

Marion Soil and Water Conservation District, Oregon Request for Qualifications (RFQ)

INFORMATION TECHNOLOGY CONSULTING AND SUPPORT SERVICES

I. Introduction

The Marion Soil and Water Conservation District (SWCD), a special district of State government, is requesting statements of qualifications (SOQs) from qualified professional vendors to provide Information Technology (IT) consulting and support services. The qualified vendor(s) will provide consulting services regarding the design and installation of a local area network, including accompanying hardware and software; and/or manage, maintain, and continuously upgrade or improve all SWCD technology including desktop, laptop, local area network and all related information technology services. All of this while minimizing support cost and maximizing return on IT investment.

This RFQ does not commit the SWCD to enter into a Contract, nor does it obligate the SWCD to pay for any costs incurred in preparation and submission of proposals or in anticipation of a contract.

1. Statement of Authority

This RFQ is entered into according to ORS § 279A and 279C, and the Marion Soil and Water Conservation District's Public Contracting Rules, adopted under Resolution No. 030205C.

2. Submittal Procedures

Five (5) copies of the SOQ package shall be submitted by 4 PM on June 15th, 2010 and shall be in compliance with this RFQ. Late SOQs will not be accepted.

The submittal shall be clearly labeled: Information Technology Consulting and Support Services - RFQ. Submittals and all correspondence shall be directed to:

Susan Ortiz, Administrative Coordinator
Marion Soil and Water Conservation District
650 Hawthorne Ave SE, Suite 130
Salem, OR 97301
Phone: (503) 399-5741 x 133
Email: susan.ortiz@or.nacdnet.net

Proposals must be received no later than 4:00 pm on June 15, 2010.

The Marion SWCD assumes no responsibility for delayed or undelivered mail or Express packages. Responses not received on or before the above specified date and time will not be considered.

The Marion Soil and Water Conservation District is an equal opportunity employer, providing services to the public without regard to race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and marital or family status.

II. Background Information

The SWCD works with large and small acreages in urban, rural and suburban settings within Marion County, Oregon. The SWCD works in close cooperation with state and federal agencies.

The SWCD is currently provided IT support services, networking, e-mail services, file and print services, along with numerous software programs through the USDA, for the majority their workstations. It is anticipated that the SWCD will be removed from the USDA system and no longer able to utilize the USDA IT support services by June 30, 2012.

1. Hardware

The SWCD maintains ten (10) desktop workstations, four (4) laptop computers, one (1) netbook, four (4) printers, one (1) projector, and a variety of other equipment including still and video cameras and GPS units.

2. Servers

The SWCD operates a wireless local area network to provide internet access to workstations and laptops not supported by the USDA. The SWCD website is maintained remotely by an independent web hosting company; the web hosting contract includes capabilities for e-mail and FTP file sharing.

3. Operating Systems

The SWCD has nine (9) desktop workstations that operate on Microsoft XP Professional, one (1) desktop workstation that operates on Microsoft XP Home, one (1) laptop that operates on Microsoft Vista, three (3) laptop computers that operate on Microsoft XP. The remaining devices utilize various operating systems including Windows Mobile.

4. Software

Typical software installed on computers include: Microsoft Office Professional 2003 or 2007, Microsoft Internet Explorer, and Adobe Acrobat Professional. Additional software that may be operating on one or more computers includes, but is not limited to:

- Microsoft Live Meeting
- Microsoft Communicator
- Microsoft Project
- Microsoft Media Player
- ArcGIS 7 – 9.3
- Fusion (LIDAR data viewer)
- DNR Garmin
- UTorrent
- ActiveSync
- ArcPad 8 (ESRI)
- GPS Correct (Trimble)
- Pocket Controller Pro

- AutoCad LT 2009
- Stevens Interface (water quality)
- Win_SW (hydrographic processing)
- QuickBooks Pro 2008 – Multi-user
- OTTER
- Adobe Production Premium CS4 Suite
- Adobe Creative Suite 3
- NetMeeting
- Roxio
- Google Earth Safari

III. Services Required

The following details the services that Marion SWCD is seeking to be provided in the area of information services:

1. **Initial Assessment** – Compile and/or update current inventory of all information technology related assets, assess current system architecture and processes, and make recommendations for District-wide IT system performance.
2. **Desktop Applications Support** - Performs basic support functions including installation and maintenance of PCs, laptops, printers, projectors and other peripherals, as well as software; diagnosing and correcting desktop application problems, configuring laptops and desktops for standard applications and identifying and correcting end user hardware problems, and performing advanced troubleshooting. Maintain an up-to-date inventory of ALL District technology related hardware and make available to District personnel upon request. Assist designated District personnel with software and hardware purchases. Assist in development of software/hardware policies and procedures.
3. **Server Administration Services** - Managing computer systems and networks to include complex application, database, messaging, web and other servers and associated hardware, software, communications, and operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Ensure scheduled preventive maintenance for equipment is properly and promptly performed; maintain the maintenance records on the equipment; develop operations, administrative, and quality assurance back-up plans and procedural documentation. Setup new users and/or edit or remove existing users from directory services; management of user logins and security.

Maintain acceptable server performance including changes, upgrades, patches, etc. Support of specialized software products of the District as it relates to the server(s) and associated hardware. Coordinate repair and maintenance work with contracted repair vendors and ensure repairs are conducted in a timely fashion.

- 4. Network Administration Services** – Scope of activity includes all District network equipment including switches, firewalls, routers, and other security devices: Primary installation and maintenance of printers, network copiers/scanners, etc. Provide primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades. Provide alert notifications to designated District personnel in the event of failure. Complete proactive monitoring of network equipment including bandwidth utilization, and other performance indicators, with reporting when specified thresholds are reached. Monitor network performance, District management services and network troubleshooting. Maintain network documentation and procedures.
- 5. Security** – Maintenance of virus detection programs on District servers, email and all other District computers, laptops, and peripherals as applicable. Perform security audits as requested and notify District personnel immediately of suspected breaches of security or intrusion detection. Configure District system to enable remote access in a secure environment and provide remote access administration as requested by designated District personnel.
- 6. Strategic Planning** – Engineering, planning, and design services for major system enhancements, including installations and upgrades of new or existing systems. Examples might include major server upgrades, wiring (LAN and WAN) upgrades, storage system upgrades and/or (re)design of backup systems. Provide technical leadership for server technology issues. Make recommendations for future purchasing and technology needs. Install new servers, software and hardware and transfer data when required. Strategic planning, design, and installation/upgrade of core network systems. Examples include major network upgrades, provider changes, IP schema redesign, installation of “core” network devices, etc.
- 7. Miscellaneous** – Vendor to provide a strategy for staff development and training; a plan that addresses how the vendor will facilitate the application of Oregon Public Records Laws; a plan for providing phone support and upgrades. Vendor will be required to maintain an office and a 24/7 presence within 50 miles of the District office.

IV. Submittal Requirements

The following information is required in the RFQ submittal:

1. **Letter of Transmittal**—The letter is not intended to be a summary of the proposal itself. The letter of transmittal must contain the following statements and information:
 - a. Company name, address, and telephone number(s) of the firm submitting the proposal.
 - b. Name, title, address, e-mail address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.
 - c. Federal and state taxpayer identification numbers of the firm.
 - d. Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.
 - e. The letter must be signed by a corporate officer or other individual who is legally authorized to bind the applicant to both its proposal and cost schedule.
 - f. Statement which indicates “proposal and cost schedule is valid and binding for Ninety (90) days following proposal due date and will become part of the contract that is negotiated with the District.”
2. **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
 - d. Total number of public sector clients
 - e. Number of full-time personnel in:
 - ❖ Consulting
 - ❖ Installation and training
 - ❖ Sales, marketing, and administrative support
 - f. Location of headquarters and any field offices
 - g. Location of office which would service this account
 - h. Certification of Minority, Women, and/or Emerging Small Business, if applicable
3. **Describe how your firm is positioned** to provide the services listed above and provide a history of experience on providing similar services.
4. **Describe your approach** to providing these services and your methodology for providing on-going support.

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

6. **Staff Resources** – Identify names of principals and key personnel who will actually provide the information technology services. Summarize the experience and technological expertise of these staff. Describe the role and responsibilities that each of these individuals will have. Full resumes of these individuals should be appended to the proposal. The local availability of staff that will be providing these services will be an important consideration.

7. **Support Services** – Please answer the following:
 - a. Is help desk support available?
 - b. When is support available? (Indicate XX a.m. to XX p.m. in Pacific Time and the days of the week).
 - c. How are charges for support structured, documented and tracked?
 - d. Do you provide a toll-free support number?
 - e. Please describe your problem escalation process, including:
 - ❖ Initial problem identification (hand-off from help desk)
 - ❖ Triage for priority and severity of problem
 - ❖ Steps for resolving problem escalation when a solution is not forthcoming or an implemented solution is unsatisfactory
 - ❖ Final authority regarding conflicts
 - f. Indicate your response time and goal and also your statistics regarding meeting that goal.

8. **If your company has had a contract terminated** for default during the past five years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the vendor's nonperformance or poor performance; and the issue was either (a) not litigated or (b) litigated, and such litigation determined the vendor to be in default. If default occurred, list complete name, address and telephone number of the party. If NO such terminations for default have been experienced by the vendor in the past five years, declare that. The District will evaluate the facts and may, at its sole discretion, reject the vendor's proposal if the facts discovered indicate that completion of a contract resulting from this RFQ may be jeopardized by selection of this vendor.

9. **Beyond the scope of this RFQ**, what services (related or otherwise) does your organization provide that may be of interest to the District?

10. Proposal Summary – Summarize your proposal and your firm’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 helps the District determine your overall qualifications.

Your proposal summary is not to exceed two pages.

11. Cost of Services

- a. The proposal must contain a fee schedule that includes hourly rates for proposed services.
- b. Describe how your services are priced, and any specific pricing you are able to provide.
- c. Define any additional charges (e.g. travel expenses).
- d. Do you have any state contracts that the Marion SWCD would be able to utilize?

V. Evaluation Criteria and Process

A selection committee will conduct an evaluation of qualifications and will rate each submittal based upon the following criteria:

- a. Experience
- b. Understanding of services to be provided
- c. Personnel expertise
- d. Compatibility with end users
- e. Project approach
- f. Satisfaction of clients/end users

The vendor(s) with the highest ranking submittal will be contacted regarding further negotiations with the SWCD.

The anticipated schedule is as follows:

- 1. April 27, 2010, SWCD issues Request for Qualifications
- 2. June 15, 2010, Vendors submit Statement of Qualifications
- 3. July 15, 2010 SWCD completes ranking and notification of qualified vendor(s)

VI. Supplementary Information

- 1. The District reserves the right to reject any and all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in the District Council’s sole judgment, best meets the requirements of the project.

2. The RFQ creates no obligation on the part of the District to award a contract or to compensate the vendor for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews (if held). The District reserves the right to award a contract based upon proposals received without further discussion or negotiation. Vendors should not rely upon the opportunity to alter their qualifications during discussions.
3. The District 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 must furnish all such information for this purpose as the District may request.
4. The SWCD reserves the right to conduct appropriate investigations into the background, previous experience, and training of any vendor or vendor personnel under consideration for this SOQ.
5. Vendors must specifically identify any portions of their submittals deemed to contain confidential or proprietary information or trade secrets. Those portions must be readily separable from the balance of the proposal. Such designations will not necessarily be conclusive, and vendors may be required to justify why the District Council should not, upon written request, disclose such materials.
6. SOQ's will be kept for a period of 5 years.

VII. Deadline for Submissions of Proposals

Five (5) sealed copies of the proposal must be received by the Marion SWCD prior to 4 P.M. on Tuesday, June 15, 2010. One (1) copy should be submitted as a loosely-bound reproducible copy. All copies of the proposals must be under sealed cover and plainly marked as "Information Technology Consulting and Support Services - RFQ". Proposals will be delivered or mailed to:

**Marion Soil and Water Conservation District
IT Consulting and Support Services - RFQ
650 Hawthorne Ave SE, Suite 130
Salem, Oregon 97301**

Any questions regarding this proposal are to be submitted to:

**Susan Ortiz, Administrative Coordinator
Marion SWCD
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