

WHITE PINE COUNTY



NEVADA

**White Pine County, Nevada**

**Managed Information Technology Services**

Prepared October 24, 2013

**R E Q U E S T F O R P R O P O S A L**

**Table of Contents**

[INTRODUCTION AND BACKGROUND](#)..... 3

    PURPOSE OF THE REQUEST FOR PROPOSAL..... 3

    AGENCY BACKGROUND..... 3

ADMINISTRATIVE..... 4

    RFP INFORMATION REQUEST CONTACT..... 4

    PROPOSAL SUBMISSION..... 4

    DUE DATES..... 4

    ORIGINAL SIGNATURE..... 4

    PRESENTATION/INTERVIEW..... 4

    SCHEDULE OF EVENTS..... 5

GUIDELINES FOR PROPOSAL PREPARATION..... 6

    PROPOSAL SUBMISSION..... 6

DETAILED RESPONSE REQUIREMENTS..... 7

    EXECUTIVE SUMMARY..... 7

    APPROACH AND METHODOLOGY..... 7

    MANAGEMENT DELIVERABLES AND REPORTS..... 7

    DETAILED AND ITEMIZED PRICING..... 7

    APPENDIX: REFERENCES..... 8

    APPENDIX: STAFFING..... 8

    APPENDIX: COMPANY OVERVIEW..... 8

EVALUATION FACTORS FOR AWARD..... 9

    CRITERIA..... 9

SCOPE OF WORK..... 10

    REQUIREMENTS..... 10

DESCRIPTION OF ENVIRONMENT AND EXISTING INFRASTRUCTURE..... 12

## **INTRODUCTION AND BACKGROUND**

### **PURPOSE OF THE REQUEST FOR PROPOSAL**

White Pine County is seeking comprehensive managed infrastructure and network services. The winning vendor will provide 24/7 hardware (server, desktop/laptop), network, and software support and monitoring, help-desk, back-ups, remote access and on-site support, website maintenance, email maintenance and support, inventory control and management (hardware and software), security, and disaster recovery. To accomplish this it is expected that the winning vendor will be able to work effectively with other White Pine County vendors (such as proprietary software vendors and internet service providers) to make the IT System a seamless process to the end user.

It is also expected that the winning vendor will assist management with long-term planning to keep systems current and functional in the most cost-effective manner possible. Additionally, they will work with White Pine County's IT Supervisor and Technician to develop and implement a day-to-day tracking and prioritization system for work order requests from the various departments.

The overall goal of this RFP is to procure long-term, comprehensive, reliable, timely, proactive IT management and support that will promote the mission of White Pine County in serving its citizens.

### **AGENCY BACKGROUND**

White Pine County provides service to approximately 10,000 citizens in Eastern Nevada. It is a remote, rural setting far from any major city. The county seat, Ely, is 240 miles from Las Vegas, 320 miles from Reno, and 240 miles from Salt Lake City. However, the remote setting does not remove any of the County's responsibility to provide a complete range of services to its citizens.

The following is a list of the departments within White Pine County:

Commissioner's Office	Clerk's Office	Recorder's Office
Assessor's Office	Treasurer	Elections
Information Technology	Human Resources	District Attorney
Justice of the Peace	District Court #1	District Court #2
Juvenile Probation	Bailiffs	Sheriff's Office
Detectives	Sheriff's Patrol	Detention Facility
Emergency Dispatch	Coroner	Fire District
Emergency Management	Economic Development	Public Health
Buildings & Maintenance	Parks	Aquatic Center/ Pools
Library	Airport	Road Department
Social Services	Nuclear Waste	Golf Course
Building & Planning		

These departments are staffed by a combination of 125 full-time and 12 part-time staff members and elected officials. Each department will have specific information technology and security requirements which must be accommodated based on various federal, state and local laws. The departments must be integrated to the point that communication between them is efficient and effective while being seamless to the end user.

## **ADMINISTRATIVE**

### **WHITE PINE COUNTY CONTACT**

Any questions regarding this request for proposal should be directed to:

<b>Name</b>	Elizabeth Frances
<b>Phone</b>	(775) 293-6508
<b>FAX</b>	(775) 289-9686
<b>Email</b>	elizabethfrances@sbcglobal.net

### **PROPOSAL SUBMISSION**

Please submit three copies of your complete proposal, including all attachments, to:

White Pine County  
801 Clark Street, Suite 4  
Ely, Nevada 89301

The outside of the envelope must be clearly marked "INFORMATION TECHNOLOGY SEALED BID PROPOSAL".

All submissions must be received by the due date below.

### **DUE DATES**

All proposals are due by 4:00 PM Pacific Time on Tuesday, November 12, 2013. Any proposal received after the required time and date specified for receipt shall be considered late and non-responsive. Any late proposals will not be evaluated for award.

### **ORIGINAL SIGNATURE**

A cover letter, signed by either the owner of the company, sole proprietor, or other representative authorized to bind the Vendor, must accompany every Response to the RFP in order for it to be considered.

### **PRESENTATION/INTERVIEW**

White Pine County may ask a Proposer to come in for a presentation or interview. If an interview is requested, the proposed key project staff, as identified in the Proposal, must be in attendance.

## SCHEDULE OF EVENTS

Event	Date
1. RFP Distribution to Vendors	October 23, 2013
2. Proposal Due Date	November 12, 2013 <b>4:00 PM Pacific Time</b>
3. Bid Opening	November 13, 2013
4. Anticipated decision and selection of Vendor	Between November 13 and December 18, 2013
5. Anticipated commencement date of work	Between November 18 and December 23, 2013

## **GUIDELINES FOR PROPOSAL PREPARATION**

### **PROPOSAL SUBMISSION**

Award of the contract resulting from this RFP will be based upon the most responsive and responsible Vendor whose offer will be the most advantageous to White Pine County in terms of cost, functionality, and other factors as specified elsewhere in this RFP.

White Pine County reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Vendor,
- Accept other than the lowest priced offer,
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers, and
- Award more than one contract.

Vendor's proposal shall be submitted in several parts as set forth below. The Vendor will confine its submission to those matters sufficient to define its proposal and to provide an adequate basis for White Pine County's evaluation of the Vendor's proposal.

In order to address the needs of this procurement, Vendors may choose to work cooperatively to present a fully integrated solution. Vendor team arrangements may be desirable to enable the companies involved to complement each other's unique capabilities, while offering the best combination of performance, cost, and delivery for provision of both the management services component and the database maintenance component being provided under this RFP. White Pine County will recognize the integrity and validity of Vendor team arrangements provided that:

- The arrangements are identified and relationships are fully disclosed, **and**
- A prime Vendor is designated that will be fully responsible for all contract performance.

Vendor's proposal in response to this RFP will be incorporated into the final agreement between White Pine County and the selected Vendor(s). The submitted proposals are suggested to include each of the following sections:

1. Executive Summary
2. Approach and Methodology
3. Management Deliverables and Reports
4. Detailed and Itemized Pricing
5. Appendix: References
6. Appendix: Project Team Staffing
7. Appendix: Company Overview

The detailed requirements for each of the above-mentioned sections are outlined below.

## **DETAILED RESPONSE REQUIREMENTS**

### **EXECUTIVE SUMMARY**

This section will present a high-level synopsis of the Vendor's responses to the RFP. The Executive Summary should be a brief overview of the engagement, and should identify the main features and benefits of the proposed work.

### **APPROACH AND METHODOLOGY**

Proposer must respond to each task/deliverable in the Scope of Work section and include:

- The Proposer's overall support strategy/philosophy
- The approach Proposer will take to carry out the work objective
- White Pine County currently has on-site personnel that handle the IT issues within their respective departments. Discuss how you address the "culture shift" that will be caused by changing our support model.
- Assumptions, i.e. requirements, risks, and expectations used to develop the proposal
- An explanation of the problem reporting and resolution process that describes the Proposer's support plan, including tiers, service levels, call escalation, the person(s) authorized to close problem reports, etc.

### **MANAGEMENT DELIVERABLES AND REPORTS**

Include descriptions of any reports used to summarize and provide detailed information for managed services customers. Include sample reports as attachments to the proposal to provide an example of the types of reports that will be provided for this engagement.

### **DETAILED AND ITEMIZED PRICING**

Include a fee breakdown based on your pricing model.

- What is the pricing model? Fixed fee, hourly rate, hybrid, other?
- What services are included in the pricing? Address specifically the following (and feel free to include anything not included in this list):
  - On-site time
  - Help-desk support
  - After hours support
  - Response time/problem resolution time
  - Travel time
  - Vendor management
  - Training
  - Regular in-person business review
  - Regular reporting on system health in business terms
  - Response to major system problems or outages

## **APPENDIX: REFERENCES**

Provide three current corporate references for which you perform similar work. At least one of the references should be comparable to White Pine County in size and requirements. It is also advisable to include at least one governmental agency within the State of Nevada, if you have any such clients.

## **APPENDIX: STAFFING**

Include biographies and relevant experience of key staff and management personnel. Describe the qualifications and relevant experience of the types of staff that would be assigned to this project by providing biographies for those staff members.

As a governmental agency dealing with various State Judicial, Public Safety and Public Health information systems, we may require background checks on any individuals who will routinely work on these systems. We will collect information on whoever is assigned to our site, including all necessary information which may include finger-printing. This information will be forwarded to the State of Nevada for all clearances required. Vendor will not incur any costs other than their own staff time for this vetting process.

Please describe bonding process and coverage levels of employees. Affirm that no employees working on the engagement have ever been convicted of a felony.

## **APPENDIX: COMPANY OVERVIEW**

Provide the following for your company:

- Official registered name (Corporate, D.B.A., Partnership, etc.), Dun & Bradstreet Number, address, main telephone number, toll-free numbers, and facsimile numbers.
- Key contact name, title, address (if different from above address), direct telephone and fax numbers.
- Person authorized to contractually bind the organization for any proposal against this RFP.
- Brief history, including year established and number of years your company has been offering managed services and/or applications support.
- Disclosure of any actual or potential conflicts of interest and any pending lawsuits.

## **EVALUATION FACTORS FOR AWARD**

### **CRITERIA**

Any award to be made pursuant to this RFP will be based upon the proposal, with appropriate consideration given to operational, technical, cost, and management requirements. Evaluation of offers will be based upon the Vendor's responsiveness to the RFP, ability of the vendor to meet the needs of White Pine County and the total price quoted for all items covered by the RFP.

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a Vendor or Vendors:

1. Completion of all required responses in the correct format.
2. The extent to which Vendor's proposed solution fulfills White Pine County's stated requirements as set out in this RFP.
3. An assessment of the Vendor's ability to deliver the indicated services in accordance with the specifications set out in this RFP.
4. The Vendor's stability, experiences, and record of past performance in delivering such services.
5. Availability of sufficient high quality Vendor personnel with the required skills and experience for the specific approach proposed.
6. Overall cost of Vendor's proposal.

White Pine County may, at our discretion and without explanation to the prospective Vendors, at any time choose to discontinue this RFP without obligation to such prospective Vendors.

## SCOPE OF WORK

### REQUIREMENTS

The company awarded this RFP will work with the Finance Director/Information Technology Supervisor to provide a seamlessly integrated system of support for all IT services.

Include a detailed description of each major type of work being requested of the vendor. All information that is provided will be held in strict confidence. The proposal should address each of the following:

#### OVERALL

- Evidence that you understand White Pine County, including an understanding of working within significant budgetary constraints
- Evidence of ability to deliver on time and on budget to a rural setting

#### MANAGED SERVICES

- Describe your Service Level Agreements (SLAs)
- Our hours of operation are primarily 8:00 a.m. to 5:00 p.m. Monday through Friday. However, the Sheriff's department, the detention facility, emergency medical services, the road department and the fire district provide services before and after normal hours of operation and some are on duty 24/7. Describe the support model for all hours of operation.
- Emergency support options
- Is your support model all-inclusive? If not, what is not included?
- Does in-person response, review, and other contact rotate among support staff?
- Your proposal should address all of the following:
  - Server Support
  - Network Support
  - Desktop & Laptop Support
  - Help desk support
    - Is it limited to a quota of calls?
    - What are the help desk hours? If they do not cover all our hours of operations, please describe what coverage will be provided for those hours outside of your help desk hours.
    - Who can call the help desk?
    - Is help desk staff local? If not, where are they located?
    - What is your average response time and problem resolution time?
    - Are help desk staff employees of the support company or sub-contracted?
    - Are help desk staff full-time?
    - What is the skill/certification level of first-level help desk staff?
    - What happens if the help desk cannot resolve the problem?
  - Vendor management
  - Other User Support (not included above)
  - Internet Service Providers
  - Electronic Mail
  - External (public-facing) Web Site
  - Security of Equipment and Data
  - Security Plan for Remote Processing
  - Support for IT Operational Recovery Plan
  - Reporting to White Pine County Management

- Standardization of county-wide IT
  - Assistance with development of County IT policies and procedures
- Who is responsible for managing, monitoring and responding to systems?
- Is training provided? Is it part of the "package," or costed separately? If separately, please provide cost information and provide information about what kind of training you provide.
- In what instances would we incur extra costs?
- What kind of insurance coverage does the company have? Are you willing to name White Pine County as an additional insured? Please include a copy of your current certificate of insurance.
- Your plan for ensuring compliance with the information security standards. Also describe your experience working within HIPAA, CIPA, NRS 603A and other information security standards compliance environments.
- Explain your process for handling special requests or projects from your clients.
- Describe your experience with governmental agencies.
- Proficiency in Microsoft.
- What are the terms for canceling the support relationship? How much notice is required?
- Your company's onboarding plan?
- What is included in your proposal?
- What is not included in your proposal?
- What are your key differentiators?

## **DESCRIPTION OF ENVIRONMENT AND EXISTING INFRASTRUCTURE**

The following information should be used to determine the scope of this project and provide pricing for this engagement.

White Pine County currently has 125 full-time and 12 part-time staff members and elected officials. The number of staff varies during the year with the hiring of seasonal employees; however, their need to access information systems is extremely limited.

White Pine County will be hiring one technical level IT staff person to handle day-to-day technical level issues and other tasks within the IT environment. They will work with the company selected under this RFP to provide hands-on support within the County under the direction of the White Pine County IT Supervisor.

### **NET WORK ASSESSMENT**

A recent network assessment identified 119 computers within the County. All computers were identified to be running on Windows. There are 3 MS SQL Servers and 5 Web Servers. There are 107 shared printers.

### **OPERATING SYSTEMS**

The breakdown of the operating systems by computers is as follows:

- Microsoft Windows Server 2003 R2 – 1
- Microsoft Windows XP – 34
- Unidentified OS – 3
- Windows™ Vista Home Premium – 1
- Windows 7 Home Premiums – 4
- Windows 7 Professional – 54
- Windows 7 Ultimate – 1
- Windows Server (R) 2008 Standard – 1
- Windows Server 2003 – 1
- Windows Server 2008 R2 Standard – 1
- Windows XP Professional - 18

### **PRINTERS**

There are multiple departments with networked printers. Other departments have individual printers hooked to PCs or are networked to copiers for printing, scanning and faxing. The recent network assessment identified 107 printers in the County.

### **LAPTOPS**

Laptops are utilized in multiple departments. Wireless networks are utilized to provide connectivity to the web. There is no standardization of the laptops purchased throughout the County.

### **INTERNET SERVICE PROVIDER**

Multiple including AT&T and AT&T through Mount Wheeler Power

### **EMAIL**

Multiple including AT&T, Yahoo, Gmail and others. The County wants to eliminate the current email system and migrate to a standardized email system.

### **DESKTOPS**

Desktops are not configured to any specific standard and vary widely throughout the County. The County wants to move to standardized equipment with routine replacement schedules.

**SOFTWARE**

Different departments utilize different proprietary software to meet their specific needs. These include but are not limited to the following:

- ADS utilized by the Clerk, Courts, Recorder, Treasurer, Building and Planning and Assessor housed on a minimum of 3 IBM i400 servers.
- New Dawn Technologies in the District Attorney's Office
- RIMS System at the Sheriff's Office
- Sidwell Systems GIS, ERSI and Pictometry in the Assessor's Office