

# Lincoln County, Georgia

November 16, 2018

## IT Services



## Invitation for Bid

RFP 18-007

## I. INTRODUCTION

### A. General/Information

Lincoln County Board of Commissioners requests proposals from qualified vendors of Information Technology Managed Services. Response to this call for proposals will allow the County to rank the various responders and begin negotiations with the vendor whose proposal is most advantageous to the County with price and other factors of expertise considered.

Lincoln County is located approximately 30 miles north of Augusta and on the Georgia – South Carolina Border. The County provides services including Sherriff, Fire, Public Works, Courts, Planning and Community Development, Financial departments, special events, parks and recreation, and various administrative and support functions.

For the past several years the County has supplemented its IT Staff with contracted IT services on an as needed project basis with some additional remote support.

In 2018, the Board of Commissioners determined that the County was better served by a "comprehensive managed services" approach for IT planning and support. It is the desire of the County to consolidate this management under one partnership agreement with a qualified firm or group to support the entire IT environment. Currently there is one full-time internal staff resource dedicated to IT operations. The selected provider will provide all professional IT staff and services to achieve the following mission:

- 1) Support the current and future IT infrastructure assessment and planning needs by developing, organizing, and advising County Management regarding the creation of a Three-Year (3) IT Technology Strategic Plan.
- 2) Provide the County with comprehensive security planning and services including backup and disaster recovery, all network admin services, Antivirus, Malware, email archiving, managed firewall services and twice yearly security scanning.

By responding to this RFP there is no expressed or implied obligation for the County to reimburse responding vendors for any expenses incurred in preparing proposals in response to this request.

To be considered, interested parties must bring their Proposal in person to the Bid opening on **December 20, 2018 at 2:00 p.m. Any Proposal not delivered in person at the opening at 2:00 pm will not be accepted. Proposals must be in a sealed envelope clearly marked "IT Services RFP 18-007"**

All questions must be requested in writing and will be answered in writing. Following December 1, 2019, no written questions will be responded to by the County. Written Questions shall be submitted to the following:

Austin Dockery, IT Director  
adockery@lincolncountyga.com

The County reserves the right to reject any or all proposals submitted as it deems appropriate and in the best interest of the County.

The County reserves the right to retain all proposals submitted and to use any idea(s) or concepts in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the vendor of the conditions contained in the request for qualifications, unless clearly and specifically noted in the proposal submitted and confirmed in a subsequent contract between the County and the firm selected.

It is anticipated that the ranking of the top proposals will be completed by December 13, 2018. The County shall negotiate in good faith with the proposers as ranked. If negotiations with the top proposer are not successful, then the County will move on to the next proposer until the County has made a final selection and successfully negotiated and approved a contract agreement for services. Following notification of the selected vendor, it is expected that a contract will be executed between both parties within six- eight weeks after the award date

#### **B. Term of Engagement**

A three-year contract is contemplated, subject to the annual review and a renewal recommendation from the Board of Commissioners, the satisfactory negotiation terms (including a price acceptable to both the County and the selected vendor), the concurrence of the Board of Commissioners and the annual availability of appropriations.

## **II. NATURE OF SERVICES**

### **REQUIRED**

#### **A. General**

The IT management and local onsite support areas are to include:

- Local and Wide Area Network Design, Configuration, and Support
- Application Management
  - Vendor Support and incident management liaison
- Full Network Admin services and support for all Lincoln County's networking equipment.
- Full Server Admin services and support for all Lincoln County's servers deployed on the County's network.
- Full Security Admin services and support for Lincoln County's Active Directory Services and Firewalls deployment on the County's network.
- Managed onsite backup of Lincoln County's servers running on VMWare.
- Veeam Backup and Replication Suite 9.5 MSP licensing.
- Afterhours IT support for key network or server infrastructure failures.

- Remote and onsite support to help local IT staff in resolving technical issues outside their technical field or skill level.
- IT recommendations on future upgrades, expansions and ongoing network improvements.
- Cost saving recommendation and/or provide new services for help save the County move when possible.
- Monitoring and real-time reporting on all network equipment and servers under support.
- Provide installation and setup services of any equipment purchased
- Disaster Recovery and Planning
- Application Management
  - Vendor Support
- Wireless Network Design, Configuration, and Support

**Annual Services:**

- Network Vulnerability Assessment – (1 to 2 X per year)
  - Internal Scans
  - External Scans
- Annual Technology Plan updates and revisions. To include:
  - IT Services
  - Security Services

Proposers must be familiar with the County’s current software applications which include:

- 1and1 email
- ICON
- SAGE 100
- Office 365
- SharePoint
- WinGap
- SQL
- Blue Prince
- GIS
- (and more)

**B. Required Staff Certifications**

Proposers should have sufficient staff to support the County that possess minimum certifications. All personnel assigned by vendor will conduct work based on ticket or task order basis. Training shall include, but not be limited to the following:

- Government CIO Certification (GCCIO)
- CISSP Security Certification
- PMI Certified PMP Project Management Staff

- Cisco Certified Network Professional (CCNP)
- VMware Certified Professional 5.1 or above
- Microsoft Certified IT Professional or Solutions Expert

### **C. Company Certifications**

Proposers should also have any licenses and registrations required to do business in Lincoln County, GA. Proposers should also have corporate affiliations to include, but not limited to:

- Microsoft Partner
- PMI Certified Project Management Professional (PMP) Project Management Staff

### **D. Management Support Services**

All IT vendor staff will be centrally managed utilizing a helpdesk/work order system. Coverage for IT services will be provided during County operational hours. Remote client access software shall be authorized for use in supporting County operations. Sheriff and Fire support services shall be delivered as required on a twenty-four-hour basis. Only in cases of extreme emergency would support be required during non-business hours.

### **E. Security**

Selected vendor shall be granted full access to all County computers and IT operations. Access will be granted via written authorization as part of negotiations with the successful selected vendor. Selected vendor will be required to work closely with departments on major infrastructure issues to include security sensitive software and processes and work orders and emergency logistical support. Keys and pre-arranged security access will be negotiated and specified as part of the contract agreement.

### **F. Strategic Plan & Disaster Recovery Plan**

The successful vendor shall provide the County with a current operational network diagram map with all County owned IT assets. In addition, the vendor shall propose phased changes and upgrades to improve the existing IT infrastructure/diagram. An additional element of the three-year Plan will be a Disaster Recovery Plan (DRP) and Continuous Operations Plan (COP).

### **G. Payments/Finance**

The successful vendor shall bill the County monthly for all contract services performed within the scope of the negotiated contract. Proposals submitted in response to this RFP shall be shown to include the proposed total cost to the County, per month. The County shall pay for all services under the scope of work in one flat monthly fee. Failure to provide a clearly marked pricing plan will render the proposal unqualified at the discretion of the County.

### **H. Service Levels**

The selected vendor shall coordinate with County's management to support and operate all IT software and hardware in the overall IT infrastructure. County Management's goal, throughout all systems is to maintain a 98-99% operational rating for each Performance period under the contract.

The selected vendor shall be authorized (at direction of the IT Director) to represent the County in various technical matters/planning/negotiations/discussions with key IT vendors. This shall also include, but not be limited to, system upgrades, compatible versions of software maintenance agreements and licensing of products.

### **I. Training**

The selected vendor shall be responsible for training and/or the arrangement of training for County employees on new or upgraded County purchased hardware or software products, as planned, and required.

## **III. QUESTIONS FOR PROPOSER**

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

### **A. General Company Information**

- Provide a profile of your company, including background and history, size, locations, certifications, and credentials. Please provide resumes of the proposed staff team members that will be utilized to provide contractual duties to the City and an organizational chart, explaining the reporting relationships.
- Provide a minimum of three references of similar sized and/or larger government agencies that proposer is currently managing or has recently managed.
- Describe your ongoing training/certification programs for key staff.
- Describe approach or response to each of the required services in Section II of this RFP.

### **B. Security**

- Describe your strategy for securing your clients data and include your company's policy for this.
- Explain how you maintain strict confidentiality and conformance with HIPPA, PCI and other confidentiality laws, regulations, and standards.
- Describe your company's security certifications
- List supported security standards and history of support for auditing or audit preparation. Experience with ISO, NIST CALEA standards.
- Explain your experience in dealing with Police and Fire support operations.
- Describe your plans for a Countywide IT Security Program Management.

#### **IV. PROPOSAL REQUIREMENTS:**

##### **A. General Requirements**

The following material is required to be received by 2:00 PM on December 20, 2018 for a proposing vendor to be considered.

The proposer shall **submit in person a sealed envelope labeled “IT SERVICES RFP 18-007”**.

#### **V. EVALUATION PROCEDURES**

##### **A. Evaluation Committee**

Proposals submitted will be evaluated by an Evaluation Committee as determined by the County.

##### **B. Review of Proposals**

Responses shall be reviewed on these critical factors, with the indicated relative importance factors:

- Company experience with the items identified in the scope of work, certifications, expertise and references from similar agencies/jobs 20%
- Client Relationship approach 20%
- Service levels and clarity of the proposal 30%
- Management, expertise, job success and documentation methods 15%
- Fees 15%

***COST WILL BE A FACTOR, BUT NOT THE SOLE FACTOR IN THE SELECTION OF A VENDOR***

##### **C. Final Selection**

Lincoln County Board of Commissioners will approve a firm based upon the recommendation of the Evaluation Committee.

It is anticipated that a firm will be selected by **January 10, 2019**. Following notification of the firm selected, it is expected a contract will be executed between both parties no later than 4-6 weeks following the award date.

**D. Right to Reject Proposals**

Submission of a proposal indicates acceptance by the firm of the conditions contained in this request for qualifications unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the County and the firm selected. The County reserves the right with prejudice to reject any or all proposals as it deems necessary.



## **PROPOSER GUARANTEES AND PROPOSER WARRANTIES**

### Proposer Guarantees

1. The proposer certifies it can and will provide and make available, at a minimum, all services set forth in this RFP.

### Proposer Warranties

1. Proposer warrants that it is willing and able to comply with State of Georgia laws with respect to foreign (non-state of Georgia) corporations.
2. Proposer warrants that it is willing and able to obtain an errors and omissions insurance policy providing a prudent amount of coverage for the willful or negligent acts, or omissions of any officers, employees, or agents thereof.
3. Proposer warrants that it will not delegate or subcontract its responsibilities under an agreement without the express prior written permission and consent of Lincoln County.
4. Proposer warrants that all information provided for its proposal is true and accurate.

Signature of Official:

Name (typed): \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

Date: \_\_\_\_\_

## APPENDIX A

### INSURANCE EXHIBIT– PROFESSIONAL SERVICES

The individual or firm shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from, or be in connection, with the performance of the work hereunder by the individual or the firm, his agents, representatives, or employees. The cost of such insurance shall be included in the fee proposed.

For this clause, the term "professional individual or firm" shall also include the individual's or firm's respective officers, agents, officials, employees, volunteers, boards, and commissions.

#### A. Minimum Scope and Limits of Insurance

##### 1. Broad Form Comprehensive General Liability

\$1,000,000 combined single limit per occurrence for bodily injury, personal injury, property damage, to include products and any completed operations.

##### 2. Automobile Liability

\$1,000,000 combined single limit per occurrence for bodily injury and property damage

##### 3. Umbrella Liability

\$1,000,000 per occurrence, following form.

##### 4. Workers' Compensation

Limits as required by State of STATE/Department of Labor.

##### 5. Employers' Liability

\$100,000 each accident

\$500,000 disease/policy limit

\$100,000 disease/each employee

6. Professional Liability (if used on a claims-made basis, insurance coverage shall be maintained for the duration of the contract and for two years following contract completion.)

\$1,000,000 per occurrence

\$2,000,000 aggregate

##### 7. Personal Property Coverage

Adequate insurance to cover the value of personal property belonging to the Vendor while located on City of Fairburn property, while in use or in storage, for the duration of the contract.

A. Aggregate Limits

Any aggregate limits must be declared to and be approved by Lincoln County.

B. Deductibles and Self-Insured Retentions

Any deductibles or self-insured retentions must be declared to and be approved by the County in writing. At the option of the County, the insurer shall reduce or eliminate such deductibles or self-insured retentions about the County or the Vendor shall procure a bond which guarantees payment of the losses and related investigations, claims administration and defense expenses. At no time will the County be responsible for the payment of deductibles or self-insured retentions.

C. Notice of Cancellation or Non-renewal

Each insurance policy required by this Exhibit shall be endorsed to state that coverage shall not be suspended, voided, canceled, or reduced, either in coverage or in limits, except after thirty days, prior written notice by certified mail, return receipt requested, has been given to the County.

D. Other Insurance Provisions

The policies are to contain, or be endorsed to contain, the following provisions;

8. Liability (General, Automobile, Professional) Coverage;

a. "Lincoln County and its respective officers, agents, officials, employees, volunteers, boards and-commissions" are to be named as additional insured's, with regards to liability arising coming from activities performed by or on behalf of the Vendor; products and completed operations of the Vendor; premises owned, leased, or used by the Vendor. The coverage shall contain no special limitations on the scope of protection afforded to the County.

b. The Vendor's insurance coverage shall be the primary insurance regarding this contract with the County. Any insurance or self-insurance maintained by the County shall be secondary to the Vendor's insurance and shall not contribute with it.

c. Any failure to comply with the reporting provisions of the policies shall not affect coverage provided to the County.

d. Coverage shall state that the Vendor's insurance shall apply separately to each insured against whom a claim is made or a suit is brought, except with respect to the limits of the insurer's liability.

9. Workers' Compensation and Employer's Liability Coverage

a. The insurer shall agree to waive all rights of subrogation against Lincoln County for losses arising from the work performed by the Vendor for the County.

b. If State statute does not require the Vendor to obtain Workers' Compensation insurance, then the Vendor shall furnish the County with adequate proof of the self-employment status. The Vendor agrees to waive all rights of claims against the County for losses arising from the work performed by the Vendor. During the

contract period, if the self-employment status should change, the Vendor shall immediately furnish proper notice to the County and a certificate of insurance indicating that Workers' Compensation insurance and Employer's Liability coverage has been obtained in the correct amounts by the Vendor as required by this Exhibit.

10. Acceptability of Insurers

- a. Insurance is to be placed with insurers which have a Best's rating of at least A.
  
- b. Insurance companies must either be licensed to do business in the State of GA or be deemed to be acceptable by the Commission Chairman.

11. Verification of Coverage

The Vendor shall furnish the County with certificates of insurance effecting coverage required by this clause. The certificates and endorsements for each insurance policy are to be signed by a person authorized by the insurer to bind coverage on its behalf. The certificates and endorsements are to be received and approved by the Commission Chairman before work commences. Renewal of expiring certificates shall be filed thirty days prior to expiration. The County reserves the right to require complete, certified copies of all required policies, at any time.

All insurance documents required by this Exhibit shall be mailed to Sherry McKellar, Clerk to the Lincoln County Board of Commissioners.

Signed: \_\_\_\_\_

Date \_\_\_\_\_

Lincoln County \_\_\_\_\_

Date \_\_\_\_\_

**Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1)**

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of (name of public employer) has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

\_\_\_\_\_  
Federal Work Authorization User Identification Number

\_\_\_\_\_  
Date of Authorization

\_\_\_\_\_  
Name of Contractor

\_\_\_\_\_  
Name of Project

\_\_\_\_\_  
Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on \_\_\_\_\_, 201\_\_ in \_\_\_\_\_(county), \_\_\_\_ (state).

\_\_\_\_\_  
Signature of Authorized Officer or Agent

\_\_\_\_\_  
Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME  
ON THIS THE \_\_\_\_ DAY OF \_\_\_\_\_ 20I

\_\_\_\_\_  
NOTARY PUBLIC

My Commission Expires  
\_\_\_\_\_