

Request of Qualifications for Information Technology Services

Saline County, Arkansas is seeking Statements of Qualifications from qualified service providers to provide Information Technology (IT) support services as described below in the Scope of Services. You are invited to submit a proposal expressing interest in providing such services to the County in accordance with the terms and conditions outlined herein.

Reference Number: 2022-11-28

Subject: Saline County, Arkansas Engineering/Architectural Services

Submission Deadline: 4:30pm, November 28, 2022

INSTRUCTIONS TO RESPONDENTS

- 1. REQUEST FOR QUALIFICATIONS, SUBMISSION ADDRESS AND SUBMISSION DEADLINE.** Deliver responses to Jeff Arey, Saline County Judge, 200 N. Main Street, Room 116, Benton, Arkansas 72015. Responses will be accepted until the Submission Deadline as stated above. Faxed or electronic responses are not considered sealed and cannot be accepted. Respondents shall not include any proposal of fees in the response. If any indication of fees is included, the response will not be accepted.
- 2. MODIFICATIONS AND AMENDMENTS.** Saline County shall have the right to modify the requirements prior to the Submission Deadline and will endeavor to notify all potential Respondents that have received a copy of the requirements, but failure to notify shall impose no obligation or liability on Saline County. Respondents are encouraged to visit www.salinecounty.org for information regarding the Request for Qualifications.
- 3. WITHDRAWAL OR REJECTION.** Saline County reserves the right to withdraw the request for qualifications for any reason. Saline County further reserves the right to accept or reject any responses and to waive any informality.
- 4. LATE RESPONSES.** Saline County is not responsible for lateness or non-delivery of mail, carrier, etc. to Saline County, and the time and date recorded in the County Judge's office shall be the official time of receipt.
- 5. INCURRING COSTS.** Saline County is not liable for any cost or expenses incurred by the Respondent or any other person or entity in the preparation of their responses (including, without limitation, for attendance at any conferences or meetings related to this Request for Qualifications.)
- 6. INVITATION AMBIGUITY.** Any ambiguity in this Request for Qualifications as a result of omission, error, and lack of clarity or non-compliance by the Respondent with the specifications, instructions, and all conditions of bidding shall be construed in the favor of Saline County.

SCOPE OF SERVICES

Saline County is interested in Information Technology Services from qualified Information Technology Service firm or firms to provide services for the following:

Saline County, Arkansas has a complex, dynamic, and expanding technology infrastructure that currently serves 8 buildings with multiple VLANs/subnets connected by fiber along with two additional buildings connected by VPN.

Hardware:

Approx. 325 Workstations (Computers, Laptops, Tablets)

Approx. 65 network printers and copiers plus many desktop USB printers

24 Servers running Windows Server (Dell, HP)

44 Managed Network Switches (Cisco Meraki)

6 Managed Security Appliances (Cisco Meraki, Dell SonicWall)

3 Network Attached Storage Devices (Synology)

2 Storage Area Networks

29+ Wireless Access Points (Ubiquiti)

Various Miscellaneous Network Attached Devices

Fiber optic network between buildings

Software:

Multiple VMware vSphere Deployments

Multiple Virtual Phone Trunks and Switches (Mitel)

Microsoft RDS/RSG Environment

SQL Server Management, Maintenance, and Troubleshooting

Neverfail

An array of vendor provided and co-supported software

The nature of the solicited IT services will be ongoing support and coordination with the in-house IT Support Manager working closely with a variety of staff, providing support as needed or instructed.

The successful bidder will provide professional IT services primarily during the normal business hours of 8:00am–4:30pm, Monday–Friday. Some IT project and support services will be required outside of normal business hours due to the 24/7 services provided by offices such as Saline County OEM/911 and Saline County Sheriff's Office/Jail. These services may be performed remotely or on-site when necessary. It is also required that the successful bidder is available for support 24 hours a day, seven days a week, including holidays.

The following services shall be provided:

24x7 monitoring of servers and critical network components

24x7 response to critical server and infrastructure failures

24x7 Help Desk

Server, firewall, and network administration

Management of Microsoft service packs and security patches
User administration as needed
Onsite Services
Remote Managed Services
Endpoint Protection and Response
Backup Management (onsite and offsite; desktop and server)
 Storagecraft Shadow Protect Management
 Veeam Virtual Machine Replication
 Macrium Desktop Backup
Regular/periodic cleaning and testing of backups
Offsite backup hosting
NeverFail Services for ready standby of CAD and RMS servers
Disaster recovery planning and management
Emergency onsite support and file restoration
Server Hardware Management and Support
Network Management and Support
VMWare Management and Support
SAN (Storage Area Network) Management and Support
24x7 Spyware/malware monitoring, removal, and cleaning
SOC (Security Operations Center) Services
Provide consulting services for technology needs to all County departments as needed
Provide onsite support and labor contractor to Saline County IT Support Manager
 for up to 1248/hrs. annually on an as needed basis. (avg. 3 days a week)
Content Filtering (Cisco Umbrella)
Dark Web Monitoring/Digital Risk Protection Services (IDAgent)

EVALUATION CRITERIA

In accordance with Arkansas Code Annotated § 19-11-803, in evaluating the qualifications of each firm, Saline County must consider the following criteria:

(1) The specialized experience and technical competence of the firm with respect to the type of professional services required;

(2) The capacity and capability of the firm to perform the work in question, including specialized services, within the time limitations fixed for the completion of the project;

(3) The past record of performance of the firm with respect to such factors as control of costs, quality of work, and ability to meet schedules and deadlines; and

(4) The firm's proximity to and familiarity with the area in which the project is located.

Section 1: Specialized Experience and Technical Competence

In responding to each area of experience, the offeror must provide the following information:

- The organization(s) for whom the work was performed;
- The approximate dates of the experience(s);
- The name and telephone number of a contact person, or persons, to verify the experience;
- The type of tasks performed; and
- Any other relevant information the offeror might provide for selection consideration.

Specifically address your specialized experience and technical competence as it relates to all of the items mentioned in the Scope of Services.

Section 2: Past Record of Performance

The selection process will consider work performance in terms of ability to meet schedules and deadlines; control of costs; and quality of work. The basis of evaluation will be reference checks of the work experiences claimed in the preceding section.

1. **Ability to Meet Schedules and Deadlines to include**
 - Returning calls promptly
 - Completing contractual obligations in a timely manner
 - Adherence to established schedules
2. **Control of Costs to include**
 - Completing all contractual obligations within original budget avoiding the necessity of contract amendments to increase funding
3. **Quality of Work to include**
 - Performing work accurately
 - Being responsive to owner's needs
 - Being accessible to the owner
 - Maintaining general quality of work

Section 3: Capacity and Capability of Firm to Perform Work

The selection process will evaluate capacity to perform work in terms of staff to be assigned and being able to perform the work within the time limitations fixed for the completion of the project.

1. **Staff to be Assigned to include**
 - Name of each staff person to be assigned to Information Technology Services tasks
 - Title of staff assigned
 - Task(s) to be performed by each staff person
 - Resume for each staff person to be assigned to engineering/architectural tasks

2. Staff Experience to include

- Prior staff experience
- Staff education

Section 4: Proximity to and Familiarity with the project area

The selection process will evaluate proximity to the project area in accordance with the following criteria:

1. Offeror is located in convenient proximity to the project to facilitate sufficient contact
2. Offeror is familiar with the confines of the project area

RESPONSE REQUIREMENTS

Provide one bound copy of the response as set forth herein. Responses shall include the following information:

1. Name, address, telephone number and web address of the firm.
2. Name, telephone number and email address of the primary contact person.
3. Name, address and contact information for each associated firm if any.
4. Resumes of key personnel from each firm who will be assigned to this project. (Only key personnel who will work directly on this project shall be included in the response.) Clearly identify who will be your team leader, and what role of each participating individual will be relative to the project.
5. Describe your overall experience performing Information Technology Services on behalf of local governments.