

Bastrop County Water Control & Improvement District #2



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

Responses Due
October 8, 2021 at 12:00 PM

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SECTION I: INTRODUCTION

Bastrop County Water Control and Improvement District #2 (District) is a not-for-profit governmental entity providing water, wastewater and road construction services for the Tahitian Village community within Bastrop County, Texas. As such, District is responsible for completing specific tasks involving sensitive information about our customers, and the residents living at their properties. The tasks are performed on a daily basis and the District must have the ability to continue to do so in the event of an emergency. It is imperative that we maintain a reliable Information Technology infrastructure and current software needed to complete tasks securely and in a timely manner.

The District is requesting proposals from qualified, professional technology vendors for Information Technology (IT) Support Services. The District currently outsources its IT support and seeks to continue this outsourcing strategy. The approach is designed to provide a secure, broad, and reliable range of services from a vendor prepared to take the defined responsibilities for the tuning, reliability, and integration of District'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
- 12-15 End users located locally
- On-Call monitoring
- Other end user questions and support as needed
- 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 back ups are preferred and Cloud back-ups are permitted

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 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 District 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:

BCWCID #2
Attn: Paul Hightower
PO Box 708
Bastrop, Texas
78602

Submission by email must be in a portable document format (.pdf) **ONLY**. If received by any other format, the submission is deemed invalid and will be deleted. Place the words **Information Technology Services** in the email subject line and send to: paul@bcwcid2.org

All responses are due **Friday, October 8, 2021 by 12:00 PM**. Responses received after this date and time will not be accepted.

SECTION III: STATEMENT OF WORK

The District is requesting proposals from providers that specialize in support, maintenance, and repair of computers, network hardware and peripherals, and system software. The District 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

Transition Planning – Develop and implement a plan for transitioning services from the current provider to the selected provider

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 District 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 the District's main and remote locations.
- Enable users to more effectively perform their job functions by providing help desk support.

- Local on-site **AND** remote 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 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 the District'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, VMWare, CCIE and Meraki

BCWCID #2 network environment

- Computers/Laptops
 - 2- Dell Latitude 5420 Rugged Laptops
 - 5- Dell OptiPlex 7460 All-In-One Desktop Units
 - 3-4 Dell desktop units (near future)
- 1 Network Server
- 2 Network Routers
- 2 UPS Battery Backup
- 2 Switches
- 2 network printers
- 2 Internet connections
- 2 Firewalls

- 35-45 Users & Microsoft 365 Email Portals
- Grandstream VOIP phone system w/ onsite PBX & 12 users
- Incode Billing Software
- Neptune Meter Reading Software

SECTION IV: EVALUATION CRITERIA

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

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. The District reserves the right to accept whichever proposal is felt to be in the best interest of and provide the best value to the District as well as to reject any and all bids for any or no reason including price.

SECTION V: SUBMISSION REQUIREMENTS

The District seeks responses that are well-organized and solution-oriented. The goal is a secure, smoothly operating, efficient, and effective information technology system.

The District requests 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 information on the larger firm and its role in your proposed solution.
- Describe the number of years that your firm has been in business.
- Provide the total number of clients receiving similar services

Solution Requirements

- Describe your approach to the initial network assessment
- Describe your proactive approach to system enhancements
- Describe your proposed scope of coverage. (i.e. 24/7/365, etc.) If you offer multiple service levels, describe each service level and its respective costs
- Describe your approach for supporting commonly used Enterprise applications (i.e. Microsoft Office, Cisco/Meraki, etc.)
- Describe how you adjust support options to address emerging technologies and changing call volumes
- Describe your staffing approach with emphasis on how you will make staff available for contact outside of normal Help Desk hours when needed
- Provide examples of monthly, quarterly and annual detailed reporting for the IT support services described in this request

System Support

- Describe the different user options and the hours that support is available
- Describe your process for notifying customers of upgrades, outages, break/fix, data breaches or other issues identified during routine system monitoring
- Describe how you respond to emergencies (Who would we call/Who would be able to respond?)
- Describe your process for creating, confirming and storing back-ups

Data and System Security

- Describe your security architecture and your company wide certifications

References

- Provide at least five (5) references The District reserves the right to contact each reference provided

- Provide the number of years your company has provided the services described in this request, to these references

Price Proposal

- Provide a price proposal including the cost of the initial network assessment
- If you offer variable service levels, include a description of each level and its pricing

SECTION VI: ADDITIONAL SUBMISSION REQUIREMENTS

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

SECTION VII: ADDITIONAL CONTRACT PROVISIONS

Contract Term: The term of this contract is for a 1-year period starting on January 1, 2022 through December 31, 2022. The District may, with 60 days prior 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 90 days prior to termination for cause or convenience.