

**REQUEST FOR BID PROPOSALS**

**HAWKEYE VALLEY AREA AGENCY ON AGING**

**Computer Network Support and Maintenance**

**March, 2010**

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## I.

### **Computer Hardware, Software and Network Support and Maintenance RFP Overview**

The Hawkeye Valley Area Agency on Aging (AAA) has been designated by the Iowa Department on Aging as the Area Agency on Aging for Black Hawk, Bremer, Buchanan, Butler, Chickasaw, Grundy, Hardin, Marshall, Poweshiek and Tama Counties in Iowa. It is the responsibility of the Area Agency on Aging to develop and implement programs and services for older Iowans in the 10 county area it serves and provides national services as designated through other competitive grants. The Agency is accepting bids from computer hardware, software and network support service providers for services of computer support and network administration with a shared 30 day escape clause. The contract will be awarded to a responsible provider whose proposal is determined to be most advantageous to the Agency, price and other factors considered. HVAAA reserves the right not to award a contract if in the best interest of the organization and the elders they serve.

This procurement is through a bidding procedure, with competition obtained to the maximum extent practicable in conformance with the Iowa Administrative Code and Federal guidelines. The Hawkeye Valley Area Agency on Aging's present provider is being contacted, as well as those who have previously expressed interest in serving this area. A press release informing the public about the bid request will be submitted to newspapers within the HVAAA area. Where other factors are equal, preference will be given to Iowa contractors of goods and services over out-of-state contractors. Preference will be given to women and minority owned businesses, in compliance with State law, IAC 321—5.14(2). Bidders may be contacted for on-site visits, additional information, or presentation while bids are reviewed by the RFP Committee. HVAAA reserves the right to retain the current IT contractor should a proposal by a competitor should be less than 5%.

The successful providers will operate under a contract, contingent upon continued Older Americans Act funding to the Area Agency on Aging and upon successful fulfillment of contract requirements. All parties must sign the contract before the contract period can begin with the firm selected.

## II

### **Agency Technology Outsourcing Goals**

The selected vendor will provide timely, customer focused IT support services for all end users, minimize support costs, and maximize return on investments in IT.

HVAAA will designate an HVAAA employee as a primary contact for the vendor who will coordinate and monitor services provided under the arrangement of the contract. This contact will act as liaison between HVAAA staff and the selected vendor.

### III.

#### Technology Environment Summary

HVAAA has 34 end users located in Kimball Ridge, 13 end users in remote offices located within the 10 counties served by HVAAA and 3 end users in home offices with an employee currently located in Grundy County and 2 employees in Johnson County.

Hawkeye Valley Area Agency on Aging main offices are located at 2101 Kimball Avenue, Waterloo, IA and has offices with end users located in: Grinnell, Grundy Center, Eldora, La Porte City Independence, Iowa Falls, Marshalltown, New Hampton, Toledo, Waverly and two home offices 1 in Dike, and the other 2 in Iowa City.

Most end users operate Dell brand PC's, laptops or tablets running Microsoft XP as operating systems and Windows 2003 or 2007. There are approximately 13 older HP tablets that are used in field by case management staff. HVAAA intends to replace the HP's in the near future. These replacements will serve both desktop and field use for case management staff. Printers are mostly HP or Dell brand.

HVAAA operates a Dell Poweredge 2900 Server running Microsoft 2003. The server is connected to a Dell 2724 Powerconnect 24 port switch and a 3Com 24 port switch located on the 3<sup>rd</sup> floor of Kimball Ridge connecting users on the 3<sup>rd</sup> floor. The Kimball Ridge central board is maintained by Wheaton Franciscan Health Facilities Department. HVAAA may change switches to the above mentioned 3Com switch to Cisco 48 port switch in the near future. Additionally, HVAAA has a Dell switch located on the 1<sup>st</sup> floor that services 9 users on first floor connecting them to the central board of Kimball Ridge. The Server is running VMWare as our server backup software.

Key applications for HVAAA are Microsoft Exchange, Microsoft Office, Agncy's accounting software, and two external reporting software supported by the state of Iowa not governed under RFP.

### IV.

#### Services Required

**Initial assessment** – Compile/ update inventory of all information technology related assets, system architecture, and current processes and make recommendation for improved IT performance.

**End User Support** \_Performs basic support functions including installing PCs, laptops, PDAs, printers, peripherals, and office automation 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 agency computer related hardware and make available to the designated agency contact upon request. Assist designated Agency personnel with software and hardware purchases. Assist in development of software/hardware policies and procedures

**Server Administration Services** Managing computer systems and networks to include complex application, database, messaging, web and other servers and associated hardware, software, communications, 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 edit or remove existing users on server. Server performance and capacity management services with reporting when specified thresholds are reached. Configuration management, including changes, upgrades, patches, etc. and other specialized Agency software products related to the server(s) and associated hardware. Management of user logins and security. Coordinate repair and maintenance work with contracted repair vendors and ensure repairs are conducted in a timely fashion.

**Security** – Maintenance of virus detection programs on Agency servers, email and all other Agency computers and laptops. Perform security audits as requested and notify Agency personnel immediately of suspected breaches of security. Configure Agency system to enable remote access in a secure environment and provide remote access administration as requested by designated Agency personnel

**Strategic Planning** – Engineering, planning, and design services for 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. Install new servers, software and hardware and transfer data when acquired. 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.

## V.

### **Submittal Requirements**

The following information shall be required in the RFP 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 shall be valid and binding for Ninety (90) days following proposal due date and will become part of the contract that is negotiated with the Agency.”

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
- 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. The local availability of staff that will be providing these services shall 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 Central 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. 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 Agency determine your overall qualifications. Your proposal summary is not to exceed five 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. We are deemed an instrumentality of the state government. Do you have any state contracts that the Agency would be able to utilize?

## VI.

### **SERVICE SELECTION CRITERIA**

Proposals will be reviewed within the following framework:

- A. Responsiveness to this Request for Bids and full completion of requested information, both In terms of quantity and quality of information. (30 points)
- B. Nature and extent of the provider's previous experience and demonstrated expertise in this or a related service (reflect in Narrative). (25 points)
- C. Cost Effectiveness. (25 points)
- D. Extent of provider's apparent understanding of how computer hardware, software and network administration aids HVAAA in providing services. (20 points)

Specific consideration will be given to:

- o Experience
- o Understanding of services to be provided
- o Organizational expertise
- o Cost Effectiveness
- o Compatibility with end users
- o Project approach
- o Satisfaction of clients/end users

## VII.

### **Deadline for Submissions of Proposals**

Five (5) sealed copies of the proposal must be received by the Hawkeye Valley Area Agency on Aging prior to 3 P.M. on April 30, 2010 with the new contract to begin July 1, 2010. One (1) copy should be submitted as a copy. All copies of the proposals must be under sealed cover and plainly marked as "Information Technology Support Services Proposal". Proposals shall be delivered or mailed to:

**Hawkeye Valley Area Agency on Aging**  
**Attention: Bob Schaffer**  
**IT Support Proposal**  
**PO Box 388**  
**Waterloo, IA 50704**

Any questions regarding this proposal are to be submitted to:  
Bob Schaffer, Associate Director Advocacy / Administrative Services  
Hawkeye Valley Area Agency on Aging  
PO Box 388  
Waterloo, IA 50704  
(319) 272-2244  
[bschaffer@hvaaa.org](mailto:bschaffer@hvaaa.org)

**VIII.**

**Sample Bid Cover Sheet**

**Technology Support Bid Cover Sheet**

DATE: \_\_\_\_\_

TO: Hawkeye Valley Area Agency on Aging  
Attention: Bob Schaffer  
IT Support Proposal  
PO Box 388  
Waterloo, IA 50704

The undersigned, in compliance with your invitation for bids, having examined the bid instructions and specifications, hereby proposes to perform the service in accordance with the bid requirements, specifications, standards at the price stated on the attached bid form.

Signed: \_\_\_\_\_  
Authorized Signature & Title

\_\_\_\_\_  
Date

Typed Name