

## 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 Community Center  
200 Marriott / PO Box 1336  
Portland Texas 78374

Proposals are due by Friday, July 31<sup>st</sup>, 2020 at 4pm at the above address.

Please, submit 1 original proposal, no copies necessary.

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 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	Aransas Pass	

#### Networked telemedicine locations

Jim Wells County Jail  
 Kleberg County Jail  
 San Patricio County Jail

#### Non-networked locations

Kingsville group home (one workstation)  
 Beeville group home (one workstation)  
 Odem Group Home (one workstation)  
 Portland group home (one workstation)  
 George West annex (three workstations)  
 San Diego Clinic (nine workstations)

### Workstations

There are approximately 300 Windows 10 workstations (MS Office 2016 and 2019) and 21 network printers.

## **Servers**

- 9 virtual servers utilizing Windows 2012R2, Microsoft Exchange Server 2016,
- Microsoft SQL Server
- 3 Terminal Servers supporting 100 users

## **Videoconferencing**

- 10 Polycom videoconference units
- 20 users with Polycom 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	Aransas Pass Clinic

## **Backup**

Onsite (server) and nightly offsite backup

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

Over the next year, we are planning to

- Upgrade wireless routers to increase security
- Explore Intrusion Detection systems
- Upgrade backup server
- Upgrade switch in server room

The contracted IT service provider would be expected to make recommendations regarding equipment and licenses to be purchased, and will 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
    - i. VPN connection to state of Texas data systems
    - ii. VPN connection to Cerner for medical record
    - iii. VPN connection for staff to access network from the field
  - f. Web Support - Provide basic consultation to staff on maintenance of web pages
4. 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 reporting
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 the development and implementation of emergency preparedness plan for Information Services
12. Assist the Center in the purchase of hardware/software/other services by providing bids when necessary

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