



## Gilpin County

### REQUEST FOR PROPOSAL - RFP

#### *INFORMATION TECHNOLOGY SERVICES*

*DEADLINE: Friday, April 26, 2024, 6 p.m.*

#### **I. Introduction**

Gilpin County is inviting proposals from qualified consulting firms to provide for Information Technology (IT) services and Managed Network Services (MNS). Gilpin is located approximately 35 miles west of Denver in the Colorado Rocky Mountains.

##### **Current Assets and IT Infrastructure**

- Ten (10) buildings with staff, computers and/or servers.
- 200 staff members
- 150 laptop/desktops
- 16 physical servers
  - 17 Hyper-V server
  - 4 Hyper-V workstations
- Hybrid M365
- One on-staff and full-time IT specialist that works normal business hours (M-TH, 7:30 a.m. to 5:30 p.m.)

#### **II. Scope of Work**

Gilpin County is seeking a qualified firm to provide a broad range of IT services and MNS within the organization, while simultaneously ensuring prudent use of resources, staff hours and to limit redundancy between or County IT Specialist staff and contract services. The successful firm will ensure the efficient operation of the County's data networks, servers, workstations and related computer systems for staff, Enhance the timeliness and quality of service to departments regarding computer and/or technology, and maximize the return on investment (ROI) for technology improvements. Such services include, but are not limited to:

- Server administration
  - Manage computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Monitor server performance and capacity. Provide for control of County server architecture for remote maintenance by the vendor.
  
- Hardware and Software Maintenance and Procurement
  - Purchase all IT related hardware and software on behalf of the County, with no or minimal markup. Provide for a minimal annual audit of all hardware and software for maintenance and replacement. Develop a capital replacement schedule for IT related equipment. Ensure scheduled and regular preventative maintenance and replacement for equipment is promptly and properly performed; maintain the maintenance and replacement records on the equipment; develop operations, administrative and quality assurance back-up plans and procedural documentation.
  
- Desktop Hardware and Software Support
  - Performance of basic support functions, including the installation of staff personal computers (PC), printers, peripherals, and software; training and educating users; diagnosis and correction of desktop application problems; configuring of PC's for standard applications; identification and correction of user hardware problems; assist with warranty and other technical support. Set up new users and edit or remove users in the environment to be sure that users have proper access or restrictions as may apply to Gilpin County files. Patch deployment for hardware and software where necessary. This scope also includes the management of cloud-based accounts and applications used by County staff.
  
- Network Administration
  - Scope of activity includes all County equipment including switches, firewalls, routers, wireless access points, and other security devices. Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades. Manage backup and disaster recovery systems. The scope also includes primary installation of network printers, scanners, and copiers, to include those being used locally. Complete proactive monitoring of network equipment including bandwidth utilization, and other performance indicators, with reporting when specified thresholds are reached. Maintain County campus-wide network diagram.
  
- Security and Backup
  - Maintenance of virus/malware detection and spam reduction programs on County servers, email, computers and laptops. Perform periodic security audits and notify management personnel immediately of suspected breaches of security or intrusion detection. Develop cyber security incident planning to include procedures for assessment, investigation, remediation, crisis management, and recovery. The

successful firm will retain cyber security incident insurance with coverage in the amount of at least \$1,000,000. The scope also includes a data backup policy with procedures in place to handle daily, weekly and monthly backup of the computer data, information, and email, and a procedure to restore systems and data if servers go down and/or individual computers fail. The successful firm will manage the deployment and maintenance of multi-factor authentication on all eligible applications used by County staff.

- Zoom Phones
  - Maintain, program, order and service Zoom phones and auto-attendants at County Facilities. The scope includes porting over any phone numbers necessary, updating any auto-attendants for departments as well as configuration of onboarding and offboarding staff.
- County Internet Service
  - Internet is currently provided to seven County buildings from the Justice Center utilizing Wireless internet. This service must be maintained and serviced regularly.
  - Respondent to the proposal should be certified in Ubiquiti UISP in order to manage this system.
- Camera System
  - Configure, manage and maintain camera systems at Courthouse, Community Center, HHS building, Transfer Station, and Rollinsville. Scope is to include procurement of replacement or additional cameras as needed. NVRs shall be monitored, updated and reviewed consistently.
- Strategic Planning
  - Engineering, planning, and design services for major system enhancements, including installations and upgrades of new or existing systems on a minimal annual basis on a department-by-department basis. Planning for upgrades and/or enhancements will include a robust assessment of current technology systems, immediate upgrade/enhancement needs, and future upgrade/enhancement needs. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchasing and technology needs. Keep the County up to date on new technology changes and uses that will enable the County to increase efficiency and reduce costs. Install new servers, software, and hardware and transfer data when required. Strategic planning, design, and installation/upgrade of core network systems. Assist with policy formulation and application.
- Support
  - End user support must be timely, friendly, professional, and based in the United States.

- Is subject to the following **Service Level Agreement**:

<b>Incident Level</b>	<b>Scope</b>	<b>Initial Response</b>	<b>Resolution</b>	<b>End-user Updates</b>
Urgent / Emergent	Critical systems down, threat to public safety or property.	Within 15 minutes of notification of issue.	24x7 support until resolution is reached or a viable alternative is in place.	2 hours with regular updates.
High	Effects multiple workgroups, time sensitive processes.	Within 2 hours of notification of issue.	24x7 support until resolution is reached or a viable alternative is in place.	Daily.
Standard	Effects single user or workgroup.	Within 4 hours of notification of issue.	Within 2 business days.	Every other business day.
Low	Effects single user and a temporary solution is in place, account setup, change requests, how-to questions.	Within 1 business day of notification of issue.	Within 5 business days.	Upon resolution.

- End User Training
  - Provide training for various technology as needed. This would normally be for common software or hardware used in a business setting or new equipment installed. This can be at the request of a County employee or when a need is identified by the vendor.
  - Regular training of County employees on best practices to minimize cyber intrusions of County IT systems.
- Additional Services
  - Maintain and manage SSL certificate renewals, Domain Name registrations and DNS records for the County.
- Liaison
  - Act as the liaison to each department's third-party vendors when IT issues arise. Submit and track status of tickets to respective third-party vendors and update Department Head/Elected Official of status in a timely manner. This scope includes the coordination of server refresh installations and/or migrations.
  - Act as the liaison to the County's phone system vendor(s), outside of Zoom, that maintain the plain old telephone service (POTS) and County 911 system.
- Public Records

- Assist, as needed, in public records key word searches through active and archived email and network files of current and former employees as required under Colorado Open Records Act (CORA).
- Transition
  - Assist in the transition of all IT services, accounts, County owned IT assets, and other aspects of the County's IT system as necessary if and when the County selects a new firm to perform IT services. This is to affect a clean transition of the County's IT system while ensuring continued operation of County services.
- Alternatives
  - Vendors may propose alternative services, if the vendor can demonstrate alternatives will significantly improve IT effectiveness, enhance its quality of services, minimize its support cost, and maximize return on investment in IT.
- Customer Feedback and Reporting
  - All service requests shall include a record of the incident response to include the incident level, the incident timeline, a description of the resolution reached, and customer feedback received. Feedback will be requested from County employees following all service requests. The County shall be granted to access to all raw incident response records, and the successful vendor shall include reports of incident response within quarterly reports provided to the Board of County Commissioners on prescribed dates.

Professional Services and all documents prepared for the County by the Contractor shall conform to all applicable federal, state, and local laws, rules, regulations, ordinances, codes, and orders.

In performing the work, the Contractor shall use the degree of care and skill ordinarily exercised under similar circumstances by members of the same profession working in the Denver-Boulder metropolitan area. The Contractor represents to the County that the Contractor is, and its employees performing such work are, properly licensed and/or registered within the State of Colorado for the performance of the work (if licensure and/or registration is required by applicable law) and that the Contractor and its employees possess the skills, knowledge, and abilities to competently, timely, and professionally complete the work

### **III. Submittal Requirements**

This Request for Proposal (RFP) describes the requested scope of services and information to be included in each proposal. Failure to submit information to the County in accordance with the requirements of this RFP and its procedures may be cause for disqualification. The proposal should be concise and complete, covering all items identified, emphasizing an understanding of the project and the resources to perform the intended work. Unclear, ambiguous statements such as "all reasonable effort to provide" must be avoided. Failure to address any of the requirements may be subject to rejection and/or misinterpretation. Inability to meet any specified requirements must be so stated and thoroughly explained.

Proposals are to be addressed to the Gilpin County Board of County Commissioners, in accordance with the Instructions to Proposers and all other requirements as referenced in this RFP. Proposals will be received until the Proposal Closing Date and Time set forth on the cover page of this RFP, at which time a representative of the County will publicly announce the names of those firms or individuals submitting proposals. No other public disclosure will be made if and until award of contract.

The RFP Submittal shall include the following:

**1. Letter of Transmittal**

The letter of transmittal must contain the following statements and information, and is not intended to be a summary of the proposal:

- Company name, address, and telephone number(s) of the firm submitting the proposal.
- Name, title, address, email address and telephone number of the contact person or persons, authorized to represent the firm and to whom to direct correspondence.
- Taxpayer identification numbers of the firm.
- Brief statement of your understanding of the services to be performed and a positive commitment to provide the specified services.
- Signature of a corporate officer or other individual who is legally authorized to bind the applicant to both its proposal and cost schedule.
- Statement which indicates "proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with Gilpin County."
- Statement which indicates "all IT personnel assigned to work at Gilpin County will be CJIS certified no later than January 1, 2024", and, if available, a copy of CJIS certification.

**2. General Vendor Information**

Please provide the following:

- Length of time in business
- Total number of clients
- Number of full-time personnel
- Location of office which would service this account

**3. Technical Proposal**

Provide a detailed technical and narrative response regarding the ability to provide the components as stated within the Scope of Work. The Evaluation Criteria listed in the Evaluation of Proposals section below provides additional information and the criteria that evaluators will use:

- a. Understanding the Proposal. Responses will include comprehensive information and narrative statements that illustrate proposer's understanding of the requirements of the project and the project schedule.
- b. Methodology Used for the Proposal. Responses will include comprehensive information and narrative statements that set out the methodology they intend to employ and illustrate how the methodology will serve to accomplish the work.

- c. Management Plan for the Proposal. Responses will include comprehensive information and narrative statements that set out the management plan they intend to follow and illustrate how the plan will serve to accomplish the work.
- d. Experience and Qualifications. Responses will include a detailed explanation of your experience with similar projects and employees.
  - i. Provide a detailed narrative describing your firm’s experience with a minimum of three (3) projects of similar size and scope in the past five (5) years.
  - ii. Provide a narrative description of the organization and capabilities of the project team and a personnel roster that identifies each person who will actually work on the contract.
  - iii. Provide a minimum of three (3) current or former clients where work has been performed within the last five years who may be contacted with respect to your firm’s reputation for high quality of work, responsibility and efficiency. Include the name, address and telephone number of the executive in each organization who can speak knowledgeably about the quality, timeliness and cost of your work.

**4. Financial/Cost Proposal** - Submit pricing/cost information in a separate package from the technical proposal, clearly marked on the outside. Do not include costs in the technical proposal. Electronic copies of proposals will include separate files for financial and technical proposals. Separate discs or drives are not required.

Submit a detailed cost proposal including all costs and charges for the proposed services, including any, fees, training, implementation, and any other costs required. Break down the cost proposal to indicate all costs.

In addition to the above, provide an hourly cost for your services broken down by position as in the below example. This hourly cost will serve as the primary metric by which your cost proposal will be evaluated. Please see questions 8, 9, 10, and 11 in the Q&A section for more information. The County is currently fully supported by an MSP for IT services. With the addition of an in-house IT specialist, the County expects a six-month trial period from July to December that will determine needs and delineate responsibilities between the in-house IT specialist and the successful MSP. An estimate of hours worked is not expected as part of your proposal.

- The proposal must contain a fee schedule that includes hourly rates for the proposed consultant billing and services below.

<u>POSITION</u>	<u>RATE</u>
Principal	\$_____
Senior Project Manager	\$_____

Project Manager \$ \_\_\_\_\_

Administrative Support \$ \_\_\_\_\_

- Describe how your services are priced, and any specific pricing you are able to provide.
- Define any additional charges (e.g. travel expenses).

#### 5. Descriptive Pages and Brochures –

All standard descriptive informational pages and brochures should be submitted in a section titled "APPENDIX."

#### IV. Evaluation Criteria and Process

A project committee will evaluate all proposals. Proposals shall be evaluated on the basis of the Evaluation Criteria noted herein. The committee may make a selection on the basis of the proposals received, or may choose to "shortlist" prospective firms for further negotiations. The firm selected for the award will be chosen on the basis of the apparent greatest benefit to the County, and not necessarily on the basis of lowest price. Individual interviews may be required for the top firms who have submitted the required information.

<b>Evaluation Criteria</b>	<b>Weight</b>
Cost	30%
Understanding of the project and / or services required	25%
Years in business / experience / history working with government	15%
Methodology / functionality / service or project plan	15%
Management plan / administration	10%
Preference for minority and women owned businesses / labor surplus area firms	5%
<b>TOTAL</b>	<b>100%</b>

Gilpin County will take all necessary affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible.

Reference checks, when conducted, will not be rated but will be considered on a "pass/fail" basis.

Following an individual rating period, the evaluation team will meet to discuss the initial rating and may choose to make an award at that time. Failure of the proposer to provide any information requested in this RFP may result in disqualification of the proposal.

This request for proposal is not a competitive bid based on price only. The Request for Proposal allows Gilpin County to select the contractor that best meets the needs of the County, taking into consideration proposer qualifications, price, and service capabilities and other factors relevant to the County's policies, programs, administrative resources, and budget.

This RFP has been published at the Rocky Mountain Bid Net System and on the County website, which may be accessed at the following links:

<https://www.bidnetdirect.com/colorado>



<https://gilpincounty.colorado.gov/news-notice/request-for-proposals-rfps>

Any modifications to this RFP or addenda pertaining to this RFP will be published to the Bid Net System and on the County Website, and all proposers are responsible to periodically check both locations for relevant updates prior to the submittal of a proposal.

**Written Inquiries** – Interested applicants may make written inquiries concerning this RFP to obtain clarification of requirements or additional information. No inquiries will be accepted after the date and time of the Written Inquiry Deadline indicated in the Schedule of Activities. Send all inquiries via email, referencing the RFP number and title in the subject line, to: [sbower@gilpincounty.org](mailto:sbower@gilpincounty.org).

**V. Deadline for Submission of Proposals**

One electronic submission must be received by Gilpin County prior to 6:00 p.m. on April 26, 2024. The submission must be labeled as “RFP Information Technology Services” in the subject line and sent to this email address: [sbower@gilpincounty.org](mailto:sbower@gilpincounty.org). Physical submissions will not be accepted.

Number of Copies: One (1) electronic copy via email

Schedule of Activities:

<b>Activity</b>	<b>Date</b>
RFP Issued	April 4, 2024
Written Question Deadline	April 18, 2024
Responses to Written Inquiries Published	April 22, 2024
Proposal Submission Deadline	April 26, 2024
Anticipated Award	June 11, 2024
Project Start	July 1, 2024

**VI. Miscellaneous**

Gilpin County reserves the right to reject any and all proposals for failure to meet the requirements herein, to waive any technicalities, and to select the proposal which, in the County’s sole judgment, best meets the requirements of the project.

The RFP creates no obligation on the part of the County to award a contract or to compensate the proposer for any costs incurred during proposal presentation, response, submission, presentation or oral interviews (if held). The County reserves the right to award a contract based upon proposals received without further discussion or negotiation. Proposers should not rely upon the opportunity to alter their qualifications during discussions.

The County further reserves the right to make such investigation as it deems necessary to determine the ability of proposers to furnish the required services, and proposers shall furnish all such information for this purpose as the County may request.

Proposers must specifically identify any portions of their submittals deemed to contain confidential or proprietary information, or trade secrets. Those portions must be readily separable from the balance of the proposal. Such designations will not necessarily be conclusive, and proposers may be required to justify why Gilpin County should not, upon written request, disclose such materials.

The County is not responsible for electronic submissions or communications not received, in any way associated with this RFP.

## **Contract**

Pending successful contract negotiations, one or more contracts may be awarded to the Contractor or Contractors whose proposal(s) is/are the most advantageous and offer the best overall value to the County, taking into consideration price and other evaluation factors described in this RFP. If more than one contract is awarded, an effort will be made to award work in an equitable manner taking into consideration the following criteria for each project:

1. Specific area of focus / special requirements
2. Cost
3. Availability of the Contractor
4. Prior performance of the Contractor

The contract may be for a period of approximately [term] to end [Month] [Day], [Year], and may be canceled at any time with 30 days advance written notice from either the County or a Contractor that is awarded a contract by the County.

The contract will require the firm selected to be contractually prohibited from working under contract or through association for the City of Central, County of Clear Creek, City of Idaho Springs or the City of Black Hawk.

## **Q&A**

1. The RFP states that there is currently one full-time specialist that works normal business hours. Will this position continue to be staffed by Gilpin County in the event a provider is selected for this proposal?
  - a. Yes. The position is currently vacant, and the hiring process is underway.
2. Can you please provide metrics of your current helpdesk ticket flow, including but not limited to tickets received per month, tickets closed per month, and average after hours tickets?
  - a. No. The current vendor does not provide metrics. With the addition of the in-house IT specialist, the past needs of the organization will not be reflective of the future needs of the organization under this new contract.

3. Can you confirm that Police and/or Fire & EMA services are not included under the current support of the County?
  - a. Gilpin County does not have in-house Fire or EMS services. Any prospective contract would include service for the Gilpin County Sheriff's Office (police).
4. Is Gilpin County currently using a third-party support Managed Service Provider (MSP) for IT solutions, or have you utilized one prior to this RFP?
  - a. Yes, Gilpin County currently contracts with Teryx Inc. of Denver, CO.
5. If we are unable to provide a quote for the management of the Zoom phones, would we still be able to provide a quote for the VSS portion of the RFP?
  - a. Gilpin County is looking for a single vendor to fulfill all the services laid out in the RFP. We expect the successful proposal to include a quote for all of our needed services and the contract in place currently.
6. Is it mandatory for bidders to have government sector experience?
  - a. No.
7. We have carefully noted the roles specified in the RFP, including Principal, Senior Project Manager, Project Manager, and Administrative Support. To ensure that our proposal is comprehensive and accurately reflects your expectations, could you please confirm whether our proposal should exclusively include detailed costing and hourly rates for these roles? Furthermore, are there any additional roles beyond those mentioned that we should consider within our cost proposal?
  - a. The roles contained in the RFP are merely for example. They are used in every RFP released by Gilpin County, and do not dictate what roles need to be present in any particular project or initiative. Hourly rates of positions are requested to determine actual IT needs.
8. How does the current full-time IT Specialist that works with the MSP work? Can you define the parameters? Is the IT specialist doing project work and help desk work? Can you provide more information?
  - a. The arrangement of duties between the IT Specialist and the successful vendor will be determined within the first six months of the contract. This is a new model for the County, and as such, the details of the relationship between the IT Specialist and contractor will be worked out during a trial period. Prospective firms are asked to submit a not-to-exceed hourly rate for their services as per the terms of the updated RFP. See changes to Section III, Subsection 4 and Questions 9, 10, and 11. Once demands are determined, a set fee structure is expected in 2025.

9. Will the IT Specialist be assigned to focus on specific tiers of support and the contractor subsidize workflow with their expertise?
  - a. The IT specialist will primarily provide for Tier 1 and Tier 2 support.
10. Is the intention, overall, to have the contractor fill in after-hours and weekends primarily?
  - a. Yes. The in-house IT specialist will provide primary support during operating hours (M-TH 7:30 am to 5:30 pm) while the contractor will fill in after-hours, weekends, in emergencies, and as needed during regular hours for large scale and special projects.
11. What is the projected ratio of total IT work being done between the IT Specialist and the Contractor?
  - a. This is a new arrangement for the County. The County is currently fully supported by a third-party MSP. A six month trial period is expected between July and December to fully delineate responsibilities.
12. What is the count and model of your network equipment, network printers, and camera infrastructure.
  - a. Information regarding the specifics of hardware will not be shared with prospective firms for security purposes.
13. Hybrid M365 suggests that you have an on-premises Microsoft Active Directory synced to a Microsoft Entra tenant. Could you please confirm if this is true?
  - a. That is true.
14. Could you provide information on the carrier supplying Core Internet and how the ten sites are connected, including the make and model of the technology utilized?
  - a. Three sites are connected utilizing the local internet service provider. From one of those locations, the internet infrastructure splits out to eight locations which then utilize Ubiquiti airMAX 5 GHz equipment.
15. We noticed a requirement for the organization to be certified in Ubiquiti UISP. Please clarify this requirement
  - a. See questions #14.
16. Does a current inventory illustrating equipment counts and lifecycle/age of IT assets to fall under the scope of this award exist? If so, can it be made available to offerors?
  - a. Yes, a list exists. No, it will not be shared with prospective firms prior to contract negotiation.

17. Can a backlog of ticket data over the past 6-12m be shared with offerors?
  - a. See question #2.
18. Hand standard makes/models of IT hardware to be supported by the awarded vendor exist? If so, can those makes/models be shared?
  - a. The County primarily uses Dell, SonicWall, and Ubiquiti equipment. There is not a requirement to keep these manufacturers through future support.
19. Which cloud and SaaS solutions will fall under the support scope of this agreement?
  - a. The successful vendor will provide full Microsoft 365 support and liaison on the behalf of the county with third-party vendors for other SaaS solutions.
20. Do both user endpoints as well as server and infrastructure-level devices fall under the data backup requirement?
  - a. Backup is required for server and infrastructure devices, but not user endpoints.
21. Is there an established data protection solution in place? If so, please provide details.
  - a. Yes, there is a daily off-site backup. For security purposes, not additional details will be shared.
22. Are there any NIST standards that need to be adhered to?
  - a. No. There are cyber-security standards that the successful vendor would need to maintain.
23. There are 150 workstations listed, are they all PCs or there any Macs?
  - a. They are PCs.
24. What are the operating systems?
  - a. Windows 10 or above.
25. Also listed in the RFP are 16 physical servers, 17 Hyper-V servers, and 4 Hyper-V workstations. Are the 4 Hyper-V workstations included in the 150 laptop/desktop # or is at an additional 4?
  - a. The figures provided under the introduction are estimates only.
26. Is the current set up working well for the organization? Are there any areas where there could be improvement with the relationship and how each team interacts.
  - a. The successful vendor will be expected to provide recommendations for improvement.

27. What is your Camera System? Is there a current vendor providing support? If so, who is it? And what does the support include?
- a. There are two separate camera systems. One is managed by the current MSP and utilizes Ubiquiti equipment. The successful vendor will liaison with a third-party to provide a support for the second camera system.
28. July 1, 2024, is listed as the project start date. Is the start date to define the beginning of the onboarding engagement, or does it define the cutover day of support?
- a. July 1, 2024 defines the cutover day for support. Ideally, the successful vendor will under contract for the onboarding process prior to this date.
29. Is the organization open to a 3-year contract for a discounted rate, or is this a one-year contract term?
- a. Contract term will be negotiated prior to the signing of any agreement.
30. Are you currently managing any mobile devices? If so, what is your current mobile device management solution and how many mobile devices are being managed?
- a. Yes. Approximately 75 staff phones are managed. Support is provided for county-related applications on personal phones as needed.
31. What types of applications are you using to operate the organization?
- a. A list of applications will not be provided to prospective vendors prior to contract negotiation.
32. What tool are you using for Cybersecurity? Do you feel there is room for improvement in your cybersecurity posture and are there any gaps that should be addressed?
- a. For security purposes, details regarding cyber security systems will not be shared.
33. Would computer deployments be included in the contract?
- a. Yes.