



COLLIN COUNTY

Office of the Purchasing Agent
2300 Bloomdale Road
Suite 3160
McKinney, Texas 75071
www.collincountytx.gov

COLLIN COUNTY, TEXAS

ADDENDUM No. ONE (1)

RFP No. 10012-11

REQUEST FOR PROPOSAL

FOR

MAINTENANCE: CISCO SOFTWARE & EQUIPMENT

DATE: THURSDAY, DECEMBER 2, 2010

NOTICE TO ALL PROSPECTIVE OFFERORS:

PLEASE MAKE THE FOLLOWING CHANGES TO THE INVITATION FOR BID:

CHANGE DUE DATE FROM:

THURSDAY, DECEMBER 2, 2010 @ 2:00 P.M.

CHANGE DUE DATE TO:

THURSDAY, DECEMBER 9, 2010 @ 2:00 P.M.

DELETE EXISTING SECTION 5.0 – SPECIAL CONDITIONS AND SPECIFICATIONS

REPLACE WITH SECTION 5.0 – SPECIAL CONDITIONS AND SPECIFICATIONS ADDENDUM #1 UPDATED 12-2-2010 - SEE ATTACHED.

DELETED ATTACHMENTS A & B

REPLACED WITH ATTACHMENTS A – L

ALL OTHER TERMS AND CONDITIONS OF THE PROPOSAL AND SPECIFICATIONS REMAIN THE SAME.

SINCERELY,
FRANKLIN YBARBO
PURCHASING AGENT

SEH

4.0 EVALUATION CRITERIA AND FACTORS

4.1 The award of the contract shall be made to the responsible offeror whose proposal is determined to be the lowest and best evaluated offer resulting from negotiation, taking into consideration the relative importance of price and other factors set forth in the Request For Proposals in accordance with Vernon's Texas Code Annotated, Local Government.

4.1.1 Detailed Proposal Assessment

- 4.1.1.1. Cost – 20 points
- 4.1.1.2. Qualifications of the Firm/References – 25 points (See 6.1 and 6.4)
- 4.1.1.3. Qualifications of the Staff/Training – 25 points (See 6.2)
- 4.1.1.4. Meeting Business Requirements – 20 points (See section 5.9)
- 4.1.1.5. Reporting - 10 points (See 6.3)

4.1.2 Best and Final Offers – The County may request best and final offers from a selected short list of responses.

5.0 SPECIAL CONDITIONS AND SPECIFICATIONS

5.1 Purpose: The intended use/purpose for this Request for Proposal is to describe in detail specifications for Maintenance for Cisco Software and Hardware.

5.2 Term: Provide for a contract commencing on January 1, 2011. Collin County is requesting pricing for a one (1) year January 1, 2011 through December 31, 2011, three (3) year term January 1, 2011 through December 31, 2013 and a five (5) year term January 1, 2011 through December 31, 2015.

5.3 Funding: Funds for payment have been provided through the Collin County budget approved by the Commissioners' Court for this fiscal year only. State of Texas statutes prohibit the County from any obligation of public funds beyond the fiscal year for which a budget has been approved. Therefore, anticipated orders or other obligations that may arise past the end of the current Collin County fiscal year shall be subject to budget approval.

5.3.1 **NONAPPROPRIATION:** If sufficient funds are not appropriated to make Installment Payments under this Agreement, this Agreement shall terminate and Purchaser shall not be obligated to make Installment Payments under this Agreement beyond the then current fiscal year for which funds have been appropriated. Upon such an event, Purchaser shall, no later than the end of the fiscal year for which Installment Payments have been appropriated, cease receiving Maintenance Services.

5.4 Price Redetermination: A price redetermination may be considered by Collin County only at the renewal date of the contract. All requests for price redetermination shall be in written form, shall be submitted a minimum of thirty (30) days prior to renewal date and shall include documents supporting price redetermination such as Manufacturer's direct cost, postage rates, Railroad Commission rates, Federal/State minimum wage law, Federal/State unemployment taxes, F.I.C.A, Insurance Coverage Rates, etc. The bidder's past experience of honoring contracts at the bid price will be an important consideration in the evaluation of the lowest and best bid. Collin County reserves the right to accept or reject any/all of the price redetermination as it deems to be in the best interest of the County.

5.5 Price Reduction: If during the life of the contract, the vendor's net prices to its customers for the same product(s) and/or services shall be reduced below the contracted price, it is understood and agreed that the County shall receive such price reduction.

Addendum #1 – Revised 12-2-2010

- 5.6 Approximate Usage: See attached list of equipment to be covered (Attachment A & B).
- 5.7 Dates of Coverage: The dates of required coverage are listed in the Attachments.
- 5.8 Background Information:

Collin County utilizes Cisco equipment for its core routing, access network, wireless network, and telephone network. The core network operates at 10G & 1G. Where a distribution layer is used it's connected at 10G. The access network is fed mostly by 1G links, and client machines generally operate at speeds of 100M.

The core network is redundant while the access and wireless networks are not. Most facilities are connected via fault tolerant fiber rings while a few smaller remote sites are connected by single T1 access lines.

The county currently maintains the network via a Cisco SmartNet agreement utilizing 4-Hour replacement service. The County staffs several very qualified Cisco Certified personnel with qualifications such as CCSP or CCNP. The County is self-sufficient at providing first-level network support. In general, when requests for assistance are made, they require second, third, or fourth level support personnel.

- 5.9 Scope of Services, Business Requirements (**Response Required for all items listed below**):

In an effort to reduce maintenance costs, the county is evaluating reducing its service levels from 24x7x365 4-Hour replacement to an 8x5 Next-Business-Day level of service (both options include ESW and SAS items as well). The County is open to hear support proposals for service directly from Cisco as well as third party alternatives. In either case, the following minimum services are required by the County:

- 5.9.1 Pricing for “24x7x365 4-Hour” (SNTP) support of listed items, start date 1/1/2011 – See Attachment A (1 year), Attachment D (3 year), and Attachment G (5 year)
- 5.9.2 Pricing for “8x5 Next-Business-Day” (SNT) support of listed items, start date 1/1/2011 - See Attachment B (1 year), Attachment E (3 year), and Attachment H (5 year)
Pricing for Software, see Attachment C (1 year), Attachment F (3 year), and Attachment I (5 year)

Pricing for UCSS – see Attachment J (1 year), Attachment K (3 year), and Attachment L (5 year)

Collin County contact at Cisco is Jeff Colas, jecolas@cisco.com,
phone 919-392-7949

- 5.9.3 24x7x365 access to 2nd – 4th level technical assistance.
- 5.9.4 An escalation process must be defined to advance technical support levels upon request or at scheduled intervals.
- 5.9.5 The County is open to proposals and schedules based on cost, but should be measured in hours. For example, 2nd level phone support is available 24x7x365; 3rd level phone support is automatically engaged upon request or after 1 hour and provides a CCIE qualified resource; 4th level Cisco phone support is automatically engaged upon request or after 2 hours.

Addendum #1 – Revised 12-2-2010

- 5.9.6 At the highest technical assistance levels the County must have direct access Cisco support, for example if a problem requires an IOS patch for resolution.
- 5.9.7 County IT personnel must have access to Cisco qualified experts to participate in architecture reviews and provide advice on detailed device configurations.
- 5.9.8 County IT personnel must have access to the Cisco Technical Assistance Center (TAC) website and Cisco TAC support.
- 5.9.9 County IT personnel must have access to download software, firmware, and patches/updates for all hardware items included in the detailed maintenance list.
- 5.9.10 All technology items covered in the detailed maintenance list must be covered by the support agreement. This includes, for example, software subscriptions to Threat Management and Intrusion Detection hardware.
- 5.9.11 The County also seeks consulting input from the vendor on how the County might reduce Cisco maintenance costs in 2012.

6.0 PROPOSAL FORMAT

6.1 The proposal shall, at a minimum, include a Table of Contents detailing sections and corresponding page numbers, and shall be printed on letter-size (8-1/2"x 11") paper and if submitting manually, assembled with spiral-type bindings or staples. DO NOT USE METAL-RING HARD COVER BINDERS (If providing hard copy).

6.1.1 FIRM OVERVIEW

Offeror is requested to define the overall structure of the Firm to include the following

- 6.1.1.1 A descriptive background of your company's history.
- 6.1.1.2 State your principal business location and any other service locations.
- 6.1.1.3 What is your primary line of business?
- 6.1.1.4 How long have you been selling product(s) and/or providing service for Cisco products?
- 6.1.1.6 State how many and the locations where your product/services are in use.
- 6.1.1.7 State number of Cisco customers that your firm currently has under contract.
- 6.1.1.8 Will subcontractors be used for this contract? If yes, please state the name of the Firm(s) and provide references for each subcontracted Firm.

6.2 PROPOSED PROJECT TEAM/STAFF
QUALIFICATIONS/EXPERIENCE/CREDENTIALS

- 6.2.1 Offeror is requested to provide qualifications as well as experience information on Offeror's key personnel that will be assigned to this project, i.e Who will be the County's liason for any issues?
- 6.2.2 Provide documentation that your technicians have been trained to repair Cisco products.
- 6.2.3 Provide a listing of staff with certifications such as CCNA, CCSP, CCIE, CCVP, CCNP.
- 6.2.4 Do your technicians receive on-going training for Cisco products?

6.3 REPORTING REQUIREMENTS

Addendum #1 – Revised 12-2-2010

- 6.3.1 Activity reports, monthly preferred, quarterly acceptable
- 6.3.2 Mean time between failures
- 6.3.3 Mean time to repair (i.e. how long from notification of issue to fix)
- 6.3.4 Ability to report the top 5 issues the County is facing on a quarterly basis.

6.4 REFERENCES

- 6.4.1 Offeror is requested to include at least three (3) references with names, addresses and telephone numbers.

6.5 PRICING/FEES

- 6.5.1 Submit pricing on the attached the spreadsheet – Attachment A - F
- 6.5.2 State any other fees associated with this contract.
- 6.5.3 Item deleted
- 6.5.4 Item deleted