

REQUEST FOR PROPOSAL
Solicitation No. 09-A007

**INTERNET TECHNOLOGY SERVICES FOR CARROLL COUNTY BOARD OF
COMMISSIONERS**

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The Carroll County Board of Commissioners requests proposals from interested and qualified firms to provide INTERNET TECHNOLOGY SERVICES for Carroll County. Specifications are listed in the attached Scope of Services.

Services provided shall meet all local, state and federal regulations as applicable.

Three (3) copies of the sealed proposal in response to this Request must be delivered to:

Carroll County Board of Commissioners
Purchasing Department, Room 410
423 College Street
Carrollton, GA 30117
Attn: Russ Benedict, Purchasing Manager

The proposal shall be delivered no later than **2:00 PM ET, December 15, 2008**. Each response should be marked on the outside of the envelope with **“Sealed Proposal – IT Services (Solicitation No. 09-A007), December 15, 2008”**.

Carroll County reserves the right to waive any informalities, to reject any and all bids, to evaluate bids, to accept portions of any bid, and to accept any bid, which in its opinion, may be in the best interest of the County. The County reserves the right to add to or delete from the contract after the contract has been awarded. Insurance certificates are required with all bids.

No proposals will be received or accepted after the above specified date and time of the proposal opening. Proposals submitted after the designated date and time will be deemed invalid and returned unopened to the proponent. Carroll County is not responsible for lost or misdirected mail. It is the bidder's responsibility to ensure no late bid is submitted. All proposals shall be valid for a period of sixty (60) days from the submission date.

Carroll County is exempt from all Federal, State and local taxes, including excise taxes.

Payment terms are NET 30 Days. Invoices must be mailed to:

Carroll County Board of Commissioners
P.O. Box 338
Carrollton, GA 30112
Attn: Don Johnson, Finance Department

R. Benedict
Purchasing Manager
Carroll County Board of Commissioners
Phone Number – (770)830-5868
rbenedict@carrollcountyga.com

**REQUEST FOR PROPOSAL
CARROLL COUNTY BOARD OF COMMISSIONERS**

**SCOPE OF SERVICES
INTERNET TECHNOLOGY SERVICES
(Solicitation No 09-A007)**

“County” in all instances refers to Carroll County Government

1. Intent

Carroll County Board of Commissioners is interested in contracting with an experienced professional **Internet Technology Services** company to provide all County departments information technology services in the area of network analysis and technical support, systems security and support, computer operations support, PC desktop technical support and software integration support. The required services and performance conditions are described in the Scope of Services.

2. Background

Carroll County has a resident population of approximately 110,000. The County workforce consists of approximately 550 employees that are distributed among 25 remote locations. The County is technologically advanced, and utilizes several methods to provide support and information to its staff and the public.

The County’s entire IT staffing (technical support, network administration, system administration, applications development, applications maintenance, database administration, and specific project development, implementation and support) is currently outsourced.

3. Submittal Requirements/Format

All work to be performed shall be carried out by qualified personnel. Qualified submittals shall include the following:

Three (3) copies of the sealed qualifications must be delivered to:

Carroll County Board of Commissioners
Purchasing Department, Room 410
423 College Street
Carrollton, GA 30117
Attn: Russ Benedict, Purchasing Manager

The qualifications shall be delivered no later than **2:00 PM ET on December 15, 2008**. Each response should be marked on the outside of the envelope with

“Sealed Proposal – IT Services (Solicitation No 09-A007), December 15, 2008”.

Format: The proposal shall be on 8 ½ x 11 inch paper and organized in sections following the order specified under contents.

Contents: Proposal shall contain the following information:

- A letter of transmittal signed by an individual authorized to bind the proposing entity.
- A Table of Contents listing the material by section and by page number.
- A list of current Carroll County or Georgia clients, including the names and addresses, for IT Services of approximately the same size and scope as the County’s for worked performed within the last three years.
- Complete the Summary Sheet and provide the name and title of the personnel who will be assigned to the project. Exhibit “A”.
- Provide a conceptual plan for services to the County that you believe are appropriate for the County. Indicate how the resources of your firm (e.g. number and type of personnel allocated by hours) will be allocated for this project. Submittal of a project schedule is required for this proposal.
- Complete the acknowledgement of compliance for insurance requirements and attach a copy of a valid insurance certificate for the firm’s general liability, proof of adequate worker’s compensation coverage for employees, and Performance Bond. Exhibit “B”.
- Degree of work, if any, that is to be subcontracted.
- Hourly fee schedule for services above and beyond the scope of this contract if applicable.
- Complete the Certificate of Qualifications. Exhibit “C”.

4. County Point of Contact

All questions regarding the project should be directed to: Russ Benedict at (770) 830-5868 rbenedict@carrollcountyga.com

5. Minimum Criteria Used to Determine Responsibility and Responsiveness of Proposals

- Does the Provider demonstrate an understanding of the County’s needs?

- Can the Provider respond to customer service requests in a timely manner?
- Does the Provider possess the ability, capacity, skill, and financial resources to provide the requested service?
- Can the Provider take upon itself the responsibilities set forth in the RFP and produce the required outcomes in this RFP?
- Has the Provider performed satisfactorily in previous contracts of similar size and scope; has it otherwise demonstrated its capacity to perform the contract the County seeks to establish through this RFP?
- All work performed shall be of the highest quality in accordance with good practices, procedures and industry standards. The contractor must conform to all Federal, State and Local laws and governmental regulations.
- Knowledge of operating system architectures, characteristics, commands and components, applicable to computer platforms/operating environments used in the County, network security including experience with secured and sensitive information, network architectures and theory and principles of design, integration and administration, including topologies and protocols; principles, practices and methods of systems/network administration and maintenance, including configuration, performance tuning and security; principles, methods and techniques for layout, installation, configuration, integration and operation of network, systems, equipment and devices; Internet/intranet technologies and design concepts and techniques, including firewall configuration and applicable programming languages; principles and practices of systems analysis and design; methods and techniques for performing connectivity testing and network analysis and troubleshooting, including use of diagnostic tools and equipment; computer programming principles, techniques and procedures for business and technical system applications; standard programming languages and utilities similar to those used by the County; basic project planning, prioritizing and scheduling techniques; standard business and office software packages. Included are Microsoft Windows XP, Windows 2003, Exchange 2003 and standard accompanying software, such as: MS Office 2003 and 2007, and all of their components such as Outlook Email System.
- Licenses; Certificates; Special Requirements; Competencies:
 - (a) A valid Class “C” Georgia driver’s license.

(b) Certification as a Certified Network or Systems Engineer or Certified Network of Systems Administrator is highly desirable.

(c) At a minimum, 2 Microsoft Certified Professionals. Certification should not (or shall) be no older than 18 months and should include at least one certification under the new Microsoft Certified Technology Specialist Program.

(d) Additional competencies should include:

- Networking Infrastructure Solutions (Network Engineering)
- Information Worker Solutions (Desktop Solutions – email, Word, Excel, etc.)
- OEM Hardware Solutions (Systems builders)
- 3-5 years Enterprise level Experience Routing and Firewall Technologies (CISCO a plus)
- 2 Years Enterprise Level Security Experience, focusing on intrusion detection and prevention
- 3-5 Years Enterprise Level Disaster Recovery and Network Triage

6. Scope of Services

The Scope of Services, as may be modified through negotiation and/or by written addendum issued by the County, will be made a part of the Agreement. Provider will provide oversight of the County's Information Technology (IT) services for all County departments and offices. The number of users/desktops supported is approximately 200 including over 20 servers and may grow during the length of the contract term. In addition, all routers, firewalls, switches, battery backups, network storage devices, network copiers, scanners and printers will be supported. The desktop/network environment is Windows XP, Windows 2000 and Vista/Server 2000 and 2003.

Services shall include, but not be limited to, the following services and materials:

- On-site support during normal business hours.
- Emergency after-hours support for critical systems.
- Email technical support
- Web Page support
- After-hours support, for critical systems that may not be available during normal business hours.

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does

not exclude them from the position if the work is similar, related to, or a logical assignment to the class. The minimum duties are as follows:

Perform systems administration functions for the County's multiple servers, including administering system-level security procedures and protocols; established and maintain user accounts, assign file permissions; install, upgrades, configure, test, maintain and support operating system software in a production environment; review performance logs and monitor systems performance; troubleshoot and resolve system hardware, software and communications problems; perform configurations and adjustments to enhance database file capacity; perform automated and manual backup and restore processes. All system files are backed up on a daily basis. Consultant shall ensure that all backup processes are scheduled and performed successfully and that the backup media is accessible and files can be restored.

Perform network administration functions including the maintenance of network functionality and the installation, upgrade configuration, integration and troubleshooting of network software and network devices; internet and intranet support; fine-tune hardware and software to optimize network performance and functionality; administer the firewall; filter, and administer network security. Maintain the County's wireless network configuration. System upgrades include virus protection and spam filtering.

Provide desktop and applications support including installing PC's, laptops, smart phones, printers, peripherals, scanners, copiers, and office automation software; diagnose and correct desktop application problems, configure laptops and desktops for standard applications, and identify and correct end user hardware problems. Support for Desktop PC's including on-site troubleshooting of all hardware and software problems.

Research and recommend solutions for technology needs, compatible with the County's technology architecture and infrastructure and resource constraints; solicit quotes and recommends products and vendors.

Identify and evaluate hardware and software needs; recommend replacement of equipment and software. Deploy, maintain and repair or coordinate the repair of hardware and devices.

Evaluate the current system, monitor trends and developments in computing, networking and multi-platform communication technologies; evaluates new operating system and/or network software, hardware, methods and techniques to improve systems/network reliability and performance; plan and coordinate migration to new technologies.

Provider will provide strategic planning and oversight of the County's Information Technology (IT) services and contribute to the development and

implementation of long-term plans, goals and objectives to achieve County technology priorities.

Recommend policies, procedures and standards for implementation and use of IT.

Administer the County's software licensing while ensuring compliance.

Install, configure and test software packages; provide user support, conduct user software and hardware training and works with County staff to formulate technology solutions and ensure the effective safeguarding and sharing of enterprise data.

7. Terms

The Term of the Agreement will be for one (1) year. Renewal options will be for additional terms of (1) year and shall be in full compliance with O.C.G.A § 36-60-13.

8. Insurance Requirement

Provider shall procure and maintain insurance for the duration of the contract against claims for injuries to persons or damages to property, which may arise from or in connection with the performance of the work hereunder by Provider, its agents, representatives, or employees.

Types of Insurance Required: As a condition precedent to the effectiveness of this Agreement for work to be performed hereunder and without limiting the indemnity provisions of the Agreement, the Provider in partial performance of its obligations under such Agreement, shall procure and maintain in full force and effect during the term of the Agreement, the following policies of insurance. If the existing policies do not meet the Insurance Requirements set forth herein, Provider agrees to amend, supplement or endorse the policies to do so.

- (a) General Liability: \$1,000,000.00 combined single limit per occurrence for comprehensive coverage including bodily injury, personal injury and property damage for premises/operations, products/completed operations, contractual liability, independent contractors, broad-form property damage.
- (b) Workers' Compensation and Employers' Liability: Workers' Compensation limits as required by the Labor Code of State of Georgia and Employers Liability of \$100, 000.00 per accident.
- (c) Performance Bond: A Performance Bond shall be required by Contractor for an amount equal to or greater than twelve (12) months of the estimated pro-rated monthly fee and in a form approved by the County Attorney.

The bonding company must be authorized to do business by the Georgia Secretary of State and by the Georgia Insurance Department and authorized for the placement of the bond for the purposes of this Contract. An original/certified copy of the Bonding Company's Certificate of Authority must be attached to the bond. The Certificate of Authority may be obtained from the Georgia Insurance Department. Bonding company must have a minimum AM Best rating of A-6 or higher. Bonding Company must be listed in the Department of the Treasury's publication of companies holding Certificates of Authority as acceptable surety on Federal Bonds and as acceptable reinsuring companies (Department Circular 570, as amended). In the alternative, a cash deposit, escrow account, or other instrument of financial security in a form approved by the County Attorney shall be acceptable. The Performance Bond shall be returned to the County Attorney within fifteen (15) days of Contractor's execution of the Contract. If this Contract is renewed, the Performance Bond shall be due to the County Attorney no later than fifteen (15) days of renewal.

A "Certificate of Liability Insurance" showing Carroll County Board of Commissioners, as the Certificate Holder, will be provided.

9. Price

- Proposals should provide a straightforward and concise description of the proposed services, a description of facilities and equipment, a complete description of the total cost of all services and equipment in sufficient detail for the Board of Commissioners to be able to make a determination as to whether the proposed price is "responsible and responsive" and in the best interest of County Government and consistent with the RFP.
- Invoices will be submitted monthly to:

Carroll County Board of Commissioners
P.O. Box 338
Carrollton, GA 30112
Attention: Don Johnson, Finance Department
- Accounts are NET 30 DAYS.

10. Method of Selection

The County is using the Competitive Sealed Proposals method of source selection for this procurement. An award, if made, will be made to the responsible provider whose proposal is most advantageous to the County, and most responsible and

responsive as required by law, taking into consideration the factors set forth in this RFP.

Providers submitting proposals may be afforded an opportunity for discussion, negotiation and revision of proposals as authorized by O.C.G.A § 36-91-21. Discussions, negotiations and revisions may be permitted after submission of proposals and prior to an award for the purpose of obtaining the best and final offers. In accordance with their requests for proposals, all responsible providers found by the governmental entity to have submitted proposals reasonably susceptible of being selected for the award shall be given the opportunity to participate in such discussions, negotiations and revisions. However, during the process of discussion, negotiation and revision, the government entity shall not disclose the contents of proposals to competing providers. The final decision with regard to the selection of an IT provider shall be made by the Carroll County board of Commissioners. All proposals shall be valid for a period of sixty (60) days from the submission date.

11. Terms and Conditions of Contract for Services

A contract resulting from this RFP shall be subject to the terms and conditions set forth by the Carroll County Board of Commissioners that are consistent with this RFP.

CARROLL COUNTY BOARD OF COMMISSIONERS

SUMMARY SHEET

Firm Name: _____

Firm Parent or Ownership: _____

Firm Address: _____

Firm Telephone Number: _____

Firm Fax Number: _____

Number of years in existence: _____

Management Contact (person responsible for direct contact with Carroll County and services required for this Request for Qualifications):

Name: _____ Title: _____

Telephone Number: _____ Fax: _____

Email: _____

Project Manager (Person responsible for day-to-day servicing of the account):

Name: _____ Title: _____

Telephone Number: _____ Fax: _____

Email: _____

Types of services provided by the firm: _____

CARROLL COUNTY BOARD OF COMMISSIONERS

**CONTRACTOR'S ACKNOWLEDGEMENT OF COMPLIANCE WITH
INSURANCE REQUIREMENTS FOR IT SERVICES REQUEST FOR
PROPOSALS**

Contractor agrees, acknowledges and is fully aware of the insurance requirements as specified in **Insurance Requirements** of the Request for Proposals for IT Services, and accepts all conditions and requirements as contained therein.

Consultant: _____
Name (Please Print)

By: _____
Contractor's Signature

Date: _____

This executed form must be submitted with Scope of Work proposal.

CARROLL COUNTY BOARD OF COMMISSIONERS

CERTIFICATION OF QUALIFICATIONS

1. The undersigned hereby submits its proposal and, by doing so, agrees to furnish Services to the County in accordance with the Request for Proposal (RFP), dated November 17, 2008, and to be bound by the terms and conditions of the RFP.
2. This firm has carefully reviewed its proposal and understands and agrees that the County is not responsible for any errors or omissions on the part of the proposer and that the proposer is responsible for them.
3. It is understood and agreed that the County reserves the right to accept or reject any or all proposals and to waive any informality or irregularity in any proposal received by the County.
4. The proposal includes all of the commentary, figures and data required by the Request for Proposal, dated November 17, 2008.
5. The proposal shall be valid for 90 days from December 15, 2008.

Name of Firm: _____

By: _____
(Authorized Signature)

Type Name: _____

Title: _____

Date: _____