



Shasta Mosquito and Vector Control District

Request for Proposals (RFP) for Support Services:

Information Technology Maintenance and Support: 3-year
Contract

RFP Release Date: Tuesday, February 19, 2019

RFP Due Date: Friday, March 8th, 2019

Contact:

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District Manager

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General Information

The Shasta Mosquito and Vector Control District (District) was formed in 1919 and serves 1,013 square miles and roughly 156,000 Shasta County residents. SMVCD is an independent, non-enterprise, special district. The District operates under the provisions of Sections 2000-2093 of the Health and Safety Code of California. The District is governed by a five-member Board of Trustees. The Board determines the general policies, employs the District Manager, and approves the annual budget and controls expenditures. One board member is appointed by the city council of each of the incorporated cities within the District: Anderson, Redding and Shasta Lake. Additionally, two Board members are appointed by the Shasta County Board of Supervisors.

The District is financed by a combination of ad valorem property taxes and by Mosquito and Vector Control Special Benefit Assessment charges. The benefit assessment amounts, which vary for different parcels, are determined by land use and size, and are collected by Shasta County.

Currently, SMVCD employs a fulltime staff of fifteen. The District's field technicians are certified by the California Department of Public Health for the use of public health pesticides, and some staff maintain their Qualified Applicators License through the Department of Pesticide Regulation.

The District employs an integrated vector management (IVM) approach in its control of disease transmitting and human biting mosquitoes. Most control activities target immature mosquitoes that develop in over 20,000 unique breeding habitats and over 10,000 catch basins and other man-made habitats within the District's service area. Control of adult mosquitoes is also conducted to reduce the risk of disease and annoyance.

SMVCD monitors the distribution of *Ixodes pacificus* (Western black legged tick) ticks that are capable of transmitting Lyme disease, human granulocytic anaplasmosis and babesiosis. SMVCD works closely with cooperating agencies to provide information to citizens to reduce the risk of tick transmitted diseases.

SMVCD performs some limited monitoring of rodent-borne diseases including; hanta virus, tick-borne relapsing fever and bubonic plague. In addition, SMVCD works closely with the California Department of Public Health (CDPH) in providing information to citizens to reduce the risk of tick transmitted diseases.

SMVCD provides information, using a diverse network of outlets and venues, designed to inform citizens about its activities and to assist citizens in managing the impact of biting insects and ticks on their health and well-being.

The District is requesting proposals from qualified professional firm(s) experienced in Information Technology (IT) support and maintenance activities.

Activity	Date
RFP Issued	February 19 th , 2019
Proposal Submittal Deadline	March 8 th , 2019
Selection of Firm	April 16 th , 2019
Firm to begin	July 1, 2019

The District has made every effort to include sufficient information within this request for proposal to ensure a firm can make an accurate, comprehensive proposal.

Proposal Submittal Deadline: Proposals must be clearly marked and submitted either in a sealed envelope plainly marked on the outside: **“IT Maintenance and Support Proposal”** or an email with the same subject line no later than **11:00AM, March 8th, 2019**. Late submissions after the deadline or proposals delivered by fax will not be accepted. If submitting via sealed envelope submit and label as follows:

Shasta Mosquito and Vector Control District

Attn: Peter Bonkrude, District Manager

19200 Latona Rd Anderson, CA 96007

Or via email:

Contact@shastamosquito.org

Proposal Review: The District will evaluate each proposal submitted. It is anticipated that the review process will be completed by April 11th, 2019 and approval by the Board April 16th, 2019.

Results: No notification will be sent to unsuccessful bidders.

Format of Proposal

Letter of Interest: Please include a letter expressing the Consultant's interest in providing the District with IT Support Services. In this letter, please include the following:

- A statement regarding the Consultant's availability to dedicated time, personnel, and resources to this effort during the period of three years.
- A Commitment to the availability of the Consultant and all key project staff during the contract period.
- A description of your approach to successfully fulfilling the requirements within the proposed budget and schedule.

Company and Project Manager Information: Please include a brief description of your company, including the following information:

- Length of time in business
- Location of headquarters and any field offices
- Description of services that your company specializes in
- Brief biography of proposed Product Manager and Principal-in-charge (if that person is different from the Project Manager) and all other applicable staff. A project manager must be designated and must be the principal contact for the District. In this biography, please include at least three different references for the Project Manager and Principal-in-charge.
- A listing of relevant staff (organization chart)

Relevant Experience: Please include information describing the Consultant's experience, demonstrating competence and professional qualifications of the satisfactory performance outlined in the Proposed Scope of Work (Attachment A) of this RFP

At a minimum, the Consultant should provide a list of the most recent projects/ clients for which the Consultant has performed similar services of similar size, scope and complexity. This list should include the company name, contact person, address, phone number and/or email of the party for whom the service was provided, as well as any relevant performance description and/or cost.

Proposed Scope of Work: Provide a proposed scope of work, which is based on the scope of work contained in Attachment A of this RFP. Within your proposed scope of work please answer the following questions:

1. Describe your ticketing process for both high and low priority tasks. How would the District submit tickets and how are they monitored and tracked? Also include the response time for these tickets during business hours, non-business hours, holidays and emergency situations.
2. Explain how you handle the 24/7 monitoring, security, and routine maintenance of onsite and hosted servers.
3. Please include an explanation of what a monthly network audit from your company would look like.
4. Please explain your understanding and experience with the use of network switches, routers, VPNs, Controllers, access points and web filters.
5. Explain the typical process your company utilizes to provide remote system monitoring.
6. Explain your company's network back-up process and how often back-ups are completed.
7. Explain your company's experience working the software currently utilized by the District listed in the Attachment A of this RFP.

Budget and Schedule: Based on the proposed scope of work (Attachment A), please provide a detailed budget and schedule for commencement of the contract July 1, 2019.

Conditions of Request-

General Conditions:

- The District reserves the right to exercise discretion and apply its judgment with respect to all proposals submitted.
- The District reserves the right to reject all proposals, either in part or in its entirety, or to request and obtain, from one or more of the consulting firms submitting proposals, supplementary information as may be necessary for District staff to analyze the proposals.
- By requesting proposals, the District is in no way obligated to award a contract or pay expenses of the proposing consultant in connection with the preparation or submission of a proposal.
- The District's decision to award a contract will be based on many factors including but not limited to service, cost, experience and quality. No single factor, such as cost, will determine the final decision to award.
- The selected company will be required to assume responsibility for all services offered in the proposal whether they currently possess them within their organization.
- The winning bidder will prepare a contract for review by the District's counsel upon selection.

IT Support Services provided to the District shall include the following services, currently the District has 28 workstation/laptops, seven (7) networked printers, one (1) SonicWALL TZ300, four (4) Cisco network switches and a combination of four (4) physical and virtual servers which are spread across two (2) different locations:

Customer Service

- Priority support via phone, email or online access to support staff
- Onsite Technician for support a minimum of 4 hours bi-weekly (every 2 weeks)
- Remote access capabilities for vendor to provide support and monitoring off-site
- Remote home connectivity access
- Onsite visits or scheduled service reviews
- Quick emergency priority response, both remote and on-site, 24 hours a day, 7 days a week
- Detailed monthly reporting
 - Network audit
 - Network performance

Server Network Support/Maintenance

- Server Backup Monitoring
- Unlimited 8-5pm Helpdesk Support
- Preventative maintenance, early warning, automated repairs, performance tuning and optimization for the system
- Disaster Recovery- at no extra cost
- Remote Support
- On-site support- no additional cost
- Remote and onsite maintenance
- Event Log monitoring
- Monitor Drive Space on all Servers
- 24/7 Monitoring of Server Availability
- 24/7 Monitoring of Critical Devices and Services
- 24/7 Phone, Remote Access or On-Site Support for Server-Down Situations
- Microsoft Operating System Patch Management (Patches, Updates and Service Packs) as needed
- Anti-Virus Subscription Monitoring, Response, Quarantine and Removal

Security

- 24/7 Firewall Monitoring and Alerting
- Network Policy Enforcement
- Server security checkups
- Update network documentation and password review policy
- Security Management
- Anti-Virus Subscription Monitoring, Response, Quarantine and Removal
- Adding, Modifying, Disabling and Deleting Users and Passwords
- Spam Software Management
- Network and VPN Access administration

Network Infrastructure

- On-site Support
- Unlimited 8-5pm Helpdesk Support
- Management of Router and Firewall rules
- Existing Wireless Access point configuration and maintenance
- VPN and WAN monitoring

Workstation/End User Support

- On-Site Support
- Unlimited 8-5pm Helpdesk Support
- Phone Support
- Remote Access Support
- Password Resets, Account Lockout resets, login problem assistance
- Limited assistance with PDAs, Cell Phones, Mobile Devices Etc.
- Virus Prevention, Response, Quarantine and Removal

Planning, Budgeting, and IT Management

- Assigned Company contact/lead
- Strategic Technology consulting
- Problem Escalation
- IT purchasing assistance
- Assistance with Vendor and hardware/software selection
- Warranty Management
- Create and Maintain an Inventory of all machines: hardware, software and network equipment

Discounted Project and Time/Materials for items outside the scope of agreement

Software Currently Utilized by the District

- Microsoft Office
- Microsoft Office 365
- Adobe Acrobat
- Adobe Creative Cloud
- Tableau Desktop
- ArcMap
- Skype
- SQL Server 2016
- Windows 7 and Windows 10
- Efax
- Vehicle Manager Fleet Network Edition
- NetMotion VPN
- Custom Mobile Data Collection System (MOS)
- Quickbooks