



## DALLAS COUNTY PURCHASING DEPARTMENT

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February 8, 2011

**TO:** The Honorable Commissioners Court

**FROM:** Linda S. Boles, Purchasing Agent

**SUBJECT:** Render Susceptible for Contract Negotiations/Award Consideration --  
RFP No. 2010-090-5232 Request for Proposals for Desktop Technical  
Support Services for Dallas County

### Background

On November 30, 2010, by Court Order No. 2010-1972, the Commissioners Court authorized staff to proceed to Step 2 of the aforementioned RFP process with the highest rated firms. The purpose of this briefing is to recommend staff be permitted to enter into contract negotiations with the firm deemed most qualified for award consideration.

### Operational Impact

The intent of the solicitation is to enter into an initial three (3) year contract, with the option to extend for two additional one year periods, with a qualified firm who has demonstrated knowledge of operating and managing desktop technical support services. The rating criteria and points assigned are as follows:

	Criteria	Points
I	Company Profile	20
II	Cost Expectations	25
III	Technical/Methodology approach, implementation plan and timeline to deliver required services	40
IV	M/WBE Participation	15
	Total	100

The proposals were evaluated and scored by representatives of the following County departments: Commissioners Court, IT and Budget. M/WBE Coordinator solely evaluated and scored the M/WBE Compliance Section.

Based on the committee's consolidated scores, four (4) firms were rated as the most qualified and susceptible to move forward to step two of the RFP process. They are as follows: *DFW Technology*, *QNet Information Services*, *TechForce Technologies* and *Unisys*. In accordance with the RFQ requirements and Section 262.030 "High Technology" of the Texas

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GOVERNMENT  
EXHIBIT NO.

513

3:14-CR-293-M

SBP-1A-162-0099-01-43621

Local Government Code, attached for the Court's confidential review is a copy of the committee's scores.

However, due to a scoring oversight with respect to Category IV (M/WBE Participation), it was later determined that a fifth vendor, *CyberDyne Systems*, should have received six points for their M/WBE subcontractor participation. As a result and in accordance with the requirements of the RFP, when factoring in the additional six points *CyberDyne Systems* overall score resulted in the firm being eligible to advance to Step 2 of the RFP. As a result, the firm was given an opportunity to address the criteria outlined in the BAFO letter.

Step Two of the RFP process included Best and Final Offers and contract compliance. Upon review of the BAFO's submitted by the six respective firms, the evaluation committee renders *QNet Information Services* as the susceptible for award consideration and final contract negotiations.

In the event the County cannot reach an agreement with the selected firm by negotiation of a contract, the County may formally end negotiations by written notification to the firm. At the County's discretion, the County may then choose to enter into negotiations with the next most highly ranked firm and attempt to negotiate a contract with that firm. The process will continue until the County has successively negotiated a contract or rejects all proposals from award consideration.

#### **Legal Impact**

Per the requirements of the RFP, specific information on the content of the proposals will not be disclosed until a final contract is executed by Commissioners Court.

#### **Recommendation**

The Purchasing Department, in conjunction with the evaluation committee, recommends that the Commissioners Court render *QNet Information Services* as the susceptible firm for award consideration and authorizes staff to proceed with entering into final contract negotiations for RFP No. 2010-090-5232 Request for Proposals for Desktop Technical Support Services for Dallas County.

In an effort to expedite the process, a Court Order has been placed on the Formal Agenda.

SCORE SHEET (STEP 2)

RFP No.: 2010-090-5232

RFP- Desktop  
Technical Support  
Services for Dallas  
County

Total  
Maximum Points

PROPOSER  
DFW Technologies

PROPOSER  
Qnet

PROPOSER  
TechForce

PROPOSER  
Unisys

PROPOSER  
Cyberdyne

Scoring Criteria

Scoring Criteria		Total Maximum Points	<u>PROPOSER</u> DFW Technologies	<u>PROPOSER</u> Qnet	<u>PROPOSER</u> TechForce	<u>PROPOSER</u> Unisys	<u>PROPOSER</u> Cyberdyne
I	Company Profile	20					
SB	Commissioners Court		18	19	16	17	15
AH	IT		18	17	18	20	8
RC	IT		10	16	18	18	8
RB	Budget		16	18	16	18	16
	<b>SUBTOTAL/4</b>		<b>16</b>	<b>18</b>	<b>17</b>	<b>18</b>	<b>12</b>
II	Cost	25					
SB	Commissioners Court		21	24	17	18	25
AH	IT		17	23	10	20	23
RC	IT		21	23	16	17	20
RB	Budget		22	23	20	22	24
	<b>SUBTOTAL/4</b>		<b>20</b>	<b>23</b>	<b>16</b>	<b>19</b>	<b>23</b>
III	Technical/Methodology approach, implementation plan, timeline	40					
SB	Commissioners Court		35	37	36	30	34
AH	IT		34	34	36	23	30
RC	IT		22	32	35	24	22
cp	Budget		35	35	35	35	35
	<b>SUBTOTAL/4</b>		<b>32</b>	<b>35</b>	<b>36</b>	<b>28</b>	<b>30</b>
	<b>Subtotal Cat. 1-3</b>		<b>68</b>	<b>76</b>	<b>69</b>	<b>65</b>	<b>65</b>
V	MWbe Participation <i>*category scored by County MWBE Officer Only</i>	15					
a.	Certified MWbe firm		6	6	6	0	6
b.	MWbe involvement as sub-consultants, sub-contract or supplier		6	6	6	6	6
c.	Female and minority employees assigned to project		3	3	3	3	3
	<b>TOTAL POINTS</b>	<b>100</b>	<b>83</b>	<b>91</b>	<b>84</b>	<b>74</b>	<b>80</b>

Point No.	BAFO Item	DFW	Qnet	Techforce	Unisys
1	Transition Period	30 days	2 wks	none	60 days
2	Cost matrix (BASE Rate for initial 3 yr)	\$ 4,368,000.00	\$ 4,257,681.00	\$ 4,896,000.00	\$ 4,248,640.00 * Note: excludes inflation increase yrs 2-5, reserves right to re-adjust \$\$ upon 12 mo review of data. Pricing contingent upon receiving Desktop and Help Desk contracts
3	Warehouse location	Richardson	Richardson	Richardson	thru sub "Pinnacle", Dallas
4	Number of Employees Committed to Project	15	17	22	15.4
5	Inventory Procedures	Inventory/Order Mgt. System, Lifecycle Mgt.	partner w/Buchanan to utilize their system, hire dedicated mgr., quarterly inspections.	Buchanan Asset Mgt. System	Asset database
6	Benefits indicated	self managed operations	Desktop Enhancement Suite	dedicated resource for Sheriff Dispatch Center, on-site dedicated/certified Audiovisual tech.	company/subs past experience w/ this type of contract.
7	changes in resumes key personnel	None	None	None	None
8	M/WBE Participation	Note: 15 pts allotted- Vendor is a certified NCTRCA vendor	Note: 15 pts allotted- Vendor is a Certified NCTRCA vendor	Note: 15 pts allotted- Vendor is a Certified NCTRCA vendor	Note: 9 pts allotted - Vendor is NOT an NCTRCA Certified Vendor
9	Contract issues	none	add Monetary Restitution Clause and Indemnification modification	Termination: remove w/o cause, give 10 days to cure, Insert: No compete clause	Based on terms/conditions contained in Unisys Master Agreement not Dallas County

CyberDyne

10 business days
\$ 4,100,124.00
Carrollton
18
utilize existing County "Buchanan" Assest Mgt. System
past working relations with Dallas County.
none
15 pts.allotted - Vendor is a Certified NCTRCA firm
perf. Bond request based on annual amount

Score sheet for: Request for Proposals for Desktop Technical Support Services for Dallas County  
Solicitation No. 2010-090-5232

PROPOSER:

Business Control Systems

	SCORING CRITERIA	POINTS ALLOTTED	POINTS ASSIGNED
1.	COMPANY PROFILE including but not limited to: Financial Stability, references resumes, subcontractors, years of experience in similar field	20	_____
2.	COST	25	_____
3.	TECHNICAL/METHODOLOGY APPROACH, IMPLEMENTATION PLAN TIMELINE TO DELIVER REQUIRED SERVICES	40	_____
	SUBTOTAL:		_____
	<i>*Category 4 scored by County M/WBE Officer Only</i>		
4.	M/WBE PARTICIPATION	15	
a.	Certified M/WBE Firm	6	6
b.	M/WBE involvement as sub-consultants, sub-Contractor or supplier	6	0
c.	M/WBE employees assigned to project (EEO1 Compliance)	3	3
			TOT 9
	GRAND TOTAL	100	_____

SIGNATURE OF SCORER: \_\_\_\_\_  
DATE: \_\_\_\_\_

Score sheet for: Request for Proposals for Desktop Technical Support Services for Dallas County  
Solicitation No. 2010-090-5232

PROPOSER:

Lyberdyne

	SCORING CRITERIA	POINTS ALLOTTED	POINTS ASSIGNED
1.	COMPANY PROFILE including but not limited to: Financial Stability, references resumes, subcontractors, years of experience in similar field	20	_____
2.	COST	25	_____
3.	TECHNICAL/METHODOLOGY APPROACH, IMPLEMENTATION PLAN TIMELINE TO DELIVER REQUIRED SERVICES	40	_____
	SUBTOTAL:		_____
	<i>*Category 4 scored by County M/WBE Officer Only</i>		
4.	M/WBE PARTICIPATION	15	
a.	Certified M/WBE Firm	6	<u>6</u>
b.	M/WBE involvement as sub-consultants, sub-Contractor or supplier	6	<u>0</u>
c.	M/WBE employees assigned to project (EEO1 Compliance)	3	<u>3</u>
			TOT <u>9</u>
	GRAND TOTAL	100	_____

SIGNATURE OF SCORER: \_\_\_\_\_

DATE: \_\_\_\_\_

Score sheet for: Request for Proposals for Desktop Technical Support Services for Dallas County

Solicitation No. 2010-090-5232

PROPOSER:

DFW Technology

SCORING CRITERIA	POINTS ALLOTTED	POINTS ASSIGNED
1 COMPANY PROFILE including but not limited to: Financial Stability, references resumes, subcontractors, years of experience in similar field	20	_____
2. COST	25	_____
3. TECHNICAL/METHODOLOGY APPROACH, IMPLEMENTATION PLAN TIMELINE TO DELIVER REQUIRED SERVICES	40	_____
SUBTOTAL:		_____
<i>*Category 4 scored by County M/WBE Officer Only</i>		
4 M/WBE PARTICIPATION	15	
a. Certified M/WBE Firm	6	<u>6</u>
b. M/WBE involvement as sub-consultants, sub-Contractor or supplier	6	<u>6</u>
c. M/WBE employees assigned to project (EEO1 Compliance)	3	<u>3</u>
GRAND TOTAL		100

70x ~~15~~ 15

SIGNATURE OF SCORER: \_\_\_\_\_

DATE: \_\_\_\_\_

Score sheet for: Request for Proposals for Desktop Technical Support Services for Dallas County  
Solicitation No. 2010-090-5232

PROPOSER:

Tech Force Technology

	SCORING CRITERIA	POINTS ALLOTTED	POINTS ASSIGNED
1	COMPANY PROFILE including but not limited to: Financial Stability, references resumes, subcontractors, years of experience in similar field	20	_____
2.	COST	25	_____
3.	TECHNICAL/METHODOLOGY APPROACH, IMPLEMENTATION PLAN TIMELINE TO DELIVER REQUIRED SERVICES	40	_____
		SUBTOTAL:	_____
	<i>*Category 4 scored by County M/WBE Officer Only</i>		
4	M/WBE PARTICIPATION	15	
a.	Certified M/WBE Firm	6	_____ 6
b.	M/WBE involvement as sub-consultants, sub-Contractor or supplier	6	_____ 6
c.	M/WBE employees assigned to project (EEO1 Compliance)	3	_____ 3
			TOT 15
	GRAND TOTAL	100	_____

SIGNATURE OF SCORER: \_\_\_\_\_  
DATE: \_\_\_\_\_

Score sheet for: Request for Proposals for Desktop Technical Support Services for Dallas County  
Solicitation No. 2010-090-5232

PROPOSER:

Qnet

	SCORING CRITERIA	POINTS ALLOTTED	POINTS ASSIGNED
1.	COMPANY PROFILE including but not limited to: Financial Stability, references resumes, subcontractors, years of experience in similar field	20	_____
2.	COST	25	_____
3.	TECHNICAL/METHODOLOGY APPROACH, IMPLEMENTATION PLAN TIMELINE TO DELIVER REQUIRED SERVICES	40	_____
	SUBTOTAL:		_____
	<i>*Category 4 scored by County M/WBE Officer Only</i>		
4.	M/WBE PARTICIPATION	15	
a.	Certified M/WBE Firm	6	<u>6</u>
b.	M/WBE involvement as sub-consultants, sub-Contractor or supplier	6	<u>6</u>
c.	M/WBE employees assigned to project (EEO1 Compliance)	3	<u>3</u>
			<u>TOT 15</u>
	GRAND TOTAL	100	_____

SIGNATURE OF SCORER: \_\_\_\_\_  
DATE: \_\_\_\_\_

Score sheet for: Request for Proposals for Desktop Technical Support Services for Dallas County

Solicitation No. 2010-090-5232

PROPOSER:

Unisys

SCORING CRITERIA	POINTS ALLOTTED	POINTS ASSIGNED
1. COMPANY PROFILE including but not limited to: Financial Stability, references resumes, subcontractors, years of experience in similar field	20	_____
2. COST	25	_____
3. TECHNICAL/METHODOLOGY APPROACH, IMPLEMENTATION PLAN TIMELINE TO DELIVER REQUIRED SERVICES	40	_____
SUBTOTAL:		_____
<i>*Category 4 scored by County M/WBE Officer Only</i>		
4. M/WBE PARTICIPATION	15	
a. Certified M/WBE Firm	6	<u>0</u>
b. M/WBE involvement as sub-consultants, sub-Contractor or supplier	6	<u>6</u>
c. M/WBE employees assigned to project (EEO1 Compliance)	3	<u>3</u>
		TOT <u>9</u>
GRAND TOTAL	100	_____

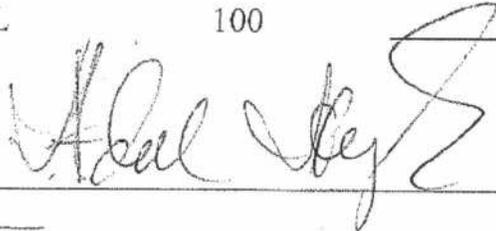
SIGNATURE OF SCORER: \_\_\_\_\_

DATE: \_\_\_\_\_

Score sheet for: Request for Proposals for Desktop Technical Support Services for Dallas County  
Solicitation No. 2010-090-5232

PROPOSER:  
Cyberdyne Systems

	SCORING CRITERIA	POINTS ALLOTTED	POINTS ASSIGNED
1	COMPANY PROFILE including but not limited to: Financial Stability, references resumes, subcontractors, years of experience in similar field	20	8
2.	COST	25	23
3.	TECHNICAL/METHODOLOGY APPROACH, IMPLEMENTATION PLAN TIMELINE TO DELIVER REQUIRED SERVICES	40	30
	SUBTOTAL:		61
<i>*Category 4 scored by County M/WBE Officer Only</i>			
4	M/WBE PARTICIPATION	15	
a.	Certified M/WBE Firm	6	_____
b.	M/WBE involvement as sub-consultants, sub-Contractor or supplier	6	_____
c.	M/WBE employees assigned to project (EEO1 Compliance)	3	_____
	GRAND TOTAL	100	_____

SIGNATURE OF SCORER:   
DATE: 2/7/11

M/WBE Comments on CyberDyne Systems' BAFO Response of the Desktop Technical Support RFP

CyberDyne is an Asian Pacific Male-owned firm certified by the NCTRCA. They report that they will perform 70% of the work on this contract and that their sub, KNI, Inc., an NCTRCA certified African American female-owned firm, will perform 30% of the work. Based on the information submitted by CyberDyne, their fee for the three-year period will be \$4,100,124 of which \$1,230,037 will go to KNI, Inc. CyberDyne's fee for five years is \$6,988,822 of which \$2,096,647 will be awarded to KNI, Inc.



**DALLAS COUNTY  
PURCHASING DEPARTMENT**

January 18, 2011

Tommy Hoang, VP  
CyberDyne Systems  
Email: [thoang@cdats.com](mailto:thoang@cdats.com)

Re: Request for Proposals for Dallas County Desktop Technical Support Services for Dallas County  
RFP No. 2010-090-5232

Dear Mr. Hoang

Dallas County would like to invite your company to submit a Best and Final Offer for the aforementioned RFP. This offer should be prepared in accordance with the instructions, items and quotation assumptions noted below.

**Best and Final Offer (BAFO) Instructions**

- BAFO page limit - 25 pages.
- Please provide one original and 7 hard copies.
- Please organize your BAFO response as follows:
  - Executive summary
  - Response to BAFO Items listed below
  - Best and Final Cost Quotation (utilizing the Quotation Assumptions listed below)
- *Questions* regarding the BAFO are to be submitted, in writing to me (Linda Boles) by **2:00 p.m. (CST), January 24, 2011.** Questions can be transmitted to me in one of the following manners: email: [lboles@dallascounty.org](mailto:lboles@dallascounty.org), fax: 214-653-7449. Responses to your questions should be sent to you no later than close of business, **Friday, January 28, 2011.**
- *BAFO responses are due to be submitted to me (Linda Boles) by 1:00 p.m. (CST), Friday, February 4, 2011.*

**BAFO Points**

1. What is your minimal transition time and does all work need to happen prior to go live?
2. Complete the attached cost matrix.
3. Where is your warehouse located and what access would Dallas County have to it?
4. What specific activities/procedures would you implement to maintain inventory accuracy by department?
5. What additional benefits could Dallas County expect by contracting with your firm for this service?
6. Identify and submit resumes for any changes to key personnel proposed for this project.

7. 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 showing "Revision #1" at the top of the M/WBE documents.
8. 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.

**Cost Quotation Assumptions**

- Pricing will be valid for 180 days from the date of the BAFO.
- Be clear about what product/services are included in your proposed price.
- This will be an initial three (3) year contract with the option to renew for an additional two one year terms which will include a thirty day no fault termination clause.

Sincerely,

Linda S. Boles,  
Purchasing Agent