

RFP 2002-011-1007

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### Section 1. Introduction

#### 1.1. Overview

The County of Dallas Texas ("Dallas County" or the "County") is in the process of soliciting proposals from Bidders to provide comprehensive, integrated information technology services in support of Dallas County's business and operational needs. The selected Bidder will be responsible for key data processing components and function, under the direction of the County's MIS Director, as the County's Data Services Department.

This document is a guideline for Bidders to propose cost effective information technology alternatives to Dallas County. The information contained in this Request for Proposal (RFP) describes the County's current data processing environment and projected needs, known as of the production date of this document. The County requires each Bidder to propose the best package of services that would be most advantageous to the County. The County has no predisposition to any particular information technology solution or alternative. However, this RFP describes two possible scenarios. The scope of the information technology services required, includes:

- Account / Relationship Management
- Business Management Support
- Transition Services
- Data Center Operations
  - Batch Processing
  - Operating Systems Management
  - Technical Support Functions
  - Computer Hardware – Mainframe and Servers
  - System Software – Mainframe and Servers
  - Disk Storage Management
  - Capacity Planning
  - Production Control and Scheduling
  - Tape Library Management Services
  - Off-Site Tape Storage
  - Data Security
  - Printing and Report Distribution
- Help Desk
- Database Support and Management
- Disaster Recovery
- Application Development and Maintenance for Mainframe, Server, and PC
- Network Management for LAN/WAN Support and Maintenance
- Telecommunications – Data/Voice (Local and Long Distance)/PBX Services
- Training
- Consulting Services to User Departments
- Personal Computer Support and Maintenance including locally attached and networked printers, plotters, and other peripherals

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### 1.2. Contract Duration

The initial term of this agreement will cover a five (5) year period with the selected Vendor. The County may, at their option and with the approval of the Vendor, extend the period of this agreement up to two (2), one (1) year renewal options. All extensions and/or renewals will be based on the terms and conditions set forth in the original contract agreement as authorized, signed, and executed by the County Judge and Commissioners Court.

### 1.3. About this Document

This RFP is divided into five (5) primary sections plus appendices:

1. Overview and Administrative information regarding this RFP
2. General Information About the County
3. Overview of Current Environment
4. Required Responses
5. Pricing
6. Supplementary information included in appendices

### 1.4. Purpose of Request for Proposal

The purpose of this RFP is to obtain proposals from Bidders that are established providers of a broad range of information technology services and have relevant experience in the provisioning of information technology services similar to the services described in this RFP. The County seeks a Vendor that has, and will have, the skills, qualifications, expertise and experience necessary to perform and manage the services described in this RFP in an efficient, cost-effective manner and with a high degree of quality and responsiveness.

The intention of this RFP is to communicate the known requirements of the County. This RFP provides a baseline of information and statements from the County to assure that all Bidders formulate proposals consistently.

### 1.5. Outsourcing Objectives

The County's key objectives for this RFP include, among other things, obtaining:

High quality information technology services and systems in the areas described in this RFP provided in a cost-effective manner;

A flexible relationship with the Vendor that will be responsive to the requests of the County and to changes in technology and methods for providing information technology services, while maintaining the current and planned budget for information technology services;

Adaptation of new generations of technology and improved methods of delivering technology services;

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A quality account transition and a non-disruptive migration plan with associated timeframes, and fees;

A commitment to consistent monitoring, measuring and achieving agreed upon contractually guaranteed service levels;

The flexibility to update, change and enhance applications systems as required due to changes in business requirements and operations;

Accommodation of changes in volumes of resources utilized;

Continuous improvement in services and the methods and methodologies for delivering such services; and

Consistent and effective management of the relationship between the Vendor and the County.

### 1.6. Chronology

In November 1992, the County entered into an agreement with an outsourcing services provider to perform services similar to the ones described in this document. Prior to the outsourcing agreement, the County maintained its own internal IT services operations. The current data processing services agreement will expire on October 31, 2002.

### 1.7. Instructions and General Information

The RFP contains .doc, .xls, .jpg and VISIO files of various sizes. The entire RFP, attachments, and addendums are available on the County's Web page or on CD-ROM. Please submit the request for CD-ROM version through the Procurement Coordinator.

#### 1.7.1. The County's Commitment

This RFP is not a commitment by the County to fund any development, to lease or purchase any equipment, products, services or any other materials from any Bidder. The County will not be liable for any direct or indirect costs that any Bidder may incur in the preparation or production of a response to this RFP, or for any subsequent sales, due diligence, or negotiation costs.

The County reserves the right at its sole and exclusive discretion to cancel the Bidder selection process at any time, add, modify, or delete any items in this RFP, negotiate additional items to be included in the proposal response or delete items from such response, or to award all or part of the services to one or more Bidders, or to transition any or all of the described services in-house.

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The materials and information included in this RFP are intended to assist the Bidders in the formulation of responses. The County's desire is to provide the Bidder with relevant information known at the time of the production of this RFP. However, the County makes no representation as to the accuracy and completeness of such materials and information. The Bidder understands and agrees that the County nor any of its agents, advisors, or representatives make any representation as to the accuracy and completeness of such materials and information and shall have no liability to the Bidder resulting from the use of said materials and information.

The County shall not be bound by any language in the Bidders' proposal indicating confidentiality or any other restriction on its' use or disclosure.

**1.7.2. Duration of Pricing**

The Bidder's proposal and pricing must remain valid for one hundred eighty (180) days from the RFP response due date. All materials included in the response to this RFP, including any portion of the RFP document, may be incorporated into the final agreement.

**1.7.3. The County Procurement Coordinator**

The County's Procurement Coordinator for this procurement process is:

Gloria McCulloch-Webb  
Dallas County Purchasing Department  
509 Main Street, 6<sup>th</sup> Floor  
Room 623, Records Building  
Dallas, Texas 75202  
214 653-7433 / 214 653-7449 Fax  
[gwebb@dallascounty.org](mailto:gwebb@dallascounty.org)

Throughout this RFP process, Bidders will refer all inquiries to the Coordinator or, in her absence, her designees. Any contact or any attempted contact concerning this RFP, with any other employee or elected official of the County or its affiliates, before the delivery of Bidder's response and without prior approval of the Coordinator, will be considered an attempt to exert undue influence on the Bidder selection process and may, at the County's sole discretion, result in the rejection of that Bidder's RFP response.

**1.7.4. Communications Regarding the RFP**

- Upon release of this RFP, all Vendor communications concerning this procurement must be directed to the Procurement Coordinator.

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- All communication should be in writing to the Procurement Coordinator. Any oral communications shall be considered unofficial and non-binding. Written comments, including questions and requests for clarification must reference the RFP number.
- The County Purchasing Department shall respond in writing to written communications. Such response shall constitute an amendment (addendum) to the RFP. Only written responses to written communication shall be considered official and binding upon the County. The County reserves the right, at its sole discretion, to determine appropriate and adequate responses to the written comments, questions, and requests for clarification.
- Official responses to written communication will be provided to all documented Vendors holding copies of the RFP and pre-proposal attendees by mail, fax and/or e-mail.

**1.7.5. Acknowledgment of Receipt**

The County requires all prospective Bidders to acknowledge receipt of this RFP by sending an email to the County's Procurement Coordinator with the following information:

- Company Name;
- Primary Contact;
- Telephone Number; and
- Email address.

**1.7.6. Schedule of Activities**

**Table 1 – Schedule of Activities**

EVENT	DATE
Notice of RFP	October 2001
RFP to Bidders	October 16, 2001
Deadline for Bidder's Questions	November 6, 2001
Responses to Bidder's questions	November 13, 2001
Bidder's Conference	November 15, 2001
Deadline for Conference & Additional	November 26, 2001

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EVENT	DATE
Questions	
Responses to Additional Questions	December 4, 2001
RFP Response deadline	December 17, 2001, 2 p.m. CST
Analysis of proposals	December 18, 2001 – January 10, 2002
Finalist(s) Selection	January 11, 2002
Dallas County visits to Bidder(s) sites, if necessary	January 14 – 18, 2002
Bidder(s) Presentations	Date to be determined
Best and Final Offers Due (if requested)	January 31, 2002
Negotiation of draft contract and amendments	February 1, 2002 – April 2002
Transition Planning	April 2002
Transition	May – October 2002
Initial contract period beginning	November 1, 2002

### 1.7.7. Questions and Answers

Bidders will provide the County Procurement Coordinator with the appropriate name and the e-mail address for the Q&A contact focal point and will respond only to those questions originating from this Q&A contact. The County will accept your questions concerning the services described in this RFP via facsimile or e-mail until 5 p.m. (CST) on Tuesday, November 6, 2001. All questions must be submitted in writing via facsimile or e-mail to the Procurement Coordinator. Please reference the RFP number on all correspondence to Dallas County. No oral communication is binding on the County.

All submitted questions with the corresponding County responses will be provided via e-mail and/or facsimile to the designated Q&A contact focal point for each potential Bidder. The County responses will be available for Bidders to review before 5 p.m. (CST) on Tuesday, November 13, 2001.

**RFP 2002-011-1007****1.7.8. Bidders Conference**

The County has scheduled a Bidders conference to be held on Thursday, November 15, 2001 at:

Dallas County Administration Building  
Commissioners Courtroom, First Floor  
411 Elm St., Dallas, Texas 75202

The Bidder's conference is scheduled to begin at 1:00 p.m. (CST) and will last approximately four (4) hours. Attendance is optional with dress attire as business professional. The purpose of this conference is to facilitate responses to all Bidders' questions concerning the content of this RFP document. For planning purposes, the County needs to know the number of individuals attending the Bidders Conference. Please fax or email this information to the Procurement Coordinator. It is requested that the Bidder limit the attendees to no more than three (3). Any RFP related questions must be submitted to the County no later than 5 p.m. (CST) on Tuesday, November 6, 2001 via facsimile or e-mail. All Bidder responses and questions must be directed to the Procurement Coordinator at:

Fax: 214-653-7449  
Email: [gwebb@dallascounty.org](mailto:gwebb@dallascounty.org)

The County will develop a Conference agenda addressing documented questions received before the deadline noted above, but will not guarantee that undocumented questions, or those received late, can be accommodated within the allotted time frame. To provide additional input and clarification, a panel of County representatives from various departments will be present at the conference.

**1.7.9. Questions and Answers after the Bidders Conference**

The County will accept additional questions from all Bidders after the Bidders Conference. The County will accept additional questions via facsimile or e-mail until 5 p.m. (CST) on Monday, November 26, 2001. Responses to additional Bidder questions will be sent to all Bidders on December 4, 2001. Recipients of these responses will include all Bidders on record as of November 15, 2001.

**1.7.10. RFP Response Due Date**

The County will accept Bidder responses to this RFP until 2 p.m. (CST) on Monday, December 17, 2001. Extensions will be considered only in the event of an emergency condition. An emergency extension may be granted by the County and will apply to all Bidders equally.

Proposals will not be accepted after the due date and time.

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**1.7.11. Evaluation Process/Criteria**

A committee consisting of the Dallas County MIS Director, Commissioners Court Administrator, Dallas County Commissioners Court, and Purchasing Department representative will evaluate proposals. The Evaluation Committee will consider many evaluation factors (of which cost is only one factor), and will review proposals from all responsible vendors. The objective is to enter into a contract agreement with the best vendor at the best price. Each criterion shall be scored as shown in the Evaluation Criteria Table. One hundred (100) points is the maximum number of points that can be allocated to any one bidder.

During the evaluation process, the committee may schedule interviews to discuss proposal content in greater detail. All such meetings will be closed to other Bidders and the topics discussed kept confidential. The County may also elect to require Bidders to make brief presentations to the selection committee and Commissioners Court.

Table 2 - Evaluation Criteria

CRITERIA	VALUE
Total cost of services	15
Ability to deliver required services at specified service levels	15
Technical approach	10
Ability to support the current and future needs of the County	10
Financial health and stability	5
Transition planning and risk mitigation	15
References	10
Prior experience with government outsourcing services	5

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CRITERIA	VALUE
Minority/Women-Owned Business Enterprise	15
Certified M/WBE Firm (6 Points)	
Sub-contracting to a Certified M/WBE Firm (6 Points)	
Minority makeup of firm (3 Points)	

**1.7.12. Basic Evaluation Procedures**

The evaluation process is designed to award the procurement not necessarily to the Bidder(s) of least cost, but rather to the Bidder with the combination of attributes based upon the evaluation criteria.

- Review of all Proposals for conformance with this RFP
- The elimination of all Proposals that deviate substantially from the basic intent of the RFP.
- An assessment of remaining vendors
- Verification of Bidder references
- The Procurement Coordinator shall manage the proposal evaluation process and maintain proposal evaluation records. An Evaluation Committee will independently evaluate each proposal and selection will be made on the basis of the criteria listed in Section 1.7.11. Bidders submitting proposals shall include statements to satisfy those factors. The review process may include an opportunity for a brief oral presentation by the Bidder before the Evaluation Committee. If necessary, oral presentations will be scheduled.

**1.7.13. Selection of Finalist(s)**

After reviewing the qualifications and responses from Bidders, the County may select one or more Bidders as finalists.

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### 1.7.14. Bidder Presentations

The County may elect to have finalists formally present their proposals. If required, the County Procurement Coordinator will contact the finalists to schedule a date for formal proposal presentations. The County may have specific questions it would like addressed as a part of the presentation; these will be provided when contacted for determining a presentation date, if required. Contacted Bidders must submit a proposed agenda and a list of attendees, via facsimile or e-mail, to the County Procurement Coordinator.

The presentation must not be more than three (3) hours in length and must, at minimum, include a description of the Bidder's capability to deliver services outlined in their response. As a part of the presentation, the proposed Account Manager should describe the approach for managing the day-to-day business and technical relationship.

### 1.8. Instructions For Completing Proposals

By submitting a response to this RFP, the Bidder represents that it has read and understands the requirements of this RFP and that the response is made in accordance therewith.

#### 1.8.1. Format Of Proposal

##### 1.8.1.1. Transmittal Letter

Provide a transmittal letter on your firm's letterhead. The transmittal letter should be no more than 5 pages in length and will serve as the proposal abstract. The transmittal letter should include the following:

- Statement of intent to submit a proposal
- Brief description of your organization
- Brief history of your organization's experience with services similar to these services
- Brief description of the proposed solution
- A summation of the costs by category by year, including a grand total
- A statement that your firm has the fiscal capacity to provide the required services
- A listing of all subcontractors that will be utilized
- Contact person, phone number and email address for questions relating to the proposal

##### 1.8.1.2. Table of Contents

Bidders are to provide a Table Of Contents based on the formatting of the Table of Contents included with this RFP.

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### 1.8.1.3. Required Responses

Bidders are required to answer all questions and requests for information noted in this RFP. Bidder's responses are to be noted immediately following the question or request.

Bidders must specifically respond to the portions of the RFP listed below:

- Section 4 Required Responses
- Section 5 Pricing

The Bidders response to a section or subsection must clearly state when an addendum has been included. This supplemental information must be added as an addendum behind the appropriate tab within your response and assigned the number that corresponds to the numbered section within the RFP. The addenda may include pictures, system descriptions, diagrams and other types of descriptive material. Please refrain from including "sales" type materials not directly related to enhancing the clarity of your RFP response.

### 1.8.1.4. Attachments

Bidders are required to include the following attachments with their responses to this RFP.

Attachment A – Details, assumptions and other information about proposed costs and fees.

Attachment B – Bidder's recommended transition plan.

Attachment C – Additional information deemed relevant by the Bidder. Attachment C is optional. Only include documents that contribute to the proposal meeting the overall requirements.

### 1.8.1.5. The County M/WBE Forms

Please contact Irvin R. Hicks, Minority Business Coordinator for Dallas County at 214 653-6018 with all questions concerning these forms. All bidders **must** include the M/WBE information forms with their response. Please find these forms in Appendix 15.

### 1.8.1.6. Construction

Each page shall be consecutively numbered beginning with the Cover Sheet as Page 1. Each page must be printed on one side only and must be three-hole punched. Proposals should be in not less than 12 characters per inch with a minimum size of ten points. All documents included in the proposal must be 8 ½ X 11 inch size. Proposals are to be submitted in 3-ring binders, not book bound, with dividers used to separate each section of the proposal.

**RFP 2002-011-1007****1.8.2. Copies**

Bidders are to provide three (3) original hard copies with original signatures (labeled accordingly), eight (8) single sided copies of their proposal and nine (9) electronic copies on CD-ROMS. Each CD-ROM root directory must contain a text file named 'Readme.txt' that explains the volume's directory structure or indexing scheme and describes the content of each file. The electronic copy of the RFP response must be readable in MS Word 97 format and any spreadsheets should be readable in MS Excel 97 format. Project plans should be in Microsoft Project 98, diagrams should be in either Visio 2000 format or .tif or .jpg formats.

All proposals must be bounded in binders and furnished in a sealed package or container and be clearly marked with the RFP solicitation number and title on the outside of the package. Failure to follow the requirements to submit a sealed proposal may result in your proposal not being considered.

**1.8.2.1. Disqualified Proposals**

**Proposals submitted via fax submission will not be accepted. Proposals submitted other than as specified in this RFP will not be considered.**

**1.8.2.2. Submittal Address**

Submit the completed response(s) to:

Dallas County Purchasing Department  
Attn: Gloria McCulloch-Webb  
509 Main Street, Room 623 Records Building  
Dallas, TX 75202

The proposal, copies and CD-ROMs shall be delivered by 2:00 P.M. CST on December 17, 2001, and shall be clearly marked "RESPONSE TO REQUEST FOR PROPOSAL 2002-011-1007, Information Technology Outsourcing Services" on the outside of the package.

Proposals will not be accepted after the due date and time. The County is not responsible for unmarked/improperly marked proposals or proposals delivered to the wrong location.

**1.9. Policy Regarding Request For Proposal And Proposal Submission****1.9.1. Policy For Selection Of Award**

The Bidder is required to submit a proposal meeting all requirements of this RFP. The proposals submitted will be evaluated based on competence and qualifications for the services to be performed at fair and reasonable prices. The County reserves the right to review, accept or reject any RFP response.

**RFP 2002-011-1007****1.9.2. Ambiguity, Conflict, or other Errors In RFP**

If a Bidder discovers any ambiguity, conflict, discrepancy, omission or other error in the RFP, he shall immediately notify the County of such error in writing and request modification or clarification of the document. Any modification made to this RFP will be issued as an addendum. Written notice will be given to all parties who have been furnished with the RFP without divulging the source of the request for it.

If a Bidder fails to notify the County prior to the date and time fixed for submission of proposals of an error or ambiguity in the RFP known to him, or an error or ambiguity that reasonably should have been known to him, he shall not be entitled to additional time by reason of the error/ambiguity or its late resolution.

The County may also modify the RFP prior to the date and time fixed for submission of proposals by issuance of an addendum to all parties who have received the RFP. All addenda will be numbered consecutively beginning with 1. These addenda will be available on the County web site. Bidders will be notified via email with pathname for the addenda.

**1.9.3. Proposal Preparation Cost**

Dallas County shall not be responsible or liable for any costs associated with the preparation, submittal, presentation, or other costs incurred by participating in this procurement process.

**1.9.4. Signature Of Proposal**

An individual who is authorized to bind the Bidder contractually shall sign a transmittal letter, which shall be considered an integral part of the proposal. If the Bidder is a corporation, the legal name of the corporation shall be provided together with the signature of the officer or officers authorized to sign on behalf of the corporation.

**1.9.5. Economy Of Presentation**

Proposals should not contain promotional or display materials, except as they may directly answer, in whole or in part, questions contained in the RFP. Such exhibits shall be clearly marked with the applicable reference number of the questions in the RFP. Proposals must address the requirements since the request for proposal must be answered concisely and clearly. Proposals that do not address each criterion may be rejected and not considered.

**1.9.6. Proposal Obligation**

The contents of the proposal and any clarification thereto submitted by the successful Bidder shall become part of the contractual obligation and incorporated by reference into the ensuing contract.

**1.9.7. Implied Requirements**

Products and services not specifically mentioned in this RFP, but which are necessary to provide the functional capabilities described by the Bidder, shall be included in the proposal.

**RFP 2002-011-1007****1.9.8. Compliance With RFP Specifications**

It is intended that this RFP describe the requirements and response format in sufficient detail to secure comparable proposals. The Bidder's response must coincide with the format of the RFP.

**1.9.9. Withdrawal Of Proposal**

A Bidder may withdraw the proposal by submitting a written request for its withdrawal, such request having the signature of an authorized company representative, to the County Procurement Coordinator at any time prior to the submission deadline. The Bidder may thereafter submit a new proposal prior to the deadline. Modifications offered in any manner, will not be considered if submitted after the deadline.

**1.9.10. Status Of Proposal**

Disposition of Proposal - All proposals become the property of the County and will not be returned to the Bidder.

**1.9.11. Disclosure of Proposal Content**

All proposals and other materials submitted in the response to this RFP procurement process become the property of Dallas County. All proposal information, including detail price and cost information, shall be held in confidence during the evaluation process. Upon the completion of the evaluation process and award, the proposals and associated materials shall be open for review by the public in accordance with The Texas Open Records Act. By submitting a proposal, the Bidder acknowledges and accepts that the full contents of the proposal and associated documents shall become open to public inspection. The County will uphold the confidentiality of Vendor trade secrets to the extent allotted by law. All confidential information must be clearly identified and separated, by the Bidder and prior to submission of the proposal.

**1.9.12. Test Samples**

Upon request by Dallas County, bidders agree to furnish samples and/or demonstrations of products bid, as applicable. The product(s) requested will be furnished at no additional cost to Dallas County and will be of sufficient amounts and/or time frames agreed by County and bidder to ensure effective testing of the product(s). Any testing product used beyond the agreed upon amount or time frame may be considered for payment by Dallas County, if in the best interest of the County. Any product that fails testing shall be considered sufficient reason to reject the bid or product. Any product used by Dallas County, during the contract period that does not perform as specified and/or approved during testing shall be considered grounds for cancellation of the contract.

**1.9.13. Contractual Development**

The contents of the RFP and selected Bidder's proposal will become an integral part of the contract but may be modified by provisions of the contract as negotiated. Therefore, the Bidder must be amenable to inclusion in a contract of any information provided (in writing) either in response to this RFP or subsequently during the selection process.

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**1.9.14. Expense and Fee Requirements**

The Vendor shall be responsible for payment of expenses and fees associated with the performance this agreement, including but not be limited to: wages, salaries, labor, services, materials, supplies, transportation, communications, licensing and inspection, taxes, insurance, bonds, etc.

**1.9.15. Invoices**

The awarded Vendor will submit an itemized monthly billing statement in accordance with the awarded contract requirements. Unless noted all invoices will be net 30 days upon receipt in the County Auditors Office.

The original invoice is to be sent to the County Auditor's Office 500 Main Ste. 407 Dallas, Texas 75202. A copy of the invoice is to be sent to the Dallas County MIS Director, 411 Elm St. 3<sup>rd</sup> Floor, Dallas, Texas 75202 for approval. Any disputes in billing must be resolved by the County MIS Director and the department.

**1.9.16. Indemnification**

The Vendor agrees that it will protect, defend, indemnify, and save whole and harmless the County and all of its officers, agents, and employees from and against all claims, demands, causes or action, damages, judgments, loss and expenses, including attorney's fees, of whatsoever nature, character, or description that any person or entity has or may have arising from or on account of any injuries or damages (including but not restricted to death) received or sustained by any person, persons, or property, on account of, arising out of, or in connection with the performance of the work, including without limiting the generality of the foregoing, any negligent act or omission of the Vendor or any agent, servant, employee or sub-contractor of the Vendor in the execution or performance of this Contract. Vendor further agrees to protect, indemnify and hold County harmless against and from any and all claims and against and from any and all loss, cost, damage, judgments or expense, including attorney's fees arising out the breach of any of the requirements and provisions of this contract of any failure of Vendor, its employees, officers, agents, contractors, invitees, or assigns in any respect to comply with and perform all the requirements and provisions hereof.

**1.9.17. Collusion**

The successful Vendor may be required to provide an affidavit that he has not conspired with other potential suppliers in any manner to attempt to control competitive pricing. This paragraph does not however, preclude two or more suppliers of certain parts of the requirements from presenting a combined or joint proposal for the purpose of providing a complete proposal.

**RFP 2002-011-1007****1.9.18. Monetary Restitution**

In the event the contract is prematurely terminated due to non-performance and/or withdrawal by the Vendor, Dallas County reserves the right to seek monetary restitution (to include but not limited to; withholding of monies owed) from the Vendor to cover costs for interim services and/or to cover the difference of a higher cost (difference between termination Vendor's rate and new company's rate) beginning the date of Vendor's termination through the contract expiration date. In the event civil suit is filed to enforce this provision, Dallas County will seek its attorney's fees and cost of suit from the Vendor.

**1.9.19. Financial Interest**

No official or employee shall have any financial interest, direct or indirect, in any contract with the County or be financially interested, directly or indirectly, in the sale to the County of any land, materials, supplies or services, except on behalf of the County as an official or employee. Any violation of this section, with knowledge, express or implied, of the person or corporation contracting with the County shall render the contract involved voidable by the Commissioners Court of the County. It is the responsibility of the Bidder during all phases of the procurement process to notify the County in writing of any potential conflict of interest.

**1.9.20. Litigation**

Any Bidder who is currently involved, either directly or indirectly with any litigation against or involving the County, which, as determined by the Commissioners Court, may not be in the best interest of the County may be disqualified and/or not considered for an award.

**1.9.21. Right to Rejection**

- The County reserves the right, at its sole discretion, to reject and any all proposals or to cancel this RFP in entirety as determined to be in the best interests of the County.
- Any proposal received, which does not meet the requirements of this RFP, may be considered to be non-responsive, and the proposal may be rejected. Bidders must comply with all of the terms of this RFP and all applicable Federal, State and Local laws and regulations.
- The County reserves the right, at its sole discretion, to waive any technicality in proposals provided such action is in the best interest of Dallas County. Where the County waives minor technicalities in proposal, such waiver does not modify the RFP requirements or excuse the Bidder from full compliance with the RFP. Notwithstanding any minor technicalities, The County may hold any Bidder to strict compliance with the RFP.

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**1.9.22. Governing Law Venue**

The laws of the State of Texas shall govern any proposed agreement, and all obligations of the parties created hereunder are performable in Dallas County, Texas. In any legal action arising from this Agreement, the laws of Texas shall apply and exclusive venue shall lie in Dallas County, Texas.

**1.9.23. Any Agreement Subject to Availability of Funds**

Any agreement resulting from this RFP will be subject to the availability of governmental fiscal funding. If such funds become reduced or unavailable, any contract agreement shall be subject to immediate modifications, reduction or termination on the expiration date or date in which the funds have been eliminated.

**1.9.24. Assignment**

The Bidder shall not sell, assign, transfer or convey this Contract, in whole or in part, without the prior written consent of the Dallas County Commissioners Court. Should the County authorize the original awardee to subcontract (assign) any portion of this contract, the original awardee will maintain the ultimate legal responsibility for all services according to contract specifications. In the event of a subcontract, the original awardee must maintain a continuous effective business relationship with the subcontractor(s) including, but not limited to, regular payments of all monies owed to any subcontractor. Failure to comply with these requirements, in whole or part, will result in termination of this contract and/or legal ramifications, due to nonperformance. Should the County authorize the original contractor to transfer this contract, in whole or part, the secondary contractor will maintain all the legal responsibilities set forth in the context of this contract.

**1.9.25. Performance Bond**

Performance Bond: With the execution and delivery of the Vendor shall furnish and file with the County within thirty (30) days of award and in the amounts herein required, the following SURETY BONDS. Such Surety Bonds shall be in accordance with the provisions of Section 262.032 of the Texas Local Government Code.

- (i) A good and sufficient Bond in an amount equal to 100 percent of the approximate total amount of the Contract, as evidenced by the Proposal tabulation, or otherwise guaranteeing the full and faithful execution of the Work and performance of the Contract in accordance with the Plans, Specifications and Contract Documents, including any extensions thereof, for the protection of the County. Should the County exercise any contract extension option for additional contract terms (multi-year), it will be Bidder's responsibility to have the Surety Company provide to Dallas County confirmation of the existing bond or provide a new bond if so applicable.
- (ii) Bonds shall be executed by a duly authorized surety company satisfactory to the County. The County will accept only those bonds executed by those surety

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companies listed in Circular 570 "Surety Companies Acceptable on Federal Bonds" published in the Federal Register, U.S. Department of the Treasury.

- (iii) No sureties will be accepted by the County who are now in default or delinquent on any bonds or who are interested in any litigation against the County. All bonds shall be executed by a corporate surety authorized to do business in the State of Texas.
- (iv) Each bond shall be executed by Vendor and the Surety. Each surety shall designate an agent resident in the State of Texas to whom any requisite notices may be delivered and on whom service of process may be had in matters arising out of such suretyship.
- (v) In lieu of a performance bond, Vendor may submit a cashiers check in the amount of 5% of the total Contract amount guaranteeing the full and faithful execution of the work and performance of the Contract in accordance with the Contract documents, including any extension thereof for the protection of the County.
- (vi) In the event the Contract Agreement is prematurely terminated due to non-performance and/or Vendors request, the County reserves the right to act on the performance bond and/or seek monetary restitution. In the event civil suit is filed to enforce this provision, the County will seek its attorney's fees and cost of suit from Vendor, which amount Vendor agrees to pay.
- (vii) All bonds shall be delivered to the Dallas County Purchasing Department, c/o Mary Lewis-Stephens, 509 Main Street, Room 623, Dallas, Texas 75202, within 30 days after award of the Contract.
- (viii) The County will disburse no payments for goods or services provided unless a good and sufficient bond is on file with the County.

**1.9.26. Liability and Other Insurance Coverage**

Any vendor that conducts business with Dallas County, whether it is for goods and/or services, must maintain lawful worker's compensation/self insured employee coverage requirements and adequate liability limitations.

The Contractor, at its own expenses, shall purchase and maintain the herein stipulated minimum insurance with companies duly licensed, possessing a current A.M. Best, Inc. Rating of "A" or better.

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The policies may provide coverage, which contain deductible or self-insured retention. Such deductible and/or self-insured retention shall not be applicable with respect to the coverage provided to Dallas County under such policies. The Contractor shall be solely responsible for all deductibles and/or self-insured retention.

Within ten (10) days after contract award and prior to the commencement of any work or delivery, the Purchasing Agent requires the successful vendor(s) to submit verification of the following coverage. The insurance coverage, except Workers Compensation and Professional Liability, required by this Contract, shall name Dallas County as additional insured.

All insurance required herein shall be maintained in full force and effect through out the term of this contract, including all extensions.

- a. Workers Compensation or self insured employee coverage meeting the acceptable requirements as established by the Texas Workers Compensation Act, Title 5, Subtitle A, Texas Labor Code; and
- b. Commercial General Liability: Contractor shall maintain Commercial General Liability Insurance with a limit not less than \$1,000,000.00 for each occurrence with a \$2,000,000 Products/Completed Operations Aggregate and a \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage.
- c. Crime Policy: Contractor shall maintain a Crime Policy for Employee Dishonesty with a limit not less than \$10,000,000.00. Coverage shall include provision for Theft, Disappearance and Destruction.
- d. Automobile Liability: Contractor shall maintain Commercial/Business Automobile Liability insurance with a combined single limit of bodily injury and property damage not less than \$100,000/300,000/100,000 or combined single limit of \$400,000.00 each occurrence with respect to the Contractor's any owned, hired, and non-owned vehicles assigned to or used in performance of this contract.

**Vendors and/or their freight contractors must be prepared to show coverage verification prior to entering upon Dallas County premises.**

Failure to comply with lawful requirements or adequate liability requirements may result in delay of payments and/or cancellation of the contract. (Court Order 94-1243, August 9, 1994)

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**Section 2. County Overview and General Information****2.1. General County Information**

Texas county government is a political sub-division of state government, focusing on the judicial system, health and welfare service delivery, law enforcement, and road construction. In contrast to other parts of the country, Texas counties seldom have responsibility for schools, water and sewer systems, electric utilities, and commercial airports. County governments in Texas have no ordinance-making powers other than those explicitly and narrowly granted by state law.

Dallas County lies in North Central Texas with a land area of 900 square miles and is the second most populated Texas County with about 2.2 million citizens.

The County currently employs over 5,400 individuals and has a general fund operating budget for Fiscal year 2001 of \$323.9 million. The County staff consists of over 100 departments and organizational units that report to a plural executive form of government. All contracts, budgets, and policy matters are the responsibility of the Commissioners Court, an elected body with five members.

**2.2. County Organization and Functions**

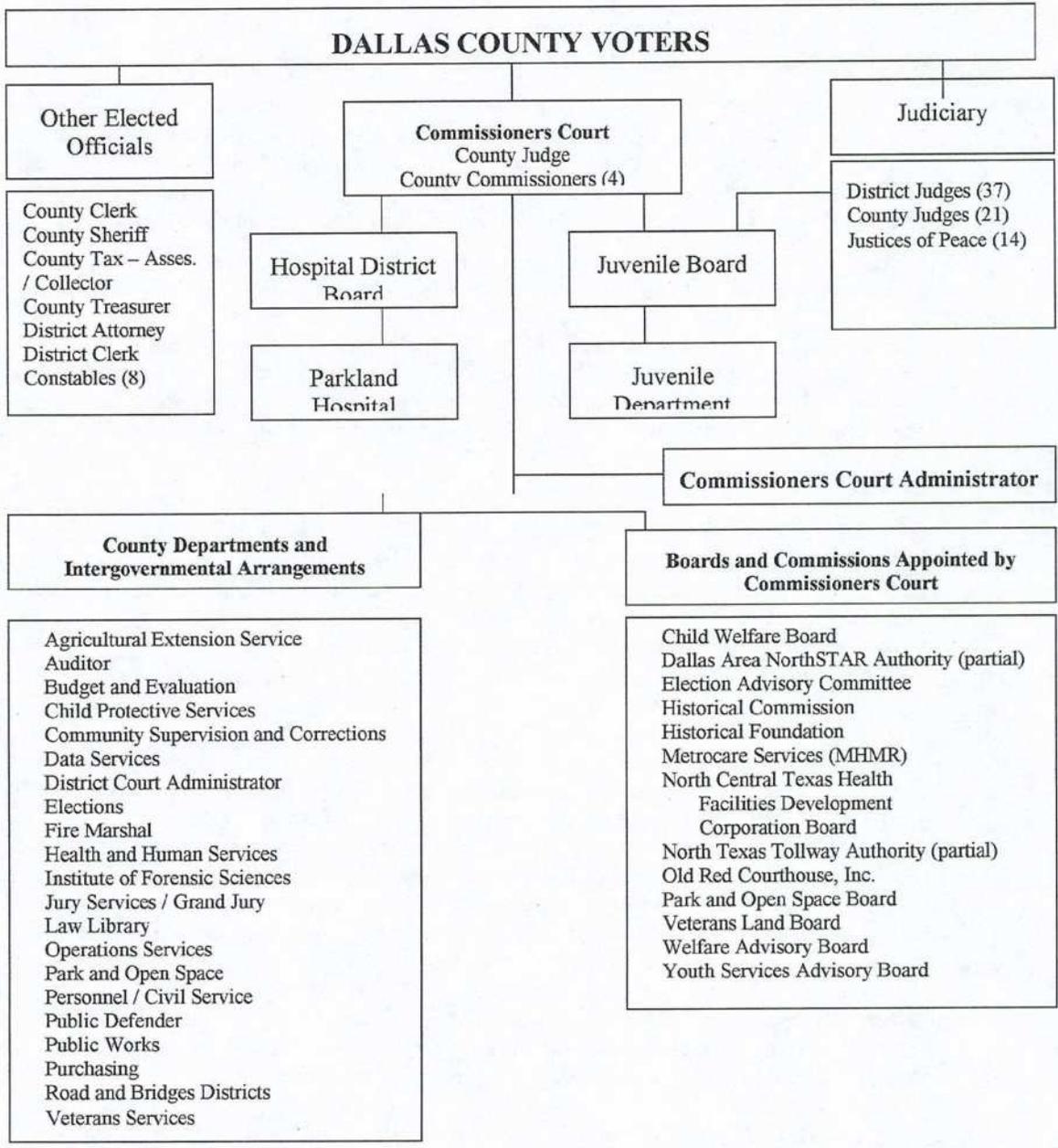
Dallas County shares organizational features with the state's other 253 counties: its governing body (the Commissioners Court) consists of one member elected at large (the County Judge) and four members (County Commissioners) elected from districts. In Dallas County, the County Judge is an executive and administrator in addition to his duties as presiding officer of the Commissioners Court. The Dallas County Judge has no judicial responsibilities, unlike those in smaller Texas counties.

The Commissioners Court sets the County tax rate, adopts the budget, appoints boards and commissions, approves grants and personnel actions, and oversees the administration of county government. Each commissioner also supervises a Road and Bridge District. The Commissioners Court also approves the budget and sets the tax rate for a hospital district, which is charged with the responsibility for providing acute medical care for citizens who otherwise would not receive adequate medical services. The Dallas Independent School District and the City of Dallas tax processing and collection is now integrated into the County Tax office.

Other elected officials are the County and District Clerks, Tax Assessor, Sheriff, District Attorney, Treasurer, and Constables. All trial court judges (District Judges, County Court Judges and Justices of the Peace) are also elected. The State District Judges in each county select the County Auditor, who serves as the chief accountant for the county.

The Commissioners Court of Dallas County serves as both the legislative and executive branch of government, with budget authority over most county departments, including those headed by other elected officials. The high number of elected officials, including many with judicial authority, creates an organizational structure quite unlike the more familiar council-manager hierarchy. The diagram on the following page portrays the organizational structure of Dallas County.

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Below are brief descriptions of the various departments with Dallas County.

**Commissioners Court**

Commissioners Court is comprised of the County Judge and four (4) County Commissioners representing the executive and legislative bodies of the County Government. The Court is responsible for budget, tax, revenue, and personnel decisions for County departments.

**Justice Administration**

Dallas County provides facilities and support services for the operation of District Courts, County Courts, and Justice of the Peace Courts. The District and County Clerks perform those administrative functions associated with processing cases and collecting fines and court fees. The District Attorney's Office prosecutes alleged offenders on behalf of the people, while the Public Defender is responsible for the legal defense of individuals who cannot afford representation. Dallas County judges operate the jury system, which provides jurors for the 72 courts. The Frank Crowley Courts Building, the George L. Allen, Sr. Courts Building, the Henry Wade Juvenile Justice Center, and the Records Building are largely dedicated to court and court-related activities, while the Justices of the Peace operate from sub-courthouses which are located throughout the County.

**Law Enforcement**

The Sheriff, who is responsible for the six County jails and various related activities including a central kitchen, laundry, photo lab, and print shop, leads the County's law enforcement efforts. The Sheriff also has a patrol division, which operates in the unincorporated portion of the County. The elected Constables serve civil papers and certain criminal warrants throughout the County, and in addition, serves as bailiffs in the 14 Justice of the Peace Courts. The Institute of Forensic Sciences is supervised by the County Medical Examiner and includes the morgue and a regional crime lab with a wide array of diagnostic tools available for analyzing evidence in criminal cases. Community Supervision and Corrections and the Public Service Program operate work-related alternatives to incarceration.

**RFP 2002-011-1007****Community Services**

The Community Services departments perform a wide array of functions for individuals in the County. The County is responsible for all elections of a County-wide nature and provides election-related services on a reimbursement basis for political parties, municipalities, and special districts. The Public Works Department and Road and Bridge Districts share responsibilities for road repair and thoroughfare improvement on County roads within and outside the corporate limits of the 26 cities in the County. The Fire Marshal offers emergency services to the unincorporated areas of the County and coordinates County-wide emergency preparedness and household hazardous waste collection. The County's Veterans Service Officer assists veterans and their dependents with obtaining government benefits. The Agricultural Extension Service is a joint project among the County, the State and the State University system to offer programs and expert advice to County residents on agricultural and horticultural topics. The Park and Open Space program provides regional leadership and planning for greenbelt and trails acquisition.

**Health and Human Services**

The County has broad responsibilities for public health, social services, mental health services, and acute care for indigents, which it disposes through a combination of intergovernmental arrangements and County staff in the Health and Human Services Department. Children's Protective Services is a state agency that cooperates with the County to ensure the safety of abused or neglected children. The County shares certain mental health responsibilities with Dallas MetroCare Services, an agency whose board is appointed by the Commissioners Court. In addition, the County participates in the NorthSTAR program for managed mental health care. (Data Processing for Dallas County Hospital District is performed by another organization within the district and is separate from the County's Data Services Department.

**Juvenile Services**

The Juvenile Department provides services for youth ages 10-16 who become involved in the juvenile justice system as a result of delinquent conduct. The department reports to the Juvenile Board for programmatic direction, although the Commissioners Court retain budgetary authority. Services are provided in four County-operated facilities as well as satellite offices. The 200-bed secure facility at the Henry Wade Juvenile Justice Center is used to detain youth who are alleged to be in violation of the law and are considered dangerous. The Dallas County Youth Village is an 88-bed community-based treatment facility aimed at promoting positive behavioral change. The Emergency Shelter is a 54-bed short-term residential facility for adolescents with unstable home environments. Letot Center provides short-term residential placement and counseling for runaways and truants in an effort to prevent their return to the juvenile justice system. Probation Officers and counselors work with adolescents adjudicated in the juvenile justice system.

**RFP 2002-011-1007****Management Services**

The Management Services departments operate the machinery of county government. Among the largest of these departments is the Tax Office, which collects taxes for the County, Parkland Hospital, the Community College District and several other jurisdictions. The Tax Office also operates the motor vehicle registration and title transfer process on behalf of the State. Other Management Services departments include the Office of the Court Administrator (which encompasses Communications and Central Services, Facilities Management, and Engineering and Project Management), the County Auditor, the Personnel Department, the Purchasing Department, the Office of Budget and Evaluation, Office of the County Treasurer, and the Data Services Department.

**2.3. Existing Data Services Staff**

The County's Data Services Department consists of an MIS director and a senior project manager. The current IT outsourcing vendor employs all information technology personnel. While some departments may have departmental IT staff they are included as a part of that department's budget and are not included in the scope of this RFP.

**RFP 2002-011-1007****Section 3. Current Environment Overview**

The current Vendor provides routine, operational management of the data center, network, and applications development and maintenance. Additionally, the current Vendor provides centralized administrative services for hardware, software and maintenance agreements. Over the life of the existing contract, addendums have added such services as procurement, installation and maintenance of LANs, personal computers and other peripherals.

**3.1. Centralized Services**

The data center is located at 509 Main Street, Dallas, Texas 75202, on the fifth (5) floor of the Records Building. The mainframe and centralized servers are housed at this location and the business of the County is processed at this site. Additionally, the County supports tax processing and collections for numerous entities including the Dallas Independent School District and City of Dallas from this site.

The fifth (5) floor data center processes several of the County's systems and applications on an IBM 9672-RB5. There are two LPAR's on this 2-way processor, one production and one test. The combined system utilization is 60% with the production LPAR using 90 %. This 2-way box is configured with 24 Escon, 12 parallel channels, 2 Gb of memory. The DASD configuration of 863 GB of storage is on IBM 9395/9394 RAMAC. The DASD is 40% utilized. IBM's RMM controls the 26,500 tapes on-site, and 1,095 tapes off-site tape library. There are 18,350 tape mounts per month. These are mounted on HDS 7480 cartridge drives (3480 type) and Memorex reel drives (3420 type). Additionally, there is a print room located on the fifth floor adjacent to the computer room. The output is 10,000 lines of print per month; the printers are Seimens 2200-3 laser printer and IBM 4245-001 line printer. The functions performed include printing and distribution of reports.

Additional centralized computing includes IBM RS/6000's with an IBM 7337-306 DLT Library. A detailed list of the hardware can be found in Appendix 1. All hardware is owned by the County, except the IBM 9672-RB5, which is leased. The current vendor manages all in-scope hardware and software maintenance contracts. The County has financial responsibility for all in-scope software licenses and associated maintenance contracts.

Telecommunication links, lines, circuits, etc. are paid for directly by the County. Other than financial advantage, there is no reason for the County to have these services in the County's name.

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The terminals in use by the County are 3270 terminals and plug compatibles linked to the mainframe via cluster controllers. These controllers are IDEA/Courier 9442 Local and Remote Terminal control units (BTAM) attached to an AT&T COMTEN 5620 Communications Controllers with SNA and bisync modems. There is a Network Systems RDS controller (remote device support) and a Hydra 3000 Communications Protocol Converter. The rest of the network uses a pair of IBM 3044 Fiber Optic Channel Extenders, CISCO 7200 SNA router (3270 emulation), FENET-2 OSA card to Ethernet T100, and some 3174 Control Units for a Token Ring to 3 SAA Gateways. The majority of the personal computers in use by the County are connected via hubs and routers operating in a Novell environment. There are some NT networks within the County. A network diagram can be found in Appendix 4 and the list of network equipment can be found in Appendix 3.

The facilities in use include raised floor space (3897 sq ft) located downtown on the fifth floor of the Dallas County Records Building. This raised floor includes 840 sq ft utilized for tape storage. The computer room has a total of 1.6 KVA and a UPS rated for 374KW (usage is approximately 60KW). The cooling capacity is 95 tons. Also on the fifth floor is 9558 sq ft of office space used primarily for IT personnel. Additionally, there is 2325 sq ft of office space located on the third floor that is also used by IT personnel. There is a server room located on the first floor of the Crowley Courts building with raised floor of 504 sq ft. Located in the basement of the Lew Sterrett building is another 320 sq ft of raised floor space. The County owns the in-scope facilities; these facilities are available for use by the Vendor. There are no current issues that require an alternate use for these facilities and therefore would continue to be available.

The current outsourcer employs on-site staff of approximately 60 management, administrative, technical, operational, and support personnel. In-scope IT personnel who are employees of the current outsourcing vendor could be made available for transfer subject to certain terms and conditions of the current agreement.

**3.2. Security Services**

The security system for mainframe processing that controls access to system and data files is RACF. Additionally, RACF and Communications Program-v4 (in-house developed code) are used for terminal security. The current outsourcing vendor for the County performs the administration of these security systems. The County is required by law to provide public data upon request. Producing ad hoc reports and files on magnetic tape frequently satisfies requests for public data. The Vendor must provide services that include provisions enabling access to the public information. Dallas County is permitted to charge the requestor only the costs of production of the information requested. The County maintains a significant amount of confidential data requiring stringent controls over access. Much of this data involves juvenile and criminal information, which may not be disclosed to unauthorized persons.

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The Dallas County Sheriff's Department has access to the Texas Crime Information Center (TCIC) and the National Crime Information Center (NCIC) through terminals and most desktop Personal Computers through 3270 emulation software. The DPS and FBI have indicated that access to these systems require that the Vendor providing data processing services to Dallas County can demonstrate to these agencies that appropriate controls and security measures are implemented to safeguard the confidential information contained in these systems and can prevent the dissemination to unauthorized persons.

The Vendor must establish the necessary controls and security for Dallas County to comply with law enforcement agency requirements. The Vendor should also indicate approaches (in the Required Response Section), which may prove acceptable to the controlling agencies, and describe any experience with similar situations.

Online access to specific public information is provided in various county offices to the citizens of Dallas County. Terminals for public use and access via the Internet require security restrictions to prevent unauthorized access or update to public records.

Dallas County permits direct third party access to public information maintained by selected application systems. Several law enforcement organizations have direct access to the County criminal records. Among the third parties with direct access and the types of information are:

Entity	Information Accessed
Law Firms	Court case schedules, Criminal records, Document filings and Email
Title Companies	Property Titles, Abstracts, Transaction records
Automobile dealers	Automobile registrations, Auto title searches
Bail Bonds firms	Criminal records, Outstanding bail bonds
Other law enforcement groups in the County	Criminal records, warrants, background information

### 3.3. Applications

In continued support of the County's desire to migrate older applications to more current versions and to newer applications, the County has recently implemented Oracle Financials and Payroll on the RS/6000 servers. The County continues to make adjustments and modifications to the Oracle Financials system. On the mainframe, there are several key batch applications that are County developed programs using COBOL 68 and COBOL 72. The mainframe online applications that are County developed programs use a County developed communications program, DCTP2 created in COBOL 68. CICS is available and utilized by a small portion of the

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application set. These programs have been converted to COBOL II. Some of these applications are critical to the various departments including, but not limited to:

DEPARTMENTS	DESCRIPTION
Sheriff	Processing, jails, bonds, fines, case tracking, criminal management, criminal finance management
Judicial	Civil and criminal case management, civil and criminal financial management, tax collection and jury selection and payment
Health & Human Services	Welfare payments, property management, nutrition, food stamps, TB tracking and reporting
Elections	Precinct guidebook, voter registration and reporting, and voting related reporting
Probation	Tracking of adult probation cases
Child Support	Tracks fees and child support payments
Institute of Forensic Sciences	Drug and physical evidence statistics and case billings
Road and Bridge Districts	Inventory system for Road and Bridge Districts
County Records	Records items filed with County Clerk
Justice of the Peace	Tracks all fees charged and paid to JP courts
Community Corrections	Pre-trial release and work release accounting
Public Works	Records name and address information for residents in unincorporated Dallas County
Data Services Administration	Disaster Recovery, Justice Audit and Security, Operations Support, Library Management System, Accounting System, Cost distribution, Data Services Support

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Mainframe databases requiring support include IDMS and Amigos a third-party access method utilized in addition to VSAM. Approximately 90% of applications use Amigos with the remaining 10% using VSAM. The support of these databases and associated applications is critical to the operation of County business. See Appendix 8 for information. For a complete list of applications and more detailed descriptions see Appendix 2. Application support personnel are available 7 x 24 via a pre-approved call list and pager support for non-standard business hours.

<b>Dallas County Mainframe Applications Summary</b>						
<b>Summary Description</b>	<b>Programs</b>	<b>JCL</b>	<b>Total</b>	<b>Lines of Code</b>	<b>Total %</b>	<b>Average Age</b>
Civil	498	456	954	506,220	24%	35
Criminal	1301	771	2072	1,048,902	50%	25
Data Services	289	97	386	134,469	6%	25
Financial	429	294	723	132,256	6%	20
Human Services	307	141	448	157,161	7%	20
Misc./Jury Services	263	162	425	136,840	6%	15
<b>Totals</b>	<b>3087</b>	<b>1921</b>	<b>5008</b>	<b>2,115,848</b>	<b>100%</b>	<b>23.33</b>

Details can be reviewed in Appendix 2.

### 3.4. Personal Computers and Peripherals

The personal computers utilized by the County are for the most part Dell Computers and range from 486-126 to the latest Pentium processors. The common software configuration is Win 95 or Win 98 operating system and Office 97 Standard with Corel WordPerfect 8.0, Novell IntraNetware 4.x and Groupwise 5.2. Appendix 5 provides more information on the personal computer configurations used by the County. Appendix 6 has an inventory of the County personal computers, printers, and peripherals.

**RFP 2002-011-1007****3.5. Help Desk**

The help desk is available 7 x 24 and receives approximately 105 calls per weekday. There are, on average, 150 more incidents received by email or over voice mail during weekdays as well. The Help Desk manages approximately 250 problem tickets along with 10 requests for changes on a weekday basis. The volume of calls received by the Help Desk on the weekends is minimal. Currently the Help Desk provides basic recording, monitoring and dispatching services. In addition, Help Desk representatives attempt to resolve remedial problems and requests during the initial contact.

**3.6. Training**

A full time training coordinator has the primary responsibility to organize, prepare and conduct customized classes as well as other standard software classes. Activities range from basic computer education to more sophisticated use of standard PC software packages and other applications in use at the County. The training function will continue to be a key role in assisting County employees with the maintenance of their technology skills. A training room is available that has its own network of 10 PCs with appropriate projection equipment.

**3.7. County Web Page**

The County opened its Web Page early in 2001. As of this date, the Web Page provides e-commerce for Dallas County residents such as vehicle registration renewals and payment of property taxes. Additionally, there is quick access to the County Commissioners Court agendas and the Dallas County Code. A new redistricting plan and listings of employment opportunities can be reviewed. The public can find out about Jury Service and review the returns of past elections. There are Performance Reports for each County department and information on the County's Parks & Open Spaces program. In order to contact someone in the county, there is a listing of county offices and officials. New WebSites for County departments include: Child Support Services, Health & Human Services, Budget Office, Office of the District Clerk, Office of the Tax Assessor/Collector, Office of the County Auditor, and Office of the County Treasurer.

**3.8. Disaster Recovery**

A Disaster Recovery document has been created but a disaster recovery test has never been completed. See Appendix 9 for an overview.

**3.9. Grants**

There are several grants that the County receives that currently fund certain aspects of the County's IT needs. These include IT hardware, software and staff for projects in several departments. It is expected that the agreement will incorporate these needs thereby allowing the grants to continue to be utilized for their intended purpose, but in alternate fashions according to the provisions in the grants that direct the usage of funds.

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### 3.10. Telephone Systems

The County has 10 locations served by PBXs. In addition to the 10 PBXs, the County has 39 locations served by key systems. In FY2001, 22 of these key systems were replaced and the remaining 17 will be replaced during FY2002. All systems are Meridian NorthSTARs. The cost of this replacement was approximately \$500,000 dollars.

There are maintenance contracts for the PBX, non-PBX and voicemail.

Monthly voice telecom expenditures average \$180,000 per month, which includes line service, long distance, moves, adds, changes, and maintenance contracts. Please refer to Appendix 10 for additional detail.

### 3.11. Future or Planned Environment

Over the last two years the County has migrated various mainframe applications to servers. This will continue over several years until the County developed applications, now running on the mainframe, have been replaced with new applications. These applications, most likely, will process on mid to large servers. The centralized computing in the future will be in the form of larger and faster enterprise servers.

There were 63 servers supported in FY2000, up from 49 in FY1999. Networked PCs have grown from 1,348 to 1,900 during this same time period. As of this RFP distribution, there are approximately 3300 PC's and 88 servers installed for the County.

The Operating Systems software for the mainframe is OS/390 version 2.10. IBM continues to support this very stable environment, however, this version is the last 32-bit operating system for the G class system. The RS/6000 server operating system is AIX v 4.3.2 and will continue to be supported by IBM and the Vendor.

As the applications on the legacy systems are migrated to server-based systems, the need for further development on the mainframe will be reduced. However, the need for timely technical consulting will increase and the Vendor will be participating in the new application evaluation process. Once a new application has been chosen, the Vendor will provide ongoing support and maintenance for the installed software.

In continued support of the County's commitment to e-government, the County's web site is evolving and growing daily. In the near future, there will be an Online Payment Center designed to receive payments for criminal court fines and fees and it will accept credit cards and electronic checks. This feature will expand to other departments. In the near future, County residence looking for employment will be able to review employment opportunities online and will be able to apply for county jobs online, without downloading application forms. New Web applications for Public Works, Health & Human Services, Facilities and the Clerks offices could benefit the Web Page users of the future in the area of payments, collections, provide mapping of numerous areas and functions in the county, fleet management, case management and entry for immunization clinics. There are many other Web services that would benefit Dallas County and its residence. All web services are outsourced to another vendor. This contract is in year 1 of a 3-year commitment.

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The Help Desk Support should be able to provide quality assistance and solve problems for the County users during that first call. As the County begins to use more new tools and products, the Vendor must meet the need for quality support.

The Vendor must work with the County and the departments to provide the County with a Disaster Recovery plan and associated services necessary to successfully complete the recovery of the in-scope environments. This plan must be tested within the initial 12 months of the agreement and twice annually thereafter.

If the County data center and network remains located on the 5<sup>th</sup> Floor Records Building in 2003, the County has plans to spend over \$200,000 in HVAC upgrades for the computer room.

Key FY2001 technology projects include Civil Court system replacement, continued enhancements to the Finance and Human Resources systems, further expansion into e-commerce, and implementation of imaging systems.

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**Section 4. Required Responses****4.1. Bidder Company Information**

Provide a brief company description and background, which should include:

- A. The company name, registered office address, and the names of the directors or other responsible officers who will have ultimate responsibility for the management of the subsequent contract.
- B. Legal status of business Sole Proprietorship, Partnership, or Corporation (include state of incorporation).
- C. What is the primary business of bidder?
- D. Number of years the company has provided Information Technology Outsourcing Services? Describe the evolutionary path for the company (i.e. began as a systems integration company and have expanded into IT outsourcing)
- E. How many employees are in the company? How many of these employees have relevant IT outsourcing services experience? What is the average number of years of IT experience for technical staff, for operational staff, for applications staff?
- F. How the company differentiates itself from its competitors?
- G. For each third party or sub-contractor involved in the delivery of the proposed service, describe the company's working relationship with the third party or sub-contractor and provide the third party or sub-contractor's registered address, names of directors and/or other officers responsible. How long has each relationship been in existence? List any relevant joint successes with other customers.
- H. Are there any plans for the company to be acquired, bought, or merged with another company in the next 12 to 24 months? Is the company a product of a recent (over the past 12 months) merger or acquisition?
- I. Is the company or any third-party, contractor or sub-contractor currently involved in any legal proceedings relevant to outsourcing?

\*\*\*Please limit the response to this section to no more than five (5) pages.

**RFP 2002-011-1007****4.2. M/WBE Participation**

Provide your firm's record on minority ownership, procurement, and employment. M/WBE documents must be completed and supplied as part of the RFP response. Please find copies of these documents in Appendix 15.

**4.3. Company Financial Statements**

- A. Provide audited company financials for the last three (3) years.
- B. Provide the latest Annual Report or Equivalent.
- C. Provide the most recent 10-Q report.
- D. Is your company in good financial standing with the County of Dallas, and the State of Texas?

**4.4. Mission and Vision Statements**

Describe the corporate mission/vision statement and the goals and forecasts detailing the future direction of the company, including:

- A. Growth plans - corporate, outsourcing, private sector, public sector
- B. Mission/Vision Statement
- C. Support of emerging technologies
- D. Corporate and Community Leadership

\*\*\*Please limit the response to this section to no more than three (3) pages.

**4.5. Related Experience**

Briefly describe the following:

- A. Identify and describe customer relationships where you have provided services similar in scope to those identified in this RFP.
- B. Identify and briefly describe your 10 largest IT outsourcing arrangements in terms of services provided, contract term, and total contract revenue.
- C. Identify and briefly describe your 5 most complex IT outsourcing arrangements. Include in this description the key challenges and reasons for the complexity.

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**4.6. Specific Experience and Capabilities**

Briefly describe the following:

- A. Provide specific details of your experience and capability in providing support for centralized computing.
- B. Provide specific details of your experience and capability in providing support for computing in distributed and/or field locations.
- C. Provide specific details of your experience and capability in providing application systems development and maintenance for customers similar in size and scope to Dallas County. Include in this discussion your experience with governmental systems in general and specifically with Oracle Financials.
- D. Describe any certifications held for supplying applications development/maintenance services, such as Software Engineering Institute's (SEI) Capability Maturity Model (CMM) or other industry standard practices.
- E. Provide specific details of your experience and capability in providing support for implementing and managing networks or telecommunications (voice, voice over IP, video, and data).
- F. Provide specific details of your experience and capability in providing support to end users via a Help Desk or similar concept.
- G. Provide specific details of your experience and capability to effectively manage the productivity of technical, end-user and application support staff.

**4.7. Customer Base**

Dallas County requests a general overview of the Bidder's customer base. Include a brief description detailing:

- A. Overall customer base
- B. General location of customers (domestic, international, etc.)
- C. Customer accounts segmented by industry or percentage of business by industry
- D. Percentage of Private Sector vs. Public Sector customers in terms of customer count and revenue by Sector.
- E. Breakdown of the Public Sector by Federal, State and Local, in terms of customer

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count and revenue.

- H. Briefly describe any relevant experiences with other government operations similar to Dallas County.
- I. Describe any previous experiences working with Dallas County. Indicate scope, division(s) or location(s), time period, Dallas County contact and phone number.

**4.8. Current Customer References**

Provide details of reference sites for at least three (3) of your current customers for whom similar services have been provided in the last two years. The County prefers references for contracts valued between \$5 and \$10 million per year and having durations of at least three (3) years or more. Include the following reference information:

- A. Customer name and address;
- B. Customer contact name and telephone number;
- C. Duration of service;
- D. Total value of contract; and
- E. Summary of services provided.

**4.9. Past Customer References**

Provide references for at least two (2) of your past customers for whom similar services had been provided, and the customer chose not to continue these services with your organization within the past five (5) years. Include the following reference information:

- A. Customer name and address;
- B. Customer contact name and telephone number;
- C. Duration of service;
- D. Total value of contract;
- E. Summary of services provided; and
- F. Brief statement describing why the company is no longer a customer.

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**4.10. Transition Experience**

Briefly describe the following:

- A. Number of customers for whom you have provided transition services where the processing was being provided by an existing vendor.
- B. Typical delays encountered while transitioning from another vendor.
- C. Approach to assisting the County in managing a multi-vendor environment during the time which both the current vendor and the in-coming vendor are conducting services.
- D. Discuss the risk mitigation strategy for supporting cyclical mission critical processing activities that may occur during the final stages of transition.

**4.11. Transition Planning**

The Bidder will provide a preliminary transition plan including assumptions of responsibility for the delivery of all functions and services described within this RFP. The transition plan should include, but not be limited to the following:

- A. Overall transition time frames;
- B. Project milestones;
- C. Identification of staffing, estimates of time and delineation of responsibilities between the Bidder and the County;
- D. Plan for dealing with any overlap with current vendors;
- E. Approach for the transition of existing employees;
- F. Discuss critical, time sensitive and high-risk activities, describe your approach for managing the risk of these tasks; and
- G. A plan for communication between all parties, Bidder, County, and incumbent.

**4.12. Account Management Approach**

The Bidder will provide a description of the processes and philosophies employed to enable Dallas County and the Vendor to best manage the business and technical relationship.

- A. Describe your company's philosophy and organizational structure to achieve

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effective account management.

- B. Describe your perspective on the use of benchmarking to assist in maintaining service quality and competitive pricing.
- C. Describe what staff and their respective responsibilities, if any that will be located on-site at Dallas County. Include a functional organizational chart.
- D. Describe your procedure for determining end-user satisfaction.
- E. Describe your approach for determining the allocation of and prioritization of resources constrained by pre-determined budgets. Include in this discussion the process for estimating and tracking the usage of human resources, especially as it relates to application development and maintenance.
- F. Describe your process for demonstrating compliance with defined service levels and reporting account status. Include a sample-reporting package and indicate the method and frequency of distribution.

**4.13. Due Diligence Approach**

Describe the due diligence activities your company requires as a prerequisite to commencing the services proposed. Provide an outline plan of how your organization will perform due diligence. Include the following in your outline plan:

- Relative timing (prior to, or after contract signing) and duration;
- Locations to be included in the due diligence process;
- Preliminary list of due diligence information to be gathered;
- Requirements for County resources; and
- Initial timeline for completing the due diligence process.

**4.14. Service Descriptions**

Appendix 12 contains descriptions of services that formulate the foundation of the requirements for this RFP. Please use the table below to note your position regarding the service descriptions, summary of activities, service levels, etc. identified in Appendix 12.

It is expected that you will be able to fulfill the majority of the documented requirements as requested – for all of these items, please indicate "OK" in the "Status" column. For the purpose of proposal evaluation, this is the most positive answer.

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Only if you cannot deliver the service exactly as requested, please specify which requirement you would not meet. In each case, please specify what your alternative approach is (column "alternative solution"). If you want to provide a more detailed explanation, please do so in a separate addendum and reference that addendum in the "alternative solution" column.

## Service Descriptions - Responses

Appendix	Heading	Status	Requirement That Cannot Be Fulfilled As Requested	Alternative Solution / Links To Additional Documents
#12	Account Management			
#12	Business Support			
#12	Transtion Services			
#12	Data Center Operations			
#12	Help Desk			
#12	Database Support and Management			
#12	Disastery Recovery			
#12	Application Development and Maintenance			
#12	Network Services			
#12	Telecom Services/Voice			
#12	Telecom Services/Data			
#12	Training			

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#12	Consulting Services to User Departments			
#12	Personal Computer Support and Management			

**4.15. Service Responsibilities**

In addition to completing the table above, include a more detailed list of the routine daily tasks you would perform as of part of each service described in Appendix 12. This list should delineate responsibilities between the Vendor and the County. Create this task list by service area. The following table is the preferred format and provides a sample of the types of information and level of detail requested. It is understood that a totally inclusive list of every task is impractical. However, listing 70-80 percent of the key, routine, daily activities is required.

Help Desk Services	County	Vendor
<b>Level 1 Support</b>		
Record, log, prioritize, assign severity, monitor progress and resolve (if, possible) problem calls while on the phone		✓
Perform problem and request management and monitoring		✓
Assist in prioritization of problems and requests	✓	
Route ticket to Level 2 and/or Level 3 support if needed		✓
Approve successful resolution of problem/service request	✓	
Request County approval to close the problem ticket		✓
Close problem ticket in accordance with approved procedures		✓

**4.16. Service Levels**

Dallas County has defined levels of service that it desires to be obtained in support of the County's data processing needs. The Bidders pricing must be inclusive of these service levels for each of the services described in Appendix 12. For services and activities that do not have a corresponding service level, the Bidder must perform the services at a level equal to or better than the level of service provided from the County's Data Processing Department as of the effective date of the new agreement.

Key considerations for the County relating to the administration of service levels include:

- Failure to meet a service level by an order of magnitude can have a serious negative impact on the County's business.
- The frequency of failures to meet a service level can have a serious negative impact on the County's business.

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- Service levels should be adjusted over time to reflect changes in technology, improvements in processes and changes in business requirements.
- The County will identify service levels that are critical and service levels that are quality indicators. Compliance with critical service levels will be reported more frequently and will carry more stringent consequences for failures. Quality indicators are more for informational purposes, however, if failures to meet these measurements becomes chronic, then pre-defined actions will be taken.

Describe your process for establishing, managing, updating and reporting service levels. In addition to the process description requested above, complete the table below for each service level listed.

Service Description	Service Level	Tools used to capture data and frequency of data capture	Process method, and/or algorithm used to calculate data	Operating hours during which SL is valid	Other circumstances under which the SL would not be valid
Account Management					
	Status Reporting				
	Quality Reviews				
	Project Progress Report				
	Recommendations and Proposals for New and Enhanced Services				
	Annual Business Plan				
Business Management and Support					
	Service Delivery improvements				

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Service Description	Service Level	Tools used to capture data and frequency of data capture	Process, method, and/or algorithm used to calculate data	Operating hours during which SL is valid	Other circumstances under which the SL would not be valid
	Strategic Plan				
	Project Status Report				
	Third Party Vendor Management				
	Policies & Procedures Enhance and Update				
Transition Services					
	Develop a detailed migration plan				
	Migration Milestones				
	Transition Budget				
Data Center Operations					
	Batch processing				
	Online availability				
	Online response time (internal)				
	Mainframe and Distributed Systems				

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Service Description	Service Level	Tools used to capture data and frequency of data capture	Process, method, and/or algorithm used to calculate data	Operating hours during which SL is valid	Other circumstances under which the SL would not be valid
	Availability				
	Report Distribution				
	Root Cause Analysis				
	Data Backup and Restore				
	Capacity Planning				
	Capacity Forecast				
	Capacity Planning Baseline				
	Media Management				
	Security Access-Data				
	Unscheduled System Outage				
	System Software Currency				
Help Desk					
	Answer Time				

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Service Description	Service Level	Tools used to capture data and frequency of data capture	Process, method, and/or algorithm used to calculate data	Operating hours during which SL is valid	Other circumstances under which the SL would not be valid
	First Call Resolution				
	Help Desk Satisfaction Survey				
	Problem Management				
	Change Management				
Database Support & Management					
	Production Database Availability				
	Database Performance				
	Database Software Release Management				
Disaster Recovery					
	Disaster Recovery				
	Disaster Recovery Test				
Applications Development &					

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Service Description	Service Level	Tools used to capture data and frequency of data capture	Process, method, and/or algorithm used to calculate data	Operating hours during which SL is valid	Other circumstances under which the SL would not be valid
Maintenance					
	Software Release Management				
	Development Projects				
	Application Software Enhancements				
	Application Software Maintenance				
	Service Request Report				
Network Management					
	Network Availability				
	Average Network Response Time				
	Network/WAN Scheduled Downtime				
Telecommunications/Voice					

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Service Description	Service Level	Tools used to capture data and frequency of data capture	Process, method, and/or algorithm used to calculate data	Operating hours during which SL is valid	Other circumstances under which the SL would not be valid
	Telephone System Availability				
	Installation /Moves/Adds /Changes (IMAC)				
	ACD Statistical Reports				
Telecommunications/ Data					
	Data Circuit Availability				
	Installation /Moves/Adds /Changes (IMAC)				
Training					
	Training Sessions conducted				
	County Satisfaction Survey				
Consulting Services to User Departments					
	Quality Reviews				
Personal Computers					

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Service Description	Service Level	Tools used to capture data and frequency of data capture	Process, method, and/or algorithm used to calculate data	Operating hours during which SL is valid	Other circumstances under which the SL would not be valid
	Installation/Move/Adds/Changes				
	Inventory Report				
	PC Repair (Break/Fix)				
	Peripheral Repair				

## 4.17. Terms and Conditions

Below are certain terms Dallas County considers important and may choose to include in any contract resulting from this RFP. Please use the table below to note any concerns or comments.

Please indicate, "OK" in the "Status" column for the items where you agree in principle with the concept. If the Bidder has difficulty complying with a stated term, please describe your concern or comment in the column so noted.

## Contract Terms - Responses

Main Contract Terms	Status	Description of Concern or Comments
Termination for Convenience		
Assistance upon Termination or Expiration		
Liquidated damages/penalties in the event of a failure to meet a service level		
Termination for Cause in the event of recurring failures to meet defined service levels		

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Main Contract Terms	Status	Description of Concern or Comments
The County's ownership of its data		
Set-off/Withholding		
Termination for change of control		
Termination for insolvency		
Purchase of assets upon contract expiration		
County's audit rights within the scope of services		
Limitations on sub-contracting		
Employee non-solicitation		
County's ability to remove Vendor staff upon request		
Limitations on changing key Vendor personnel		
Confidentiality and Non-Disclosure		
Insurance and Risk of Loss		
Performance Bond		
Indemnification by Supplier		
Limits on Types of Damages Recoverable		
Limits on Amount of Direct Damages Recoverable		
Informal dispute resolution		

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Main Contract Terms	Status	Description of Concern or Comments
Arbitration		
Change Order Procedures		
Migration/Transition Milestones		

#### 4.18. Description of Overall Approach and Proposed Solution(s)

Describe your approach to supporting the County's data processing needs; this should include your overall processing plan and the methods, practices, tools, and techniques you will use to ensure the provisioning of high-quality services. The County prefers, that two scenarios be prepared, the first using a "Facilities Management" concept and the second using a "Remote Services" concept. The Bidder may propose either one or both scenarios. It is understood that many of the methods, tools, hardware, software, etc. may be similar in both scenarios, in preparing your response please make it clear where differences occur.

Using the services listed in Appendix 12 as a basis, discuss the following points, at a minimum:

- Descriptions of operational and technical processes and methodologies.
- Describe the processing facility, or facilities, you plan to use for provision of services to the County and under what circumstances you would migrate the workload to another location.
- Provide configuration diagrams or a written description of the hardware intended for use in processing the County's workload (all platforms).
- Describe how any of the hardware resources, described above, might be shared with your other customers.
- Detail any anticipated software changes or anticipated conversions to functionally equivalent packages.
- Describe how you will address and perform the various processing and support functions (operations, system software maintenance, routine hardware maintenance, hardware break/fix activities, etc).
- Describe the technical support available during normal working hours and how technical support will be handled for those County departments operating on a 7x24 schedule.

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- Provide a description of your approach to performance tuning/capacity planning and forecasting, this is to include all in scope computing platforms.
- Describe how you will provide backup and restore processing capabilities, if any, at the data center in the event of a routine (not a disaster-related) processor or server outage.
- Describe your approach and plan for Disaster Recovery.
- Describe your plans for any hardware or software technology refreshment over the term of the agreement.
- Describe your plans for providing support to distributed and/or field locations. Include the approach for asset provisioning, installation and management; software release management, distribution, and license control; and remote site repair and maintenance.
- Describe your plans for providing application systems development and maintenance to Dallas County, including the identification of methodologies and standards to be utilized.
- Describe your methodology for determining whether to “make or buy” applications software. Include a discussion on your process for selection of third-party applications and platforms.
- Describe your approach regarding third-party software. In particular, the implementation of upgrades and new versions from initial testing through production implementation.
- Describe your approach for ensuring that all data interfaces and data interconnects continue to perform as designed.
- Describe your methodology for operational level recovery including automated tools (if any), and application level backup scenarios.
- Describe your plans for providing a comprehensive telecommunications solution for both Voice and Data, including your methodology for transition, migration and implementation.
- Provide specific details of how telecommunications connections and equipment will be provisioned and how network management will be provided. (Data only).
- Provide specific details of how telecommunications connections and equipment will be provisioned and how telecommunications management will be provided. (Voice only).
- Provide specific details on your approach to providing support to end users via a Help Desk or similar concept. Include a description of the characteristics (technical and personal) of the individuals typically staffed on the Help Desk.

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- Provide specific details regarding your approach to problem management and help desk services, including how the Vendor and County would interface during problem resolution. Describe the tools and automation utilized to support this function. Note any restrictions regarding the County's use of and access to these systems.
- Provide specific details regarding your change management methodologies and procedures. Describe the tools and automation utilized to support this function. Note any restrictions regarding the County's use of and access to these systems.
- Specifically address your approach for security, both data and physical.
- Describe your approach to initial and on-going training.
- Detail your approach for supporting Data Services business planning, strategy, and governance to ensure that the County's data processing needs are being met now and in the future.

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**Section 5. Bidders Pricing****5.1. Pricing Overview**

Dallas County prefers to pay data processing fees on a fixed, predictable basis. Bidders are required to structure their proposed pricing in a manner, which will permit Dallas County to forecast its data processing expenses over the life of the agreement with a relatively high degree of accuracy. Dallas County acknowledges the inability of the Bidder to anticipate or control the volume of processing and activities by Dallas County. The basis for variations in the Bidders pricing should be readily comprehensible to the County. The clarity of the Bidders pricing and perceived ability to control Dallas County's data processing expenses will be a key consideration in the evaluation of the Bidders proposal.

- A. All pricing must be inclusive of the service levels described in this RFP
- B. Describe any adjustments, such as inflation, that could occur during the term of the agreement.
- C. Describe your approach for adding incremental hardware and other assets over the life of the agreement.
- D. Describe your process and approach to pricing the increase and decrease of human resources that may be utilized beyond those included in the base pricing.
- E. Appendix 13 is a spreadsheet depicting the requested pricing format for both scenarios (Facilities Management and Remote Computing). The Bidder is to summarize the pricing based on that format. One Time Charges should be represented separately in the column provided and not included in any annual totals. The Bidder is responsible for ensuring and protecting the accuracy of the pricing tables. The spreadsheet is provided as a convenience and a sample only.
- F. Pricing details (price build-ups, unit pricing, pricing mechanisms, etc.) and assumptions should be included in Attachment A to your proposal. Attachment A should fully substantiate the pricing summary tables requested.
- G. The Bidder must include for Transition services a schedule depicting the timing and type of charges to be incurred by the County during transition. Be sure to note pass-through expenses, if any.
- H. Billing data must be made available to the County for analysis and internal cost distribution. Such data is to be available in electronic computer readable media and/or via download to personal computers and should be in final computed form to

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match the paper bills received by Dallas County. A sample invoice, representative of the monthly bill that the County would receive should be included in the proposal.

**5.2. Unit Charges for Resources Consumed**

The Bidder will provide a schedule, detailing unit based pricing designed to accommodate increases and decreases in resource consumption, where applicable.

**5.3. Alternative Pricing**

The Bidder is required to price the proposal based on the tables in Appendix 13. However the Bidder may propose different pricing approaches, which may be more advantageous to the County in addition to those requested. In particular, the Bidder may propose alternate pricing for different levels of service should there be a financial advantage to the County. These service levels must be in accordance with levels of service provided to other similar customers of Bidder. Alternate pricing must have complete explanations with clearly defined supporting assumptions to be considered.

**5.4. Required Pricing Models**

While the Bidder may provide alternative pricing for different service levels, the County requires that the Bidder provide pricing in three pricing models using the methodology shown in the following table. While the County prefers two pricing scenarios, "Facilities Management" and "Remote Services" for each service level section, the Bidder must provide at least one scenario for all three service level sections. The service level provided below is an example. The details for all Service Descriptions and the relative service levels are located in Appendix 12.

**Service Description Example**

**1 – Account Management**

Name	Reporting Period	Service Level One	Service Level Two	Service Level Three	Type
Quality Reviews	Semi-Annual	Provide County within 15 business days after appropriate month end	Provide County within 30 business days after appropriate month end	Provide County within 30 business days after appropriate month end	Quality Indicator

**RFP 2002-011-1007****5.5. Key Assumptions**

In addition to any other pricing assumptions made by the Bidder, proposal pricing should at least consider the following:

- The County will retain financial responsibility and ownership of all application software licenses and modifications and personal computing licenses.
- The County is exempt from all sales taxes and will provide the necessary certificates.
- Mainframe and server systems software should be provided in the most cost advantageous approach.
- All hardware is owned by the County and is available for purchase at fair market value, except the mainframe (9672-RB5), which is leased, but is also available for use and or transfer.
- Hardware and software maintenance contracts are paid for directly by the County and could be made available for transfer, if permitted by the third party contract owner. Any fees associated for such third party contract transfers should be estimated by the Bidders and clearly identified in the proposal.
- The mainframe is fully utilized, and will be over the next 3 – 5 years.
- Many servers / mid-ranges are currently dedicated devices, but do not need to be, provided there is a technically functional equivalent and a financial incentive to consolidate.
- The network connections, including the hubs, routers, switches and cabling are paid for directly by the County, but do not need to be if there is some financial benefit to do otherwise.
- The cost for telecommunication voice and data circuits will be divided as shown in Appendix 13, the Pricing Matrix.
- Direct calls, voice mail, and email to the Help Desk average 6,250 per month.
- Desktop installations, moves, adds, and changes average 40 per month.
- IT purchase requisitions averaged 815 per month for FY2001.
- Voice equipment moves, adds and changes averages 100 per month.
- Applications Development and Maintenance

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- Average 25 major projects per year;
- Average 27 problems per month;
- Average 30 change requests per month;
- 120 estimated man-months of applications development per year.
- On average, 18 training classes per month lasting 8 – 16 hours each.
- Financial penalties for missed service levels could range from 5% - 15%, in the aggregate, of the monthly invoice depending on which service level(s) was impacted.
- In fiscal year 2004, the County is contemplating upgrading its entire fleet of County owned personal computers to Windows XP and Microsoft Office XP And switching from Novell Groupwise to Microsoft Exchange or Microsoft's equivalent .net product.
- Print Services do not include the printing of payroll or other checks.

**RFP 2002-011-1007****Section 6. Appendices****Appendix 1 – Hardware****Appendix 2 – Software****Appendix 3 – LAN – WAN Inventories, as of 09/14/01****Appendix 4 – LAN – WAN Diagrams, as dated on each diagram****Appendix 5 – Personnel Computers Configuration****Appendix 6 – Personal Computer Inventory, as of 09/14/01****Appendix 7 – Monthly Volume of Desktop IMACs****Appendix 8 – Data Base Support and Management****Appendix 9 – Disaster Recovery****Appendix 10 – Monthly Volume of Voice /PBX IMACs****Appendix 11 – Monthly Volume of County Business Systems Applications****Appendix 12 – Service Description****Appendix 13 – Pricing Tables****Appendix 14 – Data Center Pictures****Appendix 15 – M/WBE Forms****Appendix 16 – Glossary**

	<b>DALLAS COUNTY PURCHASING DEPARTMENT SOLICITATION FOR PROPOSALS</b>		
	Mailing Date: October 12, 2001	Solicitation for: <b>Request for Proposals for Information Technology Outsourcing Services for Dallas County</b>	
RFP No: 2002-011-1007	Due Date: December 17, 2001, 2:00 p.m.		
Bidder Conference:	Date: November 15, 2001	Time: 1:00 p.m.	Location: Dallas County Administration Building Commissioners Courtroom 411 Elm Street, 1 <sup>st</sup> Floor Dallas, Texas 75202
For a copy of the Solicitation Request: Contact: Yolanda Nixon 214-653-7431			

The Dallas County Purchasing Agent will receive sealed proposals at 509 Main Street, Records Building, 6th Floor, Room 623, Dallas, Texas 75202, until **OPENING** at 2:00 p.m. on the specified date for the above contract.

**TO RECEIVE A COPY OF THIS RFP, PLEASE FOLLOW THE OPTIONS STATED BELOW :**

**Option 1 -** The entire RFP and all addendums (when available) may be downloaded from Dallas County web site at:  
<http://www.dallascounty.org/RFP2002-011-1007.zip>

- a. If downloading from Dallas County web site location, the following information must be provided to Dallas County at once in order to receive future information and addendums regarding this solicitation request:

Company Name  
Address  
Telephone and Fax Numbers  
Contact Person

- b. Please e-mail or fax the above information to [gwebb@dallascounty.org](mailto:gwebb@dallascounty.org) or fax to 214 653-7449.
- c. The file is 22mb and is case sensitive.

**Option 2 -** You can request a CD-ROM copy of the entire RFP be mailed to your company by completing the bottom portion of this form.

- a. All CD-ROM copy of the RFP will be mailed as standard first class mail.
- b. The CD-Rom copy of the entire RFP can be overnight to you company if your company provide's a Fed-Ex, UPS, Airborne, etc. account number for billing your company direct.

Please complete the information below to fax your request:

Company Name:			
Contact Person:			
Mailing Address:	Street/P.O. Box		
	City	State	Zip
Telephone:	Fax:		
Fed-Ex or UPS Billing Number:	E-mail:		

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