

REQUEST FOR PROPOSAL

TO PROVIDE

**INFORMATION TECHNOLOGY MANAGED
SERVICES**

FOR

The County of Wexford

Due

**June 13th, 2024
3:00 p.m.**

THE COUNTY OF WEXFORD, MICHIGAN
REQUEST FOR PROPOSALS

THIS REQUEST IS ISSUED TO ESTABLISH A CONTRACT TO SUPPLY THE COUNTY OF WEXFORD WITH A SERVICE IN ACCORDANCE WITH THE ACCOMPANYING SPECIFICATIONS.

SPECIFICATIONS FOR: Information Technology Managed Services

DUE DATE: **June 13th, 2024 at 3:00p.m.**

CONTRACT PERIOD: **2024 with options for 2025, 2026**

SUBMIT PROPOSALS BEFORE PROPOSAL DUE DATE AND TIME TO: Administration
437 E Division street
Cadillac, MI 49601

TERMS AND CONDITIONS: Enclosed in Proposal

TABLE OF CONTENTS

- 1.0 GENERAL INTENT OF THE REQUEST FOR PROPOSALS
- 2.0 PROJECT BACKGROUND
 - 2.1 Introduction
 - 2.2 Counties IT Transformation
- 3.0 SCOPE OF WORK
 - 3.1 Service Desk Support
 - 3.2 Network Infrastructure Monitoring and Network Administration
 - 3.3 Microsoft Servers and SQL Server Administration
 - 3.4 Backup As-a-Service
 - 3.5 Desktop As-a-Service
 - 3.6 Security & Compliance
 - 3.7 Professional Services
- 4.0 PROPOSAL ORGANZIATION
 - 4.1 General Information
 - 4.2 Understanding/Statement of Interest
 - 4.3 Service Approach
 - 4.4 Personnel
 - 4.5 References
 - 4.6 Contract Terms and Conditions
 - 4.7 Cost Model
- 5.0 CONDITIONS FOR PROPOSAL SUBMITTAL
 - 5.1 Proposal Format
 - 5.2 Questions
 - 5.3 Proposal Submission/Deadline
 - 5.4 Retention of Proposals
- 6.0 PROPOSAL EVALUATION
 - 6.1 Method of Award
 - 6.2 Cancellation of Award
 - 6.3 Evaluation Procedures
 - 6.4 Criteria for Evaluation
 - 6.5 Oral Presentation
 - 6.6 Negotiation Procedures
 - 6.7 Rejection of Proposals
- 7.0 MISCELLANEOUS PROVISIONS
 - 7.1 Contract Provisions
 - 7.2 Provisions of Sub-Contract
 - 7.3 Non-Discrimination
 - 7.4 Lobbying
 - 7.5 Limitations

1.0 GENERAL INTENT OF THE REQUEST FOR PROPOSALS

1.1 This request for proposal (RFP) outlines the nature and scope of the Information Technology Managed Services for THE COUNTY OF WEXFORD Michigan.

1.2 Vendor or Vendor with principals, spouses of principals, or any other stakeholders who are also employed by THE COUNTY OF WEXFORD, shall be deemed not eligible to submit proposals on this project. The City reserves the right to disqualify any proposal that it determines does not comply with the laws of the State of Michigan, policies of the County or creates a conflict, or the appearance of a conflict, of interest for the County.

2.0 PROJECT BACKGROUND

2.1 Introduction

THE COUNTY OF WEXFORD has 189 full time employees supported by IT, working in COUNTY facilities in The COUNTY OF WEXFORD.

The County needs a Managed Service Provider to respond to business needs for timely, agile and effective IT services to support the changes of the County's operations and the pace of technology changes.

2.2 Counties IT

THE COUNTY OF WEXFORD transitioning from a traditional IT organization to a Managed Service Provider model several years ago. It is expected that the successful bidder for this contract:

1. Understand government business processes, mobility, and utilize technology to make government most efficient.
2. Be an advocate for the County with recommendations for new technology, security, backup services, planning and budgeting.
3. Significant progress continues to be made in this transformation to update infrastructure. The successful bidder should expect to continue with projects and recommendations.
4. THE COUNTY OF WEXFORD IT primarily uses Microsoft line of products for office products and server technology with a few exceptions. Law enforcement uses CJIS information in compliance with Michigan State Police and CJIS requirements.
5. Some facilities are connected with site-to-site VPNs.
6. The County is in the process of upgrading workstations, a combination of desktops and laptops, and anticipates this project will be completed by the end of first quarter of 2029.

3.0 SCOPE OF WORK

THE County of Wexford is seeking proposals for Information Technology Managed Services to serve as a business partner in the delivery of managed IT and Cybersecurity services. Qualified Vendors must be:

1. Insured to the County requirements
2. Experienced and qualified managed services Vendor
3. Certified in Microsoft and Cisco products administration where appropriate
4. Certified in applicable cybersecurity certifications for security program management and data analysis.
5. Have the names of all personnel on file with LEIN Services of Michigan State Police as having passed background check.

Managed Services Categories:

Interested Vendors shall provide a proposal for a turnkey solution. If Vendors are not proposing for all services included in the RFP, proposals must clearly identify which services are being proposed on. Vendors are asked to hold pricing submitted for a minimum of 90 days after the proposal due date.

3.1 Service Desk Support:

Currently, THE County of Wexford employees log 70 support calls per month.

The in-house service desk team supports 189 full time THE COUNTY OF WEXFORD employees with a total of the following devices:

- 150 total PC's approximately.

Required Services for Service Desk Support:

1. Vendor shall provide end user and backend application support. The Vendor will enter into a Service Level Agreement (SLA) meeting business needs as outlined by the County. Support can be received via phone, e-mail, ticketing solution, in person, or via remote desktop connection.
2. Vendor Support technicians must possess relevant knowledge, certifications, manuals, and troubleshooting guides in order to determine if the issue can be resolved at their level or if the issue needs to be escalated to a Level II/III.
3. Vendor shall provide a monthly status report updating the services provided. This report must include a narrative of the provided service(s) and time spent for resolution.

3.2 Network Infrastructure Monitoring and Network Administration:

The network consists of the following devices:

- 12 Managed switches (Various models)
- 2 unmanaged switches at outlying locations

- 4 Firewalls
- 150 total workstations
- VPN capabilities – VPN for Police Cars and remote users
- Wi-Fi APs and Controller

Required Services for Network Infrastructure Monitoring and Network Administration:

a. Network Infrastructure Monitoring:

1. Vendor shall provide a managed service solution that ensures visibility into the entirety of IT infrastructure operations.
2. Vendor must include the entire network fabric, for both wired and wireless networks, and should monitor traffic at every level. These tools shall monitor:
 - Switches
 - Firewall
 - Wireless Access Points
 - Network LAN switches and bandwidth
3. Vendor monitoring must be available 24x7x365 and personnel will be expected to participate in monitoring. Vendor shall respond to critical alerts.
4. Vendor shall remotely manage all equipment.

b. Network Administration:

1. Vendor shall provide a network managed service that ensures visibility into the entirety of IT infrastructure operations.
2. Vendor shall provide Cisco-certified engineers to provide their expertise to design, implement, and maintain County networks.
3. Vendor shall also manage the network for security concerns, growth and changing infrastructure requirements.
4. Vendor shall provide the following professional services:
 - Network Administrator
 - Network Architect
 - Chief Information Officer

3.3 Microsoft Servers, VMware, and SQL Server Administration:

Vendor shall administer County’s Microsoft servers that are currently on premise. In the future County may have servers hosted as Infrastructure As-a-Service (Azure or AWS) to be administered by Vendor.

THE COUNTY OF WEXFORD currently has:

- Server
 - 13 Windows Servers

- Number of SQL DBS 1

Required Services for Microsoft Services and SQL Server Administration:

Required services include the following but not limited to:

- Windows server administration
- Active Directory administration
- Backup and Disaster recovery

1. Microsoft Server Administration:

- Vendor shall provide certified Windows Server administration, including performance troubleshooting and optimization.

2. SQL Database Server Administration:

- Vendor shall provide certified Microsoft SQL Server database administration (or equivalent experience) resources to keep database resources up to date and assist with database creation, migration, troubleshooting, performance optimization, high availability configuration and maintenance as well as general database maintenance.

3. Vendor shall provide monitoring of Servers to include:

- Storage levels with appropriate warning alerts

4. Vendor shall provide the following professional services:

- Microsoft Server Administrator
- Storage Administrator
- Microsoft SQL Administrator
- Microsoft Office 365 Administrator

3.4 Backup- As-a-Service

Vendor shall provide backup of County Servers. The County is looking for a Vendor to provide backup-As-a-Service through an external As-a-Service solution. The backups are incremental daily following an original full backup. The incremental backups are kept for a rolling 6 month. The Vendor must comply with the Counties retention schedule and compliance requirements.

- 7.8 Tb of Business Data

Required Services for Backup As-a-Service:

1. Vendor shall provide Backups for all servers:

- Full at contract start date

- Daily Incremental
 - Remediation of daily unsuccessful backups
 - Test restoration of backups on a quarterly basis
2. Vendor shall provide the following professional services:
- Backup / Restore Administrator
 - Backup Architect

3.5 Desktop-As-a-Service

THE COUNTY OF WEXFORD IT currently supports 100 desktop workstations.

We are currently in the process of updating our workstations.

Deployment model is a full client install on each workstation.

Required Services for Desktop As-a-Service:

A. Workstation provisioning and readiness

1. Vendor must provide desktop services including imaging, support, patching, software packaging/deployment, managed extended detection & response (MDR), troubleshooting of desktop environment.
2. Proposals must support the counties workstation rotation model; (to be determined). Vendor must work with THE COUNTY OF WEXFORD to determine workstation make and models selected.

B. Physical deployment of workstations and peripherals

- Support for the following related services below. This service is for “last mile deployment” only to end-users of the peripherals and services related to workstations.
 - Workstations/laptops - Including physical deployment and setup of devices, new workstations, re-deployment of existing workstations, and rotation (decommission) of existing workstations, and deployment of MDCs in patrol cars.
 - Local Printers/Scanners

Vendor shall provide the following professional services:

- Desktop technician
 - Level 1 – basic troubleshooting and install

3.6 Security & Compliance:

Required Services for Security & Compliance:

The Vendor should have capabilities in multiple security areas, including:

1. Vendor shall perform ongoing Information Security assessments and document findings and recommendations for improvement and remediation to THE COUNTY OF WEXFORD environment.
2. Vendor shall provide certified Cybersecurity Information Systems Security Practitioner (CISSP) to manage information security program. CompTIA Advanced Security Practitioner (CASP+), Cybersecurity Analyst (CySA+), or equivalent engineer to ensure proper implementation of security controls.
3. Network and Application Security testing and monitoring
 - Incident Response: Identifying and responding to threats and issues in THE COUNTY OF WEXFORD'S environment including those within its data regardless of if it's on premise, in-cloud or in a hosted solution such as Office365 and other hosted environments. This includes but is not limited to preparation, detection and analysis, containment, eradication, recovery, reporting, and post-incident recommended activities to prevent future incidents.
4. Security Policy reviews including but not limited to:
 - Access Management
 - Password Management
 - Remote Access/Multifactor authentication
 - Active Directory Management
 - Personnel Training/Guidance
 - Internet Content Filtering
 - Software Deployment Standards
5. Intrusion Testing and Systems Hardening
 - Review and recommend system hardening procedures
 - Annual policy and procedure compliance testing for:
 - Payment Card Industry (PCI)
 - Health Insurance Portability and Accountability Act (HIPAA)
 - Criminal Justice Information Services (CJIS)
 - Friend of Court (FOC)
6. Annual Penetration/vulnerability testing of internal and external applications, systems and networks
7. Annual Security, penetration and vulnerability testing for wireless networks

3.7 Professional Services:

THE COUNTY OF WEXFORD IT as part of the bid, requires the successful bidder to be proficient in the following areas:

- Desktop support
- Infrastructure support
- Network support
- Cybersecurity

Required Services for Professional Services:

1. Vendor shall provide on-site or remote engineers/technicians as required to perform County migrations, cybersecurity management and execution, system administration, network infrastructure administration, database administration, server/storage administration, desktop administration and report building, projects and planned maintenance, documentation and data collection.

4.0 PROPOSAL ORGANIZATION

The proposal should consist of the following information in the outline indicated.

4.1 General Information

- 4.1.1 Identify the Vendor's and its legal status (i.e., corporation, partnership, etc.), address, name of single point of contact, single point of contact information, and name of person with binding authority to enter into contracts.

4.2 Understanding/Statement of Interest

- 4.2.1 Indicate the Vendor's knowledge and understanding of the Counties request and their capabilities to carry out the scope of work.
- 4.2.2 Describe Vendor's history, financial resources, capabilities, and stability. Provide information demonstrating Vendor's ability to fiscally manage and monitor services proposed.

4.3 Service Approach: Vendors are required to respond to every service section.

- 4.3.1 Provide a complete description and your approach to the managed services to be provided for each of the required services set out in **Section 3, Scope of Work**. This must include a clear understanding of what the Vendor will provide and what the Vendor expects the County will provide. Include in this section your organizations hours of operations, after hours support.

- 4.3.3 Include a description of the proposed methodology and any innovative methods or concepts that might be recommended as being particularly beneficial to THE COUNTY OF WEXFORD.
- 4.3.5 Describe your plan for Quality Control and identify roles and responsibilities for each quality control task for each service category.

4.4 Personnel

- 4.4.1 Indicate the current number of employees trained and available to provide all of the required services in each of the proposed service categories.
- 4.4.2 A detailed description of the Vendor's sales, account management, and technical services teams assigned to THE COUNTY OF WEXFORD. Include biographies and numbers of years working in the capacity proposed with the Vendor.
- 4.4.3 Provide a certification list for technical staff in each service category proposed.

4.5 References

- 4.5.1 Identify 3 current references that THE COUNTY OF WEXFORD may contract regarding experience for proposed services outlined in this RFP. Identification of each reference shall include:
 - Contact name and title
 - Contact address and telephone
 - Contact email

4.6 Contract Terms and Conditions

- 4.6.1 Vendor shall submit written example of terms and conditions for the work described in their proposal. The County will review and may propose amendments to that contract or provide alternative contract language.

4.7 Cost Model

- 4.7.1 Vendors shall submit an annual pricing model for each proposed service for a one year, two year and three-year contract. Pricing must be comprehensive for the proposed service and must include implementation, migration, and ongoing costs. In pricing model, the following should be considered:
 - Costs not identified in the cost proposal will not be entertained during contract negotiations.
 - Hardware required as part of this proposal (i.e., backup gateways needed for proposed backup solutions, etc.)
- 4.7.2 Cost proposals must be submitted in Electronic or hard copy form. If Hard copies are submitted Three (3) hard copies shall be in a **sealed envelope** and clearly labelled with Vendor's Name on the outside of the envelope.

5.0 CONDITIONS FOR PROPOSAL SUBMITTAL

5.1 Proposal Format

The proposal should be submitted on 8-1/2" x 11" soft bound sheets.

5.2 Questions

Vendors are asked to submit questions related to the specific project requirements and contents of proposal **in writing by June 3rd, 2024 to:**

Joe Porterfield Administrator
Wexford County
437 E Division Street.
Cadillac, MI 49601
administration@wexfordcounty.org

Questions may be E-Mailed to **the above**. Written responses to all questions received will be furnished through an addendum to all Vendors by **June 7th, 2024 at 4:00p.m.** No oral questions will be entertained prior to or after the deadline for written questions specified above. **Vendors are cautioned not to contact any THE COUNTY OF WEXFORD staff directly. Evidence of such contact may be cause for rejection of proposal.**

5.3 Proposal Submission/Deadline

Vendors are required to submit three (3) hard copies or electronic copies of their service proposal in one package/envelope. Both the proposal and the cost proposal must be submitted to the following address *by* **June 13th, 2024 at 3:00p.m.** **Late proposals will not be accepted.**

Managed IT Services
Joe Porterfield/Administrator
County of Wexford
437 E Division Street
Cadillac, MI 49601

Late proposals will not be accepted and will be returned to the Vendor unopened.

Proposals must be endorsed with the signature of a responsible official having the authority to bind the offer to the execution of the proposal. Each proposal must be submitted in a sealed envelope prominently marked on the lower left side as follows:

*PROPOSAL DUE DATE: no later than **June 13th, 2024 at 3:00 p.m.***

VENDOR NAME: _____

Failure to do so may result in a premature opening of, post-opening of, or failure to open that proposal. Facsimile, oral, telephone, or telegraphic proposals are invalid and will not receive consideration.

5.4 Retention of Proposals

Upon submission, all proposals become the property of THE COUNTY OF WEXFORD, which has the right to use any ideas presented in any proposal submitted in response to this RFP, whether or not the proposal is accepted.

6.0 PROPOSAL EVALUATION

6.1 Method of Award

The County considers the subject matter of this proposal to be a professional service.

Although economic issues will be considered in the award process, emphasis will also be placed upon the quality of the service offered, experience factors, the competency of the prospective Vendor, and outside references.

6.2 Cancellation of Award

The City reserves the right, without any liability, to cancel the award of any proposals, at any time before the execution of the agreement documents by all parties.

6.3 Evaluation Procedures

It is the intent of the County to review all proposals and judge their merit. THE COUNTY OF WEXFORD will select a Vendor with which to begin negotiations to provide the County with Managed Services. The County may elect to invite final Vendors to present and/or demonstrate services during the evaluation period.

Failure of the Vendor to provide in the proposal any information requested in this RFP may result in disqualification of that proposal.

6.4 Criteria for Evaluation

The decision on selecting a Vendor for the project will be based on the following criteria:

6.4.1. Service Experience:

- Experience of Vendor
- Vendor Depth
- Similar Type Services
- Similar Size Services
- Vendor Stability
- Vendor References

6.4.2. Understanding/Compatibility

- Understanding of THE COUNTY OF WEXFORD Needs Based On Information Provided
- Interest/Commitment
- Thorough understanding of the various County customer's needs

6.4.3. Approach

- Work Plan / Timelines
- Schedule Management
- RFP Specifications
- Explanation of Quality Control and Assurances
- Vendors ability to provide multiple services

6.4.4. Cost

6.5 Oral Presentation

Following evaluation of proposals, Vendors may be required to give an oral presentation of their proposal to THE COUNTY OF WEXFORD. This will provide an opportunity for the Vendor to clarify or elaborate on specifics within their proposal. **Vendors will be expected to pay for any costs they incur for the oral presentation along with any costs associated with preparing and transmitting informational responses.**

6.6 Negotiation Procedures

The COUNTY OF WEXFORD furnished by the Vendor and will make a recommendation. In responding to the Request for Proposals, the Vendor is cautioned to address each of the evaluation factors in as much detail as possible and in the order that the factors are listed under **Section 4.0, Required Information.**

6.7 Rejection of Proposals

THE COUNTY OF WEXFORD reserves the right to reject any (or all) proposal(s) based on the evaluation criteria contained in this RFP. The County also reserves the right to cancel or amend this RFP at any time. Any changes in the status of the RFP will be brought to the attention of all parties that have received the same.

7.0 MISCELLANEOUS PROVISIONS

7.1 Contract Provisions

Proposals submitted in response to the RFP may become a part of any subsequent contract. If for any reason the selected Vendor deviates in any way from previous proposed services, the County may reject the proposal and begin negotiations with another Vendor.

7.2 Provisions for Sub-Contract

Vendor shall not subcontract any portion of the work to be performed under this contract nor assign this contract without the prior written approval of the authorized agent of the County.

7.3 Non-Discrimination

The responding Vendor must demonstrate that it has agreed not to discriminate in hiring practices on the basis of race, color, creed, religion, national origin, sex, age, marital status, public assistance status, veteran status, disability, or sexual orientation.

7.4 Lobbying

Any attempt to contact members of the County Board, or department heads involved or affected by the project, including second party contact, will result in immediate rejection of your proposal.

7.5 Limitations

THE COUNTY OF WEXFORD will not be responsible for any costs incurred by applicants in preparing proposals.