

East Baton Rouge Council on Aging

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RFP NO. 05-02018(ITSS)-03 INFORMATION TECHNOLOGY SUPPORT SERVICES

JOB SPECIFICATIONS

INTRODUCTION

The East Baton Rouge Council on Aging (EBRCOA) is inviting proposals from qualified, professional technology firms, for information technology support services. The ideal firm will provide technical support, assistance, hardware and software troubleshooting, system maintenance and training and documentation of new and existing systems, inventory of software, and system security updates and confirmations. This RFP contains specific requests for information. In responding to this RFP, proposers are encouraged to provide any additional information they believe is relevant. The COA shall evaluate the proposals and may conduct interviews with any or all proposers applying for selection regarding their qualifications, experience, and ability to perform the requested services.

EVENTS

- A. Release of RFP.....March 8th, 2018 (General circular; e-procurement; EBRCOA website)
- B. Submission of Proposals.....April 9th, 2018
- C. Evaluation and Selection.....April 12th, 2018

The selection date is subject to extension at the discretion of the EBRCOA.

EBRCOA'S RESERVATION OF RIGHTS

- 1.1 The EBRCOA reserves the right to reject any or all proposals submitted, to waive any informality in this RFP process, or to terminate the RFP process at any time, if deemed by the EBRCOA to be in its best interests.
- 1.7 The EBRCOA reserves the right not to award a service agreement pursuant to or subsequent to this RFP. The EBRCOA shall have no obligation to compensate any firm for any costs incurred in responding to this RFP.
- 1.3 The EBRCOA reserves the right to terminate a contract awarded pursuant to or subsequent to this RFP, at any time and for any reason, for no reason at all, for incomplete work or defective work not remedied in a timely manner as determined by the EBRCOA, damage to EBRCOA property or private property, via a breach of contract, upon 5-days written notice to the successful proposer(s).
- 1.4 The EBRCOA reserves the right to determine the days, hours and locations that the successful contractor shall begin to provide, and continue to provide the services called for in this RFP, until all work has been successfully completed.
- 1.5 The EBRCOA reserves the right to retain all proposals submitted and shall not permit withdrawal for a period of 45 days subsequent to the deadline for receiving proposals without the written consent of the EBRCOA's Contracting Officer (CO)/Chief Executive Officer (CEO).

- 1.6 The EBRCOA reserves the right to negotiate the cost proposed by the proposer. Proposal costs are to remain firm for the term of the awarded contract, with no change-orders.
- 1.8 The EBRCOA reserves the right to reject and not consider any proposal that does not meet the minimum requirements of this RFP, including but not necessarily limited to incomplete proposals and/or proposals offering alternate or non-requested services.
- 1.9 The EBRCOA shall reserve the right, at any time during the RFP or contract process, to prohibit any further participation by a proposer or reject any pricing submitted that does not conform to the requirements detailed herein. All proposers shall be notified of the successful proposer via regular mail or electronic mail. A contract that has been awarded does not obligate the EBRCOA to purchase computer equipment, replacement parts, hardware devices, cabling, licenses, or software from the successful proposer.
- 1.10 By agreeing to receive this solicitation each prospective proposer is thereby agreeing to abide by all terms and conditions listed within this document, and further agrees that he/she will inform the EBRCOA in writing of the discovery of any item listed herein or of any item that is issued thereafter by the EBRCOA that he/she feels needs to be addressed. Failure to abide by this shall relieve the EBRCOA, but not the prospective and selected proposer/contractor, of any responsibility pertaining to such issue.

SCOPE OF WORK / MINIMUM JOB SPECIFICATIONS WHICH SHALL AND MUST BE MET OR EXCEEDED:

1. Employ and have sufficient personnel capable of successfully completing the contract work, as all work must be performed with the least possible disruption to Agency operations. Work shall be performed on property owned, maintained, or designated as part of this contract by the EBRCOA.
2. Provide all equipment necessary to complete assigned work activity. Contractor shall be responsible for safeguarding their own materials, tools, and equipment. The EBRCOA shall not assume any responsibility for vandalism and/or theft of materials, tools, and/or equipment.
3. The project work-site shall be kept clean, neat, and orderly as possible at all times.
4. Contractor shall designate one person that is responsible for the supervision of all work being performed, and who shall serve as the point of contact for the Agency.
5. **IT Support Services** shall consist of the contractor ensuring that there is no significant computer or system downtime during normal business hours, generally 8:00 am to 4:30 pm, Monday through Friday. Contractor shall provide an initial system assessment, which shall consist of a review of inventory, assessment of equipment and system architecture for efficiency, recommendations for improving routine support criteria and eliminating emergency maintenance situations. Contractor shall provide desktop application support, to include performance of basic support functions, including the installation of PCs, Laptops, printers, peripherals, and office software; 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. Contractor shall provide training and technical support on software programs, such as (QuickBooks, etc.); management of networks and computer systems, including databases, messaging, servers, and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, and recoverability of the systems. Contractor shall maintain and support network equipment, including switches, firewalls, routers, and other security devices as needed. Work shall include the installation of all printers, network copiers, routine configuration changes, minor cabling if needed, and provide alert notifications in case of

equipment failure. Contractor shall maintain email accounts using the agency domain, adding, changing, and/or deleting employee accounts as directed; maintain virus protection and detection programs on the servers and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to the EBRCOA are required. Contractor shall also provide for the configuration of EBRCOA systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by the EBRCOA. Contractor shall provide a data backup policy, with procedures in place to handle daily, weekly, and monthly backup of the computer system, server(s), data and information, email, and the like; also restore systems and data if server(s) and/or computers go down, is required. Contractor shall make recommendations for future purchasing and technology needs. Contractor shall have previous experience supporting mid-to-large-size organizations (50+ PC's) located across multiple sites, along with demonstrated experience and proficiency in PC installations, troubleshooting hardware and software issues, software installation, re-imaging, and configuration needs, and supporting multiple hardware and software manufacturers.

Proposal Submission: Proposers shall submit proposals, prior to the posted deadline of **Monday, April 9th, 2018 by 11:00 am CST**. The EBRCOA reserves the right to extend the posted deadline at any time prior to the deadline, if, in the opinion of the Contracting Officer (CO), it is in the best interest of the EBRCOA to do so. Three (3) original copies of the proposal must be received by the above deadline date, in addition to one (1) loosely-bound (black & white) copy.

Proposals shall be mailed to the EBRCOA's administrative office located at 5790 Florida Blvd. Baton Rouge, LA 70806. All proposals shall be under sealed cover (envelope or box), and plainly marked as "Information Technology Support Services Proposal" and received by the EBRCOA by the deadline date and time. Proposal packets received after the deadline date or time, shall be unopened, disqualified, and either returned to sender or secured until proposer retrieves unopened packet.

Submission Requirements: Proposals shall be clearly organized under four (4) headings which include:

1. **Letter of Transmittal-** Company name, address, telephone number, email address, taxpayer identification number of company, contact person, brief summary statement of company's understanding of services to be performed and commitment to provide services as specified.
2. **General Vendor Information** - Length of time in business, total number of private sector clients to date, total number of public sector clients, number of personnel in installation and consulting positions, location of office that would serve the EBRCOA account. Provide certification if company is an MBE, WBE, DBE, or VBE.
3. **Proposal-** Description of approach company will use in providing services requested, description of how company is positioned to provide services requested, with a history of experience providing similar services, three (3) references from clients for whom similar services were performed, response time and goal for resolving problems, final authority regarding conflicts, help desk description, and explanation of any contract termination for default or other incident in the past five (5) years. Scope of services beyond the RFP that the company provides which may be of interest to the EBRCOA, and a proposal summary, including why the company is pursuing the work and how it is uniquely qualified to perform the services required.
4. **Cost-** Proposers shall submit an annual fixed fee cost for services; as per EBRCOA discretion, contract renewables are allowable and shall be considered. Proposers must list, specifically, any services which would not be covered in the proposal cost.

Award & Evaluation Criteria: If an award is completed pursuant to this RFP, and unless otherwise instructed in writing by the CO, award shall be made to the most responsive and responsible firm that submits the most reasonable cost; possesses the capability to fulfill all requirements; and as determined by the EBRCOA to be within project budget. Proposals shall

be evaluated based upon the following: Methodology, Experience of Company and staff, Client & End User Satisfaction, and Cost. A three (3) person evaluation committee will score all proposals and submit for consideration, the top-rated firm for selection.

Unauthorized Sub-Contracting Prohibited: The successful proposer **shall not** assign any right, nor delegate any duty for the work proposed pursuant to this RFP (including, but not limited to, selling or transferring the contract) without the prior written consent of the CO. Any purported assignment of interest or delegation of duty, without the prior written consent of the CO shall be void and result in cancellation of the contract with the EBRCOA, and shall result in full or partial forfeiture of funds paid to the successful contractor as a result of the proposed service agreement, as determined by the CO.

Licensing, Bonding, and Insurance Requirements: Prior to award (but not as a part of the RFP submission) the *successful contractor* will be required to provide:

An original certificate evidencing the firms' current **Workers' Compensation** insurance carrier and coverage amount;

An original certificate evidencing **General Liability** coverage, **naming the EBRCOA as an additional insured**, together with the appropriate endorsement to said policy reflecting the addition of the EBRCOA as an additional insured under said policy (minimum of \$100,000 each occurrence, general aggregate minimum limit of \$200,000, together with damage to premises of \$25,000);

An original certificate showing the contractor's **Professional Liability** and/or "errors and omissions" coverage (minimum of \$100,000 each occurrence, general aggregate minimum limit of \$200,000);

An original certificate showing the contractor's **Automobile Insurance** coverage in a combined single limit of \$100,000. For every vehicle utilized during the term of this program, when not owned by the contractor, each vehicle must have evidence of automobile insurance coverage with limits of no less than \$25,000/\$50,000.

If applicable, a copy of the contractor's license issued by the State of Louisiana licensing authority allowing the contractor to provide the services detailed herein.

Contract Service Standards: All work performed pursuant to this RFP must first and foremost, comply with all applicable local, state and federal codes, statutes, laws and regulations.

This procurement complies with LA R.S. 39:198; LA R.S. 38:2234; and LA R.S. 39:199.