

## Request of Proposals for Information Technology Consultation and Support Services

Coastal Plains Community Center is requesting bids for Information Technology (IT) consultation and support. Coastal Plains is seeking a long term relationship between the Center and the IT service provider. Coastal Plains is offering, at a minimum, to enter into a one year contract for a fixed monthly amount for all services described below. Coastal Plains will consider up to a three year contract if the provider can reduce its monthly price to the center.

**Submission of Proposals:** Proposals should be submitted to  
Theresa Guerra  
Coastal Plains  
200 Marriott / PO Box 1336  
Portland Texas 78374

Proposals are due by Friday, August 4<sup>th</sup>, 2017 at 3pm at the above address.

Please, submit 1 original proposal and 2 copies.

Questions should be directed to Theresa Guerra at [Theresa@coastalplainsctr.org](mailto:Theresa@coastalplainsctr.org) or 361.777.3991

INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED. APPLICATIONS RECEIVED AFTER THE DUE DATE WILL NOT BE CONSIDERED. OFFERORS SHOULD CAREFULLY READ AND UNDERSTAND THIS RFP PRIOR TO SUBMISSION OF AN APPLICATION.

The bid will be awarded based on the response which is determined to offer the Center best value. Best value is determined by

- Ability to perform services
- Demonstrated responsiveness
- Competency of staff/consultants
- Cost
- HUB status
- Eligibility

## Information to be included in bid

- History of providing IT services
- Experience in providing services to companies with multiple, networked, remote sites
- Description of current IT staff and their degrees/certifications related to the provision of IT services
- Location of base of operations for tech staff who will be supporting Coastal Plains
- Experience providing support for Citrix XenApp Presentation Server
- Experience providing support for MS SQL Server
- Description of routine maintenance services that will be performed
- Proof of all applicable insurance coverage to perform the services for which you have bid (ie. Workman's comp, general liability, automobile, bond against criminal acts)
- References from similar businesses/organizations
- Monthly price for "turnkey" services in a one, two, or three year contract.

## DESCRIPTION OF COASTAL PLAINS CENTER:

## Service Locations

Networked worksites

Portland	Alice	Falfurrias
Taft	Kingsville	Beeville
Rockport		

Networked telemedicine locations

Jim Wells County Jail  
 Kleberg County Jail  
 San Patricio County Jail

Non-networked locations w more than 10 workstations

Aransas Pass Center

Non-networked locations w only 1 workstation

Kingsville group home	Beeville group home	Odem Group Home
Portland respite house	Portland group home	Freer annex
George West annex		

**Workstations**

There are approximately 300 Windows workstations (MS Office 2010) and 25 network printers.

**Servers**

- 5 servers utilizing Windows 2003R2, Windows 2008R2, and Windows 2012R2, Microsoft Exchange Server 2010, Microsoft SQL Server
- Citrix farm (5 servers) supporting 100 users
- Virtual Server - Windows 2012R2

**Videoconferencing**

- 10 Polycom videoconference units
- 20 users with Polycom software/swyMe software and webcams

**Connectivity**

T-1 connections

Alice Clinic to Alice Jail

Kingsville Clinic to Kingsville Jail

Taft Clinic to Sinton Jail

AVPN connections (OC3, Ethernet, and DS3 connections) between

Portland Administration

Alice Clinic

Beeville Clinic

Kingsville Clinic

Falfurrias Clinic

Rockport Clinic

Taft Clinic

**Backup**

Onsite (server) and nightly offsite backup

**PLANNED CHANGES FOR THE NEXT THREE YEARS:**

Over the next year, we are planning to

- upgrade our SQL server to MS SQL Server 2012R2
- convert to a web based accounting package
- convert most remaining servers to virtual servers
- join the Aransas Pass Clinic to the network

The contracted IT service provider would be expected to make recommendations regarding equipment and licenses to be purchased, and well as to carry out the conversion to new equipment.

### COMPREHENSIVE REMOTE AND ON SITE SERVICES NEEDED:

1. Network Management Services - Monitoring, alerting, troubleshooting, and repair services for servers, routers, and switches in all service locations
  - a. Routine maintenance - applying patches, updates, server security, backups, etc.
  - b. Hardware failures
  - c. Monitor hardware performance
  - d. Monitor Server/Windows services
  - e. Manage the User Accounts / Active Directory
  - f. Monitor spam
  - g. Monitor for critical events
  - h. Make recommendations for new/replacement equipment
  - i. Schedule and monitor backups
2. Maintain connectivity - Interface with AT&T, Verizon, and other providers as needed to maintain connectivity to outlying cities
3. Network Security –
  - a. Server antivirus
  - b. Desktop antivirus – Bitdefender Endpoint Protection
  - c. Monitor web traffic/spam/spyware – Barracuda spam filter
  - d. Firewall management
  - e. Manage VPN configuration
  - f. Web Support - Provide basic consultation to staff on maintenance of web pages
4. Citrix / Terminal Services Support - The availability of the terminal services servers is critical to Coastal Plains operations within the network and through internet access
  - a. Monitor and update applications as needed
  - b. Maintain staff's ability to print using terminal services
5. Microsoft SQL Support – Routine SQL support is needed to maintain the operation of critical Anasazi applications
6. Microsoft Exchange support

7. Videoconferencing support – Videoconferencing is used to provide Intake and Medical services as well as to support staff meetings. Coastal Plains uses Polycom units as well as webcams with Polycom /swyMe software
  - a. Provide trouble shooting when connectivity is lost or is poor
  - b. Interfacing with Polycom/swyMe for necessary repairs
8. Deskside Support for all users in network and non-networked locations
  - a. Maintenance of both warranty and non-warranty computers, laptops, printers
  - b. Maintenance of operating systems and applications
9. Prepare an annual IT plan recommending hardware and software to be purchased the following year, including items required for replacement and/or expansion.
10. Assist the Center in developing plans for expansion of IT services
11. Assist in development of emergency preparedness plan for Information Services
12. Occasional support with development/modification of Microsoft Access databases
13. Assist the Center in the purchase of hardware/software/other services by obtaining bids.

IT Service Provider will have access to Coastal Plains buildings/equipment during regular business hours. Access afterhours and on weekends can be arranged with prior notice.

It is our expectation that IT staff will have sufficient expertise, certification, qualifications; training for staff will be a cost to the contractor.

### **Target Resolution Time:**

In order to conduct business with minimal interruption, Coastal Plains has set a goal for speedy resolution of IT problems.

Target time for resolution for emergency situations - 24 hours

Center is unable to conduct business

Key staff are unable to conduct critical tasks

Target time for resolution for high priority situations - 2 to 3 days

Ability for the Center to conduct business is seriously degraded

Setup new users

Target time for resolution for medium priority situations - 6 to 8 days  
Inability for one/a few users to conduct business

Target time for resolution for low priority situations - less than 10 days or as  
agreed upon

Addition of printers/ computers to the network

Problems on a small scale for which there are work-arounds