Mason County
Michigan

Request for Proposal

Managed IT Services

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1.   **Request for Proposal (RFP)**

Mason County invites firms to respond to this Request for Proposal (RFP). The focus of the RFP is to select a single organization to provide IT managed services to Mason County over a three year period beginning April 1, 2018 and ending no later than March 31, 2021. There is the possibility to renew this contract for two additional three year periods.

2.   **Introduction to Mason County**
Mason County, Michigan, having over 25 miles of Lake Michigan shoreline, covers an area of approximately 540 square miles with its county seat located in the City of Ludington. The County operates under a seven member elected Board of Commissioners and provides services to its more than 28,000 residents in areas including law enforcement, administration of justice, community enrichment and development, and human services.

3.   **Overview of Current Mason County Technical Environment**
Mason County's network consists of servers, switches, devices and other peripheral equipment located in the:
➢ Court House server room
➢ Court House equipment room
➢ Sheriff's Office secondary server/equipment room.
➢ Scottville Offices equipment room

The network provides Ethernet wired network connections to servers at the following locations:
➢ Court House: 304 E. Ludington Ave., Ludington, MI
➢ Sheriff's Office & Jail: 302 N. Delia St., Ludington, MI
➢ Services Building Annex, 408 Resseguie St., Ludington, MI

Networked connections are also available at the following locations via a terminal services connection::

➢ Scottville Offices: 102 E Fifth St., Scottville, MI
➢ Animal Control Office: 305 N. Meyers Rd., Ludington, MI
➢ Airport Office: 5300 W. US-10, Ludington, MI
➢ Parks Commission Office: 5906 W. Chauvez Rd., Ludington, MI

Wireless access points are located in the Court House, Sheriff's Office and Services Building Annex.
There are VPN connections between the Court House and the following locations:
➢ Scottville Offices
➢ Mason-Oceana 9 1 1 (for Sheriff's & Clerk's Office traffic to the Michigan State Police)
➢ Saginaw County (for Sheriff's Office SRMS traffic)

The Court House and Sheriff's Office/Services Building Annex are located approximately two (2) blocks apart and are connected by fiber optic cable. There is also

an LGNet connection at the Sheriff's Office for Courts, Friend of the Court, Prosecuting Attorney and Probation-Parole secure network traffic destined to the State.

Number and Type of Physical Host Servers and Age
17 - Servers:
- 15 – HPE Servers with Microsoft Operating Systems
  - 1 new in 2009
  - 1 new in 2010
  - 3 new in 2012
  - 1 new in 2014
  - 9 new in 2015
- 1 - Server with HPE ESXi Operating System
  - New in 2014
- 1 - Server with IBM OS400 Operating System
  - New in 2015
- Number and Type/OS of Virtual and Stand Alone Servers
14 - Physical Servers:
- 5 with Microsoft Server 2008 Operating Systems
- 8 with Microsoft Server 2012 R2 Operating Systems
- 1 with IBM OS400 V7R1M0 Operating System
3 - Virtual Servers:
- 2 with Microsoft Server 2012 R2 Operating Systems
- 1 with HPE ESXi 5.1.0 Operating System
- Number of AD Users: Approximately 130 Active Directories User Accounts
- Wired Network Switches Manufacturer/Model/Age
  14 - Network Switches
- 13 - HPE Procurve 24 or 48 Port Managed:
  - 5 are PoE
  - 7 new in 2010
  - 1 new in 2013
  - 5 new in 2014
- 1 - Cisco SF-300 24 Port Unmanaged:
  - New in 2015
- Wireless Network Manufacturer/Model/Age/Number of Access Points
  4 - Wireless Access Points:
- 3 - HPE 422: New in 2010
- 1 – HPE MSM424: New in 2012
- Firewall Manufacturer/Model/Age
  2 – Cisco Firewalls:
- Court House: Cisco 5512-X; New in 2015
- Scottville: Cisco ASA 5506; New in 2017
- Server and Data Backup Solution – Cloud Solution
  Backup Solutions:
- 1 – TS2900 IBM Tape Library: New in 2015
- 1 – HPE MSL2024 Tape Library: New in 2015

> ➤ 1 – HPE Mass Storage Array (Backup & Archival Storage): New in 2010
- Virtual Environment – Vendor/Licensing: Exchange is 125 licenses, EndPoint is 125 licenses, Backup Exec is licensed on all servers.
- Phone System – Type/Number of Phones/Age
    ShoreTel Telephone System: New in 2014
    - ➤ 4 – Switches
    - ➤ 104 Extensions

Other Equipment on Network Not Listed Above:
Barracuda Spam Firewall
Video Border Proxy for Polycom equipment
LGNet Router for secure connection to State:
- ➤ Friend of the Court
- ➤ Prosecuting Attorney
- ➤ Courts: Circuit, District and Probate
- ➤ Probation-Parole (has separate State-managed switch)

Appriss AWACS Router for VINE services
LiveScan for fingerprinting
Kiosks for Inmate Services

4.   **Managed Service Requirements**
As part of this RFP, the following services are the current priority items for Mason County:

a) Server and Network system monitoring and management - 24/7 monitoring of Mason County's servers, firewall and network with proactive patch and service/event.
b) AD User and Group Policy Management
c) On-Site and Cloud Backup services - Server and Data Backup/Sync Cloud Solution.
d) Shoretel Phone System Maintenance - Coordinates.
e) Security Camera and Door System Maintenance - Coordinates.
f) Vendor Management - Coordinate Vendors; ISP, Shoretel, Microsoft, Domain Host.
g) Emergency Services - Remote and on-call services, including emergency response to server issues.
h) Technical support - Ability to support Mason County's inquiries as required, via help desk.
i) Reporting and communication - Ensuring monthly reporting on all current activities and issues, and project status reports
j) IT policy review and development - Development of customized policies related to the use of technology.
k) Technology strategy planning - Working with the current IT staff to develop a long term strategic technology plan. The plan will take advantage of new and existing technologies to fulfill its overall mandate in the community.
l) Procurement management - Work with county staff to develop specifications to ensure that equipment selected will be compatible with the county's network.

The rest of this section outlines the services that are provided under the current consultant contract.

Currently network administration services are intended to support the operation and maintenance of servers, switches and related equipment. These services include, but are not necessarily limited to, the following tasks and responsibilities:

1. WEEKDAYS (MONDAY THRU FRIDAY):

   a. Monitor and log Courthouse server room temperature and humidity.
   b. Log Internet download and upload speeds.
   c. Verify that all prior day data backups have successfully completed.
   d. Safe keep AS400 weekday data backup tape offsite.
   e. Verify that certain database and/or other utilities have run properly.
   f. Visually check 'system attention' lights on all Courthouse servers.

2. WEEKLY:

   a. Log 'Friday Full' data backup statistics by server.
   b. Log remaining free disk space statistics for all servers.
   c. Log uniform power supply (UPS) statistics.
   d. Verify that antivirus definitions on servers are up to date.
   e. Visually check for failed disk drives on all Courthouse servers.
   f. Visually check 'fault light' status on all Courthouse switches.

3. MONTHLY:

   a. Verify Windows & AS400 month end backups to tapes have successfully completed and safe keep tapes offsite.
   b. Receive & safe keep Oakview Medical Care Facility data backup tapes.

4. PERIODIC:

   a. Download & install Windows server operating system updates as needed.
   b. Coordinate AS400 operating system updates as needed.
   c. Create and/or disable network user and email accounts as needed.
   d. Maintain network documentation and equipment records.
   e. Maintain records to support annual assessment allocation.
   f. Authorize network related expenses for payment.
   g. Manage & act as gatekeeper for access to Optimal Solutions block-time.
   h. Determine & charge back non-network related service costs to benefiting departments.
   i. Coordinate AS400 Judicial Information System (JIS) and COLLECT software update installations as needed. Unless requested or otherwise noted herein department or office specific software updates and/or maintenance are the responsibility of that department or office.
   j. Restore deleted files and/or folders from data backups as needed.
   k. Clean data backup tape drives twice monthly.

l. Store incoming emails in Barracuda Spam firewall queue as needed to manage Spam being delivered to user email boxes.
m. Coordinate technical and hardware support services with the following contractors, and/or other vendors and support personnel, as may be needed:

    i. Optimal Solutions, Inc.
    ii. NVint Services, LLC
    iii. Service Express, Inc.
    iv. Moss Telecom
    v. Midstate Security
    vi. Flight Path Creative, LLC
    vii. IBM
    viii. DMC Unlimited
    ix. Dell
    x. ERH Electronics
    xi. Charter Communications

n. Manage software and hardware support contracts for:

    i. Domain name registration
    ii. Antivirus, Spam & data backup software
    iii. AS400 operating system support
    iv. AS400 hardware support
    v. Microsoft Office Open Office Licenses for non-Sheriff's Office workstations

o. Manage wireless access points at Courthouse, Jail and other buildings per adopted policy.
p. Plan & order new servers & related network equipment.
q. Dispose of and/or sell surplus equipment per adopted policy.
r. Specify & order new workstations, notebooks & printers upon request.
s. Plan & order data cabling installation & maintenance as needed.
t. Attend Mason County Computer Network Advisory Board (MCCNAB), county board and/or committee meetings as requested.

5. OTHER:

a. Serve as website administrator:

    i. Monitor website operation and content.
    ii. Create and/or delete user accounts and departments on website as needed.
    iii. Provide support to county personnel on website issues.
    iv. Forward and/or respond to email directed to the Webmaster email box.
    v. Provide liaison services with the website host, Flight Path Creative, upon request.

b. Serve as Court House security system administrator:

  i. Monitor operation and maintenance of video and door access systems.
  ii. Program door access and employee rights upon request.
  iii. Issue and/or revoke key cards.
  iv. Retrieve video files upon request.
  v. Provide liaison services with the support contractor, Midstate Security, upon request.

c. Serve as telephone system administrator
  i. Monitor telephone operation and maintenance.
  ii. Manage name and extension changes
  iii. Provide support to employees upon request
  iv. Provide liaison services with the support contractor, Moss Telecom, upon request.

6. Local Workstation & Device Support Services:

In accordance with the adopted job descriptions, local workstations and devices such as printers, scanners, copiers, etc. are generally the responsibility of the two (2) Network First Responders and all issues relating to workstations and devices should try to be resolved by them first. However, the Contractor agrees to assist and/or help resolve local workstation and device issues. These include but are not necessarily limited to:

a. Installation & configuration of AS400 client access software.
b. Configuration of network wireless connections on notebooks.
c. Workstation and/or printing issues.

5. Selection Criteria

Mason County will use multiple criteria to select the most appropriate consultant. The following list summarizes the major area that will be evaluated.
a) Industry expertise
b) Demonstrated customer service quality and support
c) Previous relevant experience
d) Vendor strength and stability
e) Account management
f) Cost of service

6. Response Contents and Format

Please complete all sections of the RFP. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Your response to this RFP will serve as the basis for the consideration of your potential as the selected consultant.

7. Information Requirements

For the purposes of understanding more about your company and your ability to successfully fulfill this important Mason County requirement, please provide the information below as part of your response, clearly referencing each specific question.

7.1   Corporate Information
1.   Give a brief overview of your organization's involvement in providing IT value added services in the governmental marketplace.
2.   Indicate the number of employees in your organization. How many of those employees will be dedicated to account management and/or technical support?
3.   Please describe your organization's experience in transitioning clients to public or private cloud technology from more traditional IT service models.
4.   Outline the firm's experience working with the various computer systems currently being used by Mason County.

7.2   Proposed Approach and Solution
1.   Please provide a proposed work plan for migration of your organization as a Mason County vendor. Specifically, provide the following information:
     i.   Key activities
     ii.   Timing
     iii.   Information/resource requirements from Mason County
     iv.   Key milestones, checkpoints and other decision points
2.   Please describe your solution to provide the following value-added services:
     a)   Remote backup
     b)   Technology strategic planning
     c)   Server and Network systems monitoring
     d)   Procurement management
     e)   Move, Add, Change (MAC)
     f)   Warranty, break fixes and installation
     g)   Technical support, including remote user support
     h)   Reporting and communication
     i)   IT policy review and development
3.   Please describe your experience in providing server technology and service for your customers, focusing on planning, implementation, and ongoing support.

7.3   Support
1.   Describe fully your technical support option including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.
2.   Please provide details on your standard reporting capabilities.

8.   References
Please provide three (3) references for clients whom you provided services similar to those required by Mason County.

9.   Communications and Response
Fabian Knizacky is the designated Mason County representative for this initiative. Please direct all inquiries, by email, to him for any information relative to this RFP. His contact information is as follows:

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10. **Response Delivery Instructions**
Please submit an electronic copy of your proposal to the email address indicated in the Communications and Response section above. All responses must be received by 4:00 pm (Eastern Time) on January 8, 2018. Please put "Mason County IT RFP" in the subject box.

11. **No Obligation**
The submission of a proposal shall not in any manner oblige Mason County to enter into a contract or to be responsible for the costs incurred by your organization in responding to this request.