

County of Charlotte
 PO Box 608
 250 LeGrande Ave; Suite A
 Charlotte Court House, VA 23923



**Request for Proposals for
 Managed Information Technology (IT) Services**

Note: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against a bidder because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

<u>Bid Number</u>	<u>Bid Due Date and Hour (Local Time)</u>	<u>Date Initiated</u>
037-222	September 4, 2020 at 4:00 pm	August 12, 2020

This solicitation is subject to the provisions of the General Terms and Conditions and any Special Terms and Conditions included herein. The Request for Proposal, your bid, and modifications or additions to either shall constitute an entire integrated contract.

Address All Inquiries and Correspondence to:

County of Charlotte P.O. Box 608 250 LeGrande Avenue; Suite A Charlotte Court House, VA 23923	Monica L. Elder, Assistant County Administrator Phone: (434) 542-5117 Fax: (434) 542-5248 Email: melder@charlottecountyva.gov
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Special Instructions:

1. Responses must be signed below in ink.
2. Responses will be accepted until the date and hour shown above.
3. This inquiry incurs no obligation on the part of the County of Charlotte.
4. All proposals are considered firm for our acceptance within **120 days** after the due date.
5. Charlotte County may cancel or withdraw a solicitation in whole or in part and reject any and all bids or proposals at any time prior to an award (Section 2.2-4319-Code of Virginia).

In Compliance With This Request For Proposal No. 037-222, And To All The Conditions Imposed Therein, The Undersigned Offers And Agrees To Furnish Products/Services In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation.

SCC Number: _____

Name & Address of Offeror: _____ License Number: _____

_____ Date: _____

_____ Name (Print): _____

_____ Signature: _____

_____ Zip Code: _____ Title: _____

FIN: _____ Phone: (____) _____

E-mail: _____ FAX: (____) _____

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I. PURPOSE

The Board of Supervisors of Charlotte County, Virginia, herein referred to as "the County," is soliciting proposals from qualified Information Technology (IT) service providers, for the provision of Managed IT Services in accordance with the specifications provided in this RFP. The overall goal of this RFP is to procure long-term, comprehensive IT management and support services that will promote the mission of Charlotte County in serving its citizens.

It is Charlotte County's intent that this Request for Proposal is part of a competitive procurement process which helps to serve the County's best interests while providing Offerors with a fair opportunity for their services to be considered. The process of competitive negotiation being used in this case should not be confused with the process of "competitive sealed bidding." Price is not required to be the determining factor, although it may be, and the County may negotiate with one or more Offerors to arrive at a mutually agreeable relationship.

II. BACKGROUND & SYSTEM INFORMATION

A. General

Located in South-Central Virginia, Charlotte County is a rural jurisdiction 475 square miles in area with approximately 12,500 residents.

B. End Users

Charlotte County is responsible for addressing IT needs at the following local government offices, located in the Town of Charlotte Court House, VA:

- County Administration
- Sheriff's Office
- E911
- Treasurer's Office
- Courthouse Facility*
- Commissioner of the Revenue's Office
- Victims Witness Office
- Commonwealth's Attorney's Office
- Voter Registrar's Office

*Offices located in the courthouse facility include the Circuit Court Clerk, General District Clerk, Juvenile & Domestic Relations Clerk, and Court Services. These offices receive IT support from the Supreme Court of Virginia's IT staff and are therefore not included in the end user or equipment inventory included in this document. Service needs for the courthouse facility under the managed services contract will be limited primarily to infrastructure support.

There are approximately fifty-five (55) end users including thirty-seven (37) employees associated with the Sheriff's Office and E911 Office and eighteen (18) employees at the other County offices.

C. Current IT Support

The County currently has no IT personnel on staff. The E911 Coordinator serves as the Sheriff's Office's on-site point person to coordinate IT needs/concerns/responses and the Assistant County Administrator fills this role for the County offices. An independent contractor handles IT needs at the Sheriff's Office and E911 Office on a time and materials basis. IT needs for courthouse facility are handled by the Supreme Court of Virginia while other departments rely on Charlotte County Public Schools' IT Department and independent contractors for IT support.

D. System Information & Network Assessment

A recently completed network assessment is attached as Appendix A and is hereby incorporated and made a part of this Request for Proposals. The Victim's Witness Office, which has one part-time employee, and the Voter Registrar's Office, which has one full-time and one part-time position, were not part of this assessment since they are not on any of the networks.

In Fiscal Year 2018-2019, the County shared a part-time IT staff position with Charlotte County Public Schools. That staff member established an active directory for employees in the County Administration Office, Treasurer's Office, Commissioner of the Revenue's Office, and Commonwealth's Attorney's Office.

E. End User Equipment

- 1) Current end user equipment in use includes the following (numbers are approximate):

- Sheriff's Office & E911 Desktops: 18
- Sheriff's Office & E911 Mobile Laptops: 13
- County Desktops: 27
- County Laptops: 5
- County iPads: 2

- 2) Recent equipment purchases or anticipated purchases to address potential COVID19 teleworking needs include the following items which have not been put into use yet:

- E911 Office Laptops: 1 (with monitor, printer, and docking station)
- County Laptops: 9 (with monitor, printer, and docking station)
- Surface Pro X Tablets: 10

- 3) While desktops are not standardized, most were manufactured by Dell and are operating on Windows 7 Professional or Windows 10 Professional. The County intends to coordinate with the selected contractor to implement a plan to upgrade or replace some of the existing equipment.

- 4) Most offices have networked printers or copiers for scanning, printing and faxing. However, some single user desktop printers are also in use. Copiers at the Sheriff's Office are leased units, while other copiers and printers are owned by the County.

F. Website, E-mail, and Internet Service

Kinex Telecom out of Farmville serves as the County's internet service provider, hosts the County's website and provides e-mail hosting. (Employees of the courts use the state court's e-mail service.) Wireless routers were installed in the buildings in 2018.

The County has obtained a .gov address and has migrated to this address with the old charlotteva.com addresses also still active at this time. The intent is to change the County website to the .gov domain and deactivate the .com e-mail addresses in the future. The Sheriff's Department is also working to transfer their website and e-mail from their previous vendor to Kinex Telecom.

Active e-mail accounts, excluding those provided by the Supreme Court for the Court Facility, total approximately twenty-nine (29) at the Sheriff's Office, twenty-two (22) on the County's .gov domain, and three (3) employees using other email services.

G. Additional Information

Hardware models and age, operating system details, warranty coverage and software in use will be discussed with short-listed vendors.

H. Additional Systems Not Included in this Contract

The County has existing contracts for the monitoring and/or maintenance of the following items and/or systems. While the selected vendor will not be responsible for maintaining or servicing these systems, the County anticipates that there will be times when the selected contractor will need to coordinate with vendors for these systems for project implementation, diagnostics, or IT repairs.

- Mobile phones & iPads
- VOIP and land line phones
- Copiers
- Building surveillance systems
- CAMA (Computer Aided Mass Appraisal) System
- GIS and Pictometry
- Courthouse Audio/Visual Equipment
- Emergency services' radio communication system
- E911 dispatch system (including consoles, servers, firewalls and workstations as well as the administrative lines from the E911 workstation)
- E911 Soma CAD (Computer Aided Dispatch)
- Watchguard System for downloading data from Sheriff's Office mobile laptops
- GPS for emergency services vehicles

III. SCOPE OF WORK

Charlotte County is seeking comprehensive managed infrastructure and network services. The selected contractor will assist the County with long-term planning to keep systems current and functional in the most cost-effective manner possible and shall provide IT support as needed. The selected Offeror shall furnish all expertise, labor, and resources to complete the required work. This work shall include, but is not limited to the following:

A. Onsite and Remote Support Services

The selected contractor shall provide network support; hardware support including but not limited to desktop, laptop, mobile laptops (located in Sheriff's Office vehicles), printer and server support; basic troubleshooting of software; helpdesk support; vendor management; remote access support; email support; security support; disaster recovery and other IT user support as needed.

County offices are primarily open between 8:00 am to 5:00 pm Monday through Friday with the exception of the Sheriff's Office and E911 Office which operate 24/7. The selected contractor shall provide on-site and remote support services as needed 24 hours a day, 7 days a week, 365 days a year. Support shall include telephone based and remote support during normal business hours and onsite support as needed with emergency support availability.

The selected contractor shall work with Department Managers, County staff and other stakeholders including third-party vendors to keep systems current and functional in the most cost-effective manner possible.

B. Project Planning & Implementation Services

The Contractor shall assist in the planning and implementation for needed IT infrastructure, hardware and software purchases, upgrades, and replacements to maximize efficiency and value. The selected contractor shall also assist the County in identifying and prioritizing technology needs in order to plan and budget for IT expenditures.

C. Network, Hardware and Security Management

The selected contractor shall provide proactive management and monitoring of the County's network, hardware, and security to include preventative maintenance, hardware & software optimization, malware & anti-virus software protection monitoring and management, risk assessment and rapid problem resolution.

D. Miscellaneous Devices

The selected contractor may be asked for assistance with setting up smartphones and tablets that are owned by the County. The selected contractor will not be responsible for monitoring or maintaining those devices.

E. Evaluation of Current Procedures and Infrastructure

The selected contractor shall work with the County to review current procedures, infrastructure, and IT security measures to assist the County in developing and implementing polices and procedures to enhance the County's IT security and limit risk of data loss and security breaches.

F. Special Certifications

As a governmental agency dealing with judicial, public safety and other restricted information systems, the County will require the selected contractor to perform fingerprinting and background checks through the Virginia State Police for employees who will be working on the County's systems to ensure employees have the necessary clearance to work on these systems.

Various offices included in this contract use the Virginia Criminal Information Network (VCIN) system. While there have not been a lot of issues with this system, the selected contractor must meet the requirements for supporting the VCIN system. More information on VCIN is available at https://www.vsp.virginia.gov/CJIS_VCIN.shtm.

IV. SUBMISSION OF PROPOSALS

A. Submission Procedures

1. To receive consideration your proposal with original signature along with two (2) additional copies and one electronic copy must be received in the Charlotte County Administrator's Office no later than 4:00 pm on Friday, September 4, 2020.
2. The original proposal must be clearly identified on the front cover.
3. The submission of proposals by fax, phone, e-mail, or verbal offer will not be accepted.
4. All proposals must be in a sealed package clearly marked "RFP - IT Services."
5. It is the responsibility of each Offeror to see that their proposal is in the County Administration Office by the specified time and date.
6. Please note that some overnight courier services cannot guarantee delivery to this location by 4:00 p.m. so plan accordingly.
7. Any offers or amendments received by the County after the date and time specified for the scheduled opening of proposals will not be considered. Date of postmark will not be considered. There will be no extensions and no exceptions.
8. Submittals can be hand-delivered or mailed to the following address:

Charlotte County Administrator's Office
Attention: Monica Elder
P. O. Box 608
250 LeGrande Avenue, Suite A
Charlotte Court House, Virginia 23923

B. Proposal Content

All proposals should be prepared simply and economically. Emphasis should be on completeness and clarity of content. Proposals shall contain the following:

1. Completed cover page of this RFP signed by an authorized representative;
2. A brief narrative including firm's history, expertise and experience specifically relating to the services outlined in this RFP, available staff resources, and applicable certifications.
3. Description of services to be provided including an overview of services, information/resource requirements from Charlotte County, estimated response times, and any exceptions taken to the specifications provided.
4. The Offeror must demonstrate an understanding of the County's needs including working within significant budgetary constraints and evidence of ability to provide services in a timely manner and on budget to a rural setting.
5. Not less than three (3) references for governmental or business clients whom the Offeror has provided similar services in the last (5) years to include job description, length of contracted services, and name, title and contact number of the person the County has your permission to contact;
6. A description of your pricing model and fees associated with provided services to include:
 - Information regarding the cost of the following and any other services Offerors deem necessary:
 - On-site time
 - Help-desk support
 - After hours and emergency support
 - Response time/problem resolution time
 - Travel time
 - Vendor assistance/support
 - Training
 - IT planning support
 - A list of services that are not included in the pricing model
7. A completed copy of the State Corporation Commission form (Page 14) and all addenda issued.

C. Proprietary Information

All proposals submitted under this RFP shall become the property of Charlotte County and will be subject to public inspection in accordance with the *Virginia Freedom of Information Act*. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the *Virginia Freedom of Information Act*. However, the Offeror must invoke the protections of Section 2.2-4342F of the *Code of Virginia*, in writing, either before or at the time the material is submitted. The written

notice must specifically identify the materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method, such as highlighting or underlining, and must indicate only the specific words, figures or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document as proprietary or trade secrets is not acceptable and will result in rejection of the proposal.

D. Additional Information

Offerors should be as complete as possible in their response. The County may contact the Offeror to clarify any response, solicit information from any available sources concerning any aspect of the proposal, and/or seek and review any other information deemed pertinent to the evaluation process.

V. QUESTIONS & ADDENDA

A. Questions

1. All questions regarding this RFP must be submitted in writing. Questions can be mailed, e-mailed, or hand-delivered to the Assistant County Administrator, Monica Elder, and must be received by the County no later than 4:00 pm on August 21, 2020.
2. All responses to questions will be provided in an official written addendum.
3. The County will not assume responsibility for claims of oral instructions.

B. Addenda

All addenda issued shall become part of this RFP. It is the responsibility of each Offeror to ensure that they obtain a copy of all addenda. Addenda will be posted on the Charlotte County website, <https://charlotteva.com/purchasing.htm>, and will be e-mailed to all potential Offerors that provide their contact information.

VI. SELECTION PROCEDURE AND EVALUATION OF PROPOSALS

The evaluation and selection processes will be governed by and completed in accordance with the Virginia Public Procurement Act (VPPA). If any provision of this RFP is found to be inconsistent or in conflict with such policy, the terms of the VPPA shall govern.

A. Selection Process

1. Using the proposal evaluation criteria specified in this RFP, the County will review all proposals received and perform preliminary scoring.
2. Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals, on the basis of the factors involved in the Request for Proposals. Negotiations shall then be conducted with each of the

offerors so selected. The offeror shall state any exception to any provisions contained in the Request for Proposal in writing at the beginning of negotiations, and such exceptions shall be considered during negotiation. Price shall be considered, but need not be the sole or primary determining factor. After negotiations have been conducted with each offeror so selected, the public body shall select the offeror which, in its opinion, has made the best proposal and provides the best value, and shall award the contract to that offeror.

3. Should the public body determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror.

B. Proposal Evaluation Criteria:

The following criteria will be used to review and evaluate Offerors' proposals:

1. Expertise and experience (30%) - To include, but not limited to demonstrated experience and reputation in delivering similar services; staff qualifications; and scope of expertise;
2. Project Understanding & Method (25%) - General understanding of the scope of work; the Offeror's corresponding adaptability to the work; and the extent to which the Offeror's proposed solution fulfills the requirements as set out in this RFP.
3. Demonstrated Ability to Provide Customer Service & Support Services (20%) – Proven ability to provide needed support services in a timely manner; scope of proposed support services and associated response times; and staff availability;
4. Pricing Proposal (25%)- Overall cost of Vendor's proposal and value to the County

VII. TERM & PAYMENT

A. Term

The resulting contract shall consist of a one (1) year term, with four (4) possible one (1) year extensions. Contract renewal will be subject to the annual review and recommendation of the County, satisfactory negotiation of terms (including a price acceptable to both the County and the selected firm) and the annual availability of an appropriation.

B. Payment

The selected Offeror shall submit invoices to Charlotte County; P.O. Box 608; Charlotte Court House, VA 23923 by the 2nd of each month following the month services are rendered.

VIII. SPECIAL TERMS AND CONDITIONS

A. Insurance

The selected Offeror shall, during the entire performance of the contract, keep in force at least the following minimum limits of Insurance:

1. Workers compensation insurance shall comply with requirements of the laws of the Commonwealth of Virginia;
2. Commercial General Liability - \$1,000,000 per occurrence - Coverage for personal injury, bodily injury, and property damage;
3. Automobile Liability - \$1,000,000 combined - Coverage for owned, hired, non-owned, bodily injury, and property damage.

The selected Offeror shall furnish an original Certificate of Insurance. Charlotte County shall be named as an additional insured and so endorsed on the policy. No insurance certificate is required at the time of proposal submission.

B. Ethics in Public Procurement

By submitting their proposals, Offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other Offeror, supplier, manufacturer, or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, service, or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

C. Termination of Contract for Convenience

Charlotte County, by written notice, may terminate the resulting contract in whole or in part when it is determined by the public body to be in the County's best interest. Termination shall be effected by serving a notice of termination. In the event of termination pursuant to this paragraph, the County shall be liable only for payment under the payment provisions of this contract for services rendered before the effective date of this termination.

D. Termination of Contract by Default

Should the selected Offeror fail to deliver the services in accordance with the contract terms and conditions, the County has the right to terminate any contract resulting from this solicitation for default. Termination shall be affected by serving a notice of termination stating the manner of the default. In the event of termination pursuant to this paragraph, the County shall be liable only for payment under the payment

provisions of this contract for services rendered before the effective date of this termination less any fines or other fees that may be withheld.

IX. GENERAL TERMS AND CONDITIONS

- A. All proposals must be submitted in accordance with this RFP. All information received shall become part of the proposal.
- B. The Offeror certifies that it knows of nothing that could raise the issue of conflict of interest with regard to this RFP.
- C. A contract shall be deemed executory only to the extent of appropriations available for the purchase of such the same or similar goods or services as requested in this proposal. Future obligations shall be subject to future appropriations, if any, by the Board of Supervisors. Nothing contained herein shall be construed to require any future obligation by the Board of Supervisors.
- D. The award of a contract shall be at the sole discretion of the County Board of Supervisors. The award shall be based upon the evaluation of all information made available to the County. The Board reserves the right to enter into any contract deemed to be in its best interest. The County shall not be obligated to furnish a statement of the reason why a proposal was not deemed to be the most advantageous.
- E. An officer of the proposing Offeror must sign the proposal and all issued addenda. Such signature shall bind the Offeror to all obligations under this RFP.
- F. The Offeror agrees that their proposal shall be good and may not be withdrawn for a period of one hundred twenty (120) days.
- G. The County shall not be responsible for any expense incurred by any Offeror in preparing and submitting a proposal or participating in the interview and negotiation processes.
- H. All proposals shall become the property of Charlotte County. In accordance with the VPPA, they will not be open for public inspection prior to final selection by the Board of Supervisors.
- I. Once an award has been made, the original proposals will be retained by the County. All copies will be recycled.
- J. The County Board of Supervisors reserves the right to accept or reject any or all proposals in whole or in part and to waive any informality in the RFP.

- K. This RFP, any subsequent contract and the work performed there under shall be governed in all respects by the laws of the Commonwealth of Virginia. The Offeror shall comply with applicable federal, state, and local laws and regulations.
- L. The Offeror shall not assign, transfer, convey, sublet, or otherwise dispose of any award, or any or all of its rights, obligations, or interests under this contract, without the prior written consent of the County.
- M. The Offeror shall indemnify and save harmless Charlotte County, its supervisors, officers, agents, servants, and employees from and against any and all liability, claims, losses, suits, legal proceedings, and costs occurring from any cause whatsoever in any work required by this RFP.
- N. The Offeror shall agree to the nondiscrimination provisions set out in § 2.2-4311, Code of Virginia.
- O. The Offeror shall agree to the drug-free workplace provisions set out in § 2.2-4312, Code of Virginia.
- P. The Offeror shall agree to comply with all federal immigration laws. The contractor shall not knowingly employ an unauthorized alien as defined in the Federal Immigration Reform and Control Act of 1986.
- Q. Selected contractor and contractor's staff, who having any level of interaction or potential for interaction with inmates shall review the Prison Rape Elimination Act (PREA). Contractors and Contractors' staff must receive training (at the Agency location where services are to be performed) on their responsibilities, under PREA including the Agency's sexual abuse and sexual harassment prevention, detection and response policies and procedures (including reporting). Contractors and Contractors' staff agree to abide by the zero-tolerance policy regarding fraternization, sexual abuse and sexual harassment and the obligation to report incidents.
- R. Proof of Authority to Transact Business in Virginia
In accordance with § 2.2-4311.2, Code of Virginia, Offerors organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 shall include the identification number issued to it by the State Corporation Commission. Any Offeror not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 or as otherwise required by law shall include a statement describing why they are not required to be so authorized.



**Charlotte County, Virginia
State Corporation Commission Form**

Virginia State Corporation Commission (SCC) registration information. The Offeror:

is a corporation or other business entity with the following SCC identification number:

-OR-

is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust

-OR-

is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the Offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from Offeror's out-of-state location)

-OR-

is an out-of-state business entity that is including with this bid an opinion of legal counsel which accurately and completely discloses the undersigned Offeror's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

****NOTE**** Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for bids (the Commonwealth reserves the right to determine in its sole discretion whether to allow such waiver):