



CALDWELL COUNTY, TEXAS

REQUEST FOR PROPOSALS – RFP 22CCP01P
IT Managed Service Providers

Issue Date: October 11th, 2022

Submission Deadline: November 8th, 2022
(No Later than 2:00 PM)

Delivery Address:
Attn: Carolyn Caro Purchasing Agent
631 S. Colorado Street
Lockhart, TX 78644

SPECIFICATIONS IT MANAGED SERVICES

INTRODUCTION

Caldwell County is soliciting proposals from qualified firms to provide for managed IT services.

It is the intent of Caldwell County to select a single consultant to accomplish this service.

In order to ensure a fair and objective Request for Proposal (RFP) process and evaluation, all questions and inquiries related to this RFP shall be addressed in writing via email to the individual below.

Carolyn Caro, Purchasing Agent at carolyn.caro@co.caldwell.tx.us

Contact with any Caldwell County employee or official is prohibited without prior written consent from the Purchasing Agent. Respondents ignoring this process may be subject to disqualification.

RFP OBJECTIVE

This request will be used to obtain proposals from qualified IT managed service providers. This information will allow Caldwell County to review proposals and enter into negotiations with the vendor whose proposal is most advantageous to the County with price and other factors considered.

Following negotiation, the successful proposer will be asked to enter into a contract with the County.

DESCRIPTION OF OPERATIONS / BACKGROUND.

Settled in 1841 and named after ranger captain Matthew Caldwell, Caldwell County is part of the Greater Austin metropolitan area. The county seat is Lockhart, and includes the cities of Luling and Martindale, along with several unincorporated areas. Caldwell County serves a population exceeding 45,000 with approximately 260 employees.

SCOPE OF WORK

The selected firm will work with County staff to provide managed IT services for the support and maintenance of the following:

Work shall include, but is not limited to the following tasks.

- Maintenance Support and Monitoring Services
- Application Management/Support
- Infrastructure Support/Maintenance
- Network Security
- On Site and Remote Client Service
- System Monitoring and Response

IT Environment

The successful bidder will have experience and/or knowledge with the components of the County's technical environment:

- Avaya Phone system.

SPECIFICATIONS IT MANAGED SERVICES

- Fortinet Firewalls.
- Datto BCDR
- Printers/Scanners/Copiers
- Video Surveillance server
- 280 Workstations/Laptops
- Application Support:
 - Tyler Incode
 - Tyler Odyssey
 - EDOC
 - Microsoft Office
 - Microsoft Office 365
 - Net Data
 - E-payment applications

Certifications, Licenses, Experience, and Compliance

1. The Proposer should have full time staff that possesses the following certifications:
 - a. MSP Alliance Cloud Verify Certification
 - b. CJIS certified
 - c. Cisco certified
 - d. VMware certified

2. The Proposer must be able to:
 - a. The Proposer must have on-site support available within a 25-mile radius.
 - b. The Proposer must be available to provide support after hours and weekends.
 - c. The Proposer must demonstrate a minimum 5 years of experience providing Managed Services.

SELECTION CRITERIA AND PROCESS

1. Statements shall be evaluated on professional staff qualifications, previous related experience, and familiarity with statutory and judicial requirements of the State of Texas, federal requirements, and commitment to meeting project agendas, time frames, budgets, and references from previous clients.
2. The County will evaluate submittals received and base its selection on the team considered to be most advantageous to the citizens of Caldwell County.

MINIMUM QUALIFICATIONS

Firms must meet the following criteria to move to the evaluation committee for consideration.

1. Have provided services similar to those specified herein to at least five (5) clients in the past five (5) years; and,

**SPECIFICATIONS
IT MANAGED SERVICES**

2. Discuss any current and/or ongoing litigation which may cause conflicts or affect the ability of the firm to provide services.

Proposals will be evaluated and scored as follows:

1.	Experience, Certifications, Expertise, References	20	Points
2.	Client Relationship Approach	20	
3.	Service Levels	20	
4.	Management (Change Control/monitoring/Documentation)	30	
5.	Fees	<u>10</u>	
		100	Possible Points

RESPONDENT COST TO DEVELOP PROPOSAL.

All costs for preparing and submitting the response to this RFP are to be the responsibility of the respondent and will not be chargeable in any manner to the County.