



DALLAS COUNTY
PURCHASING DEPARTMENT

August 14, 2007

TO: Dallas County Commissioners Court
THROUGH: Shannon Brown, Purchasing Agent
FROM: Linda Boles, Purchasing Supervisor
SUBJECT: Request for Qualifications for Level 1 IT Help Desk Service Provider
RFQ No. 2007-071-2776

Background/Issue

On April 30, 2007 and by authorization of the Commissioners Court, twelve (12) proposals were received and opened for the aforementioned RFQ. The twelve (12) firms submitting proposals were as follows: Buchanan Associates, Ciber, Inc., Compucom, DFW Technology, Direct Intergrators, Fidelity National Information Services, Materials Software System, Inc., QNet, Sigma Solutions, Inc., Technisource, Unisys, and Zavata, Inc. Each firm's proposal was evaluated and scored based on the outlined rating criteria set forth in the RFQ.

On June 12, 2007, the Purchasing Department briefed the Commissioners Court with the recommendation to render Buchanan Associates, DFW Technology, Technisource, and Unisys as susceptible firms for award consideration and advancement to Step No. 2 of the RFQ process. On June 19, 2007, Court Order No. 2007-1286 was authorized by the Commissioners Court advancing the aforementioned four firms to Step No. 2 of the RFQ process (site visits and best and final offerors.)

The purpose of this briefing is to present the Evaluation Committee's unanimous award recommendation on the firm evaluated and rendered to offer the best value to the County with respect to RFQ No. 2007-071-2776 Level 1 IT Help Desk Service Provider.

Operational Impact

On July 2, 2007, Best and Final Offer letters were sent to each of the four firms requesting responses to seven key negotiation points. The negotiation points were as follows:

1. Specify the location where the Help Desk services will be administrated.
2. Specify initial, all inclusive, one-time transition costs. Costs are to include, at a minimum, the following; transition plan of sixty (60) days or less, re-entering open tickets into new system, no data conversion of old system data, remote access VPN or T1, toll-free telephone access.
3. Specify Monthly Costs, as follows;
 - Dallas County guarantees at least 2500 incidents/tickets per month.
 - Lump sum monthly cost for 2500 incidents per month

GOVERNMENT
EXHIBIT NO.
312

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- Additional cost per incident for 2500 to 4000 incidents per month.
- Additional cost per incident over 4000 incidents per month.

Costs should be based on, at a minimum, the following:

- **All software costs** must be included the monthly cost and/or initial transition cost
- Estimated software users (for bid purposes):
 - 100 named or 50 concurrent Help Desk Software users with read/write access
 - 25 Dashboard users
 - Unlimited Knowledgebase users
 - Unlimited Report Tool users
- 24 x 7 x 365 Support
- Service Level Agreements:

	Service Description	Monthly Averages
FCRL1	First Call Resolution of Level 1 Incidents	Greater than 80%
ASA	Average Speed of Answer	90% less than 60 seconds
ACR	Abandon Call Rate	Less than 8%
LWT	Longest Wait Time	95% less than 5 minutes
EMRT	Email Response Time	90% less than 1 hour
VMRT	Voice Mail Response Time	90% less than 15 minutes
CS	Customer Satisfaction (averaged)	At least 4 out 5 on a 1 to 5 scale

- Full package of Standard Reports
 - Custom Reports as needed
 - Customizable Dashboard/Portal
 - Web-based Knowledgebase
 - Unlimited Customer Surveys
4. Identify and submit resumes for any changes to key personnel proposed for this project.
 5. If there are changes in the Minority/Women Business Compliance Documents, explain the changes and re-submit the appropriate M/WBE forms included in the RFQ.
 6. Attached with this letter is a draft of the contract outlining standard requirements, terms and conditions of which your firm will need to comply with. Please review and provide any comments and/or exceptions.
 7. Is your company willing to allow Dallas County to conduct an on-site visit of your facility/help desk site? If so, specify location of site and contact person.

During the week's of July 17 – August 1, 2007, IT Management staff and the County Consultant (Farr System) conducted site visits at the facility where each firm would be administering their help desk services.

On August 6, 2007, committee members met to get an overview of the site visits, discuss each firm's BAFO response and vote which firm offered the best value to the County. The evaluation committee unanimously voted that Buchanan Associates offered the County the best overall proposal.