Skagit County Public Hospital District 304 dba United General District 304
Request for Proposals

To provide Information Technology (IT) Support Services

Introduction

United General District 304 ("District") is soliciting proposals from qualified professional vendors for Information Technology support services. The qualified vendor(s) will enable the District to maintain and improve information technology (IT) effectiveness, minimize downtime and support costs, ensure security of data, and maximize return on investment in IT.

Background Information

The District's mission is to improve the health and quality of life for the residents of the communities it serves. The District provides community outreach, wellness, fitness, nutrition, and bereavement services through its innovative programs. The District currently has four locations adjacent to PeaceHealth United General Medical Center:

District Administration Office
2031 Hospital Drive
Sedro Woolley, WA

United Fitness Center
2015 Hospital Drive
Sedro Woolley, WA

Heartwood House
2136 State Route 20
Sedro-Woolley, WA

Cedarwood Center
2100 Hospital Drive
Sedro-Woolley, WA

The District currently employs approximately 40 employees many of whom work a hybrid schedule remotely and in-office. The District does not employ IT personnel, but does have a designated IT liaison.

The District uses Microsoft Windows and Office products in a cloud-based environment using MS Azure. All phones are MS Teams-based. In addition, our accounting team utilizes Quickbooks Desktop Enterprise Solutions hosted online through Rightworks. Two programs accessed by a handful of users are hosted on an onsite PC: Moneysoft Fixed Assets for administrative and financial management and Gym Assistant software to manage operations at our fitness center. There is no on-site server. All staff use MFA via the DUO app to log on to our

systems, and we currently use Password Boss as our password manager.

We have four offices, three of which are connected via fiber, and one is line-of-sight. The main wiring closet is located in our Administrative office, where the firewall and main switch are located. There are small, 8-port switches in two of the other three buildings. All are Cisco Meraki. There are wireless access points throughout all of our buildings. We are planning a remodel and addition to our Administration office, which will include a 1,700-square-foot training center. This will require additional IT hardware and access points.

Support Services
The District is interested in proposals which would provide the following services:

1) **Initial Assessment** - With the assistance of District staff, compile an inventory of all information technology-related assets, assess system assets, and make recommendations for improved District-wide IT system performance. Provide as-built documentation of District network to include but not limited to IP addresses, connectivity diagram, switch configuration, etc.

2) **Desktop Applications Support** - Perform basic support functions, including setting up and terminating user profiles/rights; installation of workstations, laptops, printers, and software; diagnosing and correcting desktop application problems; configuring laptops and desktops for standard applications; and identifying and correcting hardware problems, and performing advanced troubleshooting. Note that many of our staff members will be working remotely or in other buildings during the remodel period (expected to begin in fall 2024) and may require additional support.

3) **Network Administration Services** - Scope of activity includes all District network equipment including switches, firewalls, routers, wireless access points, uninterruptable power supplies, and other security devices. Monitor firewall for suspicious activity and maintain the latest security updates. The scope may also include primary installation and maintenance of printers, network copiers/scanners, etc. as deemed necessary. Monitor network performance and capacity management services.

4) **Phone Services via Microsoft Teams** – Maintain and update call queues and routing trees in Microsoft Teams. Assign phone numbers to accommodate staff changes. Messaging for call routing and voicemail must be maintained in English and Spanish (translations provided by the District).

5) **Security** - Maintenance of virus/malware detection, patch management, and spam reduction programs on all District computers, laptops, and email. Daily data backups of all cloud-based data and data on the PC running Fixed Assets Pro and Gym Assistant. Provide email storage for public records requests. Perform security audits as requested and notify District personnel immediately of suspected breaches of security. Multi-factor authentication for all desktops/laptops, and maintenance of a secure password

management app for staff (currently Password Boss). Assist in answering security-related questions from auditors and insurance companies.

6) **Strategic Planning** —Provide leadership for technology issues and direction for future advancements in IT. Make recommendations for future purchasing and technology needs, including planning for equipment end-of-life. Assist with developing an equipment replacement schedule. Aid in creating appropriate IT policies for the District.

7) **End-User Training** – Provide a platform for online annual cyber-security training.

Hardware/Software – Assist designated District personnel with hardware and software purchases as needed.

Submittal Requirements

Letter of Transmittal – not to exceed one (1) page.
Include:
- Company name, primary contact name and title, primary contact email address, physical address, website address, and telephone number(s) of the firm submitting the proposal.

- Employer identification number.

- Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.

- Provide a statement that includes the language "proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with the District."

General Vendor Information - not to exceed three (3) pages.
Include:
- Length of time in business

- Indicators of financial stability

- Total number of clients and total number of public sector clients

- Number of full-time personnel in consulting, installation and training, sales, marketing, and administrative support. Identify names of key personnel who will actually provide the information technology services. Summarize the experience and technical expertise of these staff. Provide the turnover rate of your support staff. The availability of the staff providing these services will be an important consideration.

- Location of office(s) that would service our account and number of local technicians.

- Describe your approach to providing services and your methodology for providing ongoing support.

- Provide the name, title, address, and contact information of three (3) business clients for whom you have provided similar services. Provide information referencing the actual services provided to these clients, customer size (number of users), and the length of time you have provided services to them.

Support Services – not to exceed three (3) pages.
Please answer the following:

- When is help desk support available? (indicate xx a.m. to xx p.m. and the days of the week)
- How are charges for support structured, documented, and tracked?
- Describe your problem escalation process, including:
  - Initial problem identification
  - Determination of priority and severity of problem
  - Steps for resolving problem
  - Escalation procedure when a solution is not forthcoming or an implemented solution is unsatisfactory
  - Indicate your response time goals and your statistics regarding meeting those goals. Address response time from initial acknowledgement to first client contact to resolution. Include percentage of issues resolved with one interaction.
  - State the expected wait time for a technician to arrive if an onsite visit is warranted.
  - Explain the level of service you provide with regard to website maintenance, domain management, DNS issues, and general internet connectivity.

Cloud Hosted Services – not to exceed two (2) pages.
The District utilizes cloud-hosted services for most applications and data storage. Do you provide services to clients that are fully cloud-hosted? Please provide details on the number of organizations and the cloud-hosting platform(s) used.
- What is your experience with clients using Microsoft Teams as their sole calling method? Do you manage phone trees/routing?
- What platforms and productivity tools for cloud-based services do you have experience supporting?
- How do you ensure the security of cloud-based services?

Cost of Services – not to exceed two (2) pages.
Include:

- Describe how your services are priced, and any specific pricing you are able to provide, broken out by one-time fees and ongoing costs.
- Please list any vendors with whom you have special pricing agreements for hardware/software.
- The proposal must include a fee schedule that indicates hourly rates for proposed services if applicable.
- Define any additional charges (e.g. travel expense, etc.)

Evaluation Criteria and Process

The District will evaluate proposals based on best value including relative merit, risk, and value for the District. The District will verify that vendors are in good standing with appropriate governmental agencies and that there are no suspension/debarment concerns. The District's selection committee may choose to interview potential bidders, in person or via teleconference, to learn more about their experience and offerings. The award shall be made to the qualified bidder(s) whose proposal is most advantageous to the District with price and other factors considered.

The District will utilize the following criteria:

- Staff expertise and overall experience of personnel assigned to the work. **(25%)**
- Thoroughness and understanding of the services to be provided. Overall content quality and responsiveness to RFP requirements. **(25%)**
- Background and experience with similar client needs (particularly within the public sector). **(25%)**
- Cost. **(25%)**

The District reserves the right to negotiate with any vendor. The successful vendor may be asked to participate in negotiations and be asked to make revisions to their proposals based on these negotiations. The District reserves the right to request additional written or oral information to supplement all written statements of qualifications or proposals.

The District is not obligated to accept the lowest cost or any other proposal.

The District intends to initiate Support Services on December 1, 2024. Notification to the successful bidder will be made on or before October 25, 2024.

The District plans to enter into an agreement for three (3) years with the option to renew for subsequent terms if advantageous to the District.

Proposal Submissions

Proposals must address all of the submittal requirements outlined above. Proposals that do not, may be considered non-responsive and rejected for consideration.

This RFP does not commit the District to award a contract, to pay any costs incurred in the preparation of a response to this request, or to procure or contract for services or equipment.

In submitting a proposal, each vendor represents that they have read and understand these requirements.

Bid Packages

To receive consideration, responses must be submitted in accordance with the following instructions:

1. All response submittals shall be emailed to Admin@UnitedGeneral.org with the subject line "RFP IT Support Services – [company name]".

2. Submit one (1) copy of the response on or before 12:00 p.m. (noon) on Thursday, September 12, 2024; and

3. Modifications to submissions may be submitted prior to the date and time specified for receipt of submissions;

4. The District reserves the right to reject any and all responses, and has the right, at its sole discretion, to accept the submittal it considers most favorable to the District's interest and the right to waive minor irregularities in procedures.

The District assumes no responsibility for delays caused by email routing issues. The District will issue a confirmation of receipt via reply email when a proposal is received. If no confirmation is received by the submitting company, it is incumbent on them to follow up by email to Admin@UnitedGeneral.org, or to telephone 360-854-7165 to verify their proposal has been received. Late proposals will not be accepted.

Requests for clarifications may be directed to Suzanne Carr at Suzanne.Carr@UnitedGeneral.org no later than August 23, 2024. Answers will be provided by August 30, 2024.

United General District 304 is an equal-opportunity employer and provider and encourages all qualified individuals and firms to respond.