Procurement (Use of this contract by other public bodies)

This procurement is being conducted by Chesterfield County in accordance with the provisions of 2.2-4304 of the Virginia Public Procurement Act (VPPA). Except for contracts for architectural and engineering services, if agreed to by the contractor, other public bodies may utilize this contract. The Contractor shall deal directly with any public body it authorizes to use the contract. Chesterfield County, its officials and staff are not responsible for placement of orders, invoicing, payments, contractual disputes, or any other transactions between the Contractor and any other public bodies, and in no event shall the County, its officials or staff be responsible for any costs, damages or injury resulting to any party from use of a Chesterfield County contract. Chesterfield County assumes no responsibility for any notification of the availability of the contract for use by other public bodies, but the Contractor may conduct such notification.

2.17 Non-Appropriation

The continuation of the terms, conditions, and provisions of this contract beyond the fiscal year is subject to approval and ratification by the Chesterfield County Board of Supervisors (and the Chesterfield County School Board, as applicable) and appropriation by them of the necessary money to fund said contract for each succeeding year.

2.18 Choice of Law and Venue

Any disputes under a resulting contract, that cannot be resolved between the County of Chesterfield and the contractor, must be resolved in the Circuit Court of Chesterfield County, Virginia. Any resulting contract shall be governed by the laws of the Commonwealth of Virginia.

2.19 Termination

It shall be the sole right of the County, to terminate any contract upon written notification to the Contractor.

2.20 Modification

The resulting contract shall not be amended, modified, or otherwise changed except by the written consent of the Contractor and the County given in the same manner and form as the original signing of this Contract.

2.21 Nondiscrimination Clause

In accordance with Section 2.2-4311 of the *Code of Virginia*, every contract for goods or services over \$10,000 shall include the following provisions:

- A. During the performance of this contract, the Contractor agrees as follows:
 - 1. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - 2. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer.
 - 3. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
- B. The Contractor shall include the provisions of the foregoing paragraphs in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

2.22 Right To Audit

Contractor(s) records shall be open to inspection and subject to audit and/or reproduction, during normal working hours, by the County to the extent necessary to adequately permit evaluation and verification of any invoices, payments or claims submitted by Contractor of any of its payees pursuant to execution of the contract. Such records subject to examination shall also include, but not be limited to, those records necessary to evaluate and verify direct and indirect costs (including overhead allocations) as they may apply to costs associated with this contract.

For the purpose of such audits, inspections, examinations and evaluations, the County shall have access to said records from the effective date of this contract, for the duration of the work, and until two (2) years after the date of final payment by the County to Contractor pursuant to this contract.

The County shall have access to Contractor's facilities, shall have access to all necessary records, and shall be provided adequate and appropriate work space, in order to conduct audits in compliance with this article. The County shall give Contractor reasonable advance notice of intended audits.

Contractor shall require all subcontractors, insurance agents, and materials suppliers (payees) to comply with the provisions of this article by insertion of the requirements hereof in a written contract agreement between Contractor and payee. Failure to obtain such written contracts which include such provisions shall be reason to exclude some or all of the related payees' costs from amount payable to Contractor pursuant to this contract.

If an audit inspection or examination in accordance with the article, discloses overcharges (of any nature) by Contractor to the County in excess of five percent (5%) of the total contract billings, the actual cost of the County's audit shall be paid by Contractor.

2.23 Insurance

The contractor shall purchase and maintain in force, at his own expense, such insurance as will protect him and the County from claims which may arise out of or result from the Contractor's execution of the work, whether such execution be by himself, his employees, agents, subcontractors, or by anyone for whose acts any of them may be liable. The insurance coverage shall be such as to fully protect the County, the Contractor (if applicable) and the general public from any and all claims for injury and damage resulting by any actions on the part of the contractor or his forces as enumerated above. The Contractor shall furnish a Certificate of Insurance, naming Chesterfield County as additional insured. Should any of the policies be canceled before the expiration date, the issuing company will mail 30 days written notice to the certificate holder. The Contractor shall furnish insurance in satisfactory limits, and on forms and of companies which are acceptable to the County's Attorney and/or Risk Management and shall require and show evidence of insurance coverages on behalf of any subcontractors (if applicable), before entering into any agreement to sublet any part of the work to be done under this Contract.

2.24 Instructions Regarding Insurance Certificates

The Contractor and his insurance company should carefully review the insurance requirements applicable to this job. All requirements must be met before the County will execute the contract. In particular, we would call your attention to the following:

- A. Please note that the Insurance Certificate must state that the Commercial General Liability and the Umbrella Liability Insurance Policies name **Chesterfield County** as additional insured. This requirement may be met by placing the following language on the Certificate. Many Certificates have a space headed "**Description**" where the language may be inserted as follows:

**Chesterfield County is additional insured or that
Chesterfield County is additional insured with respects to General
Liability; and/or Umbrella Liability policies.**

- B. The Insurance Certificate must also contain the required statement concerning notice of cancellation or other change in coverage. The statement used on some Certificate forms is not acceptable. The statement which is required by the contract documents reads as follows:

"Such certificate shall provide that in the event of the cancellation of the policy or policies listed on such certificate, not less than 30 days notice in writing shall be given to the County."

NOTE: This requirement may be achieved through modifications to the cancellation clause by striking the words 'endeavor to' in the second line and by striking the clause reading 'but failure to mail such notice shall impose no obligation or liability of any kind upon the insurer, its agents or representatives.' OR In lieu of modifying the cancellation clause, Chesterfield County may be listed an additional insured as an endorsement to the policy or by endorsement to the policy the insurer will provide 30 day cancellation notice to Chesterfield County. The endorsement should be on a separate form and attached to the certificate.

- C. The Certificate Holder should be listed as:

Chesterfield County
c/o Purchasing Department
P. O. Box 51
Chesterfield, VA 23832-0001
IFB/RFP #

- D. Certificate of Insurance must be signed.

2.25 Drug Free Workplace

During the performance of this contract, the contractor agrees to:

- A. Provide a drug-free workplace for the contractor's employees
- B. Post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition
- C. State in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace
- D. Include the provisions of the foregoing clauses in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor in accordance with this chapter, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

2.26 Environmental Management

Contractor shall be responsible for complying with all applicable federal, state, and local environmental regulations, if any. Additionally, the Contractor must meet all Chesterfield County Environmental Management System (EMS) requirements. For questions or additional information, contact the Office of Environmental Management at (804) 717-6531.

2.27 Faith-based Organization

Chesterfield County does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, Section 2.2-4343.1.

2.28 Finance Charges

Chesterfield County will not pay any finance charges imposed on any invoices submitted by the contractor relative to this RFP.

2.29 Contractor Background Checks

In order to preserve the integrity and security of county government operations, contract workers may be required to undergo a criminal background check conducted by Chesterfield County. The County will conduct these checks for any worker it believes will have unsupervised access to County designated Security Sensitive areas. Contract workers providing goods, services or construction in these designated areas are required to confine themselves to the area of the work. Based on the results of the background check, the contract worker may be disqualified from providing work/services for Chesterfield County.

2.30 Sensitive Information Handling

Any information in the possession of the county/schools which is specific to a student, citizen, county/school business function, private business entity or other government entity which is not generally available to the public shall be designated Sensitive Information. Contract workers will under no circumstances remove Sensitive Information from county facilities. Any Sensitive Information which must reside temporarily on a hard drive or portable storage device (USB Key, CD ROM, memory card, etc.) for processing must remain within the county facility. No Sensitive Information may be remotely accessed by contract workers by dial in, VPN, web interface or other means without expressed consent of the department head and the Information Security Manager (county) or Director of Technology (schools). Any access to county/schools information by contract workers from outside the county intranet shall be in accordance with existing Information Systems Technology (IST)/Chesterfield County Public Schools (CCPS) Technology department security policies and procedures. Contract worker network connected computer equipment will be subject to all applicable IST/CCPS policies and procedures. Any exception to this application of policies shall be approved by the CCPS Department of Technology / county Information Security Manager and Chief Information Officer or designees.

2.31 Precedence of Terms and Conditions

Any and all Special Terms and Conditions contained in this Request for Proposal that may be in variance or conflict with these General Terms and Conditions shall have precedence over these General Terms and Conditions. If no changes or deletions to General Terms and Conditions are made in the Special Terms and Conditions, then the General Terms and Conditions shall prevail in their entirety.

2.32 Vendor Rewards/Gift Programs

It is the policy of the County not to participate in any rewards programs offered by vendors and not to accept any gifts or gift cards, or other rewards from vendors for purchases made by the County. If you customarily provide, or if you plan to provide, rewards programs, gifts or gift cards, or other rewards to your customers for purchases made by such customers, you must identify this fact in your proposal and demonstrate in the proposal how you have applied the value of such rewards to a reduction in the price of the goods and/or services being offered to the County.

2.33 Illegal Immigrants

In accordance with the *Code of Virginia*, Section 2.2-4311.1, the Contractor hereby agrees that he does not and shall not, during the performance of this contract, knowingly employ unauthorized aliens as defined in the federal Immigration Reform and Control Act of 1986.

3. SPECIAL TERMS AND CONDITIONS

3.1 Contractor Responsibility

3.1.1 Offerors may propose services that are provided by others, but any services proposed should meet all of the requirements as outlined by this RFP.

3.1.2 If the Contractor's proposal includes services provided by others, the Contractor is expected to act as the prime Contractor for all such items and should assume full responsibility for the procurement, delivery and quality of such services. The Contractor is expected to be the sole point of contact with regard to all stipulations, including payment of all charges and the meeting of all requirements of this RFP.

3.2 Preclusion of Employment

3.2.1 The County reserves the right to hire individual contractors with no additional services fees after ninety (90) days of contract services with the county using a competitive recruitment process.

3.3 Personnel

3.3.1 Proposed personnel should be approved by the County and provide the services offered. In the event that the Contractor's personnel for this project need to be replaced by the Contractor, replacement personnel should be identified using the same guidelines established for the initial Contractor service personnel as described in section 5, Scope Of Services and should be approved by the County.

3.3.2 Identification is required of any contemplated third party(ies) to be employed during the project by the Contractor, with the identification of personnel to be assigned, their qualifications, education, and representative experience in providing the proposed service(s).

3.3.3 Any Contractor and third-party personnel assigned to the service will be expected to read and sign the County's Acceptable Use Policy (AUP) as defined in Attachment '3' if that service requires access to the County's network, computers or applications.

3.3.4 The County may require, as a condition of continued service under this agreement, any Contractor personnel and third party personnel assigned to provide service(s) to submit to alcohol and drug tests at any time. All costs associated with the alcohol and drug screening will be the responsibility of the Contractor. The screening should be administered and results documented by a state-

approved laboratory licensed to conduct such tests in accordance with standards established by the National Institute On Drug Abuse ("NIDA"). The County will require that any employee of the Contractor or the Contractor's third party personnel who has a positive test result be removed from providing service(s).

3.3.5 The County may require the Contractor to replace any assigned personnel who are considered unacceptable in the opinion of the County.

3.3.6 The County considers a suitable working relationship to be a product of several factors, not the least of which is the presumption of permanency of the Contractor personnel for the duration of the work effort. It is anticipated that Contractors will use their best efforts to assure a stable workforce and limit disruptive personnel changes -- those not otherwise requested by the County. Contractors are prohibited from the unilateral removal of personnel without first providing the County a minimum of 30 calendar days' notice. Such restriction does not include staff changes due to circumstances beyond the Contractor's control such as a person's "long-term" illness or accident, resignation, military mobilization, etc. Replacement personnel should be identified using the same guidelines established for the initial Contractor project personnel as described in section 5, Scope Of Services and must be approved by the County. Contractors should further agree to work in good faith and use their best efforts to ensure the satisfactory turnover and knowledge transfer from one person to the other in the event of the removal of personnel. The Contractor should keep the County advised on a current basis as to the availability of personnel to perform work.

3.4 **Ownership**

3.4.1 All technical data and software developed under any resultant contract should be furnished to the County with unlimited rights. All documents and other materials related to or resulting from the performance of this work shall become be the property of the County of Chesterfield.

3.5 **Schedule**

3.5.1 Schedules for all work will be established by mutual agreement between the Contractor(s) and the County as detailed on each decentralized delivery order awarded.

3.6 **Fees**

3.6.1 All Offerors should identify and define labor categories with ranges of expertise and experience levels with payment rates for each labor category that is relative to expertise and experience (see Attachment 2 "Price Summary Format").

3.7 **Solicitation**

3.7.1 Contractor should not solicit, entice, hire, or otherwise interfere with the employment relationship of any employees of the County with whom the Contractor comes into contact with as a result of work under any resulting contract and for six (6) months thereafter.

3.8 **General Work Statement**

3.8.1 Contractor is expected to provide the agreed upon manpower and expertise to perform work necessary to achieve the successful completion of the tasks or projects defined in a Statement of Work.

3.8.2 Contractor should work primarily with representatives from the Department of Information Systems Technology to perform all tasks. Depending on the particular assignment, there may be interaction with other departments in the County, including County management.

3.8.3 Contractor should not begin performance of any task or project until an executed delivery order has been furnished by the chief information officer (CIO), Information Technology, or designee. All tasks will be fully described in the delivery order, including a Statement of Work, to include start and end dates, compensation schedules based on deliverable product and services, acceptance criteria, accounting and appropriation, and all other applicable terms and conditions. It is the intent of this solicitation to acquire services only. The County will not order any goods or equipment under this proposed contract. The County will ensure that all level of effort type delivery orders fully describe the proposed effort, start and end dates, and a compensation schedule based on the percentages of efforts completed.

3.9 **Project Goals**

3.9.1 The goals of any work assigned under a resultant contract will vary depending on the statement of work, and will be fully discussed with the Contractor at the beginning of any project.

3.10 **Principal Tasks**

3.10.1 In order to achieve the goals of the general work statement, certain major tasks and the related and supportive detailed tasks may require performance by both County and Contractor staff.

3.10.2 The Contractor may be expected to perform overall project management to include but not be limited to, general and detailed planning of the project; project control and status reporting; directing and monitoring the efforts of technical staff working on the project.

3.10.3 The Contractor, if required, should establish a positive working relationship with incumbent County Contractors to accomplish all assigned tasks.

3.11 **Assumptions/Constraints**

3.11.1 Contractor should convey all rights to the source code, object code, schemas and/or related materials for any new or modified programs to the County, in electronic and hard copy form.

3.11.2 Contractor should use and adhere to the County's standards and procedures for naming conventions, programming, testing and documentation, and other standards and procedures as appropriate to the project.

3.11.3 Contractor will be expected to adhere to and apply all County standards that may be brought to its attention.

3.11.4 The County's enterprise server and local area network hardware and software configurations are provided in Attachment 1, "County of Chesterfield Technology Environment."

3.12 **Status Report Requirements**

3.12.1 Contractor is expected to provide periodic status reports detailing work accomplished during the reporting period, work expected to be accomplished during the reporting period, any problems/concerns encountered or anticipated, along with suggested solutions or alternatives. Depending on the task or project delineated in the Statement of Work, the County will determine the frequency of status reports.

- 3.12.2 Contractor personnel will be expected to meet periodically with County management to provide status updates.

3.13 **Services Acceptance Plan**

- 3.13.1 The work and services performed under any resultant contract should conform to high professional standards. The County will continuously monitor performance in the areas of efficiency, ingenuity, responsiveness, perceptiveness, thoroughness, timeliness and resourcefulness. The County reserves the right to request replacement personnel in a reasonable timeframe if performance is not satisfactory.

3.14 **Negotiating Contract Reductions**

- 3.14.1 The County reserves the right, at any time during the contract term or any extension of the term, to renegotiate with the contractor a reduction in the compensation paid to the contractor that is less than the compensation initially agreed to by the contractor and the County at the time of contract execution/issuance of the purchase order. The County may initiate such negotiations whenever the County determines that it is in the County's best fiscal interests to do so. Notwithstanding any other provision of this contract/purchase order to the contrary, the County may terminate this contract/purchase order immediately and without penalty if the County is unable to renegotiate the compensation with the contractor to an amount which the County determines to be appropriate.

4. **BACKGROUND**

- 4.1 The County's Department of Information Systems Technology reviews and updates the standards of acceptable and supported networks, computers, database management systems, and software on an on-going basis. The environment as of the issue date of this RFP is listed below:

Network:

- A. Topology is 100/1000 MB Switched Ethernet running on CAT5E or CAT 6 twisted pair copper cabling, and 62.5 um multimode or single mode fiber optic cabling. The network has multiple T1, gigabit and native local area network ("LAN") circuits connecting remote LANs to the County's backbone wide area network ("WAN"), for LAN-to-LAN and LAN-to-Host traffic.
- B. Protocol is TCP/IP.
- C. Operating system is Windows Server 2003 utilizing Active Directory in native mode. All new servers will run the Windows 2003 operating system as a virtual server using the County's EMC VMware ESX 3 environment unless there are technical reasons requiring dedicated hardware.

Enterprise server hardware and software inventory:

- A. IBM 2066-0A1 mainframe (z800)
- B. I/O Equipment:
 - 1. IBM 3592-J01 Cartridge Tape Drives
 - 2. IBM 3592-E05 Cartridge Tape Drives
 - 3. IBM 3592-J70 Cartridge Tape Controller
 - 4. IBM 3490 Cartridge Tape Drives

5. IBM 3494 ATL Library
6. Visara Console Concentrators
7. IBM-2105-800 DASD (Shark) with PAV feature and emulating 3390-3 & 3390-9 CKD disks

C. IBM z/OS Operating System Software:

1. z/OS 1.7
2. UNIX SYSTEM SERVICES
3. DFSORT
4. SDSF
5. RMF
6. SECURITY SERVER
7. DFSMS/DSS
8. DFSMS/HSM

D. IBM z/OS Non Operating System Software

1. PSF FOR Z/OS
2. ENTERPRISE COBOL
3. DITTO/ESA FOR MVS
4. DB2 UDB FOR Z/OS 1.7
5. DB2 UTILITIES SUITE 1.7
6. PPFA/370
7. IBM OGL/370
8. CICS TS FOR Z/OS 2.3

E. Mainframe 3rd party Software:

1. Advantage Financial 2.2.0
2. CA-CA90s Services MVS 1.0
3. CA-DYNAM/TLMS 11.0
4. CA-Earl 6.0
5. CA-EasyTrieve 6.4
6. CA-Librarian 4.3
7. CA-Opera 3.1
8. CA-Scheduler 9.1
9. CA-SPOOL 2.0
10. CA-TPX 5.1
11. CONTROL-D 6.0.17
12. MVS/QuickRef 6.6
13. Vanguard RACF Utilities 6.1
14. ASG TMON/MVS 4.0
15. ASG TMON/DB2 4.0
16. ASG SQL Analyzer

F. Other software

1. SLES 9 z/Linux
2. SLES10 z/Linux
3. IBM Tivoli Storage Manager 5.3 Extended Edition Linux on zSeries

Hardware:

- A. Network Server
 - 1. IBM Blade Centers/Server Blades
 - 2. IBM X-Box
 - 3. Dell Rack-Mount
- B. Desktop
 - 1. Dell Intel Core 2 Duo 2.13 GHz Optiplex 745/small form factor (1066 MHz FSB)
 - 2. integrated 10/100/1000 Intel Fast Ethernet network interface card,
 - 3. integrated sound card
 - 4. 2 GB DDR2 RAM (2 DIMM)

Application Software (sample list):

- A. Human Services Case and Financial Management systems
 - 1. BMC service desk
- B. Various business specific purchased and in-house developed software applications
- C. Microsoft Systems Mgmt Server
- D. Surfcontrol Spam URL Filtering
- E. Symantec NAV Corporate Edition & Gateway (Servers, Clients, & Gateways)
- F. IIS Real Secure
- G. CheckPoint 4.1/NG Firewall/VPN
- H. Two-Factor Authentication Products
- I. Adobe Acrobat
- J. Microsoft Office 2003 Professional
- K. IFAS
- L. GEAC
- M. ESRI Arc/Info on UNIX
- N. ESRI ArcGIS
- O. Arcview ESRI
- P. Pictometry
- Q. Autocad

- R. Motorola – Police/Fire/EMS CAD

Development Environments:

- A. Cobol
- B. Computer Associates Products
- C. Crystal Reports
- D. Microfocus COBOL
- E. IVR
- F. Java
- G. Java Script
- H. Dreamweaver
- I. .Net
- J. Visual Studio (all Versions)
- K. MS Access (all versions)
- L. FrontPage

Database:

- A. DB2 for z/OS
- B. Oracle
- C. MS SQL Server (all versions)
- D. MS Access (all versions)
- E. FoxPro
- F. VSAM
- G. ISAM

Telecommunications:

- A. Topology: Two duplicated Avaya G3R 8710 Communication Managers, Version R013x.01.1.628.7
- B. Operating system: Linux 2.6.11-AV15
- C. System Components:

1. Digital station Circuit packs of 8 /16 and 24 port digital station cards
2. PPN and EPN modules networked via T-1 BRI circuits leased and direct fiber.
3. 6400 series digital telephones for all new applications
4. Seventy – One (71) PRI outbound trunks Per Main PBX
5. Direct Inward Dial (DID) and NON DID incoming trunks
6. Intuity Audix Voice messaging system 5.1-43 AUDIX(R) Software.
7. Category five (5) cabling or better.
8. Avaya BCMS VU software for call accounting

5. **SCOPE OF SERVICES**

5.1 The County foresees the need for general and specialized Information Technology Services related to full life-cycle activity for automated business solutions, specialized Contractor services and training. For purposes of this solicitation, desired Information Technology Services are grouped in the following categories:

- A. Project Management Services
- B. Development, Programming, Database Administration Services
- C. Analytical Services
- D. Computer Network Services
- E. Desktop Support and Help Desk Services
- F. Skill Development and Training Services
- G. Specialized Product Support Services
- H. Information Security Services
- I. Architectural Services
- J. Standard Development Services

Respondents may offer one, all, or any combination of the services in the categories delineated above.

5.2 Contractor should have a proven track record, experience with different environments, and staff with varying levels of expertise in all services offered.

A. **Project Management Services**

1. Contractor Project Managers will be expected to perform, under general supervision of County personnel, duties of considerable difficulty in providing technical and functional

consulting services. Project Managers should have a minimum of two (2) years experience managing projects and using project management tools and methodologies. Services include, but are not limited to, the following:

- a. Identifying requirements and completion/acceptance criteria
- b. Developing drafts of Project Plans, budgets, Information Management, Change Management Plans, and Risk Management Plans
- c. Coordinating Change Management activities
- d. Assisting in resolving conflicts related to scope, time, cost, risk, and quality
- e. Coordinating with project stakeholders with differing needs and expectations
- f. Coordinating and overseeing day-to-day project activities, to include integrated project teams made up of Contractor, County, and possibly, third-party personnel
- g. Using various methods to compute earned-value and other measures of completeness
- h. Providing written project status or summary on county-defined time periods
- i. Providing technical support for the full range of Systems Development Life Cycle (SDLC) phases to include project initiation, requirements definition, systems analysis and general design, detail design, development, implementation, and evaluation.

B. Development, Programming, Analysis and Database Administration Services

1. Contractor will be expected to provide functional and technical services that include all phases of the systems development lifecycle: project management ((both Agile and Waterfall), analysis and documentation of requirements, system or application design to meet those requirements, development of the proposed system(s) and/or application(s), programming (based on written specifications authorized by County staff), unit testing, system testing, installation and implementation of the system(s) and/or application(s), skills development and user training, quality assurance, and acceptance testing and documentation. A County Project Manager will be assigned for each project to coordinate and certify the development services performed by the Contractor. All development services should be provided in accordance with County standards. The County and Contractor, prior to the beginning of each project, will formally agree upon a statement of work that will include the performance criteria and metrics. Some examples include, but are not limited to, the following:

- a. Development Services
 - 1) Web services, web design, web graphics, web enablement, e-business, data warehousing and knowledge management solutions
 - 2) Systems requirements, analysis and design (also see section C below)
 - 3) Utilization of Team foundation Server
 - 4) Enterprise server based applications
 - 5) Thin client server based applications
 - 6) Client server based applications

- 7) Web and/or browser based applications
- 8) GIS software applications (the County has an ESRI-based GIS)
- 9) Report writing
- 10) Merchant/Credit Card Acceptance Services
- 11) Telecommunications
- 12) Voice Over Internet Protocol
- 13) HIPAA
- 14) eDiscovery
- 15) Interfaces between application systems and other local applications. Systems include, but are not limited to, the following:
 - (a) Geographic Information System (GIS)
 - (b) Financial accounting
 - (c) Human resources management
 - (d) Process automation
 - (e) Imaging
 - (f) Content management
 - (g) Criminal justice and other public safety applications
 - (h) Public Works
 - (i) Engineering
 - (j) Permitting
 - (k) Inspections
 - (l) Real estate and appraisals
 - (m) Tax assessment and collection
 - (n) Facility maintenance
 - (o) Land Development
 - (p) Federal and state systems
 - (q) Conversion and maintenance of programs and file structures
 - (r) Support for Oracle, Microsoft SQL Server, IBM's DB2, or other relational or object database packages

Contractors should have a proven track record, experience with different environments, and staff members with varying levels of expertise in all areas of the systems development life cycle, including but not limited to secure coding expertise.

b. Programming Services

- 1) Contractor will be expected to provide programming services on enterprise servers to install, configure, and maintain operating systems and other server software. The programming services may include optimizing the performance of the operating system and/or other server software, as well as integration with specific commercial off-the-shelf or in-house developed applications or systems.

c. Database Administration Services

- 1) Contractor will be expected to provide database administration services on all platforms to install, configure, and maintain a variety of database management systems. Along with these services, the Database Administrator should be skilled in backup and recovery procedures, database maintenance, database modeling and design, performance optimization, and database security and auditing techniques. The Database Administrator should have understanding of different programming languages and technologies to be able to assist in

troubleshooting a variety of programming languages that will be used to access specific databases.

Contractors should have a proven track record, experience with different environments, and staff members with varying levels of expertise in all areas of database administration.

C. Analytical Services

1. Contractor should provide analysis and related services. Contractor will be expected to work independently and/or with a team of County representatives to review any existing documentation, standards, processes, or procedures. Contractor should utilize individual and group interviews, surveys, observation, system review, and other forms of information and data gathering as needed to complete appropriate research to provide complete and accurate business analysis and recommendations. Thorough analysis, fit gap documentation, and recommendation should be provided for, but not limited to, the following:
 - a. Process and procedures
 - b. Systems/Functional analysis i.e. organization, information, and process flow diagrams and narratives, context and detail-level diagrams
 - c. Business Process Management and Re-engineering
 - d. Best practices and procedures
 - e. Security Analysis
 - f. HIPAA
 - g. EDiscovery
 - h. Project recovery plans
 - i. Feasibility and cost analysis
 - j. Request for Proposals, Request for Quotes, Request for Information, and IFB drafting and evaluation
 - k. Business continuity plans
 - l. Disaster recovery plans
 - m. Integrating people, process, and technology-related practices related to system components and overall system security and privacy

D. Computer Network Services

1. The County has numerous local area networks, wide area networks, and enterprise servers to meet automation needs. Services will include, but are not limited to, the following:

- a. Evaluating, designing, supporting, monitoring, maintaining, and resolving problems
 - b. Installing County-furnished hardware and or State-supplied hardware connected to County networks
 - c. Providing security and/or general theory training
 - d. Designing, installing, implementing, and configuring:
 - 1) Network operating systems and related directory services, e.g., MS Active Directory Services, eDirectory, X.500 Lightweight Directory Access Protocol (LDAP)
 - 2) Hardware and IOS for internetworking routing protocols and services
 - 3) Internetworking services such as Vlans, VoIP, VPNs, telephony, Storage Area Network (SANs), Network Attached Storage (NAS), or access servers
 - e. Implementing mail platforms such as Microsoft's Exchange Server
 - f. Installing, configuring, and supporting VPN products such as 3COM, Cisco PIX, Nortel, CheckPoint, and Netscreen
 - g. Installing, configuring, and supporting Citrix Metaframe/XP product to include load balancing, implementation of server farms, and portal connectivity to the Internet
 - h. Installing, configuring, and supporting remote management software
 - i. Designing wireless networks and site surveys
 - j. Designing and implementing Internet Protocol (IP) and computer-based telephony
 - k. Integrating people, process and technology-related practices related to system component and overall system security and privacy
2. Contractors should have demonstrated experience in designing, installing, maintaining, migrating, and supporting network infrastructure as it relates to network hardware and software. For networking operating systems, Contractors will be expected to have employees with certifications covering technology such as Microsoft, UNIX, and Linux. For internetworking solutions, the Contractor should have employees with certifications e.g., Certified Cisco Network Associate (CCNA), Certified Cisco Network Professional (CCNP), and Certified Cisco Internetworking Expert (CCIE). A Contractor will be expected to have expertise in all pertinent networking arenas and the integration of the network operating system with the corporate networking structure. Contractors should have demonstrated experience in evaluating, installing, maintaining, and problem solving of these and other network components and security systems. Offerors should identify specific work experience and have employees with specific Information Security industry professional credentials e.g., Certified Information Systems Security Professional (CISSP), Certified Information Security Manager (CISM) in these and other security areas in their response. Contractors are expected to have proficiency in the following:
- a. Multiple security solutions, such as firewalls, gateways, and hosted and network-based intrusion detection systems

- b. Wireless communications security
- c. Password management, including single sign-on
- d. Anti-virus
- e. SPAM filtering
- f. URL filtering
- g. Encryption
- h. Security design
- i. Disaster recovery
- j. Boundary security evaluations and enhancement
- k. Penetration Testing
- l. Information Security Incident Response (Containment and Restoration)
- m. Threat Management & Monitoring
- n. Policy Governance and Information Security Best Practices
- o. Information Security Risk Assessment
- p. Secure Remote Access (Anywhere, Anytime Secure Access Methods)
- q. Regulatory Compliance Planning (GAP Analysis and Compliance Plans)

E. Desktop Support and Help Desk Services

1. Contractor will be expected to provide Desktop Support and Help Desk (DS/HD) services. DS/HD services require the application of knowledge, skills, tools, and techniques to satisfy all desktop activities and help desk support requirements. Services should be Contractor Direct and Contractor Supervised. In all cases the County will have supervision over services.
 - a. Contractor Direct
 - 1) Contractor Direct services are those services provided by hosted DS/HD work includes, but are not limited to, the following:
 - (a) Installation, configuration, implementation, troubleshooting, and administration of:
 - (i) Desktop software
 - (ii) File and print services software
 - (b) Resolution of software/hardware conflicts
 - (c) Identification of hardware and software requirements
 - (d) Developing, coordinating, and implementing desktop replacement programs based on identified county standards

- (e) Developing drafts of Risk Management and Change Management Plans to include turnover for desktop life-cycle support
- (f) Computing earned-value, ROI and other measures of completeness or return on expenditures
- (g) Coordinating and diagnosing the repair of computers and peripherals, within or outside of warranty periods
- (h) Creating model specific images of standard workstation configuration(s)
- (i) Configuring and installing help desk software and training users
- (j) Augmenting help desk staff and providing basic user and application support
- (k) Providing basic orientation for end users on county standard software
- (l) Using remote management software

b. County Supervised

- 1) Contractor should provide desktop and help desk services under the general supervision of County personnel. Duties may include, but are not limited to, the following:
 - (a) Overseeing teams of information processing professionals, leading and directing junior level micro computer/desktop support personnel
 - (b) Coordinating projects for County staff and/or other outside contractors
 - (c) Interfacing with the user team to ensure all changes are coordinated and integrated
 - (d) Coordinating requirements, testing and implementation of desktop systems and software changes
 - (e) Coordinating with the user and other division staff regarding changes being made to the system
 - (f) Developing written project status on a county-defined time period
 - (g) Configuring, installing and troubleshooting desktop and help desk systems
 - (h) Providing technical support for the full range of Desktop and Help Desk software to include desktop requirements, software support/licensing, hardware warranty, configuration, installation and support
 - (i) Promoting processes and practices related to secure system design, secure system components, secure coding and overall system security and privacy as defined by the County

F. Skills Development and Training Services

1. Contractor will be expected to provide functional and technical skills development and training services under the general supervision of County personnel. Services should incorporate a variety of skills, topics, and technologies to a diverse group of individuals. Services should include planning and executing a schedule(s) of training sessions. Skills development and training services include, but are not limited to, the following:
 - a. Networks
 - b. Hardware
 - c. Enterprise server technology
 - d. Project management

- e. System/process analysis
 - f. Programming
 - g. Business process management (BPM) and enterprise application integration (EAI)
 - h. End user skill development and training (on or off-site classroom, one-on-one, computer/web based training, or other)
 - i. Development and provision of curriculum materials and related end user and technical training guides
 - j. Post-class support for follow-up questions
 - k. Administration of post training evaluation
 - l. Reports such as number of students trained by topic, total hours trained, cost per student, ROI, etc.
 - m. Security Administration
 - n. System Administration
 - o. Architecture
 - p. Development methodology
 - q. Software applications, TBD
 - r. Tools/Utilities
2. Contractor Experience and Qualifications: Instructors should have completed four (4) years of post high school education or equivalent training experience, and have achieved certificates to teach the required software courses. Instructors should have at least four (4) years experience in teaching adults in a training environment. The Contractor should provide a separate cost for on-site and off-site training. The Contractor should provide clarification on pricing cost per class and per student. Travel expenses are not to exceed standard government per diem rates and must be approved in advance.

G. Specialized Contractor Product Support Services

1. Voice and Data Communication Systems
- a. The County has implemented several mission-critical Communication systems for voice and data communications. The systems may include, but are not limited to, the following:
 - (1) Radios
 - (2) Telephones
 - (a) Landline
 - (b) Cell
 - (c) Wireless Data Networks

- (d) Frame Relay Circuits
- (e) Fiber Optics
- (f) Wireless Data Devices

- b. Contractors should have a minimum of five (5) years experience in installing and maintaining the components of systems. Offerors should specifically identify experience as related to the proposed services. Services include, but are not limited to, the following:

- (1) Maintenance
- (2) Design improvement
- (3) Planning and implementing
- (4) Upgrading existing systems
- (5) Resolving limitations of current systems
- (6) Secure Design and Architecture

H. Information Security Services

- 1. Contractor will be expected to provide functional and technical information security services under the general supervision of County personnel. Services should include evaluating, installing, configuring, integrating, logging, auditing, monitoring, reporting security violations and maintaining commercial information security products.

I. Architectural Services

- 1. Contractor will be expected to provide functional and technical architectural services under the general supervision of County personnel. Services should include all phases of the Systems Development Life Cycle in the environments listed in Scope Of Services for this RFP.

J. Standard Development Services

- 1. Contractor will be expected to provide functional and technical services that include all phases of the systems development lifecycle; project management (both Agile and Waterfall), analysis and documentation of requirements, system or application design to meet those requirements, development of the proposed system(s) and/or application(s), programming (based on written specifications authorized by County staff), unit testing, system testing, installation and implementation of the system(s) and/or application(s), skills development and user training, quality assurance, and acceptance testing and documentation. All development services should be provided in accordance with County standards. The County and Contractor, prior to the beginning of each project, will be expected to formally agree upon a statement of work that will include the performance criteria and metrics. Some examples include, but are not limited to the following Development Services:
 - a. Web services, web design, web graphics, web-enablement, e-business, data warehousing and knowledge management solutions
 - b. Systems requirements, analysis and design
 - c. Utilization of Team foundation Server
 - d. Enterprise server based applications

- e. Thin client server based applications
- f. Client server based applications
- g. Web and/or browser based applications
- h. GIS software applications (the County has an ESRI-based GIS)
- i. Report Writing
- j. .Net Development

6 PROPOSAL SUBMISSION REQUIREMENTS

- 6.1 It is essential that the Offeror clearly indicate the specific services being offered in its response to this RFP by completing the Services Offering Form that should be returned with all proposal documents. Each service offered should be clearly described in separate price lists that delineate the level of service with associated cost. See Attachment 2, "Services Offering Form."
- 6.2 Offerors should include as part of their proposal a tabbed section for each of the following areas:
- A. **Acknowledgement:** Introduction letter, signature page and addenda acknowledgement, if applicable.
 - B. **References:** Proposal should include names, titles, telephone numbers and e-mail addresses of five (5) references for recently completed or ongoing projects. Preferred references should be localities (city or county), currently using the proposed service in a production environment similar to the County's which have been using the proposed service for at least two (2) consecutive years. Include a short description of the general work statement for each project to include start and completion dates. The County reserves the right to contact references other than, and/or in addition to, those furnished by an offeror.
 - C. **Business Organization and Credentials:** Synopsis of the Offeror's business qualifications to include but not limited to independently audited financial statements for the previous two (2) years.
 - D. **County Requirements:** Proposal should include the following:
 - 1. An agreement for employees to sign a Confidentiality and Intellectual Property agreement pursuant to County requirements.
 - 2. A Business Associate agreement for work performed on HIPPA covered entity applications pursuant to County requirements.
 - E. **Information Required by Type of Service Proposed:** For each type of service proposed, offerors should provide and describe multiple labor categories based on a range of expertise and experience. Descriptions of labor categories should include examples of skill sets and project work scope in accordance with Price Summary Format shown by Attachment '2'. The following specific information is required for each type of service that is being proposed:

1. Project Management Services

- a. Provide project management methodology, practices, and procedures.
- b. Provide the number of qualified project managers employed by the Offeror.
- c. Discuss how project management tools will be used and how they relate to the methodology used.
- d. Provide Certifications held.

2. Development, Programming, and Database Administration Services

- a. Provide a statement of systems development methodology, practices, and procedures.
- b. Describe experience in all phases of the Systems Development Life Cycle in the environments listed in the Scope of Services.
- c. Provide the number of qualified systems development, system programmer, and database administrator staff employed by the Offeror.
- d. Describe experience in evaluating, installing, configuring, integrating, and maintaining commercial products.
- e. Provide Certifications held.

3. Analytical Services

- a. Provide the number of qualified business analysts employed by the Offeror.
- b. Describe methodology, practices, and procedures for analytical services.
- c. Provide an overview of the various business and technical environments in which the Offeror has experience.
- d. Describe the Offeror's experience with both small and large-scale projects.
- e. Discuss different tools and methodologies used by the Offeror. When different tools/methodologies are used, describe in what situations each are viable or preferred, or, provide sanitized versions of actual documentation provided as part of different methodologies.
- f. Provide Certifications held.

4. Computer Network Services

- a. Describe Offeror's response time options and service methodology according to problem severity.
- b. Describe Offeror's experience with wireless network connectivity, maintaining TCP/IP networks, and backend systems, e.g., directory services, mail services, CITRIX, MS Back Office servers and enterprise servers.

- c. Discuss Offeror's ability to diagnose, install, and configure software and County-provided hardware, including upgrades and enhancements.
- d. Provide Certifications held.

5. Desktop Support and Help Desk Services

- a. Provide the number of qualified support personnel employed by the Offeror.
- b. Discuss experience with Desktop tools and how they are used in support of desktop software installation, inventory control, remote control, and troubleshooting.
- c. Provide Certifications held.

6. Skill Development and Training Services

- a. Describe Offeror's technical training methodology, practices, and procedures.
- b. Describe experience in designing, developing, and implementing training programs. Provide examples of training material.
- c. Describe flexibility in meeting unusual training needs, such as ability to develop a program to meets the County's needs.
- d. Provide the number of qualified trainers employed by the Offeror.
- e. Provide statement on capability of providing onsite and offsite training and describe Offeror's training facilities.
- f. Provide Certifications held.

7. Specialized Product Support Services

- a. Voice and Data Communication
 - (1) Provide a list of Voice/Data Communication systems the Offeror installs and supports, including each type of equipment and system, and the manufacturer's certification are available for each system.
 - (2) Provide an overview of the various Voice and Data Communication technical environments in which the Offeror has experience.
 - (3) Describe the Offeror's experience with both small and large-scale projects.
 - (4) Provide the number of system designers, programmers, and technicians employed by the Offeror.
- b. Provide Certifications held.

8. Information Security Services

- a. Provide a statement describing Information Security integration into Systems Development Life Cycle methodology, practices, and procedures.
- b. Describe Secure Coding and Secure Design Best Practices used to code and design

secure systems and secure infrastructure.

- c. Describe experience in Information Security Best Practices listed in the Scope of Services.
- d. Provide the number of qualified Information Security staff employed by the Offeror.
- e. Describe experience in evaluating, installing, configuring, integrating, logging, auditing, monitoring, reporting security violations and maintaining commercial information security products.
- f. Provide the offeror's Information Security Policy, Privacy Policy, and Breach Notification Policy.
- g. Provide Certifications held.

9. Architectural Services

- a. Provide the number of qualified architectural staff employed by the Offeror.
- b. Describe architectural methodologies, practices, and procedures.
- c. Describe experience in all phases of the Systems Development Life Cycle in the environments listed in the Scope Of Services.
- d. Describe experience in evaluating and integrating commercial products.
- e. Describe experience with both small and large-scale projects.
- f. Describe experience with service-oriented architecture.
- g. Provide Certifications held and certifying authority.

10. Standard Development Services

- a. Describe Development Services that include all phases of the systems development lifecycle project management (both Agile and Waterfall).
- b. Provide Certifications held and certifying authority.

- F. **Cost:** Costs for proposed services should be provided on a fully-loaded hourly rate and shown on the Pricing Schedule section of Attachment '2'. Hourly rate shall include all expenses incurred directly or indirectly in connection with the services performed.
- G. **Service(s) Proposed:** Offerors should specifically identify all services that are being proposed and return the Services Offering Form with the proposal. See Attachment (1) "Services Offering Form".
- H. **Technology Environment:** Offerors should identify the software and hardware environments they will support. See Section 4 Background, which describes the County of Chesterfield's Technology Environment.

- I. **Assumptions / Constraints:** Offeror should comment on willingness to abide by the assumptions and constraints presented in Section (3.11) "Assumptions/Constraints."

7. **TERM OF CONTRACT**

- 7.1 The initial term of this contract shall be for a period of one (1) year from date of award.

8. **RENEWAL OF CONTRACT**

- 8.1 The resulting contract may be renewed by the County for four successive one year periods under the terms and conditions of the original contract except as stated in A. and B. below. Price increases may be negotiated only at the time of renewal. Upon a determination by the County to renew this contract for an additional term, written notification will be given to the Contractor.

- A. If the County elects to exercise the option to renew the contract for an additional one-year period, the contract price(s) for the additional one year shall not exceed the contract price(s) of the original contract increased by more than the percentage increase of the Consumer Price Index (CPI) of the United States Bureau of Labor Statistics, other services, for the latest twelve months for which statistics are available. The source for this index shall be <http://www.bls.gov/cpi>.
- B. If during any subsequent renewal periods, the County elects to exercise the option to renew the contract, the contract price(s) for the subsequent renewal period shall not exceed the contract price(s) of the previous renewal period increased by more than the percentage increase of the Consumer Price Index (CPI) of the United States Bureau of Labor Statistics, other services, for the latest twelve months for which statistics are available. The source for this index shall be <http://www.bls.gov/cpi>.

9. **ADDITIONAL SERVICES**

- 9.1 Throughout the original contract term and any subsequent renewal, the Contractor may be utilized, at the sole discretion of the County, to provide additional enhanced services within the scope of the original contract. Rates/cost for additional services shall be negotiated between the parties; however, they shall not be greater than those usual and customary rates charged for the same or similar services.

10. **SELECTION PROCESS**

10.1 **Evaluation Criteria**

- 10.1.1 Following are the criteria to be utilized in the evaluation of qualifications for development of the shortlist of those offerors to be considered for negotiations. Individual criteria will be assigned varying weights at the County's discretion to reflect relative importance. Offerors are required to address each evaluation criterion in the order listed and to be specific in presenting their qualifications.
 - A. Demonstrated capabilities of the offeror. This will include proactive hiring practices and philosophies of contractor to ensure adequate staff is maintained and available to meet needs of County, experience and qualifications of staff, training of staff, history of retention of staff, etc.

- B. Geographical location of the service facility and office through which County project shall be handled and philosophy for recruitment of developers to ensure continuity and tenure of developers for life of engagements.
- C. Proposed Costs For Services
- D. Specialty Service Expertise (Unique Technologies & Technical Services)
- E. Related Experience. Contractors must demonstrate their ability to perform the requested services relative to the scope of services specified. Submittal shall indicate quality of previous work, timeliness, diligence and ability to meet schedules and needs of clients.

10.2 Basis of Award

- 10.2.1 Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals, on the basis of the factors involved in the Request for Proposal, including price if so stated in the Request for Proposal. Negotiations shall then be conducted with each of the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the County shall select the offeror(s) which, in its opinion, has / have made the best proposal(s) and award the contract to the most qualified and best suited offeror(s). When the terms and conditions of multiple awards are so provided in the Request for Proposal, awards may be made to more than one offeror. Should the County determine in writing and in its sole discretion that only one offeror is fully qualified or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror.

10.3 Inquiries

- 10.3.1 Any questions which may arise as a result of this solicitation may be addressed to Bridgette H. King, Senior Contract Officer, by email to purchasing@chesterfield.gov. Inquiries must be received at least 7 business days prior to the due date in order to be considered. Contact initiated by an offeror concerning this solicitation with any other County representative, not expressly authorized elsewhere in this document, is prohibited. Any such unauthorized contact may result in disqualification of the offeror from this transaction.

SIGNATURE SHEET

My signature certifies that the proposal as submitted complies with all Terms and Conditions as set forth in **RFP #09-9839**.

My signature also certifies that the accompanying proposal is not the result of, or affected by, any unlawful act of collusion with another person or company engaged in the same line of business or commerce, or any act of fraud punishable under Title 18.2, Chapter 12, 498.4 of the *Code of Virginia*, 1950 as amended. Furthermore, I understand that fraud and unlawful collusion are crimes under the Virginia Governmental Frauds Act, the Virginia Government Bid Rigging Act, the Virginia Antitrust Act, and Federal Law, and can result in fines, prison sentences, and civil damage awards.

My signature also certifies that this firm has no business or personal relationships with any other companies or persons that could be considered as a conflict of interest or potential conflict of interest to the County of Chesterfield, and that there are no principals, officers, agents, employees, or representatives of this firm that have any business or personal relationships with any other companies or persons that could be considered as a conflict of interest or a potential conflict of interest to the County of Chesterfield, pertaining to any and all work or services to be performed as a result of this request and any resulting contract with the County of Chesterfield. Furthermore, offeror is in compliance with the *State and Local Government Conflict of Interests Act 2.2-3100*, supplemented by Article 6, 2.2-4367-69 of the *Code of Virginia*. Specifically, no county employee, county employee's partner, or any member of the county employee's immediate family holds a position with the offeror such as an officer, director, trustee, partner or the like, or is employed in a capacity involving personal and substantial participation in the procurement transaction, or owns or controls an interest of more than five percent.

To receive consideration for award, this signature sheet must be returned to the Purchasing Department as it shall be a part of your response.

Complete Legal Name of Firm: _____

Address: _____

Federal Tax ID Number: _____

Signature of Authorized Representative: _____

Typed Name and Title: _____

Please provide the primary contact person for questions and concerns relative to this project:

Contact Name and Title: _____

Phone: (____) _____ **Fax:** (____) _____ **Email:** _____

We hereby provide the following information to Chesterfield County regarding our business. We understand that it is provided for statistical purposes only and all firms submitting proposals will receive equal consideration.

Minority-Owned Business: Yes _____ No _____

Women-Owned Business: Yes _____ No _____

Chesterfield Business: Yes _____ No _____

Attachment 1**Services Offering Form**

Offeror should indicate whether or not proposal covers each of the services listed below by checking the appropriate box for each service listed. Offeror should respond to Section (6.2, E) "Information Required by Type of Service Proposed," (6.2, F) "Cost," and provide descriptions and amounts in accordance with Attachment 2 "Price Summary Format" for each type of service proposed.

Service Offering Form

General Service Category	Offeror is Proposing This Service	Offeror is Not Proposing This Service
Project Management Services		
Development, Programming, and Database Administration Services		
Analytical Services		
Computer Network Services		
Desktop Support and Help Desk Services		
Skills Development and Training Services		
Specialized Product Support Services		
Information Security Services		
Architectural Services		
Standard Development Services		

Attachment 2**Price Summary Format**

Each level of service for each type of service offered should be clearly identified with associated hourly rate. This information should be clearly outlined on a separate sheet of paper.

Following is an example of format desired for titles of services offered. Titles used should be consistent with titles described in "Scope of Services":

Services	Hrly Rate
Project Management	
PMP Certified Senior Project Manager	\$ XX
Supervising Project Manager	\$ XX
Project Manager	\$ XX
Average Hourly Rate – Project Management	\$
Development, Programming, and Database Administration Services	
Business Process Management Analyst	\$ XX
Systems Integration Specialist	\$ XX
Average Hourly Rate – Development, Programming, and Database Administration Services	\$

All Offerors should submit pricing information as outlined above and in accordance with the following schedule. Average hourly labor rate of the different levels of service (as applicable) for each service type proposed should be entered as the Hourly Rate:

PRICING SCHEDULE

Services	Hourly Rate
Project Management Services	\$
Development, Programming, Database Administration Services	\$
Analytical Services	\$
Computer Network Services	\$
Desktop Support and Help Desk Services	\$
Skills Development and Training Services	\$
Specialized Product Support Services	\$
Information Security Services	\$
Architectural Services	\$
Standard Development Services	\$
Total Amount of Services Proposed:	\$

Note:

For evaluation and scoring purposes only, the total of all services proposed will be used in scoring cost for each respondent.

Comments / Special Pricing Considerations:

Additional sheets may be attached if necessary for further clarification.

Attachment 3



CHESTERFIELD COUNTY ADMINISTRATIVE POLICIES AND PROCEDURES

Department: Information Systems Technology
Subject: Internet and E-mail Use

Policy Number: 7-8
Supersedes: 11/07/01
Date Issued: 04/15/03

I. POLICY STATEMENT

The county network, which includes internet and intranet access and the GroupWise and electronic mail (e-mail) systems, is the property of Chesterfield County. Accordingly, the county reserves the right to review any materials transmitted across or stored in computers attached to the network. Any work-related posting to the internet or intranet or GroupWise and e-mail message is a professional communication in your capacity as a county employee. The tone must be professional and the content must be accurate. Every internet posting and e-mail message must be considered the same as a signed letter written on county letterhead.

II. APPLICABILITY

This procedure applies to all full-time and part-time county employees, contractors, and volunteers utilizing county owned computer resources.

III. FILTERING

IST will install and maintain filtering software for all county computers. Internet filtering of county computers is in accordance with the prohibited uses described in Section VI. Exceptions to the filtering requirement may be made on an individual employee basis for appropriate governmental purposes. Department Directors should forward such requests in writing to their respective Deputy County Administrator, identifying the individual employee and/or physical personal computer requesting the exception and the reason the exception is needed. Departments reporting directly to the County Administrator will file the written exception request with the County Administrator. The County Administrator, Deputy County Administrator, Police Chief or Fire Chief shall notify IST to allow unfiltered access once a request is approved. IST will maintain a list of unfiltered personal computers, which shall be periodically audited by Internal Audit. The filtering of county computers does not relieve persons from the requirements specified in this procedure, nor does it provide a defense to violations of this procedure.

IV. SECURITY OF CHESTERFIELD COUNTY COMPUTER RESOURCES

There are three primary threats to the security of Chesterfield County computer resources: (1) system overload; (2) viruses; and (3) access to the system by unauthorized individuals.

In order to prevent system overload, county employees must restrict the use of the following features only for work-related purposes: listservs, which generate a large volume of e-mail, and transmission of e-mail messages to a large number of county employees. County-wide e-mails or GroupWise messages shall not be distributed without the approval of a department director/office administrator or a specified designee.

Users are responsible for the use of their account and should take all reasonable precautions to prevent unauthorized persons from being able to use their account. No one shall use the passwords of others, without permission. All passwords shall be made up of combination of letters and numbers to improve security. Report suspected security breaches immediately to IST.

County data that needs to be protected for governmental business, legal or regulatory reasons must not be posted on the internet or transmitted by internet e-mail.

County employees are prohibited from sending any message or posting any information on the internet,

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personal or otherwise, that is contrary to the positions of your department or policies of the county, unless such messages are for the purpose of reporting improper or illegal actions of county employees.

V. PRIVACY

All county owned computer systems, hardware, software, and any related systems and devices are the property of Chesterfield County. These include, but are not limited to, network equipment, e-mail, documents, spreadsheets, calendar entries, appointments, tasks and notes which reside in part or in whole on any county computer system or equipment. Accordingly, information stored on such systems or devices is also county property and subject to review at any time. There is no privacy when using county computer resources, and employees have no expectation of privacy in the use of such resources.

Electronic mail records are accessible by IST staff to support system performance measurement, tuning, and troubleshooting. Additionally, Internal Audit and the Police Department may have reason to review the electronic files of employees. Supervisors also have the authority to inspect the contents of any equipment, files, calendars or e-mail of any subordinates in the normal course of their supervisory responsibilities. Because internet e-mail passes through many computer systems when en route to the recipient, it is accessible by third parties and is not a secure means of communication. When communicating with others, either through the county computer system on the internet or through e-mail, users represent Chesterfield County. The information transmitted or received can be traced and/or reported back to the county.

As with any other data (whether for citizens or employees), computerized information maintained by the county is subject to federal, state and local laws. Any e-mail or other communications initiated on a county device may be subject to disclosure under the Virginia Freedom of Information Act ("VFOIA"), the Privacy Protection Act, and judicial subpoena. Since privacy cannot be assured within the internet e-mail system, confidential information shall not be transmitted by internet e-mail.

VI. USE OF THE INTERNET AND E-MAIL SYSTEM

- A. **Acceptable Use** – Employees may use county computer resources to access the internet and transmit e-mail messages at any time for work-related purposes. Subject to the provision herein, employees may use the county computer resources to access the internet or send e-mail messages for appropriate non-work related purposes on personal time in accordance with the conditions governing access to their work areas and personal use of the telephone, as long as there is no effect on public business. Personal time includes breaks, lunchtime and the time before and after work. In areas where employees must share equipment or resources for network access, employees using the resources to fulfill job responsibilities always have priority over those desiring access for personal use.
- B. **Prohibited Use** – The following activities are prohibited on county computer resources:
 - 1. Intentionally downloading, accessing, viewing, posting, or transmitting information that is abusive, offensive, harassing, threatens violence, or that discriminates on the basis of race, color, religion, sex, national origin, age, or disability.
 - 2. Intentionally accessing, viewing, downloading, posting, or transmitting sexually explicit material from the internet. Sexually explicit material includes any description of or any picture, photograph, drawing, motion picture film, digital image or similar visual representation depicting nudity, sexual excitement, or sexual conduct of any kind.
 - 3. Operating a business, soliciting money, product advertising, or conducting transactions for personal gain or profit, or gambling.
 - 4. Arranging for the sale or purchase of illegal drugs, alcohol, or firearms.
 - 5. Communication with elected representatives or public or political organizations to express opinions or political issues outside of work-related communications.

Attachment 3

6. Solicitation for non-county sponsored organizations or functions.
7. Countywide e-mail or GroupWise messages are prohibited, unless first approved by a department director/office administrator or a specified designee. Such messages shall include a statement indicating the person that authorized the message.
8. Reproduction or transmission of any material in violation of any local, state, U.S. or international law or requirement, including material that does not comply with federal copyright laws and copying or reproducing any licensed software, except as expressly permitted by the software license.
9. Using internet e-mail to transmit identifying information related to confidential matters, including but not limited to criminal/juvenile records, personnel records, or records relating to legal matters unless such information is encrypted.
10. Intentionally creating a computer virus and/or placing a virus on the county's network or any other network. Intentionally drafting, forwarding, or transmitting chain letters.
11. Attempts, whether successful or not, to gain access to any other system or user's personal computer data without the express consent of the other system or user.
12. Using the network, internet, intranet, or GroupWise in any fraudulent manner.
13. Any other use of the network that violates Chesterfield County policies or Code of Ethics.

VII. DISCIPLINARY ACTION FOR VIOLATION OF THIS ADMINISTRATIVE PROCEDURE

- A. Any employee who intentionally receives, accesses, views, transmits, or downloads sexually explicit material from the internet on county computer equipment will be disciplined up to and including termination. Sexually explicit material is defined as any description of or any picture, photograph, drawing, motion picture film, digital image or similar visual representation depicting nudity, sexual excitement, or sexual conduct in any form. Persons subscribing to an e-mail list will be viewed as having solicited any material delivered by the list, as long as that material is consistent with the purpose of the list. Likewise, persons conducting a search on the internet will be viewed as seeking any results generated by the search, as long as that material is consistent with the search.
- B. Any employee who commits or is convicted of a crime related to the use of county computer equipment shall be terminated.
- C. Any employee who violates any other provision of this policy shall be disciplined in the following fashion:
 1. Any employee whose use of Chesterfield County's computer resources results in damage to those resources will be required to reimburse the county for the cost of repair and reconfiguration, as well as the hours required for the repair work, and costs associated with replacing necessary hardware or software. Where damage occurs as the result of inadvertent actions, without the intent to cause damage, the employee causing the damage will not be held liable for such damage.
 2. In determining the appropriate disciplinary action to be taken against an employee under this policy, supervisors shall apply the standards set forth in the Personnel Policies of the county for appropriate situational discipline (Section 4-2) and shall ensure that the employee Code of Ethics (Section 1-4) is maintained. In addition, supervisors shall consider the nature of the employee's job responsibilities, and the legality or illegality of the violation in determining the appropriate disciplinary action. Discipline may include any of the options contained in Section 4-3 of the Personnel Policies, including, but not limited to:

Attachment 3

- a. Termination of employment.
- b. Suspension of access to e-mail or internet services.
- c. Restitution or reimbursement for the hours used to conduct personal business on county computer resources during normal work hours when in violation of this policy.
- d. Other disciplinary action(s) as outlined in Chapter 4 of Chesterfield County Personnel Policies.