Request for Qualifications for:
Information Technology Managed Services

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Contact for Request for Qualifications:
Christine Baker
Planning Department
cbaker@stillwatercountymt.gov
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OVERVIEW AND CURRENT IT ENVIRONMENT

Services needed at approximately 8 locations on Stillwater County property

IT services currently provided by Morrison Maierle/Systems Technology Consultants:
Servers 7 (approximately) Exchange/SQL/FILE/Print/ Virtual/ Back up
Backup/Disaster Recovery 7 Cloud Back up for Servers
Workstations (approximately) 60 PCs/Workstations/Laptops
Wi-Fi Ubiquiti
Email Security
End User Security Testing & Training
Hardware and Server troubleshooting and support
Virus Protection, Spam Filters and Firewall
Network switches
Data Backup & Storage
Email Backup to meet Public Information Laws

There are approximately 60 active computers on the Stillwater County network
Operating System: Windows 10 Pro
Internet services currently provided by Spectrum/CenturyLink/ Summit Net

The Stillwater County telephone system currently runs thru the LAN and is managed by Black Box Network Services.
SCOPE OF WORK

Stillwater County desires a fully outsourced IT management provider to provide proactive maintenance, support, and other IT related functions. The following details the minimum services to be provided:

a. Initial Assessment
   Compile/update inventory of all IT related assets. Assess system architecture and current processes and make recommendations for improved IT system performance.

b. Desktop Applications Support
   Performance of basic support functions, including the installation of PC's, laptops, printers, peripherals and software; training and educating users; diagnosis and correction of desktop application problems; configuring of PC's and laptops for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed. Assist designated Stillwater County personnel with hardware and software purchases as needed. Assist with warranty and other technical support. Maintain an up-to-date inventory of Stillwater County's computer related hardware.

c. Server Administration
   Manage computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Monitor server performance and capacity management services. Ensure scheduled preventive maintenance for equipment is promptly and properly performed; maintain the maintenance records on the equipment; develop operations, administrative and quality assurance back-up plans and procedural documentation. Set up new users and edit or remove existing users in the environment to be sure that users have proper access or restrictions as may apply to Stillwater County data files.
d. Network Administration  
Scope of activity includes all Stillwater County equipment including switches, firewalls, routers, wireless access points, and other security devices. Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades. Manage backup and disaster recovery systems. The scope also includes primary installation of network printers, scanners, and copiers, to include those being used locally. Complete proactive monitoring of network equipment including bandwidth utilization, and other performance indicators, with reporting when specified thresholds are reached. Maintain Stillwater County campus-wide network diagram.

e. Security and Backup  
Maintenance of virus/malware detection and spam reduction programs on Stillwater County's servers, email, computers and laptops. Perform periodic security audits and notify Stillwater County IT personnel immediately of suspected breaches of security or intrusion detection. The scope also includes a data backup policy with procedures in place to handle daily, weekly and monthly backup of the computer data and information, and email; procedure to restore systems and data if servers go down and/or individual computers fail.

f. Strategic Planning  
Engineering, planning, and design services for major system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchasing and technology needs. Keep Stillwater County up to date on new technology changes and uses that will enable Stillwater County to increase efficiency and reduce costs. Install new servers, software and hardware and transfer data when required. Strategic planning, design and installation/upgrade of core network systems. Assist with policy formulation and application.

g. Help Desk Support  
End user support must be timely, friendly, and professional. Urgent and emergent support must be available 24/7/365. Routine support must be available Monday –Friday from 8:00 am – 5:00 pm.

h. Onsite Support  
Provide regular scheduled onsite support to address hardware and software issues. Additional onsite support may be needed for major projects.
i. End User Training
   Provide training for various technology as needed. This would normally be for common
   software or hardware used in a business setting or new equipment installed. This can be
   at the request of Stillwater County or when a need is identified by the vendor.

j. Public Records & Social Media Archive
   Assist in the creation of social media policies and procedures including archived emails and
   network files of current and former employees that comply with Public Record Law.

k. Criminal Justice Information Network (CJIN) & Emergency Operations
   Experience in Government Operations, Summit Net, Emergency Operation Center Systems
   and Criminal Justice Information Network (CJIN) Security. All Certifications for CJIN/CJIS
   Security are required.

l. Alternatives
   Vendors may propose alternative services, if the vendor can demonstrate alternatives will
   significantly improve IT effectiveness, enhance its quality of services, minimize its support
   cost, and maximize return on investment in IT.

m. Vendor Management and Support
   Maintains processes and discipline for organizational costs and controls, strengthen
   services, negotiate IT services and contracts, reduces risks while extracting the most value
   from the investment and driving service excellence.

SUBMITTAL REQUIREMENTS
Respondents should complete all sections of the Request for Qualifications. If additional
material is required for one or more questions, please label attachments clearly and
reference them in your response. Submittals should not exceed 10 pages.
Responses received under this Request for Qualifications that fail to address each of the
sections, in adequate and complete detail, will be deemed as non-responsive and will not be
considered for selection. Note that responses of “to be provided upon request” or “to be
determined” or the like, or that do not otherwise provide the information requested (e.g. left
blank) are not acceptable.

Bid should be clearly organized under five (5) headings:
I. Letter of Transmittal
II. General Vendor Information
III. Bid
IV. Support
V. Costs
I. Letter of Transmittal:

This letter is not intended to be a summary of the bid itself. The letter of transmittal must contain the following statements and information:

A. Company name, address, telephone number(s) and website.

B. Name, title, email address, and telephone number of the person(s) to contact and who are authorized to represent the firm and to whom correspondence should be directed.

C. Copy of current W-9.

D. A brief statement of your understanding of the services to be performed and make a positive commitment to provide services as specified.

E. The letter must be signed by a corporate officer or person authorized to bind the vendor to the bid and cost schedule.

F. A statement indicating that the bid and cost schedule will be valid and binding for ninety (90) days following the bid due date and will become part of the contract negotiated with Stillwater County for FY2023 (July 1, 2022 – June 30, 2023).

II. General Vendor Information:

Please provide the following information:

A. Length of time in business

B. Length of time in business of providing proposed services

C. Total number of clients, highlighting any government service contracts

D. Number of full-time personnel and years of experience in:
   a. Consulting
   b. Installation and training
   c. Technical support
   d. Sales, marketing, and administrative support

E. Location
   a. Location of headquarters and any field offices
B. Location of office which would service this account; including billing

III. Bid:

A. Please provide a proposed work plan for a migration to your organization as a Stillwater County vendor. Specifically, provide the following information:
1. Key activities
2. Timeline for implementation of bid
3. Information/resource requirements from Stillwater County
4. Deliverables
5. Key milestones, checkpoints, and other decision points

B. Description of how your organization is positioned to provide the services requested, with a history of experience on providing similar services to government clients.

C. Provide three (3) references for clients whom you have provided similar services, including information referencing the actual services provided, customer size (number of users), and the length of tenure providing services to this client. Please include name, title, address and telephone number for these references.

D. Naming of staff resources, with identification of principals and key personnel who will provide the services; experience and expertise of staff (local availability of staff is an important consideration); and role and responsibilities that each staff member will have. Some personnel may be subjected to Montana fingerprint criminal background checks. Please indicate what types of background check your organization currently uses or proposes to use and what screening/selection criteria is mandated by your firm.

E. Explanation of any contract termination for default or other incident in the past five years. Termination for default is defined as notice to stop services for non-performance or poor performance, and issue was either litigated or not litigated. If default occurred, list name, address, and telephone number of the party. If NO such termination occurred for default, declare it.

F. Please disclose how your organization offers licensing, hardware, software and security ownership. Does your organization follow Hardware-as-a-Service (HaaS) or Software-as-a-service (SaaS) models allowing customers procurement of services through leasing. If so, does your ‘as-a-Service’ agreement enable a path to ownership as the cost of the hardware is paid off while consuming the service(s).

G. Summarize your organization’s qualifications. Additionally, you may articulate why your firm is pursuing this work and how it is uniquely qualified to perform it. Include other pertinent information that may help Stillwater County determine your overall qualifications.
IV. Support and Reporting

A. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?
B. Stillwater County’s user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.
C. Please provide details on your standard reporting on network monitoring and health capabilities.

V. Cost of Services

A. The bid must contain a fee schedule that includes fixed rate business hours support and hourly rates for additional services.
B. Payment schedule should also be included and should be on a monthly basis.
C. List, specifically, any services which would not be covered in the bid price.
D. Vendor shall indicate the impact, if any, of changes in Stillwater County’s IT infrastructure (number of servers and PC’s) on the fixed fee. Vendor shall also indicate any additional costs for initial set-up and transfer of data.
E. Vendor shall provide a list of billable rates for additional services.
F. Define any tiers of service associated with those tiers.
EVALUATION AND CRITERIA
A selection committee will review the vendors’ qualifications. From this review, an evaluation and selection process will be completed using the following criteria as a benchmark for making a recommendation. The Stillwater County Selection Committee will make a recommendation, and the Board of County Commissioners will approve the contract award.

The criteria are:

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<td>Approach and Methodology</td>
<td>15%</td>
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<tr>
<td>Experience of the Firm/Staffing</td>
<td>20%</td>
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<td>Availability of Local Technicians and Response Times</td>
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<td>Satisfaction of Clients/End Users</td>
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SUBMISSION INSTRUCTIONS
BIDS ARE DUE: Friday, August 5, 2022 by 3:00 P.M.- Quarry Road, Columbus, MT 59019
FIVE (5) copies of the bid must be received by Stillwater County prior to 3:00 P.M on August 5, 2022. All copies of the bid should be under sealed cover and plainly marked “INFORMATION TECHNOLOGY MANAGED SERVICES REQUEST FOR QUALIFICATIONS”.

Bids shall be delivered to:
Attn: Tyrel Hamilton, Chair
Board of County Commissioners
West Annex Building
PO Box 970
431 Quarry Rd
Columbus, MT 59019
The award of the contract will be made to the firm whose bid receives a favorable evaluation, recommendation of the selection committee, and approval of the Stillwater County Board of Commissioners.

The selection committee may elect to interview vendor(s) with favorable evaluations prior to making the final recommendation to Stillwater County staff and the Board of County Commissioners.

**CONTRACT TERMS**

The period of performance for contracts issued as a result of this Request for Qualifications process will be for a three-year (3) period (beginning on September 26th, 2022 and ending on September 25th, 2025).

a. **Contract**

Stillwater County anticipates a three-year (3) contract. Renewal of the contract may require Stillwater Board of County Commissioners approval. All fees should be set for an annual term and clearly state that in the bid. Exceptions desired must be noted in the bid submittal. Stillwater County reserves the right to revise the stated terms and conditions prior to contract signature.

b. **Termination of Contract**

The contract may be terminated by mutual agreement in writing or it may be terminated at any time by either party by delivery of a sixty (60) day written notice to the other party.
KEY DATES

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QUESTIONS

Any questions regarding this bid are to be submitted to:

Name: Christine Baker
Title: Planning Department
431 Quarry Road
Columbus, MT 59019
Email: cbaker@stillwatercountymt.gov

All requests from the vendor for additional information must be made in writing (includes email thamilton@stillwatercounty.gov) no later than August 2nd, at 3:00 P.M. No inquiries, written or oral, will be accepted after this date.

For all potential vendors to be treated equally, all questions raised regarding this Request for Qualifications process and the responses made by Stillwater County will be made available to all applicants. Written responses to questions received through August 2nd, will be posted online at www.stillwatercountymt.gov/public notices no later than April 3rd, 2022 at 3:00 P.M.

It is the responsibility of the vendor to monitor and verify receipt of any addendums to this Request for Qualifications.

MISCELLANEOUS

Stillwater County reserves the right to reject any and all bids for failure to meet the requirements contained herein, to waive any technicalities, and to select the bid which, in Stillwater County’s sole judgment, best meets the requirements of the project.

This Request for Qualifications creates no obligation on the part of Stillwater County to award a contract or to compensate the vendor for any costs incurred during bid presentation, response, or submission. Stillwater County reserves the right to award a contract based upon bids received without further discussion or negotiation.
Stillwater County further reserves the right to make such investigation as it deems necessary to determine the ability of vendors to furnish the required services, and vendors shall furnish all such information for this purpose.

Vendors must specifically identify any portions of their submittals deemed to contain confidential or proprietary information, or trade secrets in accordance with Montana laws. Those portions must be readily separable from the balance of the bid. Such designations will not necessarily be conclusive, and vendors may be required to justify why Stillwater County should not, upon written request, disclose such materials.

Any contract to be awarded does not obligate Stillwater County to purchase computer equipment, replacement parts, hardware devices, cabling, licenses, software, etc. from the successful vendor.

Stillwater County reserves the right to change the schedule or issue amendments to the Request for Qualifications at any time. Stillwater County also reserves the right to cancel or reissue the Request for Qualifications.

All requests from the vendor for additional information must be made in writing (includes email). All questions and answers are public information and will be shared upon public information request.

-END OF REQUEST FOR QUALIFICATIONS-