

IT Support Contract RFP/RFQ

The Genesee County Land Bank Authority (GCLBA), located in Flint, Michigan, is soliciting proposals from consultants qualified to assist with the creation of an In-house server/network solution and Information Technology issues as they arise. The IT services required can be summarized into four categories, 1) Network Administration & Troubleshooting, 2) Desktop system installation and support, 3) Server administration and 4) Hardware purchase consultation.

The period of the contract will be 12 consecutive months commencing on the date of award. with an option to renew for the next 24 consecutive months. All proposals should stipulate rates for the first 12 months and also for the optional additional 24 months. Response times are assumed to be the same for both periods.

I. IT Infrastructure:

Server

The GCLBA is currently connected to a remote location by T1 line to a single server is that is maintained by Genesee County. Internet connection, security, email are provided by Genesee County.

Workstations

The GCLBA utilizes Intel based workstations (approximately 20) using Windows XP and Microsoft Office 2003 as well as various other programs including the GIS (Geographic Information System managed by Genesee County and BS&A Accounting software . The GCLBA also utilizes three network printer and several locally connected printers.

II. Scope of Work:

The scope of work shall include the following tasks and deliverables:

The GCLBA wishes to bring the server and network in-house. Installation of a two server solution and associated network hardware and software required. Set up of internet, email account, and upgrade of systems including a backup recovery solution.

Ongoing support is to include the following:

Network Administration & Troubleshooting

- Identify and correct problems with the network as they arise
- Configure firewall for maximum security and flexibility

Server Administration

- Keep server up to date and secured
- Ensure backups are being performed and stored correctly
- Create user accounts and manage security policies

Desktop System Installation and Support

- Assist staff with various computer related questions to ensure smooth day-to-day operation of the facility
- Install and set up new and rebuilt computers. including installing Windows and any necessary software. setting them up on the network, setting them up for backups, adjusting email client settings
- Install and set up new office equipment (printers, scanners, fax machines, copiers, etc)
- Make sure all machines are properly backed up
- When necessary restore a system from backup
- Make sure all machines are up to date and free of viruses and spyware
- Perform minor hardware repairs (e.g, replace a hard drive, upgrade memory, etc)

Hardware Purchase Consultation

- Assist in hardware purchase decisions

III. Existing Problems & Pending Projects:

At present the following tasks require attention:

- GCLBA wishes to upgrade Microsoft Office software to 2010 version on all workstations and should be included in bid proposal.
- Access database is currently used for land records of office. A review of system and recommendation for improving functionality and information flow needed.
- Data is uploaded to a remote web site. Facilitation of this process must continue.

IV. Review of Facilities and Proposal Due Date

Consultants are invited to inspect the GCLBA facilities for the purpose of preparing their proposals. A meeting has been scheduled for October 4, 2010 at 2:30 PM for this purpose. This is **not** a mandatory meeting. Questions on this proposal must be directed to the GCLBA staff at this meeting. There will be no opportunity for written questions to be addressed. Proposals are due for submission to the GCLBA by October 8, 2010 at 11:00 am.

Proposals should include cost details for:

- Initial installation
- Support costs for ongoing server and desktop needs
- Estimated hardware costs for new server solution and network hardware.

V. Qualifications:

- Deep understanding of network technology
- Knowledge of network protocols and firewall security
- Experience in Windows server administration with emphasis on file services and server security
- Experience with Windows workstation administration and maintenance
- Experience with office equipment installation and setup (printers, faxes, copiers, etc)
- Some hardware troubleshooting and repair experience (replacing hard drives, optical drives, upgrading memory, replacing power supply, etc)
- Good verbal and written communication skills
- Good customer service skills

VI. Selection Criteria:

The GCLBA will rely on the following factors for its basis of selection of the Consultant:

1. Qualifications
2. Response time for urgent matters that impede the workflow of the GCLBA as a whole
3. Response time for all matters that do not fit into the "urgent matters" described above
4. Rates for network infrastructure maintenance / administration
5. Rate for server maintenance and administration
6. Rates for all items not included in #4 or #5 above

Direct all proposals to:

Paul McShane
Genesee County Land Bank Authority
452 S. Saginaw St. Suite 200
Flint, MI 48502