

# Request for Proposal

## IT Service Provider

**For the COUNTY OF PIKE**

**Proposals are due by 4:00 PM, Friday, July 12th, 2019**

### RFP Objective

This Request will be used to obtain proposals from qualified IT service providers. This information will allow the County of Pike to review proposals and enter into negotiations with the vendor whose proposal is most advantageous to the County with price and other factors considered.

Following negotiation, the successful proposer will be asked to enter into a contract with Pike County. The length of that contract is proposed to be 1 year, renewable and/or extended to a maximum of 6 years. Contract will be drawn up by provider and reviewed by Pike County States Attorney.

### Project Description

Pike County currently outsources IT Services of their IT infrastructure and applications to outside vendors. It is the desire of the GIS/IT Committee, made up of Pike County Board members to consolidate this management under one partnership agreement with a qualified firm or group to support the entire IT environment. This support includes the following and is to be on the Proposal submitted:

**\*Network Management (patches/updates) for  
-----All devices (servers, computers,  
Firewalls, Routers)**

**\*Email /Office 365 (130 emails) Variety**

**\*Anti-Virus**

**\*Network Security /Firewall**

**\*Backup / Barracuda (w/ encryption)  
On-Site and Cloud**

**\*On Site and Remote Client Service  
Hourly (level of rates)  
Monthly vs. Annual if time purchased prior for 1  
year, 2 year, up to 4 years**

**\*24/7 System Monitoring and Response w/  
Monthly reporting**

### Submittal of Proposals

Proposals should be submitted following the guidelines listed in this RFP. Additional information, options, fee alternatives, and materials are welcome, but should be submitted following the specifics listed in this RFP. Proposals become public record, so proposers should be careful when submitting proprietary information.

Proposals are to be submitted electronically in MS Word or Adobe Acrobat formats only to:

Sandy Schacht  
County of Pike, IT Coordinator  
204 E. Adams St.  
Pittsfield, IL 62363  
217-285-5263  
Email to: [sschacht@pikecountysd.org](mailto:sschacht@pikecountysd.org)

Please put “**Proposal for IT Service Provider**” in the subject line.  
Proposals received following the deadline will not be considered.

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

**Timeline**

County of Pike intends to finalize the vendor selection process according to the following schedule. Any changes in this schedule will be at the sole discretion of the County of Pike.

June 24, 2019	-RFP available and advertised
July 8, 2019	-Site Visit for proposers
July 12, 2019	-Proposals due
July 17, 2019	-Proposals evaluated by GIS/IT Committee
July 22, 2019	--Presented to County Board for Approval if Vendor is selected on July 17th, 2019
July 24, 2019	--Announcement (if Committee and Board approves)

**County Infrastructure:**

6 Buildings:

Courthouse  
Government Bldg.  
Annex  
Ambulance Health  
Dept. Highway  
Dept. Sheriff/Jail

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Networking in every Building  
Fiber from Sheriff's Dept. to Courthouse to Government Bldg.  
Windows 7 and some Windows 10 / 70 .30  
Servers  
Barracuda Backups or other backups  
Office 365 email  
Computer Monitoring System with Reports Monthly  
Anti-Virus  
Firewalls / some Meraki  
Internet: Cass Comm and Frontier  
Wi-Fi – Various in each building  
Mobile Computers (including laptops and I pads) EMS, Fire and LAW  
Remote Desktop: Used to Access CAD system on server (EMS, Fire, LAW)  
VNC: Vendors  
Printers and Copiers

**1. General Company Information**

Provide a profile of your company, including background and history, size, locations, certifications, credentials, etc. Please provide details of your company's practices for staying current on regulations, legislation, certifications, and compliance especially as it relates to HIPPA, CJIT, public records, and government. Describe all staff that will be utilized to perform contractual duties under your proposal, and their certifications, experience, and duties.

Provide references of similar sized or larger agencies that proposer is currently managing or has managed.

**2. Security**

Describe our 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 CJIT are adhered to.

Describe your company's security certification and expertise.

#### **4. Service Levels**

Describe service levels you will provide to County of Pike. Note that penalties will be assessed for not meeting service level response times identified.

- Describe your work order/trouble ticket system
- Describe availability of key staff during normal business hours
- Describe how staff is available 24/7
- Provide your guaranteed response time for issues dependent upon severity and time of day
- Provide your average response time for after-hours issues
- Scheduled down times for routine maintenance
- How are scheduled down times determined; how communicated?
- How do you propose that the service level agreement be enforced?
- Describe your communication strategy for keeping clients informed of system conditions and changes.
- Describe how you would assist County of Pike's elected officials and top management strategically plan to insure that the County's IT system retains its usefulness, viability, compatibility, and dependability.
- Describe your plans for disaster recovery.
- Describe how your on-site support representative would work and describe any special requirements that would need to be filled by the county.
- Describe how major software upgrades would be applied and what upgrades would require additional fees.

#### **5. Change Control**

The County of Pike requires preapproval by the IT Coordinator and/or Board Member of any changes made to the computing environment.

- Please demonstrate how you would institute change control to the County of Pike computing environment.

**6. Monitoring**

- Describe your monitoring tools and strategies to monitor and insure the stability of the computing environment in the County of Pike.
- Describe how these monitoring results would be communicated to County of Pike GIS/IT.

**7. Documentation and Records**

- Describe how you would document and record maintenance, installation, performance, and changes to the system.
- Describe the documentation that you would make available to County of Pike at the end of the contract period.
- Describe how you would maintain confidentiality in strict conformance with HIPPA and other confidentiality laws and regulations.

**8. Fees outside of what is requested , this it to be listed separately**

Please provide all fees associated with the proposed contract for services. The following should be included in your bid :

- Fees for service initiation
- Ongoing monthly fees and what is included and excluded.
- Fees for connectivity to support

site Optional fees:

- Extra work which is outside the proposal
- Optional ongoing service
- Escalation fees
- Offsite disaster recovery
- Response and emergency fees  
/after hours

**Significant Evaluation Factors**

**Responses shall be reviewed on these critical factors with the indicated relative importance factors.**

<b>1. Company experience, certifications, expertise, references from Similar agencies.</b>	<b>10%</b>
<b>2. Client Relationship approach</b>	<b>15%</b>
<b>3. Service levels</b>	<b>30%</b>
<b>4. Management (Change Control, Monitoring, Documentation)</b>	<b>15%</b>
<b>5. Fees</b>	<b>30%</b>