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REQUEST FOR PROPOSAL  
TO PROVIDE INFORMATION TECHNOLOGY SUPPORT SERVICES

COUNTY OF YANKTON  
REQUEST FOR PROPOSAL  
ISSUED NOVEMBER 16, 2021  
PROPOSALS ARE DUE DECEMBER 15, 2021

SUBMIT COMPLETED APPLICATION TO:

County of Yankton  
Planning & Zoning  
Department  
Attention: Gary Vetter  
321 West Third Street,  
Ste. 209  
Yankton, SD 57078

Phone: (605) 260-4445  
gary@co.yankton.sd.us  
[www.co.yankton.sd.us](http://www.co.yankton.sd.us)

## **INSTRUCTIONS AND ADMINISTRATIVE REQUIREMENTS**

### **I. Issuing Agency**

This Request for Proposal (RFP) is issued by the County of Yankton, South Dakota, subsequently referred to as the “County.”

### **II. IT Services Request for Proposal (RFP) Specifications**

To contract with the County of Yankton, applicants must be an established legal entity, which includes possessing a Federal Tax Identification Number, as required by IRS regulations, and a Uniform Business Identification Number, required by the South Dakota State Department of Revenue.

### **III. Procurement Schedule**

The following Time Table will be utilized for the awarding of a contract for the County’s IT services and support:

Proposal Application Available	November 17, 2021
RFP Applicant’s Inquiries Due	December 3, 2021 by 5PM
Answers to Applicants’ Inquiries Released	December 8, 2021 by 5PM
Deadline for Submission	December 15, 2021 at NOON
Evaluation Completed	December 17, 2021
Contract Award Recommended to Commission	December 21, 2021
Contract Services Begin Upon signed and approved contract,	January 2022

### **IV. General Instructions**

#### **a. Applicants’ Inquiries**

All applicants’ inquiries are due on December 3, 2021 by 5PM. Questions

may be sent via email to: [gary@co.yankton.sd.us](mailto:gary@co.yankton.sd.us)  
No inquiries, written or oral, will be accepted after this date.

In order for all potential Contractors to be treated equally, all questions raised regarding the Request for Proposal process and the responses made by the County of Yankton will be made available to all applicants.

Written responses to questions received through December 3, 2021 at 5PM will be posted online at [www.co.yankton.sd.us](http://www.co.yankton.sd.us) no later than December 8, 2021. No further questions will be taken after that time.

**b. Deadline for Submittal**

All proposal documents must be completed and received no later than December 15, 2021 by NOON at the following address:

County of Yankton  
Attention: Gary Vetter  
321 West Third St., Ste. 209  
Yankton, SD 57078

**c. Format**

Proposal documents may be submitted in any reasonable format, as long as all information requested is included. See “Submittal Requirements” below.

Proposers shall submit one complete original and two (2) copies of the original proposal.

**d. Period of Performance**

The period of performance for contracts issued as a result of this RFP process will be for a five-year period (beginning on signed and approved contract January 2022 and ending on January 31, 2027). Mutually agreed-upon annual renewals may be made for three (3) one-year periods after that.

## **GUIDELINES FOR APPLICANTS**

### **I. Introduction**

The County of Yankton, South Dakota, is soliciting proposals from qualified professional vendors for Information Technology support services. The qualified vendor will maintain and improve information technology (IT) effectiveness, enhance its quality of services, minimize down time and support costs, ensure security of data, and maximize return on investment in IT. The County does not have a professional IT staff. The vendor will work in conjunction with County of Yankton Development Services Director as the main point of contact for the general county infrastructure, equipment, and employee needs.

### **II. Background Information**

The County of Yankton uses a wide variety of systems including but not limited to Windows domain network, domain controllers, file servers, print servers, one physical server (with two virtual machines for application servers), firewalls, wireless controllers, desktop systems, laptops/tablets, and VPN. Software includes Microsoft Office products, Microsoft Exchange, Adobe Acrobat, Windows 10, INCODE, Webroot Cloud antivirus, ProVal and Real Estate Tracker. We also have a hosted website management by third party, Security cameras and panic buttons.

### **III. Scope of Work**

The County of Yankton desires a fully outsourced IT management provider to provide proactive maintenance, support, security, acceptable on-site and off-site response times, and other IT related functions while maintaining confidentiality and following HIPAA regulations. The following details the minimum services to be provided to the County of Yankton in the area of information services:

#### **a. Initial Assessment**

With the assistance of county staff, compile an inventory of all information technology related assets, assess system assets, and make recommendations for improved county-wide IT system performance.

**b. Desktop Applications Support**

Perform basic support functions including installation of PC's, laptops, printers, and software; diagnose and correct desktop application problems; configure laptops and desktops for standard applications; and identify and correct hardware problems, performing advanced troubleshooting. Assist designated County personnel with hardware and software purchases as needed. Assist with warranty and other technical support.

**c. Server Administration Services**

Manage computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Monitor server performance and capacity management services. Ensure scheduled preventive maintenance for equipment is promptly performed; develop back-up plans and procedural documentation for active servers to include the \_ month South Dakota State Digital archive backup. Confidentiality of information is vital. The selected vendor and their employees will be required to sign and adhere to a confidentiality clause that information in the system must remain confidential under penalty of law. All vendor employees with access to the County network will be required to undergo fingerprint background checks at the vendor's expense, training, and be expected to maintain CJIS security standards at all times.

**d. Network Administration Services**

Scope of activity includes all County network equipment including switches, firewalls, routers, IP phone system and other security devices. Manage backup and disaster recovery systems. The scope also includes primary installation and maintenance of printers, network copiers/scanners, group policy, software updates, etc. as deemed necessary. Monitor network performance and capacity management services. Maintain county- wide network diagram.

**e. Security**

Maintenance of virus/malware detection and spam reduction programs on County servers, email and all other County computers and laptops. Perform security audits as requested and notify County personnel immediately of suspected breaches of security. Assist the County of Yankton in complying with best practices as well as ISB and CJIS requirements.

**f. Strategic Planning**

Provide technical leadership for all technology issues. Make recommendations for future purchasing and technology needs. Keep County up to date on new technology changes and uses that will enable the County to increase efficiency and reduce costs. Install equipment including new servers, software, and hardware and transfer data when required. Assist with policy formulation and application.

**g. Help Desk Support**

End user support must be timely, friendly, and professional. Urgent and emergent support must be available 24/7/365. Routine support must be available Monday – Friday from 7:00 a.m. to 5:00 p.m.

**h. End User Training**

Provide training for various technology as needed. This would normally be for common software or hardware used in a business setting or new equipment installed. This can be at the request of the County or when a need is identified by the vendor.

**i. Onsite Support**

Provide regular scheduled and dedicated onsite support sixteen (16) hours each month to address county-wide and/or departmental hardware and software issues. Additional onsite support may be needed for major projects.

**j. Public Records**

Provide assistance in public records key word searches through active and archived e-mail and network files of current and former employees. Preserve original metadata of e-mails and network files while saving contents to electronic files. Vendor must be knowledgeable in South Dakota State Public Record Laws.

**k. Computer Inventory and Disposal**

Vendor must provide monthly hardware inventory reporting and proper and legal electronic disposal of surplus electronic equipment.

**IV. Submittal Requirements**

The following information shall be required in the RFP submittal:

- Letter of Transmittal, to include:
  - Company name, address and telephone number of the firm submitting the proposal.
  - Copy of current W-9.
  - Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.
  - Provide a statement which 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 County.”
- General Vendor Information, to include:
  - Length of time in business.
  - Total number of clients and total number of public sector clients.

- Number of full-time personnel and number specifically assigned for customer support. Identify names and major certifications of key personnel who will actually provide the information technology services. Summarize the experience and technical expertise of these staff. The local availability of the staff providing these services will be an important consideration.
- Location of the office that would service our account.
- Describe your approach to providing these services and your methodology for providing ongoing support.
- Provide the name, title, address, and contact information of three (3) references of clients for whom you have provided similar services. Please provide information referencing the actual services provided, customer size (number of users), and the length of time you have provided services to this client.
- Support Services – Please answer the following:
  - Is help desk support available?
  - When is support available? (Indicate xx a.m. to xx p.m. and the days of the week.)
  - How are charges for support structures documented and tracked?
  - Describe your problem escalation process, including:
    - Initial problem identification.
    - Determination of priority and severity of problem.
    - Steps for resolving problem escalation when a solution is not forthcoming or an implemented solution is unsatisfactory.
  - Indicate your response time goals and your statistics regarding meeting that goal.



- As a County government, County departments include those of Auditor, Treasurer, Register of Deeds, Equalization, Veterans Services, Planning & Zoning, Ambulance, Emergency Management, Highway, Sheriff, States Attorney and 4-H. Explain your familiarity and experience in the support of the specialized technology requirements of these departments, including but not limited to HIPAA requirements. With the understanding that these departments operate on a 24/7, 365 days per year schedule, what would your availability be in the event of any technology issues requiring immediate attention during any non-routine business hours?
- Beyond the scope of the RFP, what services (related or otherwise) does your organization provide that could benefit and/or may be of interest to the County?
- Cost of Services:
  - The proposal must include a fee schedule that indicates either hourly rates or a flat monthly rate for the proposed services.
  - Describe how your services are priced, and any specific pricing you are able to provide.
  - Define any additional charges (e.g. travel expenses).
  - Define any tiers of service and costs associated with those tiers.

## **V. Evaluation and Criteria Process**

Staff will make a recommendation to the County Commission for their review and award of the contract. Staff will evaluate and rate each submittal based upon the following criteria:

<b>Evaluation Table</b>	<b>% of Points</b>
Experience & personnel experience	25%
Understanding of the County's needs and services to be provided	25%
Compatibility with end users and County staff needs	10%
Satisfaction of clients/end users	5%
Availability	5%
Cost	30%

## **VI. Contract**

The County anticipates a five-year contract that can be renewable for an additional (3) three one-year periods. Renewal of the contract will require County Commission reauthorization. All fees should be set for an annual term and clearly state that in the proposal. The County expects all submitting firms to consent to the County Scope of Work and Specifications. Exceptions desired must be noted in the proposal submittal. The County reserves the right to revise the stated contract terms and conditions prior to contract signature.

## **VII. Termination of Contract**

The contract may be terminated by mutual agreement in writing or it may be terminated at any time by either party by delivery of a sixty (60) day written notice to the other party.

## **VIII. Inquiries**

Inquiries regarding this RFP should be directed to:

County of Yankton  
IT Services  
Attention: Gary Vetter  
321 West Third St., Ste. 209  
Yankton, SD 57078  
Phone: (605) 260-4445  
Email: [gary@co.yankton.sd.us](mailto:gary@co.yankton.sd.us)

## **IX. Submission Instructions**

The County reserves the right to request additional written or oral information to supplement all written statements of qualifications or proposals.

Submit all material no later than December 15, 2021 at NOON

to: County of Yankton

IT Services

Attention: Gary Vetter

321 West Third St., Ste. 209

Yankton, SD 57078

## **X. RFP Amendments**

The County reserves the right to change the schedule or issue amendments to the RFP at any time. The County also reserves the right to cancel or reissue the RFP.

## **XI. Vendor's Cost to Develop Proposal**

Costs for developing proposals in response to the RFP are entirely the obligation of the vendor and shall not be chargeable in any manner to the County.

## **XII. Withdrawal of Proposals**

Proposals may be withdrawn at any time prior to the submission time specified in this RFP, provided notification is received in writing. Proposals cannot be changed or withdrawn after the time designated for receipt.

## **XIII. Rejection of Proposals – Waiver of Informalities or Irregularities**

The County reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of the County.

## **XIV. Single Response**

A single response to the RFP may be deemed a failure of competition, and in the best interest of the County of Yankton, this RFP may be terminated, re-advertised, or may choose to negotiate with submitting vendor.

**XV. Proposal Validity Period**

Submission of the proposal will signify the vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between the County and the successful vendor.

**XVI. Public Records**

Under South Dakota state law, the documents (including but not limited to written, printed, graphic, electronic, photographic or voice mail materials and/or transcriptions, recordings or reproductions thereof) submitted in response to this request for proposals (the "documents") become a public record upon submission to the County, subject to mandatory disclosure upon request by any person, unless the documents are exempted from public disclosure by a specific provision of law. If the County receives a request for inspection or copying of any such documents provided by a vendor in response to this RFP, it will promptly notify the vendor at the address given in response to this RFP that it has received such a request. Such notice will inform the vendor of the date the County intends to disclose the documents requested and affording the vendor a reasonable opportunity to obtain a court order prohibiting or conditioning the release of the documents. The County assumes no contractual obligation to enforce any exemption.

**XVII. Acquisition Authority**

This RFP and acquisition are authorized pursuant to SDCL.

**XVIII. Contract Award and Execution**

The County reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favorable terms the vendors can offer. It is understood that the proposal will become a part of the official file on this

matter without obligation to the County.

The County reserves the right to request clarification of information submitted and to request additional information from any proposer.

Any proposal may be withdrawn up until the date and time set above for opening of the proposals. Any proposal not so timely withdrawn shall constitute an irrevocable offer, for a period of ninety (90) days to sell the County the services described in the attached specifications, or until one or more of the proposals have been approved by the County Commission, whichever occurs first.

The general conditions and specifications of the RFP and as proposed by the County and the successful vendor's response, as amended by agreements between the County and the vendor, will become part of the contract documents. Additionally, the County will verify vendor representations that appear in the proposal. Failure of the vendor's products to meet the mandatory specifications may result in elimination of the vendor from competition or in contract cancellation or termination.

The vendor selected as the apparently successful vendor will be expected to enter into a contract with the County. The County reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFP, and which is not approved by the County Attorney.

If the selected vendor fails to sign the contract within five (5) business days of delivery of the final contract, the County may elect to cancel the award and award the contract to the next highest-ranked vendor.

#### **XIX. Defense, Indemnification, Hold Harmless and Insurance Requirements**

In addition to other standard contractual terms the County will need, the County will require the selected vendor to comply with the defense, indemnification, hold harmless and insurance requirements as outlined below.

Proposer shall defend, indemnify and hold the County, its officers, officials, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of or resulting from the acts, errors or omissions of the Consultant in performance of this

Agreement, except for injuries and damages caused by the sole negligence of the County.

The vendor shall procure and maintain, for the duration of this Agreement, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors. The cost of such insurance shall be paid by the Contractor.

**XX. Equal Opportunity Compliance**

The County is an equal opportunity employer and requires all Proposers to comply with policies and regulations concerning equal opportunity.

The Proposer, in the performance of this Agreement, agrees not to discriminate in its employment because of the employee's or applicant's race, religion, national origin, ancestry, sex, sexual preference, age, or physical handicap.

**XXI. Other Compliance Requirements**

In addition to nondiscrimination and affirmative action compliance requirements previously listed, the Proposer awarded a contract shall comply with federal, state and local laws, statutes, and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health, environmental protection, waste reduction and recycling, the protection of natural resources, permits, fees, taxes, and similar subjects.

**XXII. Ownership of Documents**

Any reports, studies, conclusions, and summaries prepared by the Proposer shall become the property of the County.

**XXIII. Confidentiality of Information**

All information and data furnished to the Proposer by the County, and all other documents to which the Proposer's employees have access during the term of the contract, shall be treated as confidential to the County. Any oral or written disclosure to unauthorized individuals is prohibited.