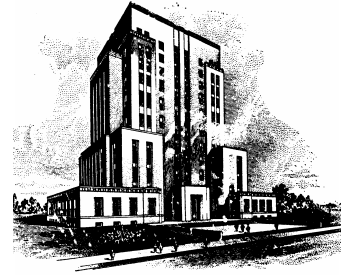


Racine County Purchasing Division

Racine County Courthouse
730 Wisconsin Avenue
Racine, WI 53403-1274
Phone (262) 636-3127
Fax (262) 636-3733

Diane L. Kelly, CPPB
Purchasing Manager



July 6, 2006

Dear Prospective Service Provider:

Racine County, Wisconsin is seeking a qualified Service Provider to provide Help Desk Support Services, Web/Database development and Web content for Racine County. You are hereby invited to submit a proposal for these services.

Sealed proposals are due on or before **2:00 p.m. CDT, Tuesday, August 8, 2006** in the Racine County Purchasing Division. Proposal opening will follow immediately thereafter. Racine County reserves the right to accept or reject any or all proposals, to waive all technicalities, and to accept the proposal deemed most advantageous to Racine County. Racine County is not liable for any costs incurred in replying to this Request for Proposal (RFP).

Special Instructions:

Please be sure to complete one (1) original and three (3) copies of your entire proposal, especially the signature page. To return your proposal, please follow these instructions:

1. Place the signature page on top as page 1.
2. All proposals are to be sealed and clearly labeled: **“IS SUPPORT SERVICES, Due: August 8, 2006”** in the lower left-hand corner.
3. Mail or deliver to:
Purchasing Manager
Racine County Courthouse Rm. 407
730 Wisconsin Ave
Racine, WI 53403-1274

General questions may be directed to Diane L. Kelly, Purchasing Manager at (262) 636-3127 during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday.

Sincerely,

Diane L. Kelly
Purchasing Manager

Encl: Proposal Package

REQUEST FOR PROPOSAL

IS SUPPORT SERVICES

Proposal # 06-IS-017

A. INTRODUCTION

Racine County is requesting proposals from qualified Service Providers to provide Help Desk Support Services, Web/Database Development and Web Content as detailed in the following pages. The services requested are intended to augment the existing Information Systems Department by providing initial resolution to problems, forwarding the issue to other Information Systems staff, and developing and maintaining Internet and Intranet sites.

There is a possibility of additional governmental agencies participating in this RFP; however they are unable to make a firm commitment at this time. If your proposal is accepted by additional agencies, they would be responsible, individually, for executing contract documents and/or purchase orders to the successful Service Provider. Acceptance will take place only upon award by each agency, execution of this document and/or purchase order by the proper officials and delivery of the fully executed contract and/or purchase order to the successful Service Provider.

In the event that additional governmental agencies participate in joint services bidding Racine County reserves the right to not accept the responses to this RFP and enter into a joint services contract with other government agencies. Racine County expects to enter into a service contract either through a Service Provider identified in this process or a joint governmental service contract that offers the best pricing to Racine County in consideration of the economies of scale achieved.

A Glossary is provided as Attachment C, to provide a definition of terms used in this Request For Proposal.

B. PROJECT BACKGROUND

Racine County has utilized outsourced Help Desk support, Web/Database development and Web content Services since October 2004 and desires to continue utilizing these outsourced services. The current Service Provider providing these services is Velocity Partners Inc., Brookfield Wisconsin. Background information for the current environment in Racine County (RC):

RC has approximately 1,000 employees
RC has approximately 800 PCs and laptops
95% of RC PCs and laptops are running either Windows 2000 or Window XP operating systems
RC Applications and file servers are Microsoft Windows 2000 server environment
The Desktop PC's are manufactured by MPC, notebooks are manufactured by Dell and the servers are a mix of Omnitech and IBM, with IBM now the server standard.

The Information Systems Help Desk handles an average of 200 calls a week.

Goals of outsourcing the Help Desk Services, Web development and Web content are as follows:

- Have every PC up and running constantly to achieve maximum productivity levels.
- Improve employee and organizational effectiveness.
- Reduce costs through shared resources.
- Increase the number of incidents that can be resolved on the first call.
- Decrease the turnaround time from initial call to resolution.
- Improve off-hours access to assistance.
- Provide expert personnel, who are able to resolve issues as quickly as possible
- Experience low turnover of personnel assigned to our location.
- Develop an efficient process to identify, resolve or escalate problem resolution.
- Continue development and content support for the County's Internet and Intranet sites using the same infrastructure and tools currently in place.

C. PROPOSAL SUBMITTAL INSTRUCTIONS

1. GENERAL INFORMATION

Proposers are reminded to **carefully** examine the proposal and scope of services upon receipt. Proposers should contact Diane L. Kelly, Purchasing Manager at (262) 636-3127 for interpretation or correction of any submittal instructions or terms and conditions. Failure to request clarification of any inadequacy, omission or conflict shall not relieve the Service Provider of any of its responsibilities under this RFP or any subsequent contract.

2. SCHEDULE

The schedule of events through contract execution is listed below:

July 6, 2006	RFP Released
July 19, 2006 – 4:00 PM.	Questions Due
July 24, 2006	Amendment posted with answers to questions
August 8, 2006 – 2:00 PM	Proposals Due
August 22, 2006 –Time TBD	Possible Interviews
September 8, 2006	Contract Award target date
January 2, 2007	Commence contract

3. QUESTIONS

Any additional information needed to interpret the scope of services/requirements concerning this RFP must be directed to Diane Kelly, Purchasing Manager, by either facsimile 262-636-3733 or electronic mail diane.kelly@co.racine.wi.us. **ALL QUESTIONS MUST BE SUBMITTED IN WRITING AND RECEIVED NO LATER THAN 4:00 pm local time on July 19, 2006.** Questions received after this date and time will not be answered.

No information provided verbally, or by any other personnel, will be considered binding. All proposers should use this written document and its attachments as the sole basis for proposal at this time. Failure to request clarification of any inadequacy, omission or conflict will not relieve the Service Provider of any of its responsibilities under this RFP or any subsequent contract.

Answers to properly submitted questions will be provided to Service Providers in the form of an addendum by Thursday, June 29, 2006. The addendum will include a list of each question asked and Racine County's response.

4. ONE ORIGINAL & THREE COPIES ARE REQUIRED

Unless otherwise specified, one (1) original and three (3) copies of your Proposal shall be required. The original shall be signed in blue ink on the Certification of Proposer Page.

5. ADDRESSING OF PROPOSALS

Proposals must be received at Racine County no later than **2:00 PM** local time on **August 8, 2006**. Proposers are solely responsible for ensuring that proposals are delivered on time. Faxed / emailed proposals will not be considered. The package should be clearly marked in the bottom left-hand corner "**IS Support Services, Due: August 8, 2006.**" The proposers shall deliver an original plus three copies of the proposal to:

Purchasing Manager
Racine County Courthouse Rm. 407
730 Wisconsin Ave
Racine, WI 53403-1274

Proposals received after that date and time will be rejected and returned unopened.

6. INCURRED COSTS

Racine County shall not be liable for any costs incurred in replying to any [request for proposal](#) or in the participation of demonstrations.

7. ADDITIONAL DATA WITH PROPOSAL

Proposers may submit, on the firm's letterhead only, additional data and information deemed advantageous to Racine County. Consideration of such data and information is to be held optional to Racine County. All proposer-supplied materials, including the proposals, become the property of Racine County.

8. ADDENDA

Changes to this RFP will be made only by formal written addenda issued by Racine County Purchasing Division. Any such addenda will be sent electronically to all proposers who received a proposal package.

All addenda issued shall become a part of the scope of this RFP and shall be made part of the contract.

9. WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn by written or faxed request received from proposer prior to time and date fixed for the opening. Any proposals not so withdrawn shall constitute an

irrevocable offer for a period of one year or until one of the proposals has been duly accepted and Racine County executes a contract, whichever occurs first.

Negligence on the part of the proposer in preparing the proposal confers no right for withdrawal of the proposal after it has been opened. Withdrawn proposals will be returned unopened prior to the time and date set for the opening.

10. ERRORS IN PROPOSALS

Proposers are responsible for errors and omissions in their proposals and any such errors and omissions will not serve to diminish their obligations to the County.

Proposals may only be amended after receipt by the Purchasing Division by submitting a later-dated proposal that specifically states that it is amending an earlier proposal. No proposal may be amended after the opening date unless requested by the Purchasing Division.

11. SUBMITTAL OF CONFIDENTIAL MATERIAL

Any material that is to be considered confidential in nature must be clearly marked as such by the Service Provider and will be treated as confidential by Racine County and its agents unless said material is considered a public record under Wisconsin open records law, or is required to be disclosed by court order.

12. LATE PROPOSALS

Formal proposals, amendments thereto, or requests for withdrawal of proposals received by Racine County after time specified for opening will not be considered.

13. PROPOSALS BINDING SIX MONTHS

Unless otherwise specified, all formal proposals submitted shall be binding for six (6) months from date of opening or until one of the proposals has been duly accepted and Racine County executes a contract, whichever occurs first.

D. TERMS AND CONDITIONS

1. CONTRACT

The successful respondent will be required to enter into a formal contract with the respective County. Any contract or contract resulting from the acceptance of the proposal shall be on forms supplied by the County.

2. CONTRACT TERM

The initial term of the contract will be for a three-year period from 1/02/07 through 12/31/09, with an option to extend for two additional one (1) year terms by mutual consent.

3. MULTI-YEAR CONTRACTS

This contract may be canceled without penalty or obligation of any kind, except as may otherwise be specifically set forth as an exception to this clause by Racine County by, for or on behalf of itself or its agencies, departments, officers, agents or employees immediately upon written notice to all parties that sufficient funds have not been budgeted by the County Board of Supervisors to pay for the obligations under this

contract for the next budget year.

4. AMENDMENTS TO CONTRACT

This contract may be modified only by written amendment to the contract, signed by both parties.

5. TERMINATION OF CONTRACT

If through any cause, the Service Provider shall fail to fulfill in timely and proper manner his obligations under this contract, or if the Service Provider shall violate any of the covenants, contracts or stipulations of this contract, the County shall thereupon have the right to terminate this Contract by giving written notice to the Service Provider specifying the effective date thereof, at least five days before the effective date of such termination. In such event, all finished or unfinished documents, data, studies, surveys, models, reports or other materials related to the services prepared by the Service Provider under this contract shall, at the option of the County, become the property of the County.

Notwithstanding the above, the Service Provider shall not be relieved of liability to the County for damages sustained by the County by virtue of any breach of the contract by the Service Provider, and the County may withhold any payments to the Service Provider for the purpose of set off until such time as the exact amount of damages due to the County from the Service Provider is determined.

The County may terminate this contract at any time for any reason by giving at least ninety (90) days notice in writing from the County to the Service Provider. If the contract is terminated by the County as provided herein, the County's liability will be limited to the pro rata cost of the services performed as of the date of termination plus expenses incurred with the prior written approval of the County. Said adjustment shall include costs reasonably incurred by the Service Provider in connection with such termination, but shall not include anticipated, but unearned profits.

6. HOURS OF OPERATION AND HOLIDAY SCHEDULE

Help Desk and Web services are Monday through Friday 8:00 am to 5:00 pm. After hours support is from 3:00 pm to Midnight.

Racine County buildings are closed for ten (10) designated holidays as listed below:

New Year's Day	Thanksgiving
Good Friday	Day after Thanksgiving
Memorial Day	Christmas Eve
4th of July	Christmas Day
Labor Day	New Year's Eve

7. TRAVEL REIMBURSEMENT

Mileage for personal vehicles when driving between county facilities will be at the prevailing federal reimbursement rate that is in affect during the time of travel.

8. INSURANCE

All proposals must include either a description of respondent's insurance or a certificate of insurance outlining respondent's insurance policies which evidence compliance with the requirements contained herein. Successful respondent shall agree that it will, at all times during the term of the contract, keep in force and effect insurance policies required

by the contract, issued by a company or companies authorized to do business in the State of Wisconsin and satisfactory to the County. Such insurance shall be primary. Prior to execution of the written contract, the successful respondent shall furnish the County with a Certificate of Insurance and upon request, certified copies of the required insurance policies. The Certificate shall reference the contract and provide for thirty (30) days advance notice of cancellation or non-renewal during the term of the contract.

Failure to submit an insurance certificate, as required, can make the contract voidable at the County's discretion. Additionally, the Service Provider shall not allow any subcontractor to commence work until the aforementioned documents, where applicable, have been obtained from the subcontractor and approved by the County. The minimum requirements are noted below.

Worker's Compensation and Employer' Liability Insurance – Statutory worker's compensation benefits and employers' liability insurance with a limit of liability not less than \$100,000 each accident. Service Provider shall require subcontractors not protected under its insurance to take out and maintain such insurance.

Commercial General Liability Insurance (including errors and omissions) – Policy shall provide coverage for premises and operations, products and completed operations, personal injury and blanket contractual coverage. Errors and omissions shall not be excluded or a separate policy covering such exposure shall be maintained. Limits of liability not less than \$1,000,000 each occurrence and aggregate.

9. INDEMNIFICATION

To the extent permitted by law, the Proposer shall protect, defend, indemnify and hold the County harmless from and against all claims, demands, damages, costs, actions and causes of actions, liabilities, judgments, expenses and attorney fees, resulting from the negligent acts, errors and omissions of Proposer, its employees, subcontractors and agents, the injury or death of any person or the damage to, or destruction of property, or the infringement of any patent, copyright, or trademark, arising out of the work performed or goods provided under this Agreement, or the Proposer's violation of any law, ordinance or regulation, except for damages resulting from the sole negligence of the County.

10. ASSIGNMENT OR SUBCONTRACT

This contract may not be assigned or subcontracted by the successful respondent without the written consent of the Racine County Information Systems Department.

11. INDEPENDENT CONTRACTOR STATUS

The Service Provider agrees that it is an independent contractor with respect to the services provided pursuant to this contract. Nothing in this contract shall be considered to create the relationship of employer and employee between the parties.

12. AFFIRMATIVE ACTION

Racine County is committed to fulfilling its role as an Affirmative Action / Equal Opportunity Employer. We request your vigorous support of our Affirmative Action efforts. Our relationship with your agency is based upon your willingness to accept and comply with Executive Order 11246, as amended, and other federal laws requiring equal employment opportunity without regard to race, religion, color, national origin, sex,

disability or veteran status. By signing the Certification of Proposer page, you indicate your acceptance and compliance.

E. SCOPE OF SERVICES

1. GENERAL

Help Desk Service Provider is to act as the initial point of contact for the County to provide County employees with one phone number for all Help Desk Calls. The Service Provider staff answers the help desk phone call. The Service Provider staff will resolve the issue on the phone, open a ticket for Service Provider desktop support or pass the issue to County server/WAN staff to resolve. The Help Desk Service Provider staff will take calls for service, track, resolve and close issues. Depending on the type of technical issues, the contracted call taker can escalate the problem resolution to the County staff or other specialized Service Providers also contracted on call by Racine County.

The Help Desk Service Provider will be responsible for providing Help Desk support services in accordance with the requirements in attachments A & B.

Web/database Development and Web content experience and skills required are detailed in Attachment B.

The Service Provider would provide appropriate staffing at their location. The standard language for all services is English.

Some Racine County transition issues to be addressed include:

- Hand-over of responsibility for on-going issues, e.g. Open Tickets.
- Duplication of services / software / hardware.
- Service Provider to Service Provider transactions that may be required.
- Support and development of Websites that exist using the development and presentation infrastructures in place.

2. SERVICE PROVIDER'S RESPONSIBILITY

The successful Service Provider is responsible for the following:

- a) Providing all personnel for services listed in Exhibit A, B and C except those to be provided by Racine County for the conduct of the services provided herein.
- b) Providing staffing with the skills required to provide service in the areas of help desk, Web/database development and Web content.
- c) Bearing the cost to fully train a HD Analyst to effectively and efficiently work on our account, with the exception of People Link training and network administration training, which is borne by Racine County.
- d) Providing shadow training, during the first shift, for five business days, minimum, for any HD analyst assigned to our account. This includes all HD analysts servicing only a partial FTE on our account.
- e) Meeting or exceeding existing industry standards of professional workmanship.

- f) Performing its service with care, skill and diligence, using that degree of skill and care ordinarily exercised and consistent with generally accepted practices.
- g) Being responsible for the professional quality, technical accuracy, completeness, and coordination of all reports, information, and other items or services furnished under this Contract.

3. RACINE COUNTY RESPONSIBILITY

Racine County is responsible for the following:

- a) Providing reasonable access to personnel, data and reports that are currently available and legitimately needed by the Service Provider for the conduct of these services. This may include an asset inventory, personnel with department and phone numbers.
- b) Providing level 2 support personnel who will respond to dispatched (transferred) calls.
- c) Providing training for People Link, network administration, and other possible software titles at a later date.
- d) Advising the HD Service Provider of scheduled upgrades or planned outages.
- e) Making network administration menus available to the HD Service Provider.
- f) Racine County Information Systems Managers may travel to Help Desk Service Provider's site for training issues, when possible.

4. SERVICE PROVIDER ELIGIBILITY REQUIREMENTS

To be considered for the project, the project team must meet or exceed the following criteria:

- a) Have been in business for a period of not less than five years.
- b) Have provided the Help Desk/Desktop Support, Web/database development and Web content Services to a minimum of three (3) organizations with similar call volumes within the past year.
- c) Demonstrate the availability of qualified help desk/desktop support, Web/database developers and Web Content technicians.
- d) Provide agents and help desk managers who are all fluent in the English language, both spoken and written.
- e) Detail problem identification and resolution, escalation, and proactive analysis and incident tracking processes.

5. SERVICE PROVIDER RELATIONSHIP WITH COUNTY

- a) The Service Provider(s) will be hired on a preferred provider basis. This means that the County will have the option, over the term of the contract, to use the services of the Service Provider(s) in the amount needed by the County. The County does not guarantee any minimum or maximum number of hours to be procured as a result of this RFP. All requests for such service will be subject to the appropriate County approvals at the time service is requested.
- b) Award will be made to a maximum of three Service Providers to assure availability of staff and ability to meet Racine County's time line at the time of project or service commencement.

c) If the resumes of Service Providers, submitted by the preferred providers, do not appear to have the skill set or experience requested (in the opinion of Racine County Information Systems Managers) in the scope of services, the County may choose to request that the preferred providers submit two (2) additional Service Providers' resumes for consideration, or the County may choose to seek the skill set and experience from other sources.

d) Process for Obtaining Services: When the need for services arise, the County will provide each awarded firm the specific skills required and/or the scope of service for the specific project, along with the expected length of services. Each firm will be invited to submit a maximum of two resumes within five (5) business days for the Service Providers who would perform the service(s), their hourly rate (based on the rates proposed) and their availability date. The End User Services Manager will also indicate if the Service Provider will need an in-depth background check. Based on the information received, the End User Services Manager, taking into consideration the resume(s) of the individual(s) and the hourly rate, will make an award for the services required.

e) Prior to commencement of any activity, a Statement of Work will be signed by both Racine County and the firm that, at a minimum, delineates the scope of services required, the personnel to be utilized (along with their hourly rate as listed on the contract), the time frame for completion, the required deliverables and the maximum compensation for the specific project.

f) Racine County reserves the right to request/allow an individual, who is currently working as a Service Provider for Racine County, to be moved to another Racine County task or project that needs the expertise and skills the individual has already demonstrated. If the original end-date for the individual will be exceeded by the movement of the individual, the Service Provider will be contacted by the Racine County Purchasing Division to negotiate a new end-date. Information System Managers will make every attempt to predict the movement of the individual at least 10 business days before the original end-date. The Service Provider may decline to allow further extensions of the individual to Racine County without consequence.

g) Service Provider shall complete background checks at Service Provider's expense on all personnel prior to starting any activity for the County. Service Provider shall provide all needed information to the County to also run a background check. The Service Provider shall confirm in writing to Racine County that they have successfully conducted the background checks prior to the commencement of work and that Service Provider will not use any personnel for whom background checks have revealed factors that make them unsuitable for the activity to be undertaken for the County. This includes replacement personnel. Resources to be checked should include but are not limited to criminal records, DOT records, etc. In order to do so, Service Provider must be prepared to obtain certain information for each of their employees who will be performing work for Racine County. At a minimum, the information shall include full name (including middle initial), date of birth and social security information. Additional information that is helpful in completing background checks includes maiden name, sex, race, driver's license number and issuing state. All costs associated with the background checks are to be borne by the Service Provider.

h) The successful Service Provider(s) shall establish and maintain procedures and controls for the purpose of assuring that no information in its records or obtained from Racine County or from others in carrying out its functions under the contract shall be used or disclosed. Racine County reserves the right to review such procedures to

ensure acceptability to Racine County. If information and/or records are requested of the successful Service Provider(s), Racine County shall be notified immediately. Racine County will address all requests. Service Provider and its employees assigned to this account will be required to sign a Racine County HIPPA Contract.

i) Work will be performed in accordance with Racine County Information Systems standards for documentation. Documentation must be of a nature that all work performed can be clearly understood by Racine County Information Systems personnel.

j) The Service Provider may be required to perform his/her services on PCs and/or peripherals located in offices/buildings throughout Racine County. The Service Provider will be provided a desk, PC and telephone within the Information Systems Department, or another County building. Normal working hours are 8:00 a.m. - 5:00 p.m. Monday - Friday. Although we do not anticipate any work over 8 hours per day and/or outside of normal business hours, it may be required on occasion. Additionally, the County will not pay for travel to and from the Racine County job site, nor will Racine County reimburse Service Providers for bringing staff in who reside outside of the area.

k) All personnel working on-site shall be required to wear an ID badge, dress appropriately and maintain proper hygiene. Failure to do so can be cause for termination of the individual.

6. OTHER

a) Racine County shall be entitled to request the removal of individuals working on this contract for any of the following grounds, provided that such request be in writing and shall specify the reasons for the County's dissatisfaction:

- (i) unsatisfactory performance that causes negative operational impact at Racine County or causes Racine County to commit additional resources to avoid operational impact;
- (ii) dishonesty or belligerent conduct;
- (iii) lack of compatibility with Racine County staff; or
- (iv) violation of Racine County rules or policies.

Upon such written request, Racine County and Service Provider shall decide on a course of action to cure any such problems, provided that there shall be no cure opportunity required for problems involving categories (ii) or (iv) in the preceding sentence. In the event Service Provider does not cure the problem within (7) days from the date of notice, Service Provider shall remove such person and shall promptly provide a qualified replacement.

b) The Service Provider is responsible for ensuring that any substitute personnel have comparable skills and experience. County reserves the right to request background information for substitute personnel prior to commencement of activity on this contract.

F. CONTENTS OF PROPOSAL

1. SERVICE PROPOSAL

Tab 1. Furnish information on your firm, including size of the firm, lines of business, management and technical expertise, financial position, insurance and years in business. Also describe any unique approaches or techniques developed and used by the firm that would give it an advantage in this engagement. Financial viability of

the firm will be a factor when determining the final award.

All proposals must include either a description of respondent's insurance or a certificate of insurance outlining respondent's insurance policies which evidence compliance with the requirements contained herein.

Note: The following information shall be provided to Racine County, within five (5) days of request:

- a) Formal certification on respondent's stationary, signed by the owner or authorized officer of the company, indicating the proposing firm has not filed for bankruptcy in any form, nor is there any current intention of filing any type of bankruptcy proceedings. In the event a respondent has or is considering filing bankruptcy of any type, provide a written explanation of such filing, complete with history and current status.
- b) The selected Service Provider may be required to submit audited or sworn to accuracy financial statements for the respondent's last two (2) fiscal years within five (5) days of said request. Please state in your proposal response if your company can or cannot provide this information.

Tab 2. Describe your experience and involvement in at least four similar projects. Provide at least 3 business references that can attest to your ability to provide the skills and services proposed. Note the areas of participation, if any, of the personnel who will be assigned to the County project.

It is the County's preference to receive references for past work for Service Provider's personnel that will be handling our project, if available. Please provide the name of each referenced firm, contact person, telephone number, fax number, e-mail address, project description including the system(s) installed, number of users and approximate beginning and ending dates of your involvement for these references.

Tab 3. Describe in detail how you propose to accomplish each of the tasks outlined in the scope of services. Each key point of the process should be addressed. In addition, your response should include documentation indicating your ability to comply with each requirement.

Tab 4. Describe, first in summary, then in detail, the project plan recommended by your firm to insure the timely provision of these services

Tab 5. Indicate any exceptions you are taking to the terms and conditions, contractual and other requirements defined in the RFP. If exceptions are taken, cite the paragraph involved, the exception taken, and state alternate language acceptable to the respondent. Service Providers wholly substituting their contract will not be considered by Racine County.

Tab 6. Cost Proposal

Fee Cost:

Fees are to include costs for all personnel for each position, administrative fees, mileage and other expenses that could be included in the project. Include inflation rates for the years 2 and 3 of contract if there is expectation of costs increasing over

the initial three-year term of the contract. In addition, detail any escalation/de-escalation of costs for the two (2) optional one-year term renewals.

The total of all fees for Racine County will be used in evaluating the fee portion of this proposal.

Any additional work beyond the scope of services must be authorized in writing by the County before additional costs may be incurred. These fees will be determined prior to commencement of work.

G. AWARD

1. AWARD AUTHORITY

The County of Racine, through its duly authorized agents, reserves the right to reject any or all bids, to waive all technicalities, and to accept the bid deemed most advantageous to Racine County. The County also reserves the right to waive technical defects when in its judgment the best interest of the County thereby will be served. All bidders, by submission of their respective bids, agree to abide by the rules, regulations, procedures and decisions of Racine County.

2. PROPOSAL EVALUATION

Award will be made to the responsive, responsible Service Provider who complies with the requirements and scores the highest total on the evaluation criteria as it pertains to the overall needs of Racine County as identified in this request for proposal. Racine County reserves the right to award the contract on an Alternate Proposal that could be advantageous to Racine County through a joint services contract in partnership with other government agencies.

3. SELECTION CRITERIA

Proposals will be evaluated and awarded based on the following criteria.

- | | |
|--|-----|
| a) Experience and qualifications of your firm | 40% |
| b) Experience and qualifications of your staff including sub-contractors assigned to this project. | 20% |
| c) Cost | 40% |

Total 100%

4. INTERVIEW

The evaluation may include an interview with the County. If an oral presentation/interview is required of selected finalists, it shall be at the respondent's expense. However, an award may be made without discussion with the respondents. Therefore, respondents are cautioned that proposals should be submitted initially on the most favorable terms, from both a technical and cost standpoint. Unnecessarily elaborate brochures or other presentations beyond that required to present a complete and effective proposal are not desired.

The selected finalists will be notified of the date and time of the interview. The interview will be separated into the following parts:

- | | |
|----------------------------------|-----------------|
| a) Service Provider presentation | 40% of the time |
|----------------------------------|-----------------|

b) Questions and answers 60% of the time

5. RIGHT TO REJECT

Racine County reserves the right, in its sole discretion, to reject any or all responses, issue addenda, request clarification, alter the nature and/or scope of the proposed study, enter into various states of procurement, and/or discontinue this process.

NOTE: This is a request for proposal, not a bid; therefore Racine County is not bound to accept the lowest cost for professional services.

6. NOTICE OF AWARD

Written notice of award to Proposer in the form of a letter, purchase order or otherwise, mailed or delivered to the address shown on the bid, will be considered sufficient notice of acceptance of bid.

**CERTIFICATION OF PROPOSER
SIGNATURE PAGE**

IS SUPPORT SERVICES

Proposal # 06-IS-017

After carefully examining the specifications, and having become acquainted with all conditions of the County, I certify on behalf of my company that we can meet the requirements as stated in our Proposal.

Company: _____

Signature: _____

Authorized Representative

Print/Type

Name: _____

Title: _____

Address: _____

City, State, Zip: _____

Telephone: _____

Fax: _____

e-Mail: _____

Date: _____

PC Support Experience and Skills

- 1) Know Windows 9x, Windows 2000, Windows XP.
- 2) Be able to maintain a Windows computer, install and configure operating system.
- 3) Be able to install and uninstall software packages within Windows.
- 4) Must have a basic knowledge of DOS command line including but not limited to:
 - a) Basic batch file skills
 - b) Accessing various programs via the command line
- 5) Windows troubleshooting tools as:
 - a) Ping,
 - b) Traceroute
 - c) Netstat
 - d) nbtstat
 - e) IPCONFIG
 - f) winipcfg
- 6) Must be able to troubleshoot Network connectivity problems, including but not limited to bad cable connection,
- 7) Know what a router, switch, and hub are and what they do.
- 8) Software supported includes but is not limited to:
 - a) Microsoft Office products including:
 - i) Word
 - ii) Excel
 - iii) Access
 - iv) Outlook
 - v) PowerPoint
 - vi) Visio
 - b) Windows Operating systems including:
 - i) Installation,
 - ii) Configuration,
 - iii) Troubleshooting,
 - iv) Driver installations,
 - v) Service pack & Hot fix installations
 - c) IBM Client Access.
 - d) Internet Explorer, use & basic configuration.
 - e) Windows workstation printer configuration, Driver installations.
 - f) Adobe Acrobat reader, standard and professional.

Software used in the process of PC support:

 - g) VNC, Remote control software .
 - h) PC Anywhere, Remote control software.
 - i) NetOp, Remote control software.
 - j) Ghost.
 - k) Internet Explorer.
 - l) 2xExplorer, freeware.
 - m) HEAT Help Desk software.

Web/Database Developer Web Content

There are two positions that work in this environment. The two positions maintain a public Website that gets about 40,000 hits per day and an internal Intranet site.

Daily Job Duties Have Included And Repeatedly Require as of 3/17/2006

- 1) Look thru legacy website code.
 - a) FrontPage
 - b) HTML
- 2) Look at legacy website setup and configuration.
 - a) IIS Manager
 - b) Server components
 - c) FTP setup
 - d) Security setup
 - e) Database access methods.
- 3) Look at legacy network security rules and access paths.
- 4) Perform troubleshooting and problem isolation for non working websites and applications using:
 - a) Server logs.
 - b) IIS logs.
 - c) FTP logs.
 - d) Custom logs.
 - e) SQL logs.
 - f) Packet sniffer.
 - g) Debug code to determine logic.
 - h) Work with Wan administrator.
 - i) Work with Lan administrator.
 - j) Work with PC support to review desktop settings and software versions.
 - k) Try different IE settings to see effect with network.
 - l) Turn on and off personal proxy client to see effect with network.
 - m) Review security settings on Servers and WAN requirements.
 - n) Compare DMZ operation to INTERNAL operation.
- 5) Read email and contact customers to understand request.
- 6) Read email and determine who should be contacted.
- 7) Read email and determine where content is located.
- 8) Update content for multiple websites by either doing:
 - a) Graphic modifications
 - b) C# modifications.
 - c) HTML updates.
 - d) Javascript updates.
 - e) Database table updates.
 - f) Database replication using:
 - i) Sql replication.
 - ii) Manual text files and data cleanup and MS Access.
 - g) Update file repository.
 - h) Synchronize DMZ with INTERNAL websites.
- 9) Troubleshoot and maintain two different production website environments working (DMZ/COUNTY)

EXHIBIT "B"

- a) Refer to # 4 above to the requirements of doing this.
- 10) Work with AS/400.
- 11) Work with Human Services Web Developers.
- 12) Meet with customers to discuss needs or requests.
- 13) Monitor feedback.
- 14) Design, Research, Implement software and website projects.
 - a) Full design cycle development.
 - i) Requirements, etc.
- 15) Maintain 3 servers with oversight by LAN Administrator
- 16) Do all configuration and support of FTP/WEB/SQL setup on servers.

Technologies Used as of 3/17/2006

- 1) IIS
- 2) Biztalk 2004
- 3) Microsoft SQL Server 2000
- 4) Transactional SQL
- 5) Microsoft Access 97,2002,2003
- 6) VBA
- 7) HTML
- 8) Dynamic HTML
- 9) Javascript
- 10) C#
- 11) ASP.NET (.Net Framework 1.1)
- 12) 3rd party Libraries
 - a. Infragistic
 - b. Component Arts
- 13) DMZ zone and production zone for internal and public access to services.
- 14) PC Support AS/400

Physical System Hardware

- 1) 3 production servers
- 2) 2 development servers
- 3) 1 File server
- 4) 2 outside pc connections

Main Software Packages Used

- 1) Visual Studio .Net 2003
- 2) Macromedia Studio
- 3) Professional Adobe PDF
- 4) Crystal Reports
- 5) FTP Client
- 6) SQL Server Enterprise Manager
- 7) IIS Manager

Two Workers

Content updates and other has always been the separation of work. Depending on skills, work is split between workers with the exception of system design and management oversight of projects. That job has been assigned to me.

Glossary of Terms used in Support Services RFP 06-IS-016

Abandoned Call. Also called a Lost Call. The caller hangs up before reaching an agent.

Answered Call. A call counted as answered when it reaches a Help Desk Agent.

Auto Greeting. Agent's pre-recorded greeting that plays automatically when a call arrives.

Automatic Call Distributor (ACD). The specialized telephone system used in incoming call centers. It is a programmable device that automatically answers calls, queues calls, distributes calls to agents, plays delay announcements to callers and provides real-time and historical reports on these activities. May be a stand-alone system, or ACD capability built into a CO, network or PBX.

Available State. Agents who are signed on to the ACD and waiting for calls to arrive.

Average Delay. See Average Speed of Answer.

Average Speed of Answer (ASA). Also called Average Delay. The average delay of all calls. It is total Delay divided by total number of calls. See Average Delay of Delayed Calls.

Average Time to Abandonment. The average time that callers wait in queue before abandoning. The calculation considers only the calls that abandon.

Call. Also called Transaction and Customer Contact. A term referring to telephone calls, e-mails, and voice mails sent to the HD Service Provider.

Calls In Queue. A real-time report that refers to the number of calls received by the ACD system but not yet connected to an agent.

Console One. Software to enable System Administration capabilities

Cost Per Call. Total costs (fixed and variable) divided by total calls for a given period of time.

Day Shift. Hours are from 7:00 A.M. CST/CDT through 5:30 P.M. CST/CDT

Dialed Number (DN). The number that the caller dialed to initiate the call.

Escalation Plan. A plan that specifies actions to be taken when the queue begins to build beyond acceptable levels.

First Call Resolution (FCR). The issue is resolved on the first call to the Help desk.

Full-Time Equivalent (FTE). An employee working a 40 hour week. The hours of several part time agents may add up to one FTE.

Handled Calls. The number of calls received and handled by agents or peripheral equipment. Handled calls do not include calls that abandon or receive busy signals.

Handling Time. The time an agent spends in Talk Time and After-Call Work, handling a transaction. Handling Time can also refer to the time it takes for a machine to process a transaction.

Help Desk (HD). A call center set up to handle queries and provide technical support for computer hardware or software installation, usage or problems.

EXHIBIT "C"

HD Processing. A classification for a ticket that is being addressed by HD personnel without escalation to Level 2.

Incident. A County request for Help Desk Services to resolve a problem identified in the Scope of Services, Requirements section. Multiple calls related to the same issue will be treated as one (1) Incident, e.g. the Internet is down. The resolution of the problem may require several contacts between the Help Desk Service Provider and all the County Employees who have called in concerning the same incident.

Level 1 Support. All support, assistance and activities provided by the Help Desk Analysts or HD Lead as they are attempting to solve a problem for a County employee

Level 2 Support. All support, assistance and activities provided by Racine County Technicians after the problem/ticket is transferred to them from the Help Desk Analyst or HD Lead.

Off-Shift. Hours are from 5:31 P.M. CST/CDT through 6:59 A.M. CST/CDT (Monday through Friday), and all weekend shifts (including day shifts) and all holiday shifts (including day shifts)

Off The Shelf. Hardware or software programs that are commercially available

Outsourcing. Contracting some or all Help Desk services to an outside company.

Queue. Holds callers until an agent becomes available. Queue can also refer to a line or list of items/tickets in a system waiting to be processed (e.g., e-mail messages).

Response Time. The time it takes the call center to respond to transactions that do not have to be handled when they arrive (e.g., correspondence or e-mail).

Service Level Contract (SLA) –The performance objective reached by consensus between the Service Provider and County. The service level contract specifies a variety of performance standards that are to be achieved on a monthly basis.

Talk Time. The time an agent spends with a caller during a transaction. Includes everything from "hello" to "goodbye."

Ticket. A documented request for help entered into the Help Desk Service Provider's database.