SUBJECT: MANAGED DESKTOP SERVICES

BID #: ESC-0455-20 **OPEN DATE: 2020-07-01**

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: SUPPLY CONTRACT – ONE (1) TWO-YEAR PERIOD OF SERVICE WITH THREE (3) ONE (1) YEAR RENEWAL OPTIONS

AGENCY: INFORMATION TECHNOLOGIES DIVISION

BASIS OF AWARD: HIGHEST SCORING RESPONSIVE, RESPONSIBLE BIDDER BASED ON THE EVALUATION CRITERIA

NUMBER OF BIDS INVITED: 35 **NUMBER RECEIVED:** 2 **OTHERS:** 3

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to the highest scoring responsive, responsible bidder EMTEC, INC. in the amount of $1,171,296.00 for MANAGED DESKTOP SERVICES. Period of service will be from October 1, 2020 and continue for two (2) years with three (3) one (1) year renewal options. Below are the bidders with the following scoring ranking:

1. EMTEC, INC. – 153.00 points
2. INTERDEV, LLC – 110.67 points

Funding to be encumbered by account 53101.113001.534100, to be executed by formal contract through the Office of General Counsel.

Attachments: Recommendation Memo, Bid Tabulation Sheet, Scoring Matrix, Description of Services

Analyst: _____ **RESPECTFULLY SUBMITTED:** _____
RUBEN OLA GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Kenneth Lathrop, Chief of Information Technologies Division

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(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

_____ _____

_____ _____

_____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

INFORMATION TECHNOLOGIES DIVISION

CITY OF JACKSONVILLE

DATE: July 28, 2020

TO: Greg Pease, Chief of Procurement Division

THRU: Kenneth Lathrop, Chief of Information Technologies / CIO Kenneth E. Lathrop Digitally signed by Kenneth E. Lathrop Date: 2020.07.30 08:58:08 -04'00'

FROM: Thomas Ossi, Technology Contract and Records Manager Thomas Ossi Digitally signed by Thomas Ossi Date: 2020.07.28 11:10:16 -04'00'

SUBJECT: **ESC-0455-20 Managed Desktop Services**

The Information Technologies Division (ITD) submitted an RFP to Procurement Division for the solicitation of Managed Desktop Services Bid # ESC-0455-20. The City will engage a vendor with proven capabilities and experience in providing managed desktop support services to organizations with more than 4,000 customers and 7,100 computers.

The evaluation criteria and maximum points for each category are provided in the evaluation matrix. The total maximum points is 160. The services will be awarded based on the evaluation criteria and will require a formal contract through the Office of General Counsel. The initial term of the agreement will commence on October 1, 2020 and continue for two (2) years with three (3) one (1) year renewal options.

The bid opened on July 1, 2020 and Procurement Division received two (2) vendor responses and three (3) no bids. Procurement Division forwarded the responses for ITD's review.

Vendor Name	Overall Score
Emtec, Inc.	**153.00**
InterDev, LLC	110.67

ITD Management recommends awarding to Emtec, Inc. as the highest ranking, responsive, responsible bidder based on points received, criteria, and price, in the amount of $1,171,296.00 for the initial term. The evaluation committee consisted of Robert Gray, Enterprise Technology Infrastructure Manager, Gary Steffens, Enterprise Architect Manager, and Paul Freeman, Enterprise Applications Manager.

Funding Source: 53101.113001.534100.000000.00000000.00000 Tracy Geake Digitally signed by Tracy Geake Date: 2020.07.29 08:38:50 -04'00'

Your favorable consideration of this request is appreciated.

Attachments: Bid Tabulation Sheet / Scoring Matrix / Evaluator Score Sheets

CC: Elizabeth Brown, IT Operations Manager
Amy Hills, Desktop Services Manager
Alexander Ciprian, IT Contract Administrator

BID TABULATION SHEET

TITLE: MANAGED DESKTOP SERVICES
BID NO: ESC-0455-20
OPEN DATE: 07/01/2020
PURCHASING ANALYST: RUBEN OLA
NO. INVITED: (35) No. Received: (2) No Bids: (3)
RECORDED BY: R. Barnett, ANNOUNCER: P. Mitchell

			INTERDEV, LLC	EMTEC
Supervisor / Team Lead / Senior Technician (Tier 3) (1 X 1992 hours)			$233,930.00	$119,520.00
Desktop Support Technicians (Tier 2) (4 X 7968 hours)			$616,725.00	$270,912.00
Desktop Support Senior Technicians (Tier 3) (2 X 3984 hours)			$382,795.00	$195,216.00
Total Amount			$1,233,450.00	$585,648.00
ITEM NO.	DESCRIPTION	POINTS		
1	Form 1 –PRICE SHEET/OVERALL COST(The vendor submitting the lowest cost shall receive the maximum amount of points. Each subsequently higher cost submitted by a vendor shall be divided into the lowest cost received, and the product's percentage will be multiplied by the maximum points available to render the points that shall be received in the evaluation matrix for cost.) Maximum of forty (40) points total. Example: Lowest Bid - $100,000 Next Lowest Bid - $125,000	40	19.00	40.00
2	Competency: Describe the background, expertise and experience of firm and subcontractors, demonstrating ability to provide the requested specialized services. Include details on skill sets for Tier 1, Tier 2 and Tier 3 Desktop Support staff. Please do not include irrelevant promotional material. This section is limited to twenty (20) pages. Maximum of thirty (30) points total. Insufficient responses will be awarded zero (0) points.	30	23.33	25.66
3	Past Performance: Vendor has demonstrated, in responding to this evaluation criterion, their past and present record of accomplishment or performance in both local government and the private sector. Please do not include irrelevant promotional material. Maximum of twenty (20) points total. Insufficient responses will be awarded zero (0) points.	20	13.33	20.00
4	Staffing Plan: Vendor proposal contains detailed operational management and staffing plan and strategy during the implementation period and throughout the term of the contractual agreement. Plan must include the operational management functionality as outlined in Section 4.18 Operational Management. Maximum of thirty (30) points total. Insufficient responses will be awarded zero (0) points. Vendor must provide resumes of the technical resources to show level of experience, training and	30	23.33	30.00
5	Ability: The current contracted Desktop Services Support vendor supports over an estimated 6,000 customers in approximately 200 locations across Duval County. Approximately 65% of the service requests are located within the inner ring (downtown area) and approximately 35% or the service requests in the outer ring (remote locations). Vendor must include proposed solution and supporting documentation stating the ability to provide the require service to all supported customers while meeting the SLAs	30	21.67	27.33
6	Financial Responsibility: Vendor has described form of business, i.e., proprietorship, partnership, corporation; years in business; changes in ownership; bank reference(s); past, present, pending and/or threatened legal proceedings within any forum; and any other information the vendor may wish to supply to demonstrate financial responsibility. Provide the three (3) most recent fiscal years (FY2017, FY2018 and FY2019) of annual reviewed/audited financial statements to include balance sheet and income	10	10.00	10.00
	Total Points	160	110.67	153.00
	Minimum Requirements:			
	Business/Corporate References:		✓	✓
	Proposal/Bid Bond:		✓	✓
	Insurance Agent Acknowledgement Form:		✓	✓
	Conflict of Interest:		✓	✓
	Addendums (1,2,):		✓	✓

SCORING MATRIX ESC-0455-20

MANAGED DESKTOP SERVICES

Total Points	40 Points	30 Points	20 Points	30 Points	30 Points	10 Points	OVERALL	Rank
Criteria	Form 1 –PRICE SHEET/OVERALL COST(The vendor submitting the lowest cost shall receive the maximum amount of points. Each subsequently higher cost submitted by a vendor shall be divided into the lowest cost received, and the product's percentage will be multiplied by the maximum points available to render the points that shall be received in the evaluation matrix for cost.) Maximum of forty (40) points total. Example: Lowest Bid - $100,000 Next Lowest Bid - $125,000 Point Calculation – (100000/125000) * 100 = 80% (30 * 80) / 100 = 24 points Score = (Lowest Bid/The Bid) X 40)	Competency: Describe the background, expertise and experience of firm and subcontractors, demonstrating ability to provide the requested specialized services. Include details on skill sets for Tier 1, Tier 2 and Tier 3 Desktop Support staff. Please do not include irrelevant promotional material. This section is limited to twenty (20) pages. Maximum of thirty (30) points total. Insufficient responses will be awarded zero (0) points.	Past Performance: Vendor has demonstrated, in responding to this evaluation criterion, their past and present record of accomplishment or performance in both local government and the private sector. Please do not include irrelevant promotional material. Maximum of twenty (20) points total. Insufficient responses will be awarded zero (0) points.	Staffing Plan: Vendor proposal contains detailed operational management and staffing plan and strategy during the implementation period and throughout the term of the contractual agreement. Plan must include the operational management functionality as outlined in Section 4.18 Operational Management. Maximum of thirty (30) points total. Insufficient responses will be awarded zero (0) points. Vendor must provide resumes of the technical resources to show level of experience, training and certifications	Ability: The current contracted Desktop Services Support vendor supports over an estimated 6,000 customers in approximately 200 locations across Duval County. Approximately 65% of the service requests are located within the inner ring (downtown area) and approximately 35% or the service requests in the outer ring (remote locations). Vendor must include proposed solution and supporting documentation stating the ability to provide the require service to all supported customers while meeting the SLAs established herein. Maximum of thirty (30) point's total. Insufficient responses will be awarded zero (0) points.	Financial Responsibility: Vendor has described form of business, i.e., proprietorship, partnership, corporation; years in business; changes in ownership; bank reference(s); past, present, pending and/or threatened legal proceedings within any forum; and any other information the vendor may wish to supply to demonstrate financial responsibility. Provide the three (3) most recent fiscal years (FY2017, FY2018 and FY2019) of annual reviewed/audited financial statements to include balance sheet and income statement. (Only one (1) copy in a separate sealed envelope marked "Confidential") Failure to provide all listed information and documentation will result in score less than maximum for this criterion. Please do not include irrelevant promotional material. Maximum of ten (10) points total. Insufficient responses will be awarded zero (0) points.	Total Points (160)	
EMTEC, INC.								
Reviewer 1 (Paul Freeman)	40.00	27.00	20.00	30.00	27.00	10.00	154.00	
Reviewer 2 (Gary Steffens)	40.00	30.00	20.00	30.00	25.00	10.00	155.00	
Reviewer 3 (Robert Gray)	40.00	20.00	20.00	30.00	30.00	10.00	150.00	
Average	**40.00**	**25.60**	**20.00**	**30.00**	**27.30**	**10.00**	**153.00**	1
INTERDEV, LLC								
Reviewer 1 (Paul Freeman)	19.00	22.00	15.00	20.00	25.00	10.00	111.00	
Reviewer 2 (Gary Steffens)	19.00	30.00	10.00	30.00	20.00	10.00	119.00	
Reviewer 3 (Robert Gray)	19.00	18.00	15.00	20.00	20.00	10.00	102.00	
Average	**19.00**	**23.33**	**13.33**	**23.33**	**21.67**	**10.00**	**110.67**	2
Reviewer 1								
Reviewer 2								
Reviewer 3								
Average								

Section 4
Description of Services and Deliverables

PART I - MANAGED DESKTOP SERVICES

The City of Jacksonville (COJ) is accepting proposals for the outsourcing of the City's Desktop Support Services. This service is currently outsourced and the contract with the current vendor is set to expire on June 30, 2020. The City seeks to engage a vendor with proven capabilities and experience in outsourcing and providing managed desktop support services to complex organizations in excess of 4,000 customers and 7,100 computers. The City of Jacksonville is requesting bid proposals for consideration as described below:

- Desktop Support Services based on vendor staffing seven (7) Desktop Support Technicians (full time at eight (8) hours per day). This is based on the staffing of three (3) Senior Technicians (Tier 3 - one of them acting as the team lead for the group) and four Technicians (Tier 2). Staffing for PC Refresh or other project related initiatives will be negotiated on a per project basis.

Upon completion of the implementation of this strategic partnership and throughout the contract term, the delivery of Desktop Support Services must achieve the following objectives:

- A high quality of service levels for all City desktop/laptop users as predicated within the service level agreement outlined on Section 4.28.
- A consistent and predictable customer service experience with a high level of customer satisfaction, measured through internal surveys and service ticket metrics.
- A stable and highly available desktop platform.

It is the expectation of the City that through efficient management, economies of scale, infrastructure improvements and other means, that the selected vendor will reduce overall operating expenses and generate tangible savings for the City. This will be observed through SLA's, measurable observations and renewal costs.

4.1 Transition of Services

To facilitate a seamless transition, the vendor awarded the bid will be required to be on site for two weeks (80 hours) prior to the existing contract expiration, at no additional cost to the City of Jacksonville.

4.2 Escalation/De-escalation

All pricing submitted shall remain firm for the initial term period. Upon renewal (if applicable), a vendor may submit, in writing, a request for price escalation/de-escalation for the percentage of change as listed in the Cost-of-Living-Allowance (COLA) and/or documentation notifying of an

industry-wide increase. The City reserves the right to decline any requests for price increases and to re-negotiate price reductions at contract renewals.

PART II – CURRENT ENVIRONMENT

4.3 PC Technology Refresh

The City of Jacksonville has committed to an on-going PC refresh strategy to ensure the continued stability of its PC inventory and operating environments. By the end of the current fiscal year (September 30, 2020), it is anticipated that eighty (80) percent of desktop computers will be refreshed. It is the intention of the City to complete a full PC refresh in a 5- year cycle. The Vendor will be expected to play a significant role (physical configuration and deployment of computer workstations) in the successful deployment of the new computers on an on-going basis to avoid technological obsolescence of the desktops and laptops, and to reduce the on-going support requirements. For each fiscal year's PC Refresh project, the vendor will be responsible for providing storage at their location at no additional cost, for the refresh equipment shipment to facilitate the deployment to the various City agencies.

4.4 City of Jacksonville Current Desktop Environment

(a) PC Workstations (desktops and laptops)

The City of Jacksonville currently supports a total of approximately 7,100 computers consisting of approximately 6,000 Desktops and 1,100 Laptops. The present manufacture composition is Lenovo, Dell, HP, Toshiba, Panasonic, Apple (this list is not meant to be all-inclusive). The supported PC inventory will fluctuate in quantity based on refresh activities, grants and potential City Government restructuring.

(b) Current PC Applications

While the City of Jacksonville uses a broad set of desktop applications, the following represents a list of the most common applications that are currently utilized. This list is not intended to be all-inclusive:

- Windows 10
- Windows 7 (remaining on a small number of computers that are scheduled for a refresh beginning October 2020)
- Microsoft Office Pro Plus 2010, 2016, and 365
- Microsoft Internet Explorer 11/Edge
- Google Chrome
- Adobe Reader DC
- McAfee Endpoint Security
- Microsoft Silverlight
- Apple OS/ iOS for iPads

4.5 PC Age

The Information Technologies Division (ITD) adopted a strategy to complete a full PC refresh in a five (5) year refresh schedule.

Note: the number of devices refreshed each year is based on funding approval. Although the Information Technologies Division adopted a five (5) year refresh strategy, funding must be approved and appropriated each fiscal budget year.

4.6 City of Jacksonville Standard PC Specifications

The following specifications are the Information Technologies Division's current standard requirements for standard user PCs. These standards are expected to evolve with newer technologies over the life of this contract, and the selected vendor must be able to support said technologies.

LCD Monitors and Docking Stations:
Size: 22", with some exceptions for 24" and 27" when justified
Energy star compliant with 3-year warranty parts and labor
Docking Station with Display Port over USB Type-C

Desktop PC Minimum Specifications:

AIO (All in One PC)

- 23.8" FHD 1920x1080 Non-Touch anti-glare display with Camera
- Windows 10 Professional 64 bit operating system
- Intel Core i5-8500 processor (6 Cores/9MB/6T/3.0GHz to 4.4GHz/65W) or better
- 16GB 2X8GB DDR4 2666MHz Non-ECC installed RAM
- M.2 128GB Class 35 Solid State Drive or larger
- Intel® Wireless-AC 9560, Dual-band 2x2 802.11ac Wi-Fi with MU-MIMO + Bluetooth 5 Intel Integrated Graphics
- Basic AIO stand
- Ports: Display Ports, Network(RJ-45), USB 3.1 Type A Gen 1 with wake-up/rapid charge support, USB 3.1 Type A Gen 2, Audio Out
- High Definition (HD) Audio with internal speakers
- OPTIONAL 8x Slimline DVD+/-RW Drive
- USB Keyboard - English - black
- USB Optical Wheel Mouse - black
- 5Y Onsite NBD Warranty

Desktop (standard performance)

- Lenovo ThinkCentre M920s SFF Custom Part 10SKCTO1WW OR Dell OptiPlex 7070 SFF
- Windows 10 Professional 64 bit operating system
- Intel Core i5-9500 processor (9MB cache, up to 4.1 GHz)
- 16GB (2x8GB) 2666MHz DDR4 RAM
- 1x500GB 7200rpm 3.5" SATA3 hard drive
- Integrated Intel UHD Graphics 630
- Front ports: USB 3.1 Gen 1 Type-C, 2x USB 3.1 Gen 1 Type A, 2 x USB 3.1 Gen 2, Type A, combo

headphone + microphone
- Rear ports: 4 x USB 3.1 Gen 1 Type A, Ethernet (RJ-45), Display Ports(s), VGA, Universal audio, line out
- High Definition (HD) Audio, Realtek ALC662
- 8x DVD+/-RW DVD drive
- USB Keyboard – English
- USB Optical Wheel Mouse
- 3Y Onsite NBD Warranty

Desktop (higher performance)
- Windows 10 Professional 64 bit operating system
- Intel Core i7-9700 processor (9MB cache, up to 4.1 GHz) or better
- 16GB (2x8GB) 2666MHz DDR4 RAM
- 1x500GB 7200rpm 3.5" SATA3 hard drive
- Integrated Intel UHD Graphics 630
- Front ports: USB 3.1 Gen 1 Type-C, 2x USB 3.1 Gen 1 Type A, 2 x USB 3.1 Gen 2, Type A, combo headphone + microphone
- Rear ports: 4 x USB 3.1 Gen 1 Type A, Ethernet (RJ-45), Display Ports(s), VGA, Universal audio, line out
- High Definition (HD) Audio, Realtek ALC662
- 8x DVD+/-RW DVD drive
- USB Keyboard – English
- USB Optical Wheel Mouse
- 3Y Onsite NBD Warranty

Laptop computer (standard performance)
- Windows 10 Professional 64 bit operating system
- Intel® Core i5-8265U (1.60GHz, up to 3.90GHz with Turbo Boost, 4 cores, 6MB Cache) or better
- Integrated Intel UHD Graphics 620 with Display port over USB Type-C
- Enabled Discrete TPM2.0
- 14.0 FHD(1920x1080) minimum 250 nits IPS Anti-Glare, Non-Touch display or better
- 720p HD Camera with MIC
- 16GB(8+8) installed DDR4 2666MHz non-ECC SDRAM
- M.2 128GB PCIe SSD or larger
- Cell Battery
- Intel Dual Band Wireless AC(2x2) 9560, Bluetooth Version 5.0
- Optional Smart card slot
- Ports: USB-C AC Power, USB-C Thunderbolt 3, HDMI, USB Type-A 3.1 Gen, universal audio port
- Optional Fingerprint Reader
- US Qwerty keyboard with pointing device
- 65W USB Type-C power adaptor
- 3Y onsite NBD Warranty

Laptop computer (higher performance)
- Windows 10 Professional 64 bit operating system
- Intel® Core i7-8665U (1.90GHz, up to 4.80GHz with Turbo Boost, 4 cores, 8MB Cache) or better
- Integrated Intel UHD Graphics 620 with Display port over USB Type-C
- Enabled Discrete TPM2.0
- 14.0 FHD(1920x1080) minimum 250 nits IPS Anti-Glare, Non-Touch display
- 720p HD Camera with MIC
- 16GB(8+8) installed DDR4 2666MHz non-ECC SDRAM
- M.2 256GB PCIe SSD or larger

- Cell Battery
- Intel Dual Band Wireless AC(2x2) 9560, Bluetooth Version 5.0
- Optional Smart card slot
- Ports: USB-C AC Power, USB-C Thunderbolt 3, HDMI, USB Type-A 3.1 Gen, universal audio port
- Optional Fingerprint Reader
- US Qwerty keyboard with pointing device
- 65W USB Type-C power adaptor
- 3Y onsite NBD Warranty

Apple OS, MAC, iPAD and Apple Tablets (various models)

4.7 Apple Devices

Due to the growing customer base and requests for Apple products, support for these devices will be included in this bid package; full Mac hardware and software support, including iPads and Tablets. Support will include setup, Citrix application integration to COJ, and general troubleshooting and repair requests.

4.8 Audio Visual

The City of Jacksonville supports many customers with a variety of audio-visual configurations in both the inner and outer ring areas. Supported devices include but are not limited to projectors, plasma televisions, smart televisions, wallboards, PA systems, meeting room set up and cable box set up. In addition to this, The City of Jacksonville currently uses Polycom and Crestron systems and support will also be required with the devices that use these systems. Support functions include set up, configuration and diagnosing functional issues.

4.9 PC Locations

The City of Jacksonville supports over 200 locations, vehicles (emergency and general government, i.e. Building Inspectors) and Mobile Command Centers within Duval, Clay and Nassau Counties. Due to the size of the service area, our current Desktop Support Services provides regionalized services for the Downtown area (inner ring) and the remote areas (outer ring). Our current distribution of Service Requests is approximately 65% within the inner ring (Downtown area) and 35% within the outer ring (remote locations). The City of Jacksonville reserves the right to add or delete locations and/or agencies as needed throughout the period of the contractual agreement. Mobile Command Centers may be deployed for emergencies and/or training exercises outside of Duval County and vendor support will be required for these occurrences. Pricing terms for the Mobile Command Center Out-of-County support will follow the Project Rate and also include the City of Jacksonville's Per Diem policy.

4.10 Current Desktop Support Team

Level 1 support is currently managed and supported by the Information Technologies Division's Help Desk and Operations staff and will remain an internal function. Level 2 and Level 3 support

areas are the current outsourced functions being addressed in this bid solicitation. The current vendor team consists of a Contract Manager, a Dispatch Senior Technician/Supervisor, Senior Technicians (Level 3), and Technicians (Level 2). The number of Level 2 and Level 3 Technicians can fluctuate based on project and workload volumes.

4.11 Responsibilities

The vendor will be responsible for providing the following services:

- Configuration, installation, maintenance of PC hardware, Apple tablets, iPads, operating systems (Windows 10, Mac and some remaining older systems), and restoring images.
- Configuration/deployment of enterprise patches and updates to all City desktop computers.
- PC network connectivity, application installation/setup, upgrades, patches.
- Provide user support and problem resolution for desktop computers, network access, e-mail, web and server-based applications.
- Maintaining, troubleshooting, and repairing desktop computer, laptop/notebook computers, peripheral hardware and software.
- Collaborate with Tier 1, and other IT teams (including but not limited to Network, Server, Security) to diagnose and resolve complex technical problems.
- Develop and maintain a library of standard desktop images.
- Support of audio-visual devices used in various locations and settings throughout COJ.
- Participate in the design and configuration of new desktop hardware and operating systems.
- Collaboration with City technology vendors to escalate and resolve advanced technical problems.
- Install and troubleshoot printers, plotters and scanners not associated with the Enterprise Print System (EPS) contract and not managed by individual vendor support contracts.
- Mitigation, collaboration, escalation, and resolution of virus outbreaks issues during incidents.
- Ensure vendor technicians are properly scheduled for regular and after-hours support.
- Ensure appropriate technical resolutions are delivered.
- Perform standardized PC health checks during ticket resolution (SCCM Agent, McAfee Agent, etc.).
- Ensure that correct asset tracking information is provided to the asset management team prior to service ticket closures.
- Provide hardware and software support for Apple devices.

4.12 Incidents, Service Requests, and Small Project Definition and Process

(a) Incidents are generated as a result of a malfunction with a computer or related applications, access, and peripherals that is affecting employee job performance.

(b) Requests are generated for more routine tasks that do not necessarily relate to a performance issue such as user moves and routine requests for additional equipment and services. Small

projects are generated for incidents and requests that may include multiple tasks or multiple devices.

(c) All requests are submitted to the Help Desk (Tier 1) or to the Desktop Manager by email, telephone, or through CA Service Desk Manager System, and a corresponding service request ticket is created. Customers may create service request tickets directly to the Desktop Services Support Team (Tier 2 and Tier 3) using CA Service Desk Manager System. Unresolved requests are escalated to the various support groups within ITD. All technical support staff members (Tiers 1, 2 and 3) have access to remotely connect and control desktops to enable remote diagnostics and resolution where applicable.

4.13 Desktop Support Operations

(a) Service Requests Volume and Distribution

The current distribution of Desktop Service Requests (Incidents and Requests) is approximately 65% within the inner ring and 35% within the outer ring. Below is the ticket breakdown for the past three (3) fiscal years:

FY2017 (10/1/2016-9/30/2017)	4,418
FY2018 (10/1/2017-9/30/2018)	4,827
FY2019 (10/1/2018-9/30/2019)	5,335

Ticket volumes will fluctuate due to annual PC Refresh projects as well as staffing changes throughout the City of Jacksonville.

(b) Warranty Repairs and Thresholds

The City of Jacksonville leverages warranty periods to repair and replace computers and peripherals that are under the warranty period (typically three (3) years). The City of Jacksonville has established repair thresholds for Desktop equipment exceeding the warranty period. If the equipment repair is estimated to cost more than fifty (50) percent of the replacement value, the computer is replaced and not repaired. All non-warranty full replacements must be approved by the Desktop Services Manager.

(c) Incidents

Occasionally, the City of Jacksonville is faced with unexpected incidents such as virus outbreaks affecting numerous computers. Currently, ITD mobilizes teams utilizing a predefined incident management process to contain and eradicate such incidents. Frequently, these efforts will involve the services of the Desktop Support team in the field, and when this occurs, these incidents will take precedence over routine incidents and service requests. Please refer to the Service Level Section for details on incident management.

(d) **Hours of Operations**

Desktop Support services must be provided during normal business hours (7:30 AM – 5:30 PM Monday through Friday). On-call support will also be required from 8:00 AM to 5:00 PM on Saturday. After hours are all times that fall outside of the normal business hours excluding official City of Jacksonville holidays. Other special project areas may be identified from time to time with adequate notice. Coverage will be required in the event of a declared emergency or disaster.

(e) **Service Desk System**

Currently, the City of Jacksonville utilizes CA Service Desk Manager System as the core system for documenting and tracking all Service Desk incidents and requests. The data captured in this system is utilized to produce management reports and analytics to provide performance metrics SLAs, and to affect continuous improvement measures.

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PART III - PROPOSAL REQUIREMENTS

While the City of Jacksonville allows for flexibility in content and format of this bid proposal, the vendor must address, at a minimum, every area of the following requirements:

PART IIIA - REQUIREMENTS (DOCUMENTATION)

4.14 Implementation Project Plan

The vendor must provide a detailed implementation project plan to demonstrate key implementation tasks, timelines, milestones, and detailed deliverables relative to an assumed project start date for the services defined in this RFP. The plan will act as the basis for the final plan to be utilized for the implementation project. The City of Jacksonville seeks to fully implement the outsourced Desktop Services Support project within sixty (60) days from contract execution. Full implementation is defined for all Tier 2 and Tier 3 Desktop Service incidents and requests being fielded by the selected vendor.

4.15 Implementation Management Team

The Vendor must provide a proposed management structure that will serve as the counterparts to the currently outsourced City structure during the implementation phase and provide detailed roles and responsibilities. To ensure a successful implementation, the City will assign resources to collaborate with the vendor to structure an implementation plan and to ensure appropriate City resources are allocated and available for this project.

4.16 Operational Management

The Vendor must provide plans, roles, and responsibilities that will be assigned to this contract to effectively provide, manage, and supervise the Desktop Support delivery. The proposal must set forth a desktop support structure (organizational chart with roles and responsibilities) to demonstrate how the work will be effectively managed, continuous improvement achieved, and effective communication and partnership with the City maintained.

4.17 Continuous Improvement

The City believes that continuous improvement will be the key to the long-term success of this contract. The vendor proposal must include a continuous improvement plan that the vendor intends to follow that will ensure that Desktop Support Services are continuously adapting to changing City needs that will reduce service requests while increasing service levels. The vendor may propose new methodologies and technologies, at their cost, to enable more cost-effective Desktop Services Support without impacting agreed upon service levels. Please refer to the Service Level Requirements section regarding the base line service level requirements.

The vendor improvement plan should outline processes for meeting the vendor's employee's qualification requirements, at the vendor's cost. The improvement plan must address the on-going training that would be conducted to ensure that the technical skills are kept current. The City of Jacksonville reserves the right to verify staff qualifications and to have the vendor replace staff where staff qualificationsor performance is deemed to be insufficient.

4.18 Staffing Plan

The vendor must provide a detailed strategy of transitioning from the current Desktop Services Support contracted vendor during the implementation period. The transition plan must ensure minimal impact to ongoing desktop support activities.

The City of Jacksonville reserves the right to employ any vendor staff assigned to this contract with no penalties or no cost to the City after six (6) months of the bid award.

4.19 Invoicing

Upon bid award, the successful vendor must provide a sample of the monthly invoice format to gain agreement by both the vendor and the Information Technologies Division that will reflect the anticipated charges and details based on their actual proposed pricing, for all activity on all service. A monthly report, with the specific detailed information that supports the invoice, must accompany the invoice. The vendor will come to an agreement with the City of Jacksonville on the exact format of the invoice and accompanying monthly report during contract negotiations.

4.20 Value Added Service

Vendor should provide information relative to why their company and proposed outsource solution is superior to others. This can be relative to staff certifications, process and procedure methodology, SLAs or other performance metrics, etc.

PART IIIB - REQUIREMENTS (ACKNOWLEDGEMENTS)

4.21 Staffing Coverage

The vendor must provide documentation detailing plans to address resource management to minimize disruption of services to the City.

The City of Jacksonville expects that the vendor will manage the resources assigned to this contract and will promptly address unexpected staff coverage issues and will ensure that the coverage is sufficient at all times in accordance with business hours of operation and established service levels.

4.22 Office Space and Transportation

The City of Jacksonville will provide the vendor office space equivalent to what is provided to the current contract Desktop Services Support vendor. The space will consist of a cubicle, a desk, a chair, a COJ computer (standard desktop) and a COJ desk phone (landline) which will be subject to the City of Jacksonville's computer and phone use policies. The City reserves the right to relocate vendor staff as needed to accommodate changing space needs.

The City will furnish the vendor employees with access to City facilities and to the required systems in support of Desktop Support Services functions. The City will also furnish the vendor with access to the current workroom space to facilitate the provisioning and repair of PCs as necessary.

The vendor staff will be trained on City inventory procedures that must comply with inventory tracking requirements in the handling of hardware and software products, such as the use of Tivoli to perform inventory updates as needed.

Mobile phones, laptops and other tools are required to provide the Desktop Support Services set forth in this RFP. It is the sole responsibility of the vendor to incur and administer all such expenses.

Transportation requirements to provide the services contemplated herein are the sole responsibility of the awarded vendor. All costs associated with required transportation, including associated parking fees, are the vendor's responsibility.

4.23 Vendor Employees Conduct

The vendor's employees are expected to abide by the Information Technologies Division's policies and procedures at all times and perform all tasks with a sense of pride, urgency and professionalism. The City of Jacksonville reserves the right to request replacing a vendor staff member immediately if they are not performing as expected. The City of Jacksonville is a drug free workplace.

4.24 Uniforms

The awarded vendor shall provide standard uniforms to assigned staff to include a minimum of collared shirts containing the vendor's "Corporate Name" and "Desktop Support" on the front. Upon award, the vendor will be required to provide a sample for approval.

4.25 Coverage Hours

Desktop Support services are to be provided during normal business hours (7:30 AM – 5:30 PM Monday through Friday). On-call support will also be required from 8:00 AM to 5:00 PM on Saturday. After hours are all times that fall outside of the normal business hours excluding official City of Jacksonville holidays. Other special project areas may be identified from time to time with adequate notice. Coverage will be required in the event of a declared emergency or disaster.