



BUFFALO COUNTY

IT Managed Services – REQUEST FOR PROPOSAL

ISSUED DATE: 8/1/2018
SUBMISSION DATE: SEPTEMBER 14, 2018 AT 4:00 P.M. CENTRAL STANDARD TIME

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1 Request for Proposal (RFP)

Buffalo County 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 Buffalo County over a three years period, beginning on January 1, 2019 and ending no later than December 31, 2022. Following the initial term, there is a possibility to renew this contract for multiple a two year term.

2 Introduction to Buffalo County

Buffalo County is located within the unglaciated, Driftless Area of Western Wisconsin, covers approximately 712 square miles with an estimated total population of 13,975.

The county employs approximately 130 employees, including full-time, part-time, limited-term, and seasonal. County operations include a highway department, a law enforcement agency, a state circuit court system, a health and social services department, an aging and disability resource center, and other governmental related functions.

3 Overview of Current Buffalo County IT Environment

- **Who is in charge of the environment?**

The Administration Office oversees the IT functions for the County with assistance from our contracted provider and department managers. A Technology Committee has been established to review on-going IT operations. The Finance Committee is responsible for approval of the funding and budget.

- **How many users?**

We have approximately 203 users being filtered by SpamTitan. 215 users (mailboxes) in Exchange (mail server) and 203 users (mailboxes) being filtered by SpamTitan.

- **How many locations do users work from?**

Buffalo County Courthouse and Buffalo County Highway Shop

- **Do users work remotely?**

Yes, using SSL VPN

- **How man PC's and laptops?**

78 managed PC's
29 managed laptops

This number does not include Sheriff's department squad car laptops or other devices such as spare laptops that don't get used very often.

- **How many mobile devices?**

Vendor may be asked to assist users with their smartphones for setting up e-mail but will not be asked to monitor or manage.

- **Is it a PC environment?**

This is a PC environment.

- **How many servers?**

There are 16 virtual, 2 ESX hosts, 1 SAN and 2 non-critical physical. This does not include 3rd party vendor servers.

- **Where are those servers located?**

Servers are located at the Buffalo County Courthouse – 407 S 2nd Street in Alma, Wisconsin

- **Explain the network environment.**

The floors of the courthouse are connected over a fiber backbone with 1GB managed HP switches. The network is a Windows network with most of the servers in the server room in a controlled environment. There are a few VLAN's, with the sheriff's department on a separate VLAN for security. The Sheriff's Department 3rd party vendor servers are stored in the records room and dispatch center.

The phone system is presently maintained by MARCO and runs over the 1GB managed HP switches.

All PCs and laptops are Windows.

Most of the managed servers are virtual using WMware and connected to a SAN with iSCSI.

- **What is the backup process?**

The Windows servers are located on a SAN. Most of the servers are virtual, and those servers are backed up using Veeam to a NAS located at the Buffalo County Highway Shop. Some of the servers are maintained by different vendors, and those vendors are responsible for the backup solution or recovery.

- **How current is the hardware and software?**

Most of the software falls in the manufacturer support window. There may be some older versions of Microsoft Office in the courthouse (Office 2010 for example). PC hardware is supposed to be rotated out every 5 years. Servers and SAN are all covered under warranty, and fall within the 5 year support window. Switches vary, with some switches around a year old, and other switches up to 7 years old.

- **Who is currently providing technical support and guidance?**

Ironcore maintains the PC and server network. 3rd party vendors maintain the AS400 and certain applications specific to that department. The Sheriff's Department has the most 3rd party applications and hardware.

- **Are there any ad hoc or custom solutions that have been implemented that a vendor should be aware of?**

Buffalo County uses common industry hardware and software. Dell PC's, Dell servers, Dell SANS's, HP switching, Cisco firewalls, Windows OS and Windows Server software. Some 3rd party vendors may use proprietary software or hardware, but those vendors are responsible for their hardware and software.

4 Value Added Service Requirements

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

- **24 x7x365 Onsite and Remote Support Services**

Telephone based and remote support via software agent
Helpdesk service hours, 8:30 a.m. to 6:00 p.m., Monday – Friday, 8:30 a.m. to 12:30 p.m. on Saturdays
Onsite support and travel time
After Hours and Emergency Support

- **Project Planning & Implementation Services**

Project planning and needs development with Department Managers and County IT Committee

Project implementation services, including (but not limited to):

- New server installations and current server upgrades/migration
- Department new PC refresh installations
- Server and software installation for 3rd party vendors

New firewall/router configurations and installations

- **Proactive PC/Workstation Management and Monitoring**

- Software agent based 24x7x365 PC monitoring
- Service desk (Automatic/Proactive Management of Incidents)
- Preventive Maintenance & Security – Windows Updates
- Preventive Maintenance & Security – Software Updates (Adobe, Java, etc.)
- Automated Hardware & Software Optimization (dis defrag, clear temp files, etc.)
- Malware & anti-virus software protection monitoring and management
- Rapid problem resolution
- PC systems documentation and performance reporting
- Automated weekly and monthly system status and performance reporting. Reports can be sent to individuals, IT Committee, etc.

- **Proactive Server & SAN Management and Monitoring**

- Software agent based 24x7x365 Server monitoring
- Monitoring and management of critical Dell SAN shared storage
- Service desk (Automatic/Proactive Management of Incidents)
- Preventive Maintenance & Security – Windows Updates
- Preventive Maintenance & Security – Software Updates (Adobe, Java, etc.)
- Automated Hardware & Software Optimization (disk defrag, clear temp files, etc.)
- Monitoring and management of system backup jobs
- Installation, configuration, and management of Server software
- Adds/moves/changes to server domain users
- Active/Retired Asset Audit and Reporting
- Server systems documentation and performance reporting
- Malware & anti-virus software protection monitoring and management
- Server license management
- Automated weekly and monthly stems status and performance reporting. Reports can be sent to individuals, IT Committee, etc.

- **Proactive Network & Firewall Management and Monitoring**

- Monitoring and management of critical Cisco and Meraki firewalls
- Review of firewall security protocols and VPN access
- Firewall software upgrades
- Configuration of secured VPN access for remote users and to outside systems
- Segregation of networks and systems as required for enhanced security
- Ensuring appropriate security protocols and access methods for all wireless access points
- Configuration and maintenance of network switches and other network infrastructure
- Firewall configuration changes and updates

Configuration and implementation of Intrusion Prevention System and Web filtering on Meraki firewall

- **Proactive Environment Management and Administration**

Quarterly Technology Management & IT Committee Meetings

License compliance monitoring and license management

Annual Technology Budget creation in conjunction with Department Managers and IT Committee

Management of technical vendor relationships and vendor communication

Asset management and tracking of in-service schedule for network and PC hardware

Assistance to Department Managers and IT Committee for cost effective and time efficient procurement of hardware and software

Assistance to the IT Committee for development of a comprehensive Disaster Recovery Plan

5 *Selection Criteria*

Buffalo 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 Buffalo 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. In what cities do you maintain offices?
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. Will you subcontract any components of the proposed solution to third party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.
8. Please describe your organization's experience in transitioning clients to cloud-based technologies from more traditional IT service models.
9. Please provide details of three current customer accounts that are similar in scope and requirements to those of Buffalo County.

7.2 Proposed Approach and Solution

1. Please provide a proposed work plan for a migration to your organization as a Buffalo County preferred vendor. Specifically, provide the following information:
 - i. Key activities
 - ii. Timing
 - iii. Information/resource requirements from Buffalo County
 - iv. Deliverables
 - v. Key milestones, checkpoints, and other decision points
2. If we elect to move forward with your organization, what Buffalo 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 Buffalo County.
4. Please describe your experience in providing the following value-added services:
 - a. Technology Roadmap
 - b. Solution design
 - c. Network and email system monitoring
 - d. Remote backup
 - e. On-demand Technology Training
 - f. Managed Cyber Security
 - g. Procurement management
 - h. Technical support, including remote user support
 - i. Reporting and communication
 - j. IT policy review and development
 - k. Implementation planning and guidance
 - l. PC deployment
 - m. On-site implementation of business applications

- n. Asset inventory management
 - o. Software licensing control
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. Describe any user groups, websites, newsletters, conferences, or any other means you support for sharing information and soliciting service feedback.
6. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?
7. Buffalo 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. Please indicate the charges associated with each of the following services, including the key driver of each cost and whether it is included in a standard per-unit cost vs. charged on an ad hoc basis.
 - Technology Roadmap
 - Solution design
 - Network and email system monitoring
 - Remote backup
 - On-demand Technology Training
 - Managed Cyber Security
 - Procurement management
 - Technical support, including remote user support
 - Reporting and communication
 - IT policy review and development

- Implementation planning and guidance
 - PC deployment
 - On-site implementation of business applications
 - Asset inventory management
 - Software licensing control
3. Do you offer service bundles and if so, describe the effect of this bundling on pricing?

8 Communications and Response

Sonya J. Hansen is the designated Buffalo County representative for this initiative. For any information relative to this RFP, please direct all inquiries to her contact information is as follows:

Sonya J. Hansen
 Buffalo County Administrative Coordinator
 608-685-6235
Sonya.hansen@co.buffalo.wi.us

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 an electronic copy of your proposal to the email address indicated in the *Communications and Response* section above. All responses must be received on or before September 14, 2018 at 4:00 p.m. (CST) 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 Buffalo County at the Courthouse located at 407 S. 2nd Street in Alma, Wisconsin and we will endeavor to provide the successful firms with as much advance notice as possible.

12 Key Dates

	RFP Issued	Intent to Respond and Questions Due	Answers Provided	Proposals Due	Presentations
Event					
Date	8/1/2018	August 10, 2018	August 17, 2018	September 14, 2018	September 19, 2018

Time	10:00 a.m.	4:00 p.m.	4:30 p.m.	4:00 p.m.	1:00 p.m.
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13 No Obligation

The submission of a proposal shall not in any manner oblige Buffalo County to enter into a contract or to be responsible for the costs incurred by your organization in responding to this request. Buffalo County reserves the right to reject any and all proposals in its sole discretion, and to negotiate the terms of the contract, including the contract amount, with the selected respondent(s) prior to entering into a contract. If none of the proposals are deemed acceptable, Buffalo County reserves the right to seek additional proposals after the proposal date. The successful respondent will be required to comply with all Equal Opportunity laws and regulations as well as other federal, state, and local regulations.

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 Buffalo County solely for the benefit of Buffalo County.

15 No Guarantee

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