



Request for Proposal

Outsourced IT & Managed Services

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RFP COORDINATOR:
JASON SCHULTZ
LEE COUNTY
BOARD OF COMMISSIONERS
(229) 759-6000
102 STARKSVILLE AVENUE NORTH
SCHULTZJD@LEE.GA.US
WWW.LEE.GA.US

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1 Request for Proposal (RFP)

The Lee County Board of Commissioners invites you to respond to this Request for Proposal (RFP). The focus of the RFP is to select a single organization to provide IT managed services to Lee County over a two year period, beginning on February 1, 2018 and ending no later than February 1, 2020. Following the initial term, there is a possibility to renew this contract for multiple two year terms.

2 Introduction to Lee County

Lee County is the most vibrant and progressive county in southwest Georgia. With a population of 29,000 the county is located approximately two hours north of Tallahassee, Florida, two hours south of Macon, and borders Dougherty County and the City of Albany. The county values its excellent resources for public education, sustained growth, high per capita income, quality of life of its residents, small-town atmosphere, and close knit low crime communities. The general fund budget for fiscal year 2017-18 is \$24M, with the inclusion of all funds, \$32M. There is a professional staff of 267 full-time employees.

3 Overview of Current Lee County Technical Environment

- Who is in charge of the environment? - Jason Schultz
- How many users? - 358
- How many Servers? - 13
- How many email users? - 302
- Where are those servers located? - IT Building, Court House, and Sheriff Department
- Network Diagrams if available - See attached
- Current Backup System? - Veritas Backup Exec 10.0 Disk Backup
- Who is currently providing technical support and guidance - Lee County IT Department
- Are there any ad hoc solutions that have been implemented that a vendor should be aware of? - We currently have 4 VPN sites and several VPN users

4 Service Requirements

As part of this RFP, the following services are the current priority items for Lee County:

- **Cyber Security** – Provide a comprehensive and cost effective, core cyber and endpoint security program that addresses the current threat environment. This program should be used as a basis to develop a more comprehensive program as part of a future budget. The program must include as part of the overall solution the following components:
 - a. **Managed endpoint security (virus/malware protection) for Desktops and Servers.**
 - b. **URL and DNS filtering and monitoring for mobile and fixed endpoints**
 - c. **Ongoing cyber security training for all end users**
 - d. **Ongoing phishing tests for all users**
 - e. **E-mail filtering and sandboxing**
 - f. **E-mail link strip and protect**
 - g. **E-mail archiving and legal discovery**
 - h. **100% E-mail uptime**
 - i. **External penetration testing**

- j. Systems to detect anomalous activity inside network*
 - k. Encrypted email solution*
 - l. Encryption on endpoints (desktops hard drives)*
 - m. Disable any lost or stolen laptops (Remote wipe)*
 - n. Inventory management*
- ***Comprehensive Backup and Disaster Recovery*** – Provide a comprehensive and cost effective backup and disaster recovery program to ensure all data is secured on and off-site while providing system level recovery options. What about file level backups and recovery on endpoints? The program must include as part of the overall solution the following components:
 - a. *Hardware and Software to protect all production server data and systems.*
 - b. *Backup data encrypted at rest and in transit*
 - c. *Off-site data storage in secure facility (Replicated copy of on-site?)*
 - d. *On-site data storage*
 - e. *Capability to rapidly restore individual or groups of server using onsite stored data in 24-48 hours*
 - f. *Daily management and monitoring of backups for consistency on and off-site*
 - g. *Routine backup restore testing*
 - h. *Automated monitoring and alerting of backup status*
 - i. *Automated monitoring and alerting of replication status*
 - ***Maintenance and Support*** – Provide a maintenance and support program to enhance and augment existing systems and resources as part of the overall solution. The program must include the following components:
 - a. *A Ticketing system to track all service requests with access provided to existing IT resources*
 - b. *Remote management capabilities*
 - c. *Patch management for MS desktops and Servers*
 - d. *Office hours and after hours support via helpdesk – phone, email and verbal*
 - e. *24/7 monitoring of Lee County’s network and email services with proactive communication and escalation protocols based on the severity of any unscheduled outages.*
 - ***Technology strategy planning*** – Working with current IT staff to develop a long term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
 - ***Solution design*** – Solution packages (e.g., hardware, software, licensing) and associated consolidation of data.
 - ***Procurement management*** – Selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, sourcing, and ordering of replacement parts.
 - ***Reporting and communication*** – Ensuring monthly reporting on all purchases, assets, current activities and issues, and project status reports.
 - ***IT policy review and development*** – Development of customized policies related to the use of technology.

- ***Implementation planning and guidance*** – Assistance in deployment planning and execution.
- ***Asset inventory management*** – Tagging, tracking, and management of warehousing and inventory.
- ***Life cycle management of hardware units*** – Process for end-of-life notification, replacement, and asset decommissioning/disposal.
- ***Software licensing control*** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation to meet compliance requirements.
- ***Architectural Documentation*** – Any changes made, and new implemented systems/policies will be documented and knowledge transfer to existing IT support staff.

5 ***Selection Criteria***

Lee County will use multiple criteria to select the most appropriate partner. Respondents are encouraged to be as aggressive and creative as possible in their proposals. The following list summarizes the major qualitative areas that will be evaluated, along with their overall weighting.

- Industry expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities
- Financial considerations

6 ***Response Contents and Format***

Please complete all sections of the RFP. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Your response to this RFP will serve as the basis for the consideration of your potential as a partner.

7 ***Information Requirements***

For the purposes of understanding more about your company and your ability to successfully fulfill this important Lee County requirement, please provide the information below as part of your response, clearly referencing each specific question.

7.1 ***Corporate Information***

1. Give a brief overview of your organization's involvement in providing IT value added services in the marketplace.
2. How long has the organization been in this business and what is your current market share?
3. Provide your organization's annual sales volume?
4. Indicate the number of employees in your organization. How many of those are dedicated to account management and/or technical support?
5. How many are full-time vs. contract?
6. What differentiates your organization from your competitors in the marketplace and how will this be relevant to us?

7. Please describe your organization's experience in transitioning clients to public or private cloud technology from more traditional IT service models.
8. Please provide details of three current customer accounts that are similar in scope and requirements to those of Lee County.
9. May want to contact customers and verify services (contact info of three current customers)

7.2 *Proposed Approach and Solution*

1. Please provide a proposed work plan for a migration to your organization as a Lee County preferred vendor. Specifically, provide the following information:
 - i. Key activities
 - ii. Timing
 - iii. Information/resource requirements from Lee County
 - iv. Deliverables
 - v. Key milestones, checkpoints, and other decision points
2. If we elect to move forward with your organization, what Lee County resources would you require (e.g., information, data, staff resources, communication) during the course of migration and on an ongoing basis?
3. Please identify the team that will be assigned to the account and describe how you plan to interact with us and any third party providers that may provide services to Lee County.
4. Please describe your experience in providing the following value-added services:
 - a. Remote backup
 - b. Technology strategy planning
 - c. Solution design
 - d. Procurement management
 - e. Technical support, including remote user support
 - f. Reporting and communication
 - g. IT policy review and development
 - h. Asset inventory management
 - i. Life cycle management of hardware units
 - j. Software licensing control
 - k. Comprehensive security solutions
5. Please describe your experience in providing server technology and service for your customers, focusing on planning, implementation, and ongoing support.
6. Can you provide specific examples of how you have worked with customers that began with significant technology limitations and helped to successfully transform them into organizations with well planned and executed technology strategies? What were the critical success factors in this transformation?
7. How can we be confident that hardware pricing levels will be aggressive and will remain highly competitive over a multi-year period during which new models may be introduced?

7.3 *Support*

1. Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.
2. Please provide details on your standard reporting capabilities.

3. Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end user perspective.
4. What options are available for user training and technical training that may be required by our staff?
5. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?
6. The Lee County user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.

7.4 Financials

1. Describe the pricing model(s) that you typically employ for your standard services.
2. Do you offer service bundles and if so, describe the effect of this bundling on pricing.

8 Communications and Response

Jason Schultz is the designated Lee County representative for this initiative. For any information, relative to this RFP, please direct all inquiries to his contact information is as follows:

Jason Schultz, IT Director
 Lee County Board of Commissioners
 102 Starksville Avenue North
 Leesburg, Georgia 31763
 schultzjd@lee.ga.us
 (229) 759-6000

9 Notification of Intent to Respond and Clarification Questions

Please indicate your intention to respond, by email, to the above email address by the *Intent to Respond and Questions Due* date outlined in the *Key Dates* table below. In addition, please provide the contact details of the individual responsible for coordinating your RFP response. At the same time, we ask that you submit any clarification questions regarding the RFP. Answers will be provided to all respondents by the *Answers Provided* date.

10 Response Delivery Instructions

Please submit a sealed bid of your proposal to the address indicated in the *Communications and Response* section above. All responses must be received no later than 2:00 pm ET on the *Proposals Due* date indicated in the *Key Dates* table below.

11 Vendor Presentations

Our intention is to hold presentations/demonstrations with one or more firms on the *Presentations* dates indicated in the *Key Dates* table below. The presentations will be held at the Lee County Board of Commissioners Office at 102 Starksville Avenue North, Leesburg, GA, and we will endeavor to provide the successful firms with as much advance notice as possible.

12 Key Dates

Event	RFP Issued	Intent to Respond and Questions Due	Answers Provided	Proposals Due	Presentations
Date	12-04-17	12-20-17	12-28-17	1-5-18	1-4-18
Time	11:00 A.M.			2:00 P.M.	

13 No Obligation

The submission of a proposal shall not in any manner oblige Lee County to enter into a contract or to be responsible for the costs incurred by your organization in responding to this request.

14 Agreement of Non-Disclosure

This document is considered to be proprietary and shall not be disclosed to any other party. It is designed, developed and submitted to potential partners of Lee County solely for the benefit of Lee County.

15 No Guarantee

Lee County makes no guarantee of future volumes and offers volume information for directional purposes only, to assist vendors with proposal preparation.

16 IT RFP EVALUATION SCORECARD

Before giving to reviewers the Procurement Team Leader should enter each evaluation criteria to be scored in first column and indicate the priority level under the “multiplier” column. The evaluation criteria with the highest priority will have the highest multiplier, e.g., “x 10” and the lowest priority criteria will have the lowest multiplier, e.g., “x 1”. Multiply the multiplier by “5” to obtain the highest number of points for each criterion (since “5” is the highest score).

Reviewers must check one score (0-5) for each criterion. Multiplying the marked score by the multiplier will result in the total points awarded for that criterion

NAME OF BIDDER: RFP TITLE: NAME OF REVIEWER:	<i>Score Unsatisfactory 0 pts</i>	<i>Score Satisfactory 1 pt</i>	<i>Score Good 2 pts</i>	<i>Score Very Good 3 pts</i>	<i>Score Excellent 4 pts</i>	<i>Score Outstanding 5 pts</i>	Multiplier	Points Awarded (mark score from (0-5 and multiply by multiplier)	Maximum Points Available (5 x multiplier)
<i>EVALUATION CRITERIA LISTING</i>									
EXAMPLE - 1						XX	(x 5)	25	25
EXAMPLE - 2				XX			(x 2)	6	10
EXAMPLE - 3			XX				(x 1)	2	5
1. Industry expertise and experience							(x __)		
2. Demonstrated customer service quality and support							(x __)		
3. Previous relevant experience							(x __)		

4. Vendor strength and stability								(x ___)		
5. Account management								(x ___)		
6. Reporting capabilities								(x ___)		
7. Financial considerations								(x ___)		

Comments on individual score selections or general comments during review of response: