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REQUEST FOR PROPOSAL (RFP) NO. 2020-04

AUG 31 2020

COUNTY OF CORYELL

*Shirley Simpson*  
COUNTY CLERK, CORYELL CO., TEXAS

REQUEST FOR PROPOSAL (RFP)  
NO. 2020- 04

Managed IT Services and Support

August 31, 2020

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**1.0 PURPOSE OF REQUEST FOR PROPOSAL (RFP)**

Coryell County (County) hereby requests proposals from qualified firms to offer Managed IT services and support that will support our equipment and personnel at County Offices in Coryell County, located in Gatesville and Copperas Cove, Texas, along with remote backup (cloud or otherwise), infrastructure for all IT services, including installing and maintaining desktops/laptops, servers, and applications.

**2.0 INTRODUCTION**

The County is a subdivision of the State of Texas. In keeping with its mandate to provide efficient and effective services, the County is now soliciting proposals from qualified and insured entities to provide the services described herein. All proposals submitted in response to this solicitation must conform to all the requirements and specifications outlined within this document and any designated attachments in its entirety.

The County is currently in the process of connecting all major users via wired or wireless connectivity to allow effective and efficient use of County resources, by facilitating the sharing of information among offices. Currently each office building maintains a separate server, and there is very little, if any, connectivity between offices. In conjunction with the initiatives to achieve connectivity between offices, most all offices will be moving to a common data management software company. In conjunction with the connectivity and software projects, the County believes that this is an optimal time to bring managed IT to the County.

**3.0 RFP INFORMATION AT A GLANCE**

The Contact Person: Roger Miller, Coryell County Judge, 800 E. Main, Ste. A, Gatesville, Texas 76528

How to Obtain the RFP Documents: Documents may be obtained from the County Judge's Office at 800 E. Main, Ste. A, Gatesville, Texas 76528, or from the Coryell County website at [coryellcounty.org](http://coryellcounty.org).

How to Fully Respond to this RFP by Submitting a Proposal: Submit one original and four copies of your hard copy proposal to the County Judge's Office. Be sure that all documents are executed as required, and all required forms and exhibits have been included.

Deadline to Submit Notice of Intent: 5:00 p.m. September 10, 2020

(Notice of Intent is required to schedule time and space requirements for Pre-Proposal Conference)

Deadline to Submit Questions: September 18, 2020

Pre-Proposal Conference: 1:30 p.m. on September 14, 2020

Proposal Submittal Return and Deadline: 3:00 p.m. on September 28, 2020

Evaluation Process: September 29 – October 11, 2020

Potential Interviews: Interviews will be conducted on October 14<sup>th</sup> and 15<sup>th</sup>, 2020, with the top placing proposals.

Anticipated Approval by Commissioners: October 19, 2020

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### 4.0 COUNTY'S RESERVATION OF RIGHTS

The County reserves the right to:

- 4.1. Reject any or all proposals, to waive any informality in the RFP process, or to terminate the RFP process at any time, if deemed by the County to be in its best interests.
- 4.2. Not award a contract pursuant to this RFP.
- 4.3. Terminate a contract awarded pursuant to this RFP, at any time for its convenience upon 30 days written notice to the successful proposer(s).
- 4.4. Determine the days, hours, and locations that the successful proposer(s) shall provide the services called for in this RFP.
- 4.5. Retain all proposals submitted, and not permit withdrawal for a period of 60 days subsequent to the deadline for receiving proposals without the written consent of County.
- 4.6. The County reserves the right to negotiate a contract with the individual(s), firm(s), or organization(s) who provides the greatest benefit to the County, not necessarily the lowest price.
- 4.7. Reject and not consider any proposal that does not meet the requirements of this RFP, including but not necessarily limited to incomplete proposals and/or proposals offering alternate or non-requested services.
- 4.8. Have no obligation to compensate any proposer for any costs incurred in responding to this RFP.
- 4.9. At any time during the RFP or contract process to prohibit any further participation by a proposer or reject any proposal submitted that does not conform to any of the requirements detailed herein. By downloading electronically this RFP, each prospective proposer is thereby agreeing to abide by all terms and conditions listed within this document and further agrees that he/she will inform the COUNTY in writing within five (5) days of the discovery of any item listed herein or of any item that is issued thereafter by COUNTY that he/she feels needs to be addressed. Failure to abide by this timeframe shall relieve COUNTY, but not the prospective proposer, of any responsibility pertaining to such issue.

### 5.0 SCOPE OF SERVICES

#### 5.1. Managed IT services for all COUNTY sites.

The contractor provides timely and expert information technology services to COUNTY. This is to include servers, desktops, laptops, remote backup, applications, and connectivity between sites. Services of a help desk with support staff, along with emergency support. Monitoring of servers and networks, security, and disaster recovery.

#### 5.2. Equipment

Recommend and assist in the purchasing of new equipment when needed in compliance with practice of purchasing equipment, showing best price with alternatives. Build out computers and other equipment to facilitate the end user's requirements.

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### 6.0 SPECIFICATIONS

The services that must be performed, include but are not limited to:

#### 6.1. Servers/Network/Client

- Perform software and hardware installation and configuration on servers and staff desktop and laptop computers, including managing licenses and certificates.
- 24/7 monitoring of servers, networks and desktops. Providing notifications and reporting of issues. With security and audit scans.
- Manage file back-up and restoration process for disaster recovery
- Web security protection with anti-spam/virus management, along with anti-virus protection for all desktops and servers. (preferably thru site license)
- Maintain all updates, hotfixes, moves, adds, and changes to the network Internet access via vendor to be selected by COUNTY.
- Maintain computer and VOIP telephone user accounts (moves, additions, changes, removals).
- Setup and maintain coryellcounty.gov email.
- Assist COUNTY personnel in conjunction with software vendor personnel to ensure uninterrupted service.
- Diagnose and troubleshoot specific hardware and software problems.
- Setup and maintain any virtual machines
- Train designated staff in basic troubleshooting (e.g. restoring files, mapping network drives)
- Review bandwidth utilization statistics and availability to make recommendations to COUNTY on options.

#### 6.2 Desktops

- Facilitate plan for phased obsolescence of client machines to keep current.
- Specify, quote, and set up new computers as needed.
- Maintain 150+ client computers.
- Ensure connectivity of the computers to the server.
- Maintain software, and hardware keeping desktop computers operational. Help-desk support to employees to support computer errors/issues.
- Setup of new users into the server with access to drives, and set up of email via Microsoft Office 365.

#### 6.3 Printers/Copiers/Scanners/Faxes

Support COUNTY Printers/Copiers/Scanners/Faxes to enable high availability. Ensure that printer's drivers are updated and that access to the printers is maintained. Setup may be required for additional new or updated equipment.

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### 6.4 Support/Consulting/Other

- Help desk via phone, email and/or web portal
- Emergency after hour support
- Remote support - unlimited
- On-site support - unlimited
- Cost saving measures for future of IT at COUNTY.
- Bi-annual technology summary, design desk resources, annual planning of impact of technology updates (hardware/software) decisions, procurement services on any purchases
- List cost for any additional project hours that would be outside of the scope of work.

## 7.0 PROPOSALS

**7.1 Proposal Organization** - Each section of the printed proposal must have a tab separator with the title of the section included. The sections are detailed below.

### **7.1.1 Section 1- Proposal Overview**

Section 1 must contain an overview of the subsequent sections of the proposal.

### **7.1.2 Section 2 - Profile of Individual or Firm**

The Profile of Individual or Firm must be fully completed, executed, and submitted under this tab as a part of the proposal submittal.

### **7.1.3 Section 3-Statement of Qualifications.**

Briefly state the qualifications of the firm. COUNTY requests that the description be as short as possible. The description should include the following:

- a) Identify each person who will work on the project and include a resume of his/her experience and qualifications.
- b) Include a list of references for whom the firm has conducted similar work for. (Describe scope of work and contact person.)
- c) Provide any additional information that will assist the County to evaluate the firm's "demonstrated capability" to perform the services and general responsiveness" to the RFP.
- d) Include any other information that you consider essential to a fair evaluation of your firm's experience and capabilities.

### **7.1.4 Section 4 - Price Proposal**

Detailed proposals must include the following:

- a. Description of services to be provided (see Scope of Services and Specifications).
- b. Approach to providing services including a proposed task schedule and time frame (term of contract).
- c. Completed fixed price schedule
- d. Form of contract to be used if the firm is selected. (The contract must have a termination provision).

### **7.1.5 Section 5 - Client Information - References**

The proposer shall submit a listing of at least 3 and no more than 5 former or current clients, including any public entities, for whom the firm has conducted

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similar work. Listing must include client contact, contract value and description of work performed.

**7.1.6 Section 6 - Proof of Insurance**

Firms submitting bids must furnish the County with evidence showing that the following insurance is in force and will cover all operations under the contract:

- Workers Compensation in accordance with State Workers Compensation requirements.
- Professional Liability/Errors and Omissions insurance of \$1,000,000 to protect the consultant and the County as their interest may appear, against claims.

**7.1.7 Section 7 - Other Information (Optional Item)**

The proposer may include hereunder any other general information that the proposer believes is appropriate to assist COUNTY in its evaluation.

If no information is to be placed under any of the above noted tabs (especially the "Optional" tabs), place a statement such as "NO INFORMATION IS BEING PLACED IN THIS SECTION" or "THIS SECTION LEFT INTENTIONALLY BLANK." DO NOT ELIMINATE ANY OF THE SECTIONS.

**7.2. Proposal Submittal Binding Method**

It is preferable and recommended that the proposer bind the proposal submittals in such a manner that COUNTY can, if needed, remove the binding or remove the pages from the cover (i.e. 3ring binder; etc.) to make copies, and then conveniently return the proposal submittal to its original condition.

**7.3 Proposal Submission**

All proposals must be submitted and time-stamped received in the designated office by no later than the submittal deadline stated herein (or within any ensuing addendum). A total of 1 original signature copy (marked "ORIGINAL") and 4 exact copies of the proposal submittal, shall be placed unfolded in a sealed package and addressed to:

**Coryell County  
Attention: Roger Miller  
800 E. Main, Suite A  
Gatesville, TX 76528**

The package exterior must clearly denote the above noted RFP number and must have the proposer's name and return address. Proposals received after the published deadline will not be accepted.

**7.4 Submission Conditions.**

DO NOT FOLD OR MAKE ANY ADDITIONAL MARKS, NOTATIONS OR REQUIREMENTS ON THE DOCUMENTS TO BE SUBMITTED! Proposers are not allowed to change any requirements or forms contained herein, either by making or entering onto these

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documents or the documents submitted any revisions or additions; and if any such additional marks, notations or requirements are entered on any of the documents that are submitted to COUNTY by the proposer, such may invalidate that proposal. If, after accepting such a proposal, COUNTY decides that any such entry changed the intent of the proposal that COUNTY intended to receive, COUNTY may accept the proposal and the proposal shall be considered by COUNTY as if those additional marks, notations or requirements were not entered on such. By downloading these documents, each prospective proposer that does so is thereby agreeing to confirm all notices that COUNTY delivers to him/her as instructed, and by submitting a proposal, the proposer is thereby agreeing to abide by all terms and conditions published herein and by addendum pertaining to this RFP.

### **7.5 Submission Responsibilities**

It shall be the responsibility of each proposer to be aware of and to abide by all dates, times, conditions, requirements and specifications set forth within all applicable documents issued by COUNTY, including the RFP document, the documents listed in this RFP and any addenda and required attachments submitted by the proposer. By completing, signing, and submitting the completed documents, the proposer is stating his/her agreement to comply with the all conditions and requirements set forth within those documents. Written notice from the proposer not authorized in writing by the County to exclude any of COUNTY requirements contained within the documents may cause that proposer to not be considered for award.

### **7.6 Contact with COUNTY**

It is the responsibility of the proposer to address all communication and correspondence pertaining to this RFP process to the designated representative, County Judge, Roger Miller, only. Proposers must not make inquiry or communicate with any other COUNTY staff member or official (including members of the Commissioners' Court) pertaining to this RFP. Failure to abide by this requirement may be cause for COUNTY to not consider a proposal submittal received from any proposer who may not abided by this directive.

## **8.0 PROPOSAL EVALUATION**

The following factors will be utilized by COUNTY to evaluate each proposal submittal received; award of points for each listed factor will be based upon the documentation that the proposer submits within his/her proposal submittal:



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<b>CRITERIA</b>	<b>MAX POINT VALUE</b>
Experience - Resume - Approach	40 points
Response time to trouble calls	30 points
*Costs (monthly and outside of scope)	30 points
	100 points

\*Though cost is an important factor, it will not be the sole nor primary factor considered in selecting the successful contractor.

**8.1. Evaluation Method**

**8.1.1. Initial Evaluation for Responsiveness.**

The contract shall be awarded to the firm submitting the most reasonable and responsible proposal complying with the requirements for the Request for Proposal, provided the proposal is reasonable and in the best interest of the Housing Authority to accept.

**8.1.2. Evaluation Packet.**

An evaluation packet will be prepared for each evaluator, typically including but not required the following documents:

- a) Instructions to Evaluators;
- b) Written Narrative Form for each proposer;
- c) Recap of each proposer's responsiveness; Copy of all pertinent RFP documents.

**8.1.3. Evaluation Committee**

COUNTY anticipates that it will select a committee to evaluate each of the responsive "hard copy" proposals submitted in response to this RFP. If a proposer becomes aware of the identity of committee member(s), he/she SHALL NOT make any attempt to contact or discuss with such person anything related to this RFP. The designated representative is the only person at COUNTY that the proposers shall contact pertaining to this RFP (see Section 7.6). Failure to abide by this requirement may (and most likely will) cause such proposer(s) to be eliminated from consideration for award.

**8.1.4. Potential "Best and Finals" Negotiations.**

COUNTY reserves the right to conduct a "Best and Finals" Negotiation, which may include oral interviews, with all firms deemed to be in the competitive range. Any firm deemed not to be in the competitive range shall be notified of such in writing by COUNTY in as timely a manner as possible, but in no case within no longer than 5 business days after the beginning of such negotiations with the firms deemed to be in the competitive range.

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**8.1.5. Determination of Top-ranked Proposer.**

The final rankings of the Committee will be forwarded to the Coryell County Commissioners Court at a scheduled meeting for approval. Contract negotiations may, at COUNTY's option, be conducted prior to or after the Commissioners Court approval.

**8.1.6. Notice of Results of Evaluation.**

If an award is completed, all proposers will receive by e-mail a Notice of Results of Evaluation.

**8.1.7. Restrictions.**

All persons having familial (including in-laws) and/or employment relationships (past or current) with principals and/or employees of a proposer entity will be excluded from participation on COUNTY evaluation committee. Similarly, all persons having ownership interest in and/or contract with a proposer entity will be excluded from participation on COUNTY evaluation committee.

**9.0 CONTRACT AWARD**

**9.1. Contract Conditions**

The following provisions are considered mandatory conditions of any contract award made by COUNTY pursuant to this RFP:

**9.1.1. Contract and Method of Payment:**

The final form of contract and scope of services will be negotiated between COUNTY and the selected firm after the selection process is complete. Invoices with proper documentation can be submitted monthly. Submit separate invoices for each project, or as requested by COUNTY.

**9.1.2. Assignment of Personnel.**

COUNTY shall retain the right to demand and receive a change in personnel assigned to the work if COUNTY believes that such change is in the best interest of COUNTY and the completion of the contracted work.

**9.2. Insurance Requirements**

Prior to award (but not as a part of the proposal submission) the successful proposer will be required to provide:

**9.2.1. Commercial general liability**

\$150,000 per person and \$1,000,000 per occurrence.

**9.2.2. Worker's Compensation Insurance**

Equal to or at least \$100,000 per employee (if applicable)

**9.3. Negotiate Final Fees**

COUNTY shall retain the right to negotiate the amount of fees that are paid to the successful proposer, meaning the fees proposed by the top-rated proposer during negotiations may, at COUNTY's option, be the basis for the beginning of negotiations. Such negotiations shall begin after COUNTY has chosen a top-rated proposer. If such negotiations are not, in the opinion of the COUNTY, successfully concluded within 10 business days, COUNTY shall retain the right to end such negotiations and begin negotiations with the next-rated proposer.

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**9.4. Contract Service Standards**

All work performed pursuant to this RFP must conform and comply with all applicable local, state, and federal codes, statutes, laws and regulations.