

From: Robert Clines  
To: Boles, Linda; Brown, Shannon  
Date: 10/31/2007 12:32:05 PM  
Subject: Fwd: Unisys

Lets discuss

thanks,

Bob C.

>>> Jennifer Torres 10/31/07 12:16 PM >>>  
Commissioner Price asked that I forward this to you...

GOVERNMENT  
EXHIBIT NO.  
337

3:14-CR-293-M



October 31, 2007

Commissioner John Wiley Price  
District 3, 1506 E. Langdon Road  
Dallas, Texas 75216

**Re: RFP No. 2007-117-3023 Request for Proposals for Dallas County's Desktop Technical Support – Updated BAFO Clarifications**

Dear Commissioner Price:

A key component to any technology contracting engagement is the experience and success of previous implementations. As Dallas County considers contracting with Unisys, a \$5B+ global corporation, we encourage you to review third-party analysts' statements on the Unisys position in thought leadership and execution of Desktop Technical Support services.

In addition, Unisys provided a Performance Bond to secure this engagement for Dallas County's benefit.

Below is the Unisys clarification for the items stated in the Award Recommendation Letter dated October 30, 2007:

*Confidential  
refer.*

Area	Unisys Response
On-site Staffing	<p>The Desktop Technical Support Services request by Dallas County is based on a scope of work and contracted service level agreements (SLAs.) Unisys commits to delivering the scope of services requested within the defined services levels. We estimate that this staffing will involve approximately 17 FTE with some staff deployed in Dallas County buildings. We have the flexibility to augment our staff locally in Dallas with additional resources to meet the contracted SLA. Unisys has over sixty (60) technical resources located in the Dallas area that can be used for delivering services to Dallas County.</p> <p>The focus of the Dallas County requirement was Service Level performance; not an FTE count.</p>
Daily Coverage	<p>The Dallas County RFP stated the coverage support hours as follows: "On-Site Technicians will be available from 8:00 am to 5:00 pm Monday – Friday CST at several of the County's offices."</p> <p>If Dallas County requires extended hours of coverage, Unisys agrees to extend our coverage to 7:00 am to 6:00 pm.</p>

Transition Time	<p>Unisys does not agree with the cost impact of extending services from Atos Origin. Dallas County assumed a burden to the Unisys price of \$366,914 (\$183,457 x 2 months). During the transition period, Dallas County will pay either Atos Origin or Unisys for the services, not both. The incremental cost impact to Dallas County for the Unisys Transition timeline is \$0.</p> <p>A 7-day transition as proposed by the other vendor would subject Dallas County to significant risk and is counter to industry best practices.</p>
Inventory Management	<p>Unisys intends to perform a thorough physical inventory upon implementation and conduct periodic rolling inventory audits to maintain inventory accuracy. Unisys has included an Asset Manager who will be responsible for overseeing the inventory audit process. This periodic rolling inventory audit process is designed to validate the full asset inventory of Dallas County on an annual basis.</p>
MWBE Participation	<p>In the Unisys BAFO Clarification dated October 25, 2007, Unisys increased our MWBE participation goal to 30%.</p>
Out of Scope Moves/Adds/Changes (MACs)	<p>Unisys agrees with the statement.</p>
Contractual Exceptions	<p>Unisys agrees to negotiate in good faith with Dallas County during the next phase.</p>
Cost Comparison	<p>Based on our review of the Award Recommendation letter dated October 30, 2007, Unisys believes that the cost calculations for our proposal have not been stated correctly. We have provided our analysis of the costs in the table below. As you can see from this analysis Unisys is the best value and price for Dallas County Desktop Technical Services.</p> <p>Project Support: Unisys provided a technical rate of \$65 an hour in the Unisys BAFO Clarification dated October 25, 2007. We have made this adjustment in the table below.</p>

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Service	Unisys Costs as stated in Award Recommendation Letter	Unisys Cost Clarification
Transition	\$288,791	\$288,791
Services (5 Year Total)	\$8,007,480	\$8,007,480
Atos Origin Costs	\$366,914	\$0
Inventory	\$195,000	\$195,000
Project Support (rate x 1,000 project hours x 5 years)	\$425,000 <i>@ \$85/Hr</i>	\$325,000 <i>@ \$65/Hr</i>
Interface with Help Desk System	\$150,000	\$150,000*
<b>Revised - Total Five Year Costs</b>	<b>\$9,433,185</b>	<b>\$8,966,271</b>

*Why not blanked out?*

**UNISYS**

**\*Note:** Unisys provided the response below in our BAFO Clarification Letter dated October 24, 2007. The 3,000 hours mentioned below will be at a blended rate of \$85 per hour.

In response to the BAFO Clarification Meeting with the Dallas County Team on October 24, 2007, Unisys agreed to provide a response to the following remaining question:

Provide an explanation of the approach for integrating the Dallas County incident management system with the Unisys Service Request Management System (SRMS).

**Unisys Response:** The Unisys approach in our original RFP response dated August 13, 2007 was to allow the Dallas County Help Desk to open tickets at no additional expense to our BAFO price. We described this approach as enabling the help desk resolver to open a dispatch when an incident warranted that action to occur by having access to our dispatch (SRMS) system side by side with the Help Desk Ticketing system. The end users can check status via the web portal that Unisys will enable by end user department. Alternatively, Unisys can automate the connection between the two ticketing systems via a B2B [Business to Business] interface. The estimated cost of the B2B interface is \$150,000.

We also discussed the need to provide support on an ad hoc basis for projects that surface throughout the year. Unisys will build the B2B interface at no additional cost to Dallas County if the agreement includes a pre-allocated 3,000 hours per year for Ad Hoc Project Support. The Ad Hoc Project Support would be billed 1/12<sup>th</sup> per month and any unused portion would be credited to Dallas County. We are offering the B2B interface based on a set of assumptions about the interface requirements which we need to finalize in contract negotiations. If the level of effort is more than the assumed amount, we can draw down additional support from the Ad Hoc Project pool to complete that project. We do not believe that additional hours will be needed for the B2B interface but cannot assume that we have all your requirements finalized.

We value the opportunity to work with Dallas County. If you have any questions on the Unisys proposal, please contact me at 512-828-9034 or via email: [kate.connolly@unisys.com](mailto:kate.connolly@unisys.com). Again, thank you for your consideration of Unisys.

Sincerely,



Kate Connolly  
Executive Director  
Texas Public Sector