

COUNTY OF JACKSON



REQUEST FOR PROPOSAL

Managed IT Services Provider

(Managing all facets of technology needs)

Proposals are due by 2:00 PM, Monday, September 23, 2019. Proposals will be publicly acknowledged by Jill S. Sklar, Jackson County Judge, or her designee, in the Commissioners' Courtroom, Jackson County Courthouse, Edna, TX. Proposals will be discussed and/or awarded at the regularly scheduled Commissioners' Court meeting on Tuesday, October 8th, 2019 at approximately 9:00 AM.

Proposers 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 reserves the right to reject any or all proposals or to accept any proposal considered most advantageous, regardless of price.

Copies of the Request for Proposal are available electronically at www.co.jackson.tx.us under Bid notices and Results or by contacting the County Judge, Jill S. Sklar. Please forward any questions to Jill S. Sklar, County Judge at j.sklar@co.jackson.tx.us.

1. RFP OBJECTIVE

- a.* This Request will be used to obtain proposals from qualified Managed IT Service Providers. This information will allow the County of Jackson to review proposals and enter into negotiations with the proposer whose proposal is the most advantageous to the County with price and other factors considered.
- b.* The overall goal of this RFP is to procure comprehensive, reliable, timely, proactive IT management that will encompass all technology and support that will promote the mission of the County of Jackson.

2. SERVICES REQUIRED

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

- a.* Initial Assessment
 - i.* Review of the inventory, update network map/diagram, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations.
- b.* Desktop Application Support
 - i.* Assisting end users with Microsoft Office applications, web applications, printing, scanning and supporting all hardware issues. Performance of basic support functions, including the installation and configuration of PC's, laptops, mobile devices, printers, peripherals, and office software; diagnosis and correction of desktop application problems; 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.
- c.* Server and Workstation Administrative Services
 - i.* Management of network and computer systems, including complex applications, databases, messaging, servers and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, and recoverability of the systems.
 - ii.* Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for all Help Desk tickets for on-site visits, remote support and telephone support is available; development of operations and quality assurance for backup plans and procedures are being followed.

- iii.* Configuration management, including changes, upgrades, patches, etc. is maintained; management of user logins and password security is documented; and support of software products relating to servers and workstations; timely response for repair and maintenance work for the user.
 - d.* Network Administration Services
 - i.* Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices is included. Installation and maintenance of printers, scanners, network devices et al; analysis, routine configuration changes, and installation of patches and upgrades; cabling if needed; alert notifications in case of failure of equipment. Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; and continuous troubleshooting are required. Maintenance of network documentation for daily, weekly, and monthly services is required.
 - e.* Security and Backup Efforts
 - i.* 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.
 - ii.* 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.
 - iii.* 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
 - i.* 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.
 - ii.* Installation of new equipment, software, and transfer existing data when acquired, will be needed.
 - iii.* Developing and recommending best practices and network and user policies for maximum protection of the network.

3. SUBMITTAL OF PROPOSALS

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

One (1) original and five (5) paper copies shall be submitted in response to this RFP to:

Jill S. Sklar, County Judge
Jackson County
115 W. Main – RM 207
Edna, Texas 77957

The envelope shall be marked: PROPOSAL FOR MANAGED IT SERVICES PROVIDER. Telephone confirmation of timely receipt of the Proposals may be made by calling (361) 782-2352 before the deadline.

Any proposal received after the deadline of **Monday, September 23, 2019 at 2:00 PM** will be returned to the proposer unopened.

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

4. COUNTY OF JACKSON IT ENVIRONMENT

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

5. INSTRUCTIONS TO PROPOSERS

- a. Right to Reject: The County of Jackson reserves the right to cancel or reject this procurement, RFP and any or all Proposals received as a result of this RFP at its sole discretion.
- b. Preparation Costs: The County of Jackson shall not be liable for any costs incurred by proposers in the preparation of proposals to this RFP, including any meetings and demonstrations that may be required or requested. All costs incurred are at proposer's expense.
- c. Questions or Requests for Clarification/Change: All requests for changes or clarifications regarding technical information, procedural requirements, contractual requirements, or other issues should be submitted via email to: Jill S. Sklar at j.sklar@co.jackson.tx.us.

6. CERTIFICATIONS, LICENSES, EXPERIENCE, AND SECURITY CLEARANCE

- a. Preference is given if staff possess a VCP4 (VMware Certified Provider certification) or higher.
- b. Preference is given if employees are a MCP (Microsoft Certified Professional).

- c. Proposer should have any licenses or registrations required to do business in the County of Jackson and in the State of Texas.
- d. Preference is given if proposer has experience with Windows 7, 8 and 10, Southern Software Inc., Records Management System, Jail Management System, Computer Aided Dispatch, Vista, Microsoft Office, Tyler Technologies, Adobe Professional, Local Government Solutions for Case Management, TechData, Quickbooks, TLETS, Keefe Commissary, Texas Data Exchange Program, LiveScan, NetData, and any other software used by officials of the County.
- e. All Staff working on the Sheriff's Department information systems shall complete a full NCIC background check to satisfy CJIS security policy.

7. INSURANCE

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

8. QUESTIONS CONCERNING RFP AND/OR SITE VISITS

- a. Proposers may attend a site visit and briefing on **Monday, September 9, 2019 at 2:00 PM** at the Jackson County Courthouse in the Commissioners' Courtroom. Please call the County Judge's office at (361) 782-2352 and indicate that you plan to attend this meeting.

9. SUBMISSION REQUIREMENTS

- a. The County is requesting that the proposal submitted address the subjects outlined above with specificity. The County is looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth operating, efficient process, and effective information technology system.
- b. Due to the nature of this proposal, it is requested that each proposal be brief and to the point.
- c. **Each proposal shall provide the following information:**
 - i. **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 proposer 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.
- ii. **Profile:** Provide a short profile of the firm including at minimum:
 1. Length of time in business
 2. Length of time in providing proposed services
 3. Number of clients
 4. Number of clients in public sector
 5. Number of full-time employees and area of involvement:
Technical support, programming, consulting, sales support, administrative support

10. QUESTIONS FOR PROPOSER

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

a. General Company Information & Security

- i. Provide a profile of your company, including background and history. Please provide details of your company's practices for staying current on regulations, legislation, certifications, and compliance especially as it relates to HIPPA, CJIS, public records, and government.
- ii. Name, title, address, and telephone number of a minimum of three references for clients, whom similar services have been provided, including information referencing the actual services performed, number of users, and length of tenure. References of other Public Sector clients would be most beneficial.
- iii. Describe your strategy for securing your clients' data. Include your company's policies as well as any security certificates that you possess. Explain how you will insure that the security clearances required for CJIS are adhered to. Describe your company's security certification and expertise.

b. Client Relationship Management

- i. Describe how you would manage customer relationship within the county "clients".
 1. Resumes (including dates of all relevant experience) of all staff expected to support the County of Jackson and an organization chart explaining the reporting relationships.
 2. Describe your training program.
 3. Describe all support staff that would be expected to serve the County, including executive, project, and account staff
 4. Describe the responsibilities of each individual proposed to be assigned to the County's account.
 5. Describe the hours of operation for on-site staff as well as help desk staff.
 6. Describe how you would report to County contacts and users about status of systems, elicit needs of users, needs for change, etc.

c. Service Levels

- i. Describe service levels you will provide to the County of Jackson. Note that penalties may be assessed for not meeting service level response times identified.
 1. Describe your work order/trouble ticket system.
 2. Describe availability of key staff during normal business hours.
 3. Describe how staff is available 24/7.
 4. Provide your guaranteed response time for issues dependent upon severity and time of day.
 5. Provide your average response time for after-hours issues.
 6. Scheduled down times for routine maintenance
 7. How are scheduled down times determined; how communicated?
 8. How do you propose that the service level agreement be enforced?
 9. Describe your communication strategy for keeping clients informed of system conditions and changes.
 10. Describe how you would assist the County to ensure that the County's IT system retains its usefulness, viability, compatibility, and dependability.
 11. Describe how you would assist the County in development and implementing user policies.
 12. Describe your plans for disaster recovery.
 13. Describe how major software upgrades would be applied and what upgrades would require additional fees.
 14. Describe scope of services beyond the RFP that the firm provides which may be of interest to the County.

d. Management

- i. Please demonstrate how you would institute change control in the County's computing environment.
- ii. Describe your monitoring tools and strategies to monitor and insure the stability of the computing environment in the County of Jackson.
- iii. Describe how these monitoring results would be communicated to the County of Jackson.
- iv. Describe how you would document and record maintenance, installation, performance, and changes to the system.
- v. Describe the documentation that you would make available to the County at the end of the contract period.
- vi. Describe how you would maintain confidentiality in strict conformance with HIPPA and other confidentiality laws and regulations.

e. Fees

- i. The County is requesting that the vendor submit a **fixed fee service contract** for ongoing maintenance items **along with an hourly rate for troubleshooting, desktop maintenance and other projects** for a twelve-month period, with an option to renew for four successive twelve-month periods. Each twelve-month period must be shown separately. Payment schedule should also be included (i.e. monthly, bi-weekly, etc.).

- ii. As an alternative, vendor may also submit a **fixed fee service contract for an all-inclusive service and maintenance, with the understanding that major projects will be negotiated on an as needed basis.**
- iii. **Proposers may also submit other alternative packages that they feel would meet the needs of the County as an alternate proposal.**
- iv. 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.
 - 1. 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.

11. EVALUATION CRITERIA

- a. **Responses shall be reviewed on these critical factors with the indicated relative importance factors.**
 - i. **Company experience, certifications, expertise, security, and references from similar agencies. 25%**
 - ii. **Client Relationship approach 15%**
 - iii. **Service levels 25%**
 - iv. **Management (Change Control, Monitoring, Documentation) 10%**
 - v. **Fees 20%**
 - vi. **Primary Place of Business is within 100 miles of Edna 5%**

12. MISCELLANEOUS

- a. The contract to be awarded does not obligate the County to purchase computer equipment, hardware devices, cabling, licenses, software et al from the successful proposer.
- b. 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.
- c. The County reserves the right to reject any or all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which best meets the requirements of the County.
- d. **Vendors must specifically identify any portions of their submittals, deemed to contain confidential and proprietary information, or trade secrets.** However, the vendor should also understand that information submitted may be subject to Texas Open Records Act Laws and may be disclosed if requested.
- e. Any inquiries, suggestions, or requests concerning interpretation, clarification or additional information shall be made in writing via e-mail only to Judge Jill Sklar as specified above. Deadline for submission of questions and/or clarification is no later than **Tuesday, September 17, 2019 at 5:00 PM** (central). Requests received after the deadline will not be responded to due to the time constraints of this Proposal process.

- f.* Should revisions to the RFP become necessary, the County will issue written Addenda. All Addenda's must be acknowledged. Addenda may be downloaded from the County's website at www.co.jackson.tx.us . Proposers' submittals may be rejected as non-responsive if Proposers have failed to submit Proposal without Addenda Acknowledgement. Only questions answered by formal written addenda will be binding. Oral and other interpretations or clarification will be without legal effect.
- g.* The County has approval rights over the use and/or removal of all subcontractors and/or vendor(s). Subcontractors shall conform to all County policies.
- h.* Any dispute between the Proposer and subcontractors, including any payment dispute, will be promptly remedied by the Proposer. Failure to promptly remedy or to make prompt payment to subcontractor may result in the withholding of funds from the Proposer by the County for any payments owed to the subcontractor.
- i.* Applicable Law and Venue: This proposal and any contract is performable in Jackson County, Texas and shall be governed by the law of the State of Texas (excluding conflict of laws rules if the application of such rules would require the application of the laws of a different state or nation). Venue for any action hereunder, at law or in equity, shall be in a court of competent jurisdiction located in Jackson County, Texas.
- j.* Jackson County is exempt from all federal excise, state and local taxes under Section 151.309 of the Texas Tax Code. Texas Limited Sales Tax Exemption Certificates will be furnished upon request to the Respondent. Respondent is to issue its Texas Resale Certificate to vendors and subcontractors for such items qualifying for this exemption, and further, Respondent should state these items at cost.
- k.* County Taxes: If the Contractor subsequently becomes delinquent in the payment of County taxes, that may be grounds for cancellation of the contract. Despite anything to the contrary, if the contractor is delinquent in payment of County property taxes at the time of invoicing, Contractor assigns any payments to be made for performance under this contract to the County Tax Assessor-Collector for the payment of delinquent taxes.
- l.* **State Law Requirements for Contracts:**

 - i.* The contents of this section are required by Texas Law and are included by County regardless of content.
 - ii.* *Agreement to Not Boycott Israel Chapter 2270 Texas Government Code:* By signature on vendor form, Contractor verifies Contractor does not boycott Israel and will not boycott Israel during the term of this Contract.
 - iii.* *Texas Government Code Section 2251.152 Acknowledgment:* By signature on vendor form, Contractor represents pursuant to Section 2252.152 of the Texas Government Code, that Contractor is not listed on the website of the Comptroller of the State of Texas concerning the listing of companies that

are identified under Section 806.051, Section 807.051 or Section 2253.153.

- iv. Certificate of Interest Parties Form 1295:* Effective January 1, 2016, pursuant to Texas Government Code, Section 2252.908 (the “Interested Party Disclosure Act”), the County and/or Cities may not award a contract to a bidder unless the bidder submits a “Certificate of Interested Parties Form 1295 (the “Disclosure Form”) to the Entities as prescribed by the Texas Ethics Commission (“TEC”). In the event that the bidder’s bid for the Entities is the best bid received, the Entities or either of its consultants, will promptly notify the bidder. That notification will serve as the conditional verbal acceptance of the bid. Upon this acceptance, the winning bidder must promptly, not later than 4:00pm on the Tuesday following award by one or more of the Entities electronically file Form 1295. **Form 1295 can be found and filed electronically at www.ethics.state.tx.us/.**
- v. Disclosure of Certain Relationships:* Pursuant to Chapter 176 of the Local Government Code, any person or agent of a person who contracts or seeks to contract for the sale or purchase of property, goods, or services with a local governmental entity (i.e. Jackson County) must disclose the in the Questionnaire **Form CIQ (FORM D)** the person’s affiliation or business relationship that might cause a conflict of interest with the local governmental entity. By law, the Questionnaire must be filed with the Jackson County Auditor’s Office and/or City Secretary of the Cities, no later than seven (7) days after the date the person begins contract discussions or negotiations with the Entities, or submits an application or response to a request for Proposals or bids, correspondence, or another writing related to a potential agreement with the Entities. Updated Questionnaires must be filed in conformance with Chapter 176 Questionnaire Form CIQ is available at: http://tools.cira.state.tx.us/users/0072/docs/Forms/CIQ_form.pdf

Jackson County, Texas

VENDOR INFORMATION

Legal Company Name (top line of W9)		
Business Name (if different from legal name)		
Federal ID # or S.S. #		DUNS #
Type of Business	<input type="checkbox"/> Corporation/LLC <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor/Individual <input type="checkbox"/> Tax-Exempt Organization	
Publicly Traded Business	<input type="checkbox"/> No <input type="checkbox"/> Yes Ticker Symbol _____	
Remittance Address		
City/State/Zip		
Physical Address		
City/State/Zip		
Phone/Fax Number	Phone: _____ Fax: _____	
Contact Person		
E-mail		
Check all that apply to the company listed above and provide certification number.	DBE-Disadvantaged Business Enterprise Certification # _____ SBE-Small Business Enterprise Certification # _____ HUB – Texas Historically Underutilized Business Certification # _____ WBE-Women’s Business Enterprise Certification # _____	
Company’s gross annual receipts	<\$500,000 _____	\$500,000-\$4,999,999 _____
	\$5,000,000-\$16,999,999 _____	\$17,000,000-\$22,399,999 _____
	>\$22,400,000 _____	
NAICs codes (Please enter all that apply)		
Signature of Authorized Representative		
Printed Name		
Title		
Date		

THIS FORM MUST BE SUMMITTED WITH THE SOLICITATION RESPONSE