**Mason County**
**Michigan**

**Request for Proposal**

**Managed IT Services**

**Issued Date:  April 22, 2024**

**Submission Date:  May 31, 2024**

**RFP Coordinator:**
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**Mason County Director of**
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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, 2025 and ending no later than March 31, 2028.  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 29,000 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:
   - Courthouse server room
   - Courthouse 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:
   Courthouse:  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 virtual private network (VPN) 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
   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)

   Wireless access points are located in the Courthouse, Sheriff's Office, Services Building Annex, Airport, Animal Control Office and Parks Commission Office.

The Courthouse and Sheriff's Office/Services Building Annex are located approximately two (2) blocks apart and are connected by fiber optic cable.  There is also a 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
7 - Servers with Microsoft Windows Operating Systems
                    1 new in 2018
                    3 new in 2019
                    1 new in 2020
                    1 new in 2021
                    1 new in 2022


Number and Type/OS of Virtual and Stand Alone Servers
7 - Physical Servers:
            6 with Microsoft Server 2019 Operating System
            1 with Microsoft Server 2016 Operating System
4 - Virtual Servers:
            2 with Microsoft Server 2019 – new in 2022
            1 with Microsoft Server 2019 – new in 2021
            1 with Microsoft Server 2019 – new in 2018
•Number of AD Users:  Approximately 130 Active Directories User Accounts
•Wired Network Switches Manufacturer/Model/Age/Location
        19 - Network Switches
                    6 – 52 Port Managed PoE new in 2021 - Courthouse
                    2 – 48 Port Managed PoE new in 2022 – Courthouse
                    1 – 24 Port Managed PoE (in process of replacing) - Courthouse
                    2 – 48 Port Managed PoE new in 2024 – Sheriff's Office
                    1 – 24 Port Managed PoE new in 2024 – Sheriff's Office
                    1 – 24 Port Managed PoE (in process of replacing) Sheriff's Office
                    1 – 8 Port Managed PoE new in 2024 - Sheriff's Office
                    1 – 8 Port PoE unmanaged new in 2021 – Parks
                    1 – 8 Port PoE unmanaged new in 2022 – Animal Control
                    1 – 26 Port PoE unmanaged new in 2022 – Airport
                    1 – 8 Port PoE unmanaged new in 2022 – Airport
                    1 – 24 Port PoE unmanaged (in process of replacing) - Scottville


•Wireless Network Number of Access Points/Age
        11 - Wireless Access Points:
                    2 - New in 2012
                    5 – New in 2020
                    4 – New in 2022

•Firewall Location/Age
     5 – Cisco Firewalls:
          Courthouse:  New in 2023
          Scottville:  New in 2023
          Airport:  New in 2022
          Parks:  New in 2021
          Animal Control:  New in 2019
•Server and Data Backup Solution – Cloud Solution
     Backup Solution:
     Synology SAN/NAS Backup Appliance:  New in 2023
•Phone System – Type/Number of Phones/Age
     Mitel Telephone System:  New in 2021
         123 Extensions

**Other Equipment on Network Not Listed Above:**
Video Border Proxy for Polycom equipment
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) **Technical support** - Ability to support Mason County's inquiries as required, via help desk.

c) **Emergency Services** - Remote and on-call services, including emergency response to server issues.

d) **Cloud Backup services** - Server and Data Backup Appliance/Sync Cloud Solution.

e) **AD User and Group Policy Management**

f) **IT policy review and development** - Development of customized policies related to the use of technology.

g) **Training –** Provide ongoing employee training on a quarterly basis.

h) **Vendor Management** - Coordinate Vendors; ISP, Mitel, Microsoft, Domain Host.

i) **Reporting and communication** - Ensuring monthly reporting on all current activities and issues, and project status reports.

j) **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.

k) **Procurement management** - Work with county staff to develop specifications to ensure that equipment selected will be compatible with the county's network.

l) **Security Camera and Door System Maintenance** - Coordinates.

m) **Mitel Phone System Maintenance** - Coordinates

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

Currently, the onsite Director of Information Technology Services supports 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 Courthouse server room temperature and humidity.
    b) Visually check 'system attention' lights on all Courthouse servers.

2. PERIODIC:
    a) Create and/or disable network user and email accounts as needed.
    b) Maintain network documentation and equipment records.
    c) Maintain records to support annual assessment allocation.
    d) Authorize network related expenses for payment.
    e) Manage & act as gatekeeper for access to outside IT provider.
    f) Unless requested or otherwise noted herein department or office specific software updates and/or maintenance are the responsibility of that department or office.
    g) Coordinate technical and hardware support services with the following contractors, and/or other vendors and support personnel, as may be needed:
        i. J I S
        ii. BSA
        iii. Fidlar Technologies
        iv. Moss Telecom
        v. Allied Universal Technology Services
        vi. Flight Path Creative, LLC
        vii. DMC Unlimited
        viii. Charter Communications
        ix. LIEN
        x. State of Michigan web based programs including but not limited to: EA Support, MDOS Support, MICIJIN, Egrams, Department of State Elections, MDHHS, Treasury, MiWAM, MCAPS, MiCSES

    h) Manage software and hardware support contracts for:
            Domain Name Annual Registration
    i) Manage wireless access points at Courthouse, Jail and other buildings per adopted policy.
    j) Plan & order new servers & related network equipment.
    k) Dispose of surplus equipment per adopted policy.
    l) Specify & order new workstations, notebooks & printers upon request.
    m) Plan & order data cabling installation & maintenance as needed.
    n) Attend Mason County Computer Network Advisory Board (MCCNAB), county board and/or committee meetings as requested.

3. 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 Courthouse 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, Allied Universal Technology Services, 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.

4. 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) Configuration of network wireless connections on notebooks.
    b) 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 areas 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 managed services provider.

**7.** **Information Requirements**
For the purposes of understanding more about your company and your ability to successfully fulfill these important Mason County requirements, 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 provide a support and development organizational flow chart.
4. Please describe your organization's experience in transitioning clients to public or private cloud technology from more traditional IT service models.
5. Outline the firm's experience working with the various computer systems currently being used by Mason County. Refer to Section 3 for hardware and 4-2G for specific programs.
6. Please state if your organization is a LIEN Compliant Vendor.

**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**
Diane Englebrecht is the designated Mason County representative for this initiative. Please direct all inquiries, by email, to her for any information relative to this RFP.  Her contact information is as follows:

Diane L Englebrecht
Director of Information Technology
304 E Ludington Ave
Ludington, MI  49431
networkadmin@masoncounty.net

**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 May 31, 2024. 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.

# MASON COUNTY MANAGED IT SERVICES PROPOSAL

The services required for all phases of the Mason County Managed IT Services are as follows:

| Tasks | Bid |
|---|---|
| 1.  24/7 Network Server/Workstation Monitoring | $_____ |
| 2.  Technical Support as Needed | _____ |
| 3.  Emergency Services | _____ |
| 4.  Cloud Backup Services | _____ |
| 5.  AD User and Group Policy Management | _____ |
| 6.  IT Policy Review and Development | _____ |
| 7.  Employee Training (phishing/Internet security/etc.) | _____ |
| 8.  Reporting and Communication | _____ |
| 9.  Technology Strategy Planning | _____ |
| 6.  Vendor Management | _____ |
| 7.  Procurement Management | _____ |
| **Total not to exceed annual amount** | _____ |
| **Hourly rates for additional services** | _____ |
| _____<br>Print Name | |
| _____<br>Signature | $_____ |
| _____<br>Firm Name | |