



Request for Proposal
for an
IT Managed Services Provider
For
Benzie County
Beulah, MI

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Request for Proposal

IT Managed Services Provider

Proposals are due by 4:00 PM, August 31, 2017

1.0 Introduction

Benzie County is located in Northwest Michigan approximately 35 miles southwest of Traverse City. It provides all normal county services including clerk, sheriff, building, jail, courts, fiscal departments, and administrative & support functions. The county employs approximately 120 people and has an annual total fund budget of approximately \$ 31,000,000, which includes a general fund budget of approximately \$6,100,000.

Since 2008, the County had contracted for IT services utilizing a regional firm to manage day to day activities including client (employee) support, and some application support. In 2017, the Board of County Commissioners determined that the county was better served by reviewing this contract and seeking bids for another “managed services” firm. Currently, there are minimal internal staff dedicated to IT operations. The selected provider will provide professional IT staff, as well as assist training several County employees to help provide “basic” support to other County employees.

2.0 RFP Objective

This Request will be used to obtain proposals from qualified IT managed service providers. This information will allow Benzie County 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 Benzie County. The length of that contract is proposed to be 2 years, renewable to a maximum of 6 years.

3.0 Project Description

Benzie County currently outsources the management of their IT infrastructure and applications to an outside vendor. It is the desire of the Board of County Commissioners to enter into a new partnership agreement with a qualified firm or group to support the entire IT environment.

This support includes:

- Network
- Internet
- Email
- Application Management
- Infrastructure Support
- Network Security
- Disaster Recovery
- On Site and Remote Client Service
- 24/7 System Monitoring and Response
- Development of “Basic” line level IT skills
(minimal level of self- sufficiency)
- All external connectivity needs

In addition to the above-mentioned items, the County wishes to significantly decrease the reliance on paper documents and wishes the awarded IT Services provider to assist Benzie County with the goal of a “paperless” environment. (To include the Board of Commissioner meetings, etc.)

4.0 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 Proposing firms should be careful when submitting proprietary information.

Proposal Format: Responses must be provided in hard copy (6 copies) and soft copy as MS Word or Acrobat documents. Attachments are allowed as a supplement to the formatted response described above.

Proposals are to be submitted to:

Maridee Cutler
Deputy County Administrator
448 Court Place
Beulah, MI 49617

(231) 882-0035
email to: mcutler@benzioco.net

Please put “**Proposal for IT Managed Services Provider**” in the subject line.

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.

5.0 Timeline

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

RFP available	July 28
Site Visit for Proposing firms	August 8 3:00 pm
Submission of questions by providers are due	August 11
Responses to vendor questions	August 16
Proposals due	August 31 4:00 pm
Proposals evaluated/negotiation with selected firm	To be Determined
Award by Board of County Commissioners	To be Determined
Begin Work	To be Determined

6.0 Selection

The acceptance of a proposal does not obligate Benzie County to purchase services from any bidding vendor, nor is Benzie County obligated to accept the lowest bid. All costs for proposal preparation are the responsibility of the bidder. After receipt of the proposal and prior to entering into any agreement, Benzie County reserves the right to modify the system requirements. Bidders should use their knowledge and creativity to recommend a solution that will meet or exceed Benzie County’s requirements. This creativity may extend to suggesting an alternative approach to specific requirements, if the alternative is supported by solid rationale.

Benzie County is using a competitive process to award a contract to the successful bidder. Although cost is a significant criterion for selection, the County will be awarding based upon a number of criteria evaluated based upon the proposal.

7.0 IT Environment

The successful bidder will have experience and/or knowledge with the components of Benzie County's technical environment.

7.1 Standalone Servers:

Sheriff's Office Servers:

Total: approximately 13 servers

- Computer-aided dispatch (ID Networks)
- LEIN
- Domain Controller (2)
- "Integrated Justice Information System" for info-sharing with other jurisdictions (ID Networks)
- Car computer inbound access, similar to DirectAccess (ID Networks)
- Remote-access related (ID Networks)
- Records Management System (ID Networks)
- Server used for 2 factor authorization
- New Smart 911 app
- SQL server
- File and print servers

Government Center

Total: approximately 10 Servers

- Domain Controller (2)
- File and print server
- BS&A applications
- Clerks office apps and files
- Deeds applications and Lardeo
- Exchange (2)
- Physical host running Hyper V
- Prosecuting attorney files apps and print

- **7.2 Firewall:**

Cisco PIX

- **7.3 Desktop/Laptop User environment:**

Approximately 120 +/- PC/Laptops running Windows 8 and 10

- **7.4 Printers/Scanners/Multifunction Devices:**

Approximately 19 printers throughout the Government Center

While this list is not comprehensive, it is representative of the Printers/Scanners/Multifunction Devices that would need to be supported:

- Xerox Workcentre 5330 (Friend of the Court)
- Samsung ProXpress M3370FD (Register of Deeds)
- Sharp MX-2615 (Prosecutors Office)
- Sharp Mx-M264N
- Samsung SCX-4729FD (Clerks Office)
- Brother MFC-8220 (Probation & Parole)
- Sharp MX-3050 (multiple departments including Administration)
- HP Officejet Pro 8600 Plus (Probate Court)

- **7.5 HP VMware**

- **7.6 UPS and Generator Backup for Server Rooms (Government Center and County Sherriff's offices)**

- **7.7 Managed switches:**

Cisco 2950 and 2960x

- **7.8 Datto Backup**

- **7.9 Phone Systems:**

ShoreTel phone system at Government Center (approximately 75 phones) and Cisco phone system at Sherriff's locations, with four digit dialing between them

- **7.10 Software** (main programs, list is not meant to be all inclusive)

ACT / JCT

Ahoha

Apex v4 pro

Avigilon Control (Video camera and Interrogation room video)

Bdi net

BS&A (Suite of products)

CAMEO

Cherrylan

Core Technologies Multi-Bridge

Core Technologies Talon

Corel Word Perfect X5

Deketo

Digital Court Recorder & Player (BIS)

DWG Trueview 2015

EDRS w/ Fingerprint Scanner

EMS Manager (Aladtec scheduler)

Entrappas

ESRI ArcGIS 10.3.1

Exaq Vision

GovTell

Id Networks Dispatch

Id Networks JMS (Jail management system)

Id Networks Mobile

Id Networks RMS	Net Motion encryption software
Ident	PAW Trax
Imagetrend	Python 2.7
JIS	Schedule Anywhere
JMS (Judicial Management System)	Schlage lock software
Lexus Nexis (Crash reports and citations)	Securus Technologies (Jail phone call system)
MICIMS (WEBEOC)	Sharpdesk
MiCJIN (Michigan Criminal Justice Information Network) – LEIN – OffenderWatch	SRMS Premier One (Motorola)
MiCSES	Warrant Manual
	Zoom 3.5 and Zoom 4.0.22115.0123
Microsoft Office Suite	
Windows 8 and 10	
WinZip	
Antivirus	

8.0 Certifications, Licenses, Experience and Security Clearance

Vendor should have staff who possesses VMware certification. Please provide detail what level of certification is maintained by the personnel assigned to the County. Proposer should also employ a MCITP (Microsoft Certified IT Professional).

Please provide detail regarding your Firm’s LEIN certification as well as individual employees that will be assigned to the County. Per the Michigan State Police (MSP) website, IT personnel that are not County employees must sign a Management Control Agreement (MCA). Also, each employee must read and sign a CJIS Security Addendum. Both the MCA and the CJIS Security Addendum can be found on the MSP LEIN website.

Proposing firms should have any licenses or registrations required to do business in the Village of Beulah and in the State of Michigan.

Proposing firms should have experience with VMware, and with county operations and requirements.

All staff working on Sheriff’s Department information systems shall complete a full NCIC background check to satisfy CJIS security policy.

9.0 General Terms & Conditions and Insurance Requirements

9.1 Ownership of Materials: All material prepared or completed during the performance of services specified in this RFP, including but not limited to, network diagrams, and documents shall become the property of Benzie County and shall not be copyrighted by the Contractor. Also, the same material shall not be released or made available to any third party or used for other purposes at any time without the written approval of Benzie County.

9.2 Federal Tax Identification Number: The following information should also be included with your proposal: Your form of business entity (i.e., corporation, partnership, joint venture, sole proprietorship, etc.), and your Taxpayer Identification Number. If submitted as a joint venture, a separate number for each member of the venture is required if one number has not been obtained for the venture. A Taxpayer Identification Number is required for entities other than a sole proprietorship.

9.3 Joint Ventures or Subcontractors: Joint Ventures are permissible. However, one organization must be clearly defined as the party having primary responsibility and the remaining organization(s) as having secondary responsibilities. The Primary party will submit his/her proposal as outlined in the specifications with the secondary party being a sub-contractor to the proposal. No part of this Contract shall be subcontracted without the prior knowledge and written approval of Benzie County. If subcontractors are requested and approved, the Respondent shall retain full responsibility to Benzie County for all work completed by the Subcontractor.

9.4 Independent Contractor Status/Responsibilities: The Respondent shall be and remain an independent contractor with respect to all services performed hereunder and agrees to and does hereby accept full and exclusive liability for payment of any and all contributions of taxes for social security, worker's compensation premiums, unemployment insurance, or old age benefits, pensions, or annuities or hereafter imposed under any Local, State or Federal Law, which are measured by the wages, salaries, or other remuneration paid to persons employed by the Respondent for work performed under the terms of this contract, and further agrees to obey all lawful rules and regulations and to meet all lawful requirements which are not now or hereafter may be issued or promulgated under said respective laws by any duly authorized Local, State or Federal officials; and said Respondent also agrees to indemnify and save harmless Benzie County from any such contributions or taxes or liability.

9.5 Fee Payments: The contract awarded pursuant to this RFP document will be based upon a fixed fee basis, with payments negotiated upon acceptance of the vendor's cost proposal. Payments, as approved by Benzie County shall be made monthly to the Contractor based on the proportion of work completed, less twenty percent (20%) retention. This retention shall be released to the Contractor within sixty (60) days after Benzie County has accepted and approved the contract as completed. In the event the work specified herein is not successfully completed within the time provided, unless otherwise allowed, the Contractor shall to pay the sum of \$200.00 per day as liquidated damages, not as penalty, for each additional day required for the completion of the work, legal banking days considered.

9.6 The Contractor, or any of their Subcontractors, shall not commence work under this contract until they have obtained the insurance required under this paragraph, and shall keep such insurance in force during the entire life of this contract. All coverage shall be with insurance companies licensed and admitted to do business in the State of Michigan and acceptable to Benzie County. The requirements below should not be interpreted to limit the liability of the Contractor. All deductibles and SIR's are the responsibility of the Contractor.

9.7 The Contractor shall procure and maintain the following insurance coverage:

1. Worker's Compensation Insurance including Employers' Liability Coverage, in accordance with all applicable statutes of the State of Michigan.
2. Commercial General Liability Insurance on an "Occurrence Basis" with limits of liability not less than \$1,000,000 per occurrence and aggregate. Coverage shall include the following extensions: (A) Contractual Liability; (B) Products and Completed Operations; (C) Independent Contractors Coverage; (D) Broad Form General Liability Extensions or equivalent, if not already included.

3. Automobile Liability including Michigan No-Fault Coverages, with limits of liability not less than \$1,000,000 per occurrence, combined single limit for Bodily Injury, and Property Damage. Coverage shall include all owned vehicles, all non-owned vehicles, and all hired vehicles.
4. Additional Insured: Liability coverage, as described above, shall name Benzie County as an additional insured
5. Cancellation Notice: All policies, as described above, shall include an endorsement stating that is it understood and agreed Thirty (30) days, Ten (10) days for non-payment of premium, Advance Written Notice of Cancellation, Non-Renewal, Reduction, and/or Material Change shall be sent to Benzie County
6. Proof of Insurance Coverage: The Contractor shall provide Benzie County, at the time that the contracts are returned by him/her for execution, a Certificate of Insurance as well as the required endorsements. In lieu of required endorsements, if applicable, a copy of the policy sections where coverage is provided for additional insured and cancellation notice would be acceptable. Copies or certified copies of all policies mentioned above shall be furnished, if so requested.

If any of the above coverages expire during the term of this contract, the Contractor shall deliver renewal certificates and endorsements to Benzie County at least ten (10) days prior to the expiration date.

10.0 Questions concerning RFP and/or site visits

Proposing firms may attend a site visit and briefing **TBD** at the Benzie County Government Center. Please call (231) 882-0035 and indicate that you plan to attend this meeting.

11.0 Questions for Vendors

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

11.1 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 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.

11.2 Security

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 CJIT are adhered to.

Describe your company's security certification and expertise.

11.3 Client Relationship Management

Describe how you would manage customer relationship within the county “clients.” (Departments)

- Please provide Resumes (including dates of all relevant experience) of all staff expected to support Benzie County and an organization chart explaining the reporting relationships.
- Describe how you will propose changes in technicians assigned to the contract and seek approval to such changes from the county.
- Describe your training program
- Describe all support staff that would be expected to serve Benzie County, including executive, project, and account staff
- Describe the responsibilities of each individual proposed to be assigned to Benzie County’s account
- Describe the hours of operation for on-site staff as well as help desk staff.
- Describe how afterhours support would be available
- Describe how you would report to county contacts and users about status of systems, elicit needs of users, needs for change, etc.

11.4 Service Levels

Describe service levels you will provide to Benzie County. 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. (specifically address Microsoft Patch management and Updates)
- Describe how you would assist Benzie County’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.

11.5 Change Control

Benzie County requires preapproval by the County Administrator or Deputy County Administrator of any changes made to the computing environment.

- Please demonstrate how you would institute change control in Benzie County's computing environment.

11.6 Monitoring

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

11.7 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 Benzie County at the end of the contract period.
- Describe how you would maintain confidentiality in strict conformance with confidentiality laws and regulations.
- Describe procedures for maintaining password security? What are your procedures for sharing these with the County upon request by authorized Benzie County management personnel?
- Describe your process for testing password strength and network penetration

11.8 Fees

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

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

11.9 Optional fees:

- Extra work which is outside the proposal
- Optional ongoing services
- Ad-hoc services
- Escalation fees
- Off site disaster recovery
- Response and emergency fees
- Additional item: Please provide a separate quote to clean-up the Government Center Server Room and wiring.