

Weston County Request for Proposal
Information Technology Support Services

<b>Instructions (Section 1)</b>
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Please attach any other supporting quotes, documents, or bid information to the back of this answer form.
Please answer all question before submitting your bid.
The letter must be signed by a corporate officer or other individual who is legally authorized to bind the applicant to both its proposal and cost schedule.
Statement which indicates “proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with the County.”

<b>General Information (Section 2)</b>
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Company Information	
Company Name	
Main Business Address	
Phone	
Main Contact Name	
Main Contact Phone	
Main Contact Email	
Year Business Was Founded	
State It Was Founded	
Business Registration Type (LLC, C-Corp, S-Corp)	
Federal ID Number	
Wyoming ID Number	
Brief understanding of services to be performed	
List all owners and % of ownership of business	
Total number of current customers	
Total number of public sector clients	
Number of Full-Time Employees in Consulting	
Number of Full-Time Employees in Installation and Training	
Number of Full-Time Employees in Sales, Marketing, and Admin	
List all Business Addresses	
Locations that would service our account	

<b>Services Provided (Section 3)</b>
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Describe how your firm is positioned to provide the services listed in RFP and provide a history of experience on providing similar services	
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<b>Approach to Services (Section 4)</b>
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Describe your approach to providing these services and your methodology for providing on-going support.	
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**Reference Information (Section 5)**

Reference 1: Name	
Reference 1: Address	
Reference 1: Phone Number	
Reference 1: Number of Users	
Reference 1: Services Provided	
Reference 1: Length of time you have serviced them	

Reference 2: Name	
Reference 2: Address	
Reference 2: Phone Number	
Reference 2: Number of Users	
Reference 2: Services Provided	
Reference 2: Length of time you have serviced them	

Reference 3: Name	
Reference 3: Address	
Reference 3: Phone Number	
Reference 3: Number of Users	
Reference 3: Services Provided	
Reference 3: Length of time you have serviced them	

**Staff Resources (Section 6)**

Key Personnel Assigned to our account	
Experience	
Current IT Certifications	
Roles and Responsibilities of each	
Local or Remote	
All Staff Members can pass a criminal background check	
All Staff Members can have there fingerprints	
All Staff members can provide a valid state issued Drivers License or ID Card	

**General Support Questions (Section 7)**

Hours of Live Answer Support	
Hours for On-Call or After Hours Support	
How are charges for support structured, documented, and tracked	
Is your firm able to support camera security systems?	
Is your firm able to assist with vetting new vendors for supportive services to the technical needs of the County?	
What is the cost for a Trip Charge / Truck Rolls per trip?	
Please describe your problem escalation processes	
What is your average response time to start working on a submitted IT issue?	
What is your average resolution time on all issues?	

**Termination Information (Section 8)**

Have any clients of yours terminate your services in the past 5 years due to your firms default or your firms performance? (please describe in detail)	
If you have answered Yes to the above have any of the issues gone to litigation?	

**Other Services (Section 9)**

What other services does your firm provide that the County might be interested in using?	
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**Proposal Summary (Section 10)**

Summary attached to back of this document?	
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**Cost of Services (Section 11)**

Hourly rates for proposed services.	
Described how your series are priced, and any specific pricing you are able to provide.	
Define any additional charges	
Do you have any state contracts that the County would be able to utilize?	

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Technical Questions		
Can your firm provide the following	Yes / No	Years of Exp
Audit all County IT Assets		
Security audit of network		
System warranty status		
Uninstalled update report		
Software licensing audit		

Desktops and Laptops		
Can you provide support for	Yes / No	Years of Exp
Desktop Windows Operating Systems		
Laptop Hardware Support		
PDA's		
Office Automation Software		
Application (LOB) Troubleshooting		
Desktop Hardware Support		
Desktop and Laptop Setup and Configuration on local Domain		
Identifying correct end user hardware for recommendations		
Daily Workstation Antivirus Management		
Management of all Operating Systems Updates		
Management of all 3rd party application updates		
Weekly Automated General Maintenance and Performance Tuning		

Printers and Copiers		
Can you provide support for	Yes / No	Years of Exp
Printers		
Copiers		
Network Scanning		
Fax Lines		

Network and Security		
Can you provide support for	Yes / No	Years of Exp
Computer Networking		
Network Security		
Network Firewalls		
Low Voltage Cabling (Cat6)		
Multimode Fiber for Network Backbone		
Network DNS Management (Dynamic Name System)		
Network DHCP Management (Dynamic Host Configuration Protocol)		
Content Filtering		
Network Monitoring		
Monthly Network Equipment Patches and Firmware Updates		
Network Outage Notifications		
Network Thresholds Reporting		
Network Documentation Management		
Notifications of any and all suspected security breaches		

Servers		
Can you provide support for	Yes / No	Years of Exp
Physical Server Hardware		
Windows Server Operating Systems		
Virtual Servers (VMWare, Hyper V, and Citrix)		
Identifying correct server hardware for recommendations		
Daily Server Antivirus Management		
Management of all Operating Systems Updates		
Management of all 3rd party application updates		
Management of all Databases on Servers		
Management of Email Systems such as Exchange, POP3, and SMTP		
Server Performance Tuning		
Weekly Automated General Maintenance and Performance Tuning		
Disaster Recovery Planning		
Disaster Recovery Implementation		
Manage Daily Backups onsite		
Manage Daily Backups offsite		
Windows Active Directory Management (User Access)		

General IT Support and Reporting		
Can you provide support for	Yes / No	Years of Exp
Maintaining up-to-date inventory of all County IT Assets		
Real time IT Dashboard with up to date status on all issues		
Monthly Reports to department heads		
IT Ticket Tracking System		
Assist in developing County Computer Use Policy and Procedures		
Strategic IP Planning and Engineering		
Technical Leadership for Department Heads and Commissioners		
Attend Monthly Commissioners Meetings via phone or in person with monthly reports		
Budgetary Review, Planning		