

JOINT REQUEST FOR PROPOSAL

IT Managed Services Provider

Thurston County Fire District No. 6, d/b/a East Olympia Fire
Thurston County Fire District No. 9, d/b/a McLane/Black Lake Fire

INTRODUCTION

The Districts provide fire suppression, emergency medical and rescue, and patient transport services, 24-hours a day, 365-days per year to residents living within each District's service boundaries, within unincorporated areas of Thurston County.

Each District operates under its own budget, and employs its own full-time and part-time employees, and volunteers. Specific information for each agency is listed separately within this document.

Currently, each District contracts with the same vendor for IT managed services, operating under similar IT infrastructure needs, and therefore the request for joint request for proposal.

RFP OBJECTIVE

This Request shall be used to obtain proposals from qualified IT managed service providers. The District's shall review proposals and enter into negotiations with the vendor whose proposal is most advantageous to the District's with price and other factors considered.

Following negotiation, the successful proposer shall be asked to enter into a contract with the Fire Districts. The length of that contract is proposed to be 2 years, renewable every two years.

The District's currently operate in a Microsoft Windows based network infrastructure, and seek an information technology business partner to provide ongoing consultation and technical support for its infrastructure and staff. We are looking for a qualified provider to provide consultation, technical implementation, improvements, special project management, ongoing maintenance and updates to existing infrastructures, and auditing and reporting on systems.

The Districts are seeking to implement a maintenance and support agreement to cover their ongoing technology needs that shall include but are not limited to:

- Integrate the successful vendor as a key stakeholder and collaborator in the District's ongoing technology planning to ensure the Districts are current in technology and risk management safeguards.
- Evaluate each District's current technology and provide an assessment of possible areas for improvement.
- Develop a proposed project plan and timeline for areas for improvements.
- Provide ongoing support and consultation in all aspect of the Districts' IT.
- Update and upgrade outdated systems.
- Ongoing Collaboration between the vendor and administrative staff in the development and maintenance of IT policies, including cyber-security.

SERVICES THAT SHALL BE PROVIDED:

This support shall include, but is not limited to:

General Services

Support	Software	Consultation
24/7 Network Servers infrastructure support and maintenance, including service packs and security patches, network switches, and battery backup replacement and upgrades.	Microsoft Office 2013 or more current including other standard business software such as Adobe	Monthly and/or quarterly meetings
24/7 System Monitoring/Response,	BIAS Accounting Software (third party vendor)	Monthly reporting on system health
Maintain internet connectivity between outlying stations and network access.	CADZone (third party vendor)	
Implement and monitor Internet Maintenance Cyber-Security (CIS Controls)	Spam Filters on Email service	Technology Planning
Disaster Recovery (offsite backup)	AntiVirus Software installation and monitoring	Update IT Management Policies
Ongoing Risk Management	Backup of Social Media including Texts	Other services as requested
Network Security including patches	Application Management	
Exchange Server – Email maintenance	Installation of all new software	
Onsite and Remote Response /Server down onsite emergency response within 3 hours	Support interface with third party software vendors	
Install and monitor workstations/laptops/tablets, including updates and patches		
Maintain and upgrade Firewalls		
Maintain and upgrade wireless Access Points		
Provide monthly audit reports indicating bad user attempts on firewalls, and alerts on user accounts deleted or modified.		
Research and recommend software and hardware solutions		
Regular periodic cleaning and testing of backups by restoring test files		
User Administration		
Other services as requested		

Agency Specific Hardware Thurston County Fire District 6

Hardware	Brand	Number
Network Servers	1 HP Server; 1 Lenovo Server	2
Networked Copiers	Canon	2
Networked Printers	HP	3
Ethernet Switches	Linksys / Trendnet	2
Desktop Computers	Dell	9
	Lenovo	7
Server Batteries	APC Smart-UPS	4
Tablets	Microsoft Surface	6
	Galaxy Tablets	7
	HP	2
	Samsung	1
Wireless Access Points	Sophos	8 (+/-)
Firewall	Sonic Wall	2
Cell Phones	Apple / With Verizon Wireless	
	Samsung / With Verizon Wireless	

Agency Specific Software Fire District 6

Software/Programs	Description	Vendor
Emergency Reporting	Web-based incident reporting program	Emergency Reporting
CrewSense Scheduling	Web-based scheduling program	CallBack Staffing
Target Solutions	Web-based training tracking program	Target Solutions
CADZone	Installed on two pc's for pre-fire planning	CADZone
Key Capture	Web-based remote deposit software	Key Bank
Wondershare	Video editing software installed on two pc's	Wondershare

Agency Specific Hardware Fire District 9

Hardware	Brand	Number
Network Servers	ThinkServer TD350. Think Server TD140	2
Networked Copier Printers	Sharp	3
Networked Printers	HP	3
Ethernet Switches		3
Desktop Computers	HP	15
Server Batteries		4
Tablets	Surface Pro	5
	HP	3
	Samsung	1
Lap Tops	HP	7
Wireless Access Points	Brand?	6
Firewall	Sonic Wall	2
Cell Phones	Apple / With Verizon Wireless	
	Samsung / With Verizon Wireless	

Agency Specific Software Fire District 9

Software/Programs	Description	Vendor
Adobe Creative Suite	Publication, Design & Photography software	Adobe
Filemaker Pro	Database software	Filemaker Pro
Tiburon mobilCOM	Dispatch CAD interface	Tiburon
	Web-based Scheduling software	Crew Sense
	Web-based Incident Reporting	Emergency Reporting
	Web-based Training tracker	Target Solutions

Proposals shall be submitted following the guidelines listed in this RFP. Additional information, options, fee alternatives, and materials are welcome, and may be submitted following the specifics listed in this RFP. Proposals become public record, so proposers should be careful when submitting proprietary information.

Proposals are to be submitted **before 4:30 p.m. March 29, 2019**, electronically in MS Word or Adobe Acrobat formats only to:

Kris Antich
Admin/Finance Manager
P.O. Box 578
East Olympia, WA 98540
360-491-5533
Email to: inquiries@eofd.org

Please indicate in the subject line "**Proposal for IT Managed Services Provider**". Proposals received following the deadline shall not be considered.

All proposals shall include a statement indicating that the submitter is authorized to offer this proposal by his/her company and may bind the company under contract if selected.

SELECTION

The District's shall use a competitive negotiation process to award a contract to the successful proposer. Although cost is a significant criteria for selection, the District's shall be awarding based upon a number of criteria evaluated based upon the proposal, and the best support to the District's.

IT ENVIRONMENT

The successful bidder shall have experience and/or knowledge in all components of the District's technical environment.

CERTIFICATIONS, LICENSES, EXPERIENCE, AND SECURITY CLEARANCE

Proposers should have all licenses or registrations required to do business in the State of Washington.

INSURANCE

Proposers shall be licensed and bonded, and shall comply with the District's insurance requirements.

QUESTIONS CONCERNING RFP

For questions, proposers may contact:

Thurston County Fire District 6 – Kris Antich – 360-491-5533
Thurston County Fire District 9 – Davie Kindell – 360-866-1000

QUESTIONS FOR PROPOSER

Please respond to the following in your proposal: (Please use the same order and titles to help facilitate scoring your proposal.)

1. General Company Information:

Provide a profile of your company, including background and history, size, locations, certifications, credentials, etc. Please provide details of your company's practices for staying current on regulations, legislation, certifications, and compliance especially as it relates to HIPPA, public records, and government. Describe all staff that shall be utilized to perform contractual duties under your proposal, and their certifications, experience, and duties.

Provide references of similar sized or larger agencies that proposer is currently managing or has managed.

2. Security:

Describe your strategy for securing your clients data. Include your company's policies as well as any security certificates that you possess. Explain how you shall insure that the security is adhered to.

Describe your company's security certification and expertise, and confirm that no employees on the engagement has ever been convicted of a felony and/or any act of dishonesty.

3. Client Relationship Management:

Describe how you would manage customer relationship within the District "clients."

- Resumes (including dates of all relevant experience) of all staff expected to support the Districts
- An organization chart explaining the reporting relationships and the responsibilities of each individual assigned to the Districts' account.
- Describe how you shall propose changes in technicians assigned to the contract.
- Describe your training program.
- Describe all support staff that would be expected to serve the Districts, including executive, project, and account staff.
- Describe the days and hours of operation for help desk staff including holidays, weekends, and "emergency".
- Describe how after-hours support would be available.
- Describe how you would report to District management about status of systems, elicit needs of users, needs for change, etc.

4. Service Levels:

Describe service levels you shall provide to the Districts. Note that penalties shall be assessed for not meeting service level response times identified.

- Describe your work order/trouble ticket system.
- Describe availability of key staff during normal business hours.
- Describe how staff is available 24/7.
- Provide your guaranteed response time for issues dependent upon severity and time of day.
- Provide your average response time for routine response.
- Provide your average response time for after-hours issues.
- Provide scheduled down times for routine maintenance.
- How are scheduled down times determined; how communicated?
- How do you propose that the service level agreement be enforced?
- Describe your communication strategy for keeping clients informed of system conditions and changes.
- Describe how you would assist top management strategically plan to insure that the District's IT system retains its usefulness, viability, compatibility, and dependability.
- Describe your plans for disaster recovery.

- Describe how you would work and describe any special requirements that would need to be filled by the District.
- Describe how major software upgrades would be applied and what upgrades would require additional fees.

5. Monitoring:

- Describe your monitoring tools and strategies to monitor and insure the stability of the computing environment in the Districts.
- Describe how these monitoring results would be communicated to management.

6. Documentation and Records:

- Describe how you would document and record maintenance, installation, performance, and changes to the system.
- Describe the documentation that you would make available to the Districts at the end of the contract period.
- Describe how you would maintain confidentiality in strict conformance with HIPPA and other confidentiality laws and regulations.

7. Implementation Strategies

- **Please describe your implementation strategy, timeline, organizational impacts and resource requirements.**

8. Fees:

The Districts understand that while they do operate separately, there may be services that one District may require additional support. Proposers are encouraged to break those services out in separate line items as additional fees.

It is the intent of the Districts to have their agency's billed separately for all of their service needs, including additional services.

Please provide any and all fees associated with the proposed contract for services. The following should be included in your base bid:

- Fees for service initiation
- Ongoing monthly fees, and what is included and excluded
- Fees for connectivity to support site

Optional Fees:

- Extra work which is outside the proposal
- Optional ongoing services
- Ad-hoc services
- Escalation fees
- Off-site disaster recovery
- Response and emergency fee

9. Vendors are encouraged to include recommended system upgrades, identified and itemized by agency when determining potential cost.

SIGNIFICANT EVALUATION FACTORS

Response shall be reviewed on these critical factors with the indicated relative importance factors. The Districts may, at their discretion, require a proposing vendor to make a presentation reflecting a synopsis of the information submitted in the written proposal.

1. Service levels
2. Client relationship approach
3. Company experience, certifications, expertise, reference from similar agencies
4. Management (Change Control, Monitoring, and Documentation)
5. Fees:
 - a. Recurring Monthly Fees
 - b. Implementation Fees
6. Letter of reference from three organizationally similar customers