



County Of Siskiyou

Request for Proposals (RFP) RFP # CAO 21-02 - County Administration

for

Information Technology Services

Proposals may be mailed, delivered, or emailed to:

Stephanie Black

Management Analyst I

County Administration Office

1312 Fairlane Road

Yreka, CA 96097

Email: sblack@co.siskiyou.ca.us

Proposals Due by:

March 12, 2021

4:00 PM

County Of Siskiyou
Request For Proposals
for Information Technology Services

Proposed Timeline

Date	Activity
February 19, 2021	Release of Request for Proposals (RFP)
March 12, 2021	Submission of Proposals due by 4:00 PM
March 16-22, 2021	Review of Proposals
March 29 – April 02, 2021	Proposer Interviews
April 12, 2021	Notification of Final Selection
May, 2021	Professional Service Agreement Processed
June, 2021	Professional Service Agreement Start Date

Preface

The County of Siskiyou hereafter referred to as “The County,” is requesting proposals from qualified, professional information technology (IT) services to assist and manage its technology support needs. The County implements a hybrid in-house/outsourced approach to management and development of its IT resources. There are over 700 laptops and PCs in the departmental areas to be covered under the service and support agreement. The County currently uses applications including but not limited to Microsoft Office Suite, Microsoft Sharepoint, Kronos, Banner, Foxit Phantom PDF, Questys, Fortitoken, Megabyte, Karpel, Zoom, Municode, and more. Working knowledge and experience with local government operations are preferred. Proposals must be submitted in accordance with all requirements of this RFP. Any deviations from, clarifications to, or exceptions from the RFP requirements must be identified and, if appropriate, listed separately as alternatives for consideration.

Estimated Timeline of Events

The following schedule of events will be followed to the extent achievable; however, the County reserves the right to adjust or make changes to the schedule as needed.

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February 19, 2021	Release of Request for Proposals (RFP)
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Scope of Work

The services the successful proposer will be expected to provide include but are not limited to:

1. Initial Assessment

Review of the inventory, update network, 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.

2. Desktop Application Support

Performance of essential support functions, including the installation of PC's, laptops, mobile devices, printers, peripherals, and office software; diagnosis and correction of desktop application problems, configuring of PC's, laptops, and mobile devices for standard applications; 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.

3. Server and Workstation Administrative Services

Management of networks 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. Scheduling of preventive maintenance for equipment in the areas of coverage is promptly and adequately performed; development of operations, quality assurance for backup plans and procedures are being followed. Configuration management, including changes, upgrades, patches, etc., is maintained; and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user.

4. Network Administration Services

Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices are included. Installation and maintenance of printers, scanners, network devices et al.; analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed; alert notifications in case of equipment failure. Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; continuous troubleshooting are required.

5. Email, Security, and Backup Efforts

Maintenance of County email accounts using the County domain, adding, changing, and/or deleting employee accounts as requested; 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 are required. A data backup policy, with procedures in place to handle daily, weekly, and monthly backup of the computer, data, information, email, and the like; program to restore systems and data if servers and/or computers go down, are required.

6. Planning

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. Installation of new equipment, software, and transfer of existing data when acquired will be needed.

7. Web Support

Update, design, and support as needed for the County's public website and Employee intranet.

Proposers should feel free to include any other services not specified that they deem necessary to achieve the goals of this RFP.

Submission Requirements

Proposal Format: Proposals must contain the following:

1. Cover Letter

- a. Please provide the proposer's name, address, and telephone number. The letter must be signed by a representative authorized to enter into contracts on behalf of the company or firm.

2. Current Resume

- a. Please indicate which employees from your firm would be involved in providing services to the County, including their designated roles, qualifications, and experience. A current resume for each key employee responsible for the County's account should be included.

3. Company Profile

- a. Provide a brief description of your company, including structure, address, the total number of employees, overall industry experience, certifications,

affiliations, and relevant experience. Support your capacity to perform the services detailed in this RFP.

4. Approach:

- a. Please explain in detail the process of providing services, as outlined in this RFP; describe your approach to provide installation, configuration management, patching, monitoring, and ongoing maintenance for network devices. Please provide the County with a clear idea of how you will approach and accomplish the Scope of Work.

5. References:

- a. Please include at least five references.

6. Price Proposal:

- a. Provide a transparent fee schedule that outlines all monthly service delivery costs and any proposed onetime software or start-up costs. The fee schedule should include a breakdown of pricing structure (per user, per hour, etc.) and any additional billing rates, hourly costs, and additional expenses for each individual or service.
- b. Provide any other fee information applicable to the proposal that has not been covered.
- c. Outline all provisions, termination clauses, and/or penalties for closing or changing the amount of services as needed.

The proposal must include all requirements as listed and correlate to the Scope of Work outlined under this RFP.

Conflict of Interest: Proposer(s) shall disclose to the County any interest, direct or indirect, which could conflict in any manner or degree with the performance of service required. At the County's discretion, a potential conflict of interest, to the extent it is waivable, may be waived or factored into the final award decisions and/or a modified Scope of Work.

Selection Process

The proposals received in response to this RFP will be screened by a selection committee. The evaluation committee will consider only the proposals which have been considered responsive to the proposal. Any proposal that fails to meet the proposal's requirements will be regarded as non-responsive and may be rejected. A proposal, which is in any way incomplete, irregular or conditional, at the County's discretion, will be rejected. The following criteria will be used in the evaluation of the potential consultants:

1. Qualifications
2. Approach
3. Experience and references
4. Proposed costs

The County may meet or interview with any or all of the proposers during the evaluation process. A contract will be negotiated with one or more qualified entity or entities submitting the proposal(s) selected during the evaluation process. Proposals not selected in the evaluation process may be awarded a contract should negotiations with the selected proposer(s) prove unsuccessful. The County reserves the right to reject any and all proposals and reserves the right to waive any non-substantive defects in the proposals.

General Information

Proposals must be submitted by way of mail, hand delivery, and/or electronic means, as described below:

- **Hand Delivery:** Hard copy proposals submitted by hand delivery must be received at the Siskiyou County Administration Office, 1312 Fairlane Road, Yreka, California 96097 on or before **4:00 PM, March 12, 2021** (ATTN: Stephanie Black, Management Analyst I).
- **Mailing:** Hard copy proposals by way of mail must be mailed to 1312 Fairlane Road, Yreka, California 96097 and postmarked by **4:00 PM, March 12, 2021**.
- **Electronic Copy Submittal:** Submit an electronic copy of the proposal via email. Electronic copies shall be emailed to Stephanie Black, Management Analyst I, at sblack@co.siskiyou.ca.us and must be received by **4:00 PM, March 12, 2021**.

Responding parties will provide one (1) original copy with signature and four (4) exact copies of the original by hand delivery, mail, or electronic copy as instructed above.

Respondents to this solicitation are asked to direct all inquiries related to the project(s) to Ms. Black by email, sblack@co.siskiyou.ca.us, or by phone at 530-842-8003.

The County will provide the following to assist the selected entity(s):

- Designate a person to act as the County's point of contact with respect to the work performed under the contract.
- Information, as legally allowed and reasonably attainable, in possession of the County that relates to the requirements of the project(s) or which is relevant for the project(s).
- Facilitate coordination with other entities, local agencies, organizations, and individuals if necessary.
- Advice on the project scope of work.

- Review and validation of project deliverables.

A contract award resulting from this RFP will be made without discrimination on any basis prohibited under state or federal law.