

# **Dallas County, Texas**

## **Proposal for:**

**Dallas County's Desktop Technical Support**

# **BAFO Response**

**RFP # 2010-090-5232**

**February 4, 2011**



**GOVERNMENT  
EXHIBIT NO.  
512**

**3:14-CR-293-M**

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## ***CATEGORY I: Executive Summary***

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### **BAFO - Summary**

CyberDyne Systems is pleased to submit a Best and Final Offer (BAFO) response to Dallas County's RFP for Desktop Technical Support Services. CyberDyne and KNI will perform all that is required to completely satisfy the County and their needs for desktop technical support. This BAFO response reiterates our willingness and ability to work with Dallas County, as well as our commitment to retain and to build on our ongoing successful relationship.

In this BAFO, we will:

- Detail the transition time that would be required – Page 8
- Complete and provide a detailed cost matrix – Page 7
- Identify where our warehouse is and define Dallas County's access to it – Page 10
- Define specific procedures for an accurate inventory – Page 10-11
- Identify specific benefits from working with CyberDyne – Page 14-15
- Updated Resumes – There is no change in resumes provided
- Minority/Women Owned Business Participation – Page 5 & 13-14
- Comments on contract language – Page 15

CyberDyne Systems has assisted Dallas County's IT Management in meeting their Service Level Agreements (SLA) since 2002. CyberDyne Systems will continue to provide flexible and comprehensive IT services in support of Dallas County's vision. CyberDyne Systems places the highest priority on customer satisfaction and will continue to add significant value to all aspects of Dallas County's operations.

CyberDyne Systems believes our experience in the Public Sector differentiates our company which allows us to bring extensive knowledge of government IT processes to best serve Dallas County. This Public Sector domain expertise combined with CyberDyne Systems' IT expertise brings added value to Dallas County which makes CyberDyne Systems the perfect partner for Dallas County.

The main objective of this RFP is to contract an IT services provider who can manage the responsibilities of the Desktop Technical Support Services for Dallas County.

CyberDyne Systems is proposing a service solution which will deliver a turn-key Desktop Support Service. This solution consists of the following six components:

- Break/Fix Operations
- Project Support Operations
- On-Site / On Call Support Staff
- Desktop Operations
- Central Receiving and Distribution
- IT Asset Management (Hardware/Software)

To ensure the success of the CyberDyne Systems solution, we will staff our Dallas County Operations Team with the following positions:

- Service Delivery Manager (1)
- Service Coordinator (1)
- Certified Desktop Technicians (12)
- Break/Fix and Project Technicians (2)
- Asset Management/Receiving/Distribution (2)

This CyberDyne Systems Solution will ensure that Dallas County's IT Management is providing quality service to Dallas County customers. This will also allow Dallas County to continue to identify new methods to deliver sustainable cost reductions and continuous improvement throughout the life of the contract by successful management of the following areas:

- Total cost of ownership
- Desktop support costs
- Customer satisfaction
- Support for Dallas County customers
- Service Level Agreements (SLAs)

We appreciate the opportunity to submit this proposal. Thank you for your continued interest and trust in our services. Please be assured of CyberDyne Systems total commitment to support your RFP decisions.

Regards,



Tommy Hoang  
VP CyberDyne Systems

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## Utilization Statement of Sub-Contractor - MWBE Participation

CyberDyne Systems plans to utilize KNI Inc. as a Women-Owned Business recognized by the NCTRCA under this contract. KNI Inc. will provide staffing and management support for this contract.

CyberDyne Systems will perform seventy (70%) of the work under this contract. KNI, the above referenced NCTRCA certified MWBE subcontractor will perform the remaining **thirty (30%)**.

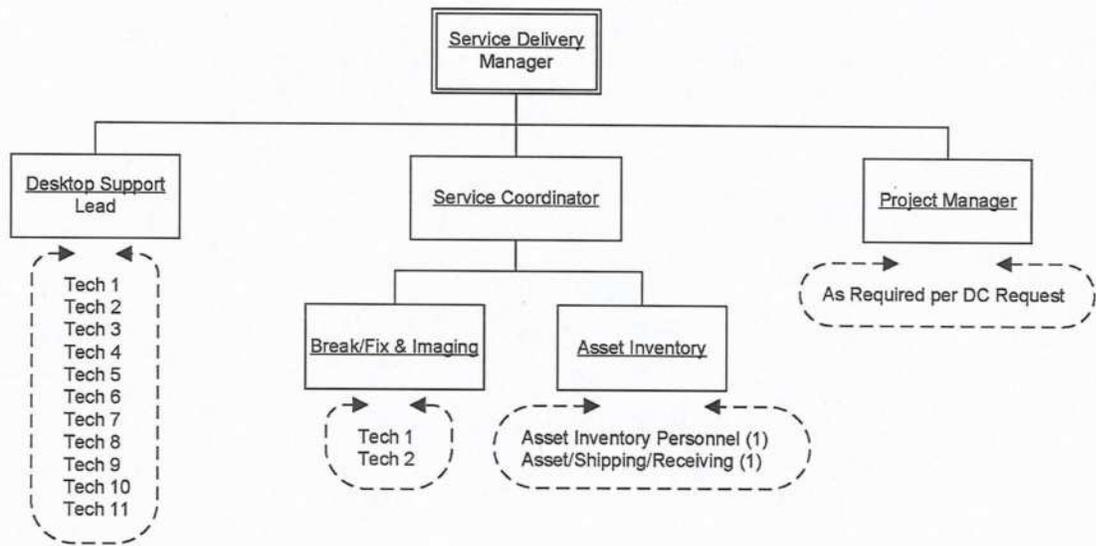
### Respondent's Sheet

Respondent's Name: CyberDyne Systems Inc.  
 Contact: Tommy Hoang  
 Phone: 888-571-0813  
 Street Address: 2340 E. Trinity Mills Rd. Suite 220, Carrollton, TX 75006  
 Fax: 888-571-6371  
 Email: [thoang@cdats.com](mailto:thoang@cdats.com)  
 MBE Certification: **MBE** Certification Number: **PMDB43323Y1110**

### Subcontractor's Sheet

Company Name: KNI, Inc.  
 Contact: Randal B. Bryant  
 Phone: 214-374-2878  
 Street Address: 1211 Willow Glen Drive, Dallas, TX 75232  
 Fax: 214-374-0715  
 Email: [thebuildfoundation@yahoo.com](mailto:thebuildfoundation@yahoo.com)  
 MBE Certification: **WMBE** Certification Number: **BFMB46662N091**

## Staffing Org Chart



## Contact for Contract Administration

NAME: Tommy Hoang  
 TITLE: Vice President  
 COMPANY NAME: CyberDyne Systems Inc.  
 ADDRESS: 2340 E. Trinity Mills Rd. Suite 220  
 TELEPHONE NUMBER: 888-571-0813  
 FAX NUMBER: 888-571-6371  
 E-MAIL ADDRESS: [thoang@cdats.com](mailto:thoang@cdats.com)

## CATEGORY II: Costs and Transition Timeline

We have streamlined our proposal and eliminated items that save the County money without impacting customer service.

<b>Cost Comparison Scenario CyberDyne Systems Inc.</b>					
<b>Assumptions</b>					
Initial Term	3 Years				
Extension Options	up to 2 one year terms				
PC's Maintained	5,500				
Printers Maintained	2,500				
Average Monthly Tickets	850				
<b>Annual costs</b>	Year 1	Year 2	Year 3	Year 4	Year 5
Base Monthly Services					
Desktop Support, Break/Fix, Asset Management/Receiving, Mgmt					
Service Delivery Manager (1) - On-Site					
Desktop Support Technicians (12) - On-Site					
Break/Fix Support Technicians (2)					
Asset Management/Central Receiving Personnel (2)					
Service Coordinator (1)					
COLA of 3% shown in year 2 - 5					
Expenses					
Phone/Parking					
Mileage/Travel					
Insurance: Workers Comp., Liability, E&O					
<b>Projected Annual Cost</b>	\$1,302,250	\$1,341,317	\$1,381,557	\$1,423,004	\$1,465,694
One Time Costs					
Transition	\$75,000				
License/Other					
<b>Annual Total</b>	\$1,377,250	\$1,341,317	\$1,381,557	\$1,423,004	\$1,465,694
<b>Out Year Totals</b>		3 Year Total	\$4,100,124	5 Year Total	\$6,988,822
<b>Total FTE Assigned</b>	18				
<b>Hourly Rates for Out of Scope Work</b>					
Desktop Engineer	\$45				
Lead Desktop Engineer	\$50				
Project Coordinator	\$30				
Service Delivery Manager	\$55				
Project Labor Out-of-Scope (Hourly)	\$45				
Recovered PC's Imaged/Salvaged/Software Compliance	\$45				
Process old terminals, printers for disposal (per device)	\$10				
IMACs (per Hour) Business Hours/Off Hours	\$45/\$70				
Network Support Services (per Hour)	\$95				
Server Support Services (per Hour)	\$95				
<b>Exceptions</b>					
Logistical Services	TBD				
Off Hours Support					
Trip Charge	\$40	Per Ticket			
Overtime	\$97	Per Hour			
Holiday	\$130	Per Hour			
CyberDyne Systems Receiving & Imaging Facility	No Cost				
CyberDyne Systems Warehouse - long term storage	\$1	per carton per month for >90 days			
950 tickets per month - included in base price	\$15	per ticket over 950/month - billed monthly			

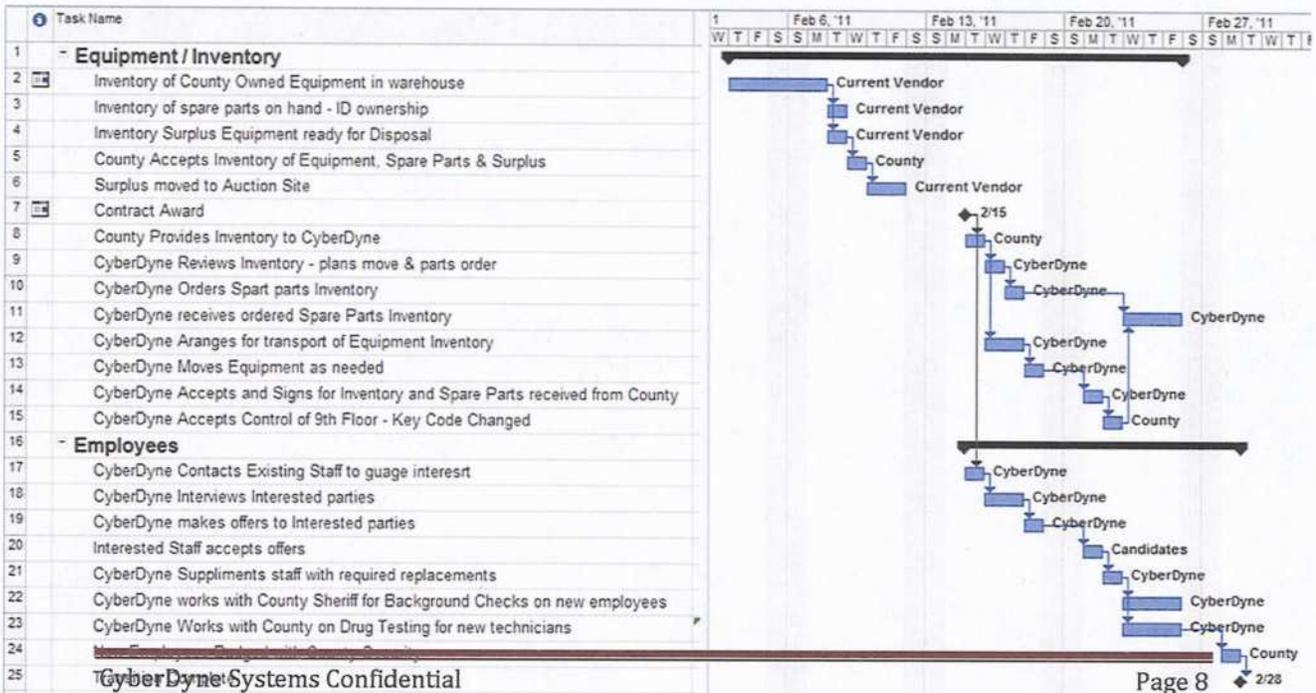
The above table shows our BAFO costs for this proposal. Staffing will be similar to the existing contract, with nine (9) dedicated on-site personnel and three (3) floaters that will be responsible for all of the outlying offices and remote sites. The manager, the service coordinator and two (2) break/fix technicians will also be located on site. At the warehouse there will be two (2) Asset Management and receiving technicians. These centrally located individuals will share the warehouse duties and also give additional assistance to on-site personnel if required and as needed.

CyberDyne's intent is to interview and keep in place most of the current staff in order to maintain continuity with support operations. We do however have staff available that we can fully staff the engagement without keeping any of the existing staff should they choose not to stay on.

In this BAFO we have chosen to eliminate the monitoring software that was significantly expensive in favor of having "people" with the end users so that customer service remains superior.

### Transition Timeline

CyberDyne Systems will transition into the support role for Dallas County over a period of 10 business days. There is nothing in the transition plan that must be completed prior to "Go Live". As noted below, the County will need to work with the Current Vendor and determine what equipment will transition to CyberDyne prior to Contract Award. Timeline will shift depending on the contract award date.



## CATEGORY III: Technical Requirements

### **Service Level Reviews**

CyberDyne Systems will meet and exceed the above service levels. These SLA's will be measured and evaluated with the County weekly, monthly and quarterly to assess performance, determine root cause, identify trends, provide problem resolution recommendations and set stretch goals.

### **Executive/VIP Support**

Additionally, CyberDyne Systems understands the sensitive nature of requests originating from executive and VIP level personnel and such requests will be handled with priority 1 status.

### **Key Performance Indicators**

CyberDyne Systems has worked closely with Dallas County as their primary Desktop Support provider and has never failed to deliver exemplary service and support. Throughout the tenure of service with Dallas County there was never a missed SLA. Issues, when they arose, were addressed immediately and professionally. On many occasions, CyberDyne voluntarily stepped up and supported the County in critical times, some of which were with the Elections Department, HHS and the District Clerk. Additionally, the Tax office has received special support and service. It is in our culture to go above and beyond in servicing our customers.

### **Technical Requirements**

#### **1.0 Break/Fix Operations:**

CHANGES AS NOTED BELOW

- *Asset Recovery and relocation of production computing equipment*

The Break/Fix team will provide asset recovery services for up to twenty devices through the proposed desktop support team (20 per day per technician/department depending on ticket count). Larger groups of recovery services will be coordinated through the Account Manager and will be treated as a project and be billed separate of the standard contract per the rates published in the rates table.

#### **2.0 Project Support Operations:**

NO CHANGE FROM INITIAL PROPOSAL

#### **3.0 Onsite/On call support staff:**

NO CHANGE FROM INITIAL PROPOSAL

#### 4.0 Desktop Operations:

CHANGES AS NOTED BELOW

##### 4.1.2 Software Images and Desktop Image Management

CyberDyne Systems provides a thousand (1000) square feet of space dedicated to the imaging process. We have multi-imaging stations (mirror images) that will serve as easy access points for support technicians and Dallas County IT Management.

#### 5.0 Central Receiving:

CHANGES AS NOTED BELOW

The current CyberDyne facility provides twenty eight hundred and seven (2,807) square feet of space. We have an agreement with our landlord that we can upgrade to 5,000 square feet if we need the additional space. This was done to reduce costs to our customers and at the same time provide the necessary space needed. Upgrading the warehouse space would require 90 days notice. ALL OTHER ITEMS IDENTIFIED IN THE INITIAL PROPOSAL DO NOT CHANGE. At any time, Dallas County can have escorted access to this facility. The warehouse is located in Carrollton TX and we will make all appropriate and necessary arrangements to accommodate county access requests.

#### 6.0 Asset Management:

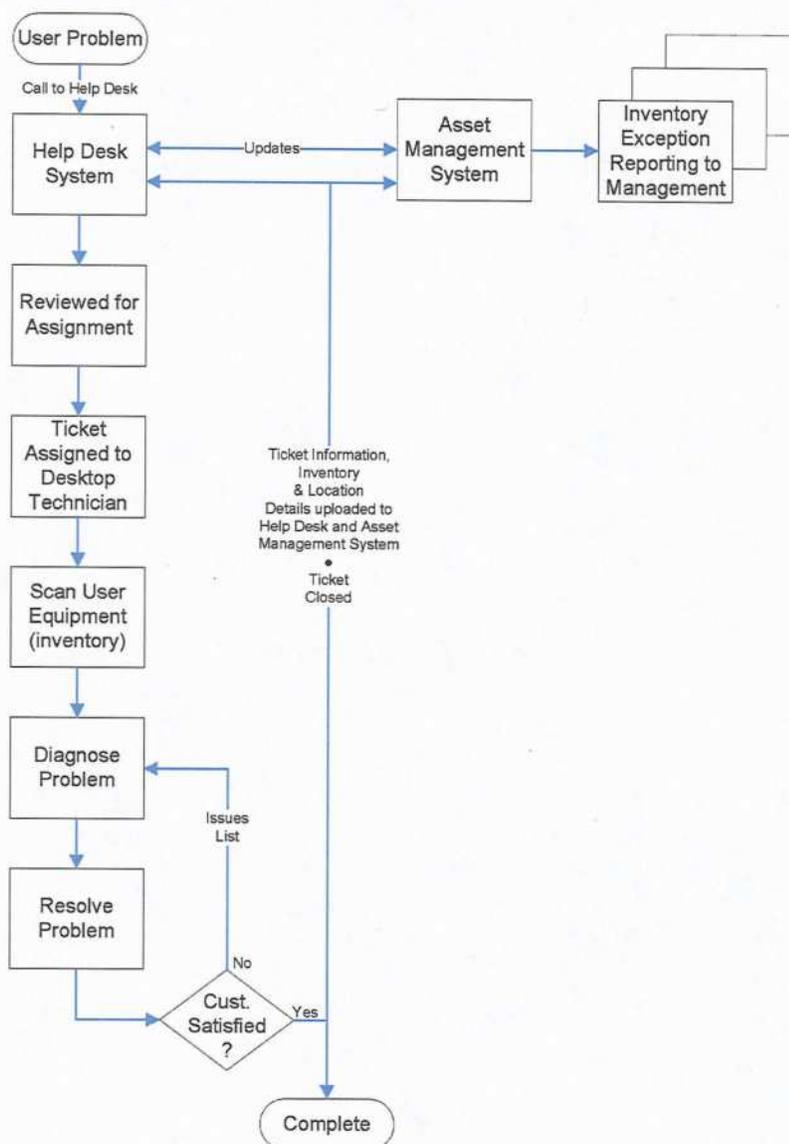
##### 6.11 Annual Desktop Inventory

It is our intention to utilize the existing desktop inventory that is currently in place at the County as a starting point for this contract. It is also our intention to develop and maintain an accuracy of the inventory at the desired 99% level. This will be accomplished by utilizing the handheld scanners that are already in place at the county and on every service call, we will inventory all equipment associated with that call. This coupled with our discovery tools will enable us to establish and maintain the accuracy needed. The inventory will include all elements noted in the RFP which are:

- Annual desktop inventory
- Inventory tracking database
- Elements of Inventory Tracking Database
- Inventory reporting tools (portal)
- Installs, Moves, Adds, Changes (IMACs)
- Procedures for maintaining inventory accuracy
- Procedures for removal of recovered assets
- Historical Inventory

The following graphic shows the process that will be used every time that a trouble ticket is opened and a technician does a site visit. By **STRICTLY** following this procedure, we will be able to sample a large part of the desktops and verify their configuration and location. In the event that equipment is found to have a different configuration or be in a different location we will note that and when the technician returns to upload his information, the database will be corrected. Several steps can be taken if this happens depending on the circumstances.

### Desktop Trouble Ticket Process



Departments can request detailed reports showing all of their equipment at any time. Custom inventories which would require specific labor and project management would be out of scope of this agreement but could be contracted per the labor rates in the Costs section or a specific quote can be requested.

### 6.13 Elements of Inventory Tracking Database

NO CHANGE FROM INITIAL PROPOSAL

### 6.15 Installs, Moves, Additions, Changes (IMAC)

CHANGES AS NOTED BELOW

The web-based barcode fixed asset subsystem allows for capture of IMAC activity. We will have IMAC requests routed to the Asset Management team via the central help desk. Subsequently, the request will be assigned to either desktop field technicians (**up to twenty IMACs per day per technician depending on ticket count in queue**) or the Project Support team (for IMACs larger than 20/day). In order to save the County money, if the County is willing to provide relief on the support SLA, we will use the full time technicians to accomplish the IMAC requests of greater than 20/day. There must be a written agreement in place prior to the IMACs taking place that grants relief from the SLA. This will allow cost savings to the County and still enable ongoing support to continue.

### 6.16 Procedures for Maintaining Inventory Accuracy

#### Initial Entry of Asset Records

CyberDyne Systems Asset Management team will receive a capital/controlled equipment outlay data file from Dallas County Purchasing and/or IT Procurement detailing items that have been ordered and routed to the warehouse, Dallas County receiving area, or the remote field staging areas. The format and attributes of the file will be determined by the Asset Management team and Dallas County IT Management, or its designees.

The capital/controlled equipment outlay process will provide CyberDyne Systems Asset Management team a mechanism to reconcile equipment ordered, distributed to all staging areas and received to the actual outlay report. This process will ensure comprehensive additions to the fixed asset subsystem.

#### Life Cycle Monitoring

As referenced under the *Installs, Moves, Adds, Changes (IMAC)* section of this document, this essential area for maintaining inventory accuracy will be managed by the Asset Management team.

#### Idle Assets and Surplus Disposals

As referenced under the *Installs, Moves, Additions, Changes (IMAC)* section of this document, physical barcode values or control numbers will be assigned to assignable space. The control

numbers will also identify the building, floor, room number and ownership (department code) of the area.

The areas which are to be considered storage areas for idle assets (pending re-assignment or surplus equipment classification) will be identified and properly coded as idle asset storage. Movement of devices into these areas will be managed by the Asset Management team to maintain the integrity of the database. This will allow Dallas County IT Management a means to view computers which have contributed to the enterprise licensing historical reports and considerations that are no longer in the County's production computing environment and may be eligible for a licensing release process.

6.17/6.18 Procedures for Removal of Recovered Assets/Historical Inventory

NO CHANGE FROM INITIAL PROPOSAL

7.0 Statement of Work – Dallas County - Out-of-Scope Projects

NO CHANGE FROM INITIAL PROPOSAL

8.0 Service Level Agreements

NO CHANGE FROM INITIAL PROPOSAL

CATEGORY IV: Minority Business Compliance - MWBE

As mentioned above, CyberDyne and KNI are teaming together to provide superior service to Dallas County. Below are our MBE/MWBE Participation Report (updated with BAFO numbers) and our Letter of Assurance which were included in the initial proposal submission. This demonstrates our Good Faith in working with Dallas County and the community to provide business opportunities to certified MWBE vendors and individuals.

2. MBE/WBE PARTICIPATION REPORT

2010-090-6232 PROJECT NUMBER      3 Year - \$4.1M  
 5 Year - \$6.99M  
 Total Amount of Your Bid/Proposal \$  
 (The amount above should equal the total amount as shown on the bid sheet)

PROJECT TITLE: Desktop Support Services

List each MBE/WBE business that you plan to use on this initiative. Deletion of firms must be approved by Dallas County prior to finalization.

Name of MBE/WBE	NCTRCA* Certification #	Phone #	S / M**	Description of Work	Amount	%
<u>KNI Inc.</u>	<u>BEMB 46662N001</u>	<u>214-794-7943</u>	<u>S</u>	<u>Staffing</u>	<u>\$300K/420K</u>	<u>30</u>

\*North Central Texas Regional Certification Agency - \*\*S = Sub (contractor/consultant) \*\*M= Material Supplier

No MBE/WBE's Added: Please Explain: \_\_\_\_\_

COMPLETE THIS PORTION OF THE FORM WITH DATA ON YOUR COMPANY.

NAME OF YOUR BUSINESS: Cyberdyne Systems ADDRESS: 2940 E Trinity Mills Rd #220 PHONE#: 214-916-0100

TOMMY HUANG [Signature] VP 9/29/2010  
 Printed Name of Preparer      Signature      Title      Date

3. LETTERS OF ASSURANCE

Letter Of Assurance "A"

The undersigned bidder/proposer hereby assures that our firm will meet or exceed submitted M/WBE goals and shall demonstrate and document a Good Faith Effort to comply with the Dallas County's Minority and Woman-Owned Business Involvement Policy in subcontract/subconsultant awards. The undersigned further agrees that any deviation from the initial goals will be done so only with the concurrence of Dallas County.

Cyberdyne Systems      [Signature]      VP      9/29/2010  
 Name of Company      Signature      Title (Officer of firm)      Date

(Complete this section only if you're planning to use the services of an NCTRCA certified vendor)

or

Letter Of Assurance "B"

The undersigned bidder/proposer hereby certifies that our firm will perform the contract:

with our own work forces, and submit information sufficient to demonstrate that it is your normal business practice to do so.

or

without the services of M/WBE subcontractors/subconsultants. The undersigned further submits GFE documented attempt(s).

\_\_\_\_\_  
 Name of Company      Signature      Title (Officer of firm)      Date

(Complete this section only if you're not planning to use the services of an NCTRCA certified vendor)

NOTE: Each bidder/proposer will be required to sign one of the above letters of assurance which should be returned with proposal

4. PRIME CONTRACTOR MBE/WBE IDENTIFICATION

Minority Business Enterprise (MBE) - The bidder/proposer represents that it:

is not a minority-owned business, NCTRCA\* # PMDB 933234110

Woman Business Enterprise (WBE) - The bidder/proposer represents that it:

is not a woman-owned business, NCTRCA\* # \_\_\_\_\_

\*NCTRCA = North Central Texas Regional Certification Agency

**CATEGORY V: Summary & Benefits from Working with CyberDyne**

CyberDyne and KNI are excited about the opportunity to team with Dallas County and provide superior service and Customer Support. Our commitment to quality service and product will translate into enabling the County users to continue to serve the public in an efficient and effective manner. We look forward to a continued and long relationship with Dallas County.

One advantage that the County has in working with CyberDyne is that we are a very well known quantity. As stated above, CyberDyne has never missed an SLA. We know how the County works and we understand the complexities associated with supporting such a diverse and tightly

integrated infrastructure. We understand the unpredictability of day to day operations within the County. That is why we have identified 100 extra help desk tickets per month (950 total) that are included in the quoted price. This will give the County added savings.

We are a local company providing jobs to local individuals and keeping the business within Dallas County to improve the lives of our citizens. We are involved with the community and have relationships with many of the leading companies and citizens within the County.

### CATEGORY VI: Contract Language

We request that the following change be made to the contract language that was provided:

#### "SECTION 17. SECURITY FOR FAITHFUL PERFORMANCE

With the execution and delivery of the Contract, CONTRACTOR shall furnish and file with Dallas County within thirty (30) calendar 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 2253.01 of the Texas Local Government Code and/or as amended.

- A. A good and sufficient Bond in an amount **equal to one hundred percent (100%) of the approximate total amount of the Contract**, as evidenced by the RFP No. 2010-090-5232, 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 COUNTY exercise and Contract extension option for additional Contract terms, it will be CONTRACTOR's responsibility to have the surety company provide to County confirmation of the existing bond or provide a new bond, if applicable. Bond shall provide for the repair and for maintenance attendant thereto, of all defects due to faulty materials, workmanship, defects and failures that may appear within a period of one year from the date of completion and acceptance of the Work by Commissioners Court."

Requested Change:

"...amount **equal to one hundred percent (100%) of the approximate total ANNUAL amount of the Contract...**

In the past, we have had to request letters from the County clarifying this phrase as we have worked with our bonding agency. If this "annual" term is added, it will clarify that issue for us and our bonding agent.

Suggestion:

Since this is a Services Based contract, the cost to the County could be further reduced if the bonding requirement was changed to the cover the time that it would take to replace the vendor using the standard RFP process, approximately 6 months. This gives the County all of the protection that would be needed given the existing Procurement Department process. This one change could save the County an additional \$35,000 annually and still maintain the protection that is required.