

June 14, 2021

Grant County Health District  
1038 West Ivy, Suite 1  
Moses Lake, WA 98837

## **REQUEST FOR PROPOSAL INFORMATION TECHNOLOGY SUPPORT SERVICES**

Grant County Health District is requesting proposals from qualified, professional technology vendors for Information Technology Service provider companies to provide IT services to employees of Grant County Health District. We invite your organization to submit a proposal by **July 6, 2021**.

### **INTRODUCTION**

The qualified vendor would provide necessary technical services, which would enable the Grant County Health District:

- Protect and secure its technology facilities
- Ensure the efficient operation of its data processing networks and related computer systems
- Enhance its quality of service for departments
- Minimize the spending and maximize the ROI for investment in technology

The ideal vendor will resolve computer systems and network issues in accordance with standard and acceptable maintenance and support benchmarks. At a minimum, services will include, but not be limited to; network support, security, networking, general information technology services, unlimited on-site and remote support for a decommissioned archived server, workstations, network peripherals, software, hardware. The successful vendor will be expected to organize HELP DESK service calls efficiently and to ensure that there is NO significant computer downtime during normal working hours, generally 7:00AM to 6:00PM, Monday through Friday, in addition to 24-hour operations for Public Safety. The vendor is expected to report on status of technology issues and communicate effectively with Grant County Health District divisions.

### **BACKGROUND INFORMATION**

The Grant County Health District does not have an IT Department and is currently using an outside vendor service to provide maintenance and support on an as needed basis for employees. There is one offline server and cloud-based storage being utilized throughout the Grant County Health Districts infrastructure. These storage systems use a variety of software and are both physical and virtual. They have various memory and hard drive sizing. Other detailed information about the specifications is available for review, as necessary.

There are approximately 80 PC's, laptops, and tablets in the agency to be covered under the service and support agreement with the successful vendor. These devices are located throughout three different buildings, and work from home staff. The addresses and locations are available upon request. These devices vary by manufacturer, aging, specifications, software, and service pack versions.

Additionally, all IT vendors having access to the Grant County Health District Servers must sign a confidentiality agreement and criminal history check.

#### **SCOPE OF SERVICES AND TECHNICAL REQUIREMENTS**

Grant County Health District (GCHD) has approximately 40 employees.

GCHD cannot guarantee that such volume and/or estimated number of volume contained herein in no way shall obligate GCHD to commit to said volume and/or transactions.

#### **MINIMUM SERVICES PROVIDED**

GCHD wishes to obtain pricing from a successful vendor to provide the following Information Technology Services. The successful proposer shall at a minimum provide including, but not limited to the following services:

1. Work Order/Service Order Ticketing System
2. Helpdesk support; including remote access and/or monitoring services
3. Server support (monitoring & patch management)
4. Network Management
5. After-hours support
6. Emergency response support
7. Training for GCHD staff as needed
8. Project management as needed
9. Operating System upgrades
10. Diagnostics, repair and/or replacement of hardware; including working with manufacturers and or third-party vendors to ensure eligible equipment is repaired under valid warranties and/or existing contracts
11. Develop and maintain documentation of both physical and logical networks, servers and applications
12. Maintain all device inventories
13. Software license tracking and reporting
14. Implement and maintain anti-virus, anti-malware, anti-spyware, and/or comprehensive security solutions for all servers, desktops, laptops and GCHD issued devices
15. Implement and maintain data backup and file recovery
16. Implement and maintain email existing system
17. Implement and maintain a disaster recovery and/or off-site back-up solution
18. Assist GCHD with comprehensive information technology systems planning and budgeting
19. Provide onsite personnel a minimum of 4 days per month to provide support

#### **EXPERIENCE IN PUBLIC HEALTH/SAFETY SYSTEMS**

Demonstration of experience with public health/safety systems or government shall be favorably considered in the evaluation proposals

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**SERVICE LEVEL AGREEMENTS (EXAMPLES)**

Priority	Criteria	Response time	Resolution Time
1	Affects more than five (5) individuals; or is mission critical and there is no workaround available. Examples: Email system is not functional; network printing is not available; Network Outage	Immediate response	<30 min
2	Affects one to five (5) individuals, no workaround available. Example: Laptop not functional	<4 hours	<2 days
3	Affects fewer than (5) people, workarounds available. Example: Can't check email from one laptop.	< 12 hours	< 3 days
4	No effect on productivity, or unsupported software. Example: Monitor showing b/w instead of color.	< 48 hours	< 5 days

**QUALITY OF SERVICES & PENALTIES**

The successful proposer shall warrant that all services be performed by skilled and competent personnel to the highest of professional standards in the field. GCHD may require, in writing, that the successful proposer removes from the awarded Agreement any employee GCHD deems incompetent, careless, or otherwise objectionable. The successful proposer shall notify GCHD in writing, of the removal and or the exchange of personnel identified to service GCHD accounts a minimum of thirty (30) days prior to the removal and or exchange becomes effective.

**PENALTIES**

Both parties agreed that if the IT Services provider does not deliver services as outlined in the SLA's, GCHD may apply a 20% penalty fee based on the current month invoice.

**SERVICES REQUIRED**

The Grant County Health District is looking for a maintenance and support program to be designed under two major categories. These categories are PREVENTIVE MAINTENANCE and AS NEEDED MAINTENANCE, to accommodate departmental computer system activities and user equipment performance. The Grant County Health District expects the vendor proposal to define, in detail, the approach to be used in the above categories.

**INITIAL ASSESSMENT**

Review of the inventory, update network diagram, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations. A report of this initial assessment shall be submitted by within 90 days of contract initiation. This will allow for necessary budget planning for the upcoming year.

**DESKTOP APPLICATION SUPPORT**

Performance of basic support functions, including the installation of PC's, laptops, mobile devices, printers, peripherals, and office software; diagnosis and correction of desktop application problems, configuring of PC's, laptops and mobile devices for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed; maintenance of an updated inventory of all related computer related

hardware, to make available to Grant County Health District personnel upon request; and implementation of HELP Desk procedures of the successful vendor.

#### **SERVER AND WORKSTATION ADMINISTRATIVE SERVICES**

Management of networks and computer systems, including complex applications, databases, messaging, servers and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, and recoverability of the systems. Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for all HELP Desk tickets for on-site visits, remote support and telephone support is available; development of operations and quality assurance for backup plans and procedures are being followed. Configuration management, including changes, upgrades, patches, etc. is maintained; management of user logins and password security is documented; and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user.

#### **NETWORK ADMINISTRATION SERVICES**

Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices is included. Installation and maintenance of printers, scanners, network devices et al; analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed; alert notifications in case of failure of equipment. Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; continuous troubleshooting is required.

Maintenance of network documentation for daily, weekly, and monthly services is required.

#### **EMAIL, SECURITY AND RETENTION**

Maintenance of Grant County Health District email accounts using the granthealth domain, adding, changing, and/or deleting employee accounts as requested; maintenance of **robust virus detection programs** on the servers and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to the Grant County Health District designated person is required. Configuration of the Grant County Health District systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by the Grant County Health District Designee is required.

Requirements for a data backup and archiving, with procedures in place to handle daily, weekly, and monthly backup of the computer, data and information, email, and the like; program to restore systems and data if servers and/or computers go down, are required.

#### **PLANNING**

Engineering, planning, and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs, when requested or necessary. Installation of new equipment, software, and transfer existing data when acquired, will be needed.

#### **NOT INCLUDED**

The contract to be awarded does not obligate the Grant County Health District to purchase computer equipment, hardware devices, cabling, licenses, software et al from the successful vendor.

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## **SUBMISSION REQUIREMENTS**

The Grant County Health District is looking for organized and solution-oriented procedures. The goal is a secure, smooth operating, efficient process, and effective information technology system. Due to the nature of this proposal, it is requested that each proposal be brief and to the point and consist of no more than ten pages. Each proposal shall provide the following information:

### **LETTER OF TRANSMITTAL**

The letter of transmittal must contain the following statements and information:

- Company name, address, telephone number(s), and website.
  - 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.
  - Federal and State taxpayer identification numbers of the firm.
  - A brief statement of your understanding of the services to be performed and make a positive commitment to provide services as specified.
  - The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.
  - A statement indicating the proposal and cost schedule.
  - Provide a short profile of the firm including at a minimum:
    - Length of time in business
    - Length of time in providing proposed services
    - Number of clients in the private and public sector
    - Number of full-time employees and area of involvement: Technical Support, Programming, Consulting, Sales Support, Administrative Support
    - Location of office to service the account
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## PROPOSAL

- Description of the approach the firm will use in providing the services requested. Description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services.
- Name, title, address, and telephone number of three references for clients, whom similar services have been provided, including information referencing the actual services performed, number of users, and length of service.
- Naming of staff resources, with identification of principals and key personnel,
  - Who will provide the services, (prefer one primary point of contact or project manager)
  - Experience and expertise of staff.
  - Local availability of staff is an important consideration.
  - Role and responsibilities that each staff member will have.
- Support services questions to be addressed:
  - Help Desk Description
  - Support availability (days of week and time, including how you will deal with after hours and weekend calls)
  - Structure of charges for support
  - Steps for resolving problem escalation
  - Final authority regarding conflicts
  - Response time and goal for resolving problems
- Explanation of any contract termination for default or other incident in the past five years.
- Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.

## REPORTS

The vendor shall submit service reports monthly, summarizing service and IT policy issues. The Vendor must be available to meet with a designated staff member to review periodically scheduled reports and discuss issues.

## CONTRACT

Term of agreement will be annual. Thereafter, unless one of the parties provides written notice of termination at least 90 days prior to the end of the then effective term, this agreement shall automatically renew for successive one-year terms pending mutually agreed upon rental rate for each subsequent year.

## TIMELINE AND ANTICIPATED SELECTION SCHEDULE:

- Requests for proposals due to Grant County Health District by **July 6, 2021**.
- Proposals can be submitted via:
  - Email: [maguilar@grantheath.org](mailto:maguilar@grantheath.org)
  - Mail:  
**Grant County Health District Attention: Misty Aguilar**  
1038 West Ivy Suite 1  
Moses Lake, WA 98837
- Staff will select the vendor for recommendation by July 26, 2021.
- The final vendor and contract will be presented for approval to the Board of Health at the August 11, 2021 meeting.
- Vendor contract signed and operation start date as soon as possible following vendor selection.

For questions about the proposal process, or to schedule a tour of the space, please contact Misty Aguilar.

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