

Bastrop County Water Control & Improvement District #2



**REQUEST FOR
PROPOSALS/QUOTATIONS:
INFORMATION TECHNOLOGY (IT)
SUPPORT SERVICES**

Responses Due
November 15, 2023 at 12:00 PM

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SECTION I: INTRODUCTION

Bastrop County WCID #2 is a not-for-profit governmental entity, based out of Bastrop, Texas. As such, BCWCID #2 is responsible for completing specific tasks including sensitive information for our customers, and the residents living at their properties and must have the ability to continue to do so in the event of an emergency. It is imperative that we maintain a reliable system to complete these tasks securely and in a timely manner.

BCWCID #2 is requesting proposals from qualified, professional technology vendors for Information Technology Support Services.

Given our goal to limit the footprint of on-site IT staff along with our scope of needs, this outsourcing strategy has been designed to secure a broad and reliable range of services from a vendor prepared to take the defined responsibilities for the tuning, reliability, and integration of BCWCID #2's information systems.

The qualified vendor would provide necessary technical services that include but are not limited to:

End User Support

- Help desk monitoring and ticket resolution with 8-10 End users located locally
- On-Call monitoring
- Other end user questions and support
- New user setup
- Software installations
- License usage / expiration monitoring

Network Monitoring and Support

- Internet connectivity monitoring and troubleshooting
- Intranet/LAN connectivity monitoring and troubleshooting
- Network device management and updates
- Virus Definition Monitoring and Management
- Patch Monitoring and Management

Server Monitoring and Support

- Ensure server infrastructure remains in operational state
- Monitor system reports and alerts with 24/7 Network Operations Center
- Ensure essential systems are up to date on updates/patches
- Ensure essential systems are backed up on an hourly basis
- Local on-site and Cloud backups are preferred

Service Monitoring and Support

- Ensure Cisco/Meraki infrastructure remains in operational state
- Monitor Cisco/Meraki services reports and alerts
- Ensure essential services are backed up on an hourly basis
- Ensure Office 365 services remain operational
- Monitor license usage
- Disk usage quotas
- Ensure Voice/Data systems are up to date on updates/patches

Network Security Support

- Provide network audit and recommendations
- Monitor security status for intrusions / threats
- Provide periodic feedback on operational security

The vendor will resolve computer systems and network issues in accordance with standard and acceptable maintenance and support benchmarks. The successful vendor will be expected to organize HELP DESK service calls efficiently and to ensure that there is NO significant computer downtime during normal working hours, generally 8:00AM to 5:00PM, Monday through Friday, in addition to after hour support.

The vendor is expected to report on status of technology issues and communicate effectively with BCWCID #2 staff. Paramount will be the vendor's demonstrated ability to provide professional, timely, and expert scheduled and on- demand Managed Information Technology Services.

SECTION II: SUBMISSION TIME AND PLACE

Responses to this RFP may be submitted by regular mail or email.

Submissions by regular mail must be on 8.5" x 11" paper, printed on one side, typed using 1" margins and numbered pages. Place the words **Information Technology Services** in the bottom left corner of the envelope and address it to:

Attn: Paul Hightower
BCWCID #2
112 Corporate Drive
Bastrop, Texas
78602

Submission by email must be in a portable document format (.pdf) **ONLY**. Place the words **Information Technology Services** in the email subject line and send to:
paul@BCWCID2.org

All responses are due **Wednesday, November 15, 2023 by 12:00 PM**. Responses received after this date and time will not be accepted.

SECTION III: STATEMENT OF WORK

BCWCID #2 is requesting proposals from providers of support, maintenance, and repair of computers, network hardware and peripherals, and system software to provide such support services. BCWCID #2 intends to outsource certain work and tasks for the installation, servicing, maintenance, repair, and related activities for computer and network hardware and peripherals, network administration and network management, and related information technology services.

The selected vendor will be required to provide the following support features for the described network below:

- Initial Assessment - Evaluate all technology and correct any issues in the system while setting up the system for monitoring and alerting
- Asset Tracking - Track all hardware and software inventory connected to the network
- Quarterly health check reports
- Project planning and guidance
- Technology procurement consulting
- Knowledge of VMware systems
- Knowledge of Cisco & Meraki systems
- Hardware warranty coordination
- Proactive monitoring of the network and server environment
- Proactive server and workstation operating system patch controls
- Identify current patch levels and Windows update process during onboarding.
- Configure servers to utilize updates.
- Monitor and Manage Microsoft patch releases.
- Review the patches and provide list of those that will be deployed during the next mutually agreed upon maintenance window.
- Review list with BCWCID #2 personnel.
- Maintaining proactive virus protection
- Quarterly security penetration assessments
- Maintaining backups and proactively ensuring that they are working
- Password administration
- 24/7 Help Desk support
- Provide hands-on engineering support for server and network infrastructure at BCWCID #2's main and (1) remote locations.
- Enable users to more effectively perform their job functions by providing help desk support.
- Be able to provide Local remote and on-site support
- Follow-up and resolve alerts generated from the support center.
- Troubleshoot and resolve application issues as necessary.
- Perform maintenance on hardware, network, equipment, etc.
- Back-up jobs troubleshooting and remediation.

- Active Directory and Group Policy management.
- Escalations from the Help Desk.
- Vendor management - Coordinate incidents, troubleshoot issues, etc.

Remote help desk support

- Receive, resolve and close inbound ticket requests
 - break/fix, support, and maintenance
 - service requests generated through the Help Desk system.
- Attempt to resolve issues through client interaction or using support tools onsite or remotely for BCWCID #2's remote locations.
- Triage to determine appropriate escalation and follow through to a successful resolution.
- Identify appropriate solution point for hardware, software, and network issues.
- Administer user privileges, password resets, etc.
- Review of tickets, escalations, priorities, for the week.
- Coordinate the hardware and software installation of new or replacement computers (leveraging the remote team).

Certifications

- ISO 9001 Certified
- SOC 2 Type 2 Compliance Report
- Certified staff- CISSP, VCWare and CCIE

BCWCID #2 network environment

- 12 Computer Stations or Laptops
- 1 Dell Network Server with (2) VM instances
- 2 Ubiquiti UDM-Pro Network Routers
- 2 Ubiquiti Switches
- 2 network printers (service not required per this contract, just connection/porting services)
- 2 Firewalls
- 1 Datto Back-up on-site
- 35-40 Users & Microsoft 365 Email Set-up
- YeaLink VOIP phone system w/ onsite PBX & 10 users
- Incode Billing Software
- Neptune Meter Reading Software

SECTION IV: EVALUATION CRITERIA

BCWCID #2 will evaluate responses based on the best approach and methodology, project staffing and experience, pricing and satisfaction of clients/end users. BCWCID #2 will award the contract to the vendor who provides a proposal that it determines, is the most advantageous and provides the best value for BCWCID #2.

Proposals will be evaluated based on the following criteria.

- Proposal Summary: Provide a brief summary of your proposed solution
- Company Profile/History
- Solution Requirements
- Call Center System Support (if applicable)
- Data and System Security

The award of the contract will be made to a vendor, whose proposal receives a favorable evaluation and recommendation from the District Manager and Board of Directors. BCWCID #2 reserves the right to accept whichever proposal is felt to be in the best interest of and provide the best value to BCWCID #2 as well as to reject any and all bids for any or no reason including price.

SECTION V: SUBMISSION REQUIREMENTS

BCWCID #2 is looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth operating, efficient process, and effective information technology system.

Due to the nature of this proposal, it is requested that each proposal be brief and to the point and consist of no more than ten pages. When responding to this RFP, please include the information below and any supporting documents necessary to a complete response.

Summary/Profile/History of Company

- Provide a brief summary of your proposed solution.
- Provide a brief history of your company. If you are a partner of a larger firm, please include that information.
- Describe the number of years that your firm has been in business.
- Provide the total number of clients

Solution Requirements

- Describe your approach to the initial network assessment

- Describe your proactive approach to system enhancements.
- Provide scope of coverage. (i.e. 24/7/365, etc.)
- Provide coverage for commonly used Enterprise applications? (i.e. Microsoft Office, Cisco/Meraki, etc.)
- Flexibility to adjust support options as they relate to emerging technologies and call volume.
- Staff available for contact outside of normal Help Desk hours if needed.
- Provide monthly, quarterly and annual detailed reporting as needed or requested, as described above.

System Support

- State the different user options and the hours that support is available.
- How does vendor response work in case of an emergency (Who would we call/Who would be able to respond?)

Data and System Security

- Describe your security architecture or your company wide certifications.

References

- Provide at least three references that we may contact.
- Provide the number of years your company provided services.

Price Proposal

- Provide a price proposal including the cost of the initial network assessment.

SECTION VI: ADDITIONAL SUBMISSION REQUIREMENTS

Equal Opportunity Requirements: Each vendor responding to this RFQ must certify compliance with all applicable equal opportunity standards.

SECTION VII: ADDITIONAL CONTRACT PROVISIONS

Contract Term: The term of this contract is for a 2-year period starting on January 1, 2024 through December 1, 2026. The District may, with 60-days notice, renew this contract for no more than one additional year.

Contract Termination: This contract may be terminated for cause or convenience. The District shall notify the service provider in writing at least 30 days prior to termination for cause or convenience.