



Department of Administrative Services

Purchasing and Contracts

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CLARK COUNTY, NEVADA RFP NO. 603605-15 COMPUTER SYSTEMS MAINTENANCE SERVICES

March 18, 2015

ADDENDUM NO. 1

REQUEST FOR PROPOSAL

1. The Bid opening date of March 27, 2015 at 3:00:00 p.m. **remains unchanged.**

EXHIBIT A – SCOPE OF WORK

2. Exhibit A – Scope of Work shall be **deleted** in its entirety and **replace** with Exhibit A – Scope of Work (rev 3/17/2015 (attached))

QUESTIONS AND ANSWERS

3. Q1 Can you provide who the current incumbent is for this contract and approximate annual dollar spend by county?
A1 **Computer Technical Services. Approximate spend is \$500,000 annually.**
- Q2 I don't see a scope of work listed on page 26, it says TBD. Do you know when that information will be available and will the information be listed on page 26 once updated or on an addenda?
A2 **The Scope of Work is listed as Exhibit A of the RFP beginning on page 6. You are looking at the Exhibit B, Sample Contract and the scope of work that will be attached to the final contract will be determined when we get ready to award, but will likely be the same as the exhibit to the RFP.**
- Q3 Please provide a ticket history summary so can determine cost factor for this bid.
A3 **Printers and Personal Computers (during Calendar Year 2014)**
Priority 1 Critical – 2
Priority 2 High – 57
Priority 3 Medium – 1,229
Priority 4 Low – 126

Servers (July 2012 – present)
Priority 1 Critical – 1
Priority 2 High – 21
Priority 3 Medium – 82
Priority 4 Low – 21
- Q4 What is the average number of tickets covered by maintenance currently issued to the current provider by HW type (Printer, plotter, scanner, pc/laptop, server) and service location? How many of those are Critical?
A4 **Unfortunately we do not have these by device or specific location, but the total ticket history indicated in Q3 (printers, plotter, scanners, PC/laptops) are broken down by priority 1 through priority 4. These devices are located at our government sites throughout Clark County. Servers are located at six different locations all within the Las Vegas valley.**

Q5 What is the average number of tickets covered by warranty currently issued to the current provider by HW type (Printer, plotter, scanner, pc/laptop, server) and service location? How many of those are Critical?

A5 **See #4, these are total tickets (warranty and maintenance)**

Q6 Can we get a hardware list broken down by location?

A6 **Here are estimates of server and workstation distribution.**

Server Locations

Operations Center - 1670 Pinto Ln – approx. 90%

Regional Justice Center - 200 Lewis Ave - 30-40 servers

District Attorney Family Support - 1900 E. Flamingo Rd - Less than 10 servers

Public Defender - 309 South 3rd - Less than 10 servers

Building Department and Air Quality - 4701 Russell Rd - Less than 10 servers

Workstation Locations

Major Campuses (over 500 per location) – approx. 60% of workstations

Government Center - 500 S. Grand Central

Dept Family Svcs / Dept Juvi Justice - Bonanza & Pecos

DFS Central - 121 S. Martin Luther King

Regional Justice Center - 200 Lewis Ave

Remaining downtown area - includes LV Constable, Public Defender, Print Shop, Law Library, Special PD, Clark Place, Phoenix Bldg, etc.

Mid-Sized Campuses (200 to 500 per location) – approx. 15% of workstations

Pinto Campus - 1600 Pinto Ln (Soc Svc, Coroner, IT, PA/PG)

District Attorney Family Support - 1900 E. Flamingo Rd

Building Department and Air Quality - 4701 Russell Rd

Smaller sites (less than 200 and down to 1 or 2 wkstns) – approx. 25% of workstations

Other areas throughout the County from Mesquite to Laughlin

(departments include Parks and Rec, Fire, Rural Justice Courts, Henderson Justice Court, NLV Justice Court, Parks Police, Code Enforcement, Animal Control, Election Dept, Satellites for DFS, Building Dept, Coroner, Air Quality, Town Boards, etc.) - This represents approximately 150-200 sites

Q7 Can we get a list of Warranty assets (Exhibit A, Attachment 2 was not in the package as stated)? Can we also get have this broken down by location?

A7 **Exhibit A – Scope of Work has been revised (see attached) and no longer references Warranty Assets in Attachment 2. Also see answers to questions 4 and 5**

Q8 In Attachment A, Section K, Sub-section 2 it states that "Following the repair work, the system must be re-configured to the same configuration it was in prior to the start of the repair". Does this statement refer to hardware configuration only (same amount of RAM, same speed processor), or does it refer to software configurations (eg. Image hard drive, configure email, configure network settings, install software etc.)?

A8 **Hardware only**

Q9 Is there a current inventory of break fix stock parts?

A9 **This is owned and maintained by the vendor**

Q10 Is there a list of loaner equipment available and can we see the loaner reports for the last 12 months?

A10 **Loaner equipment is handled on a case by case basis and varies from department to department depending on funding.**

Q11 Will Clark County split the contract if necessary? For example if we were able to only service the printers-scanners-plotters and unable to service desktops-laptops and servers. Would we be able to bid on that section or does it need to be the entire project? In other words...is it all or nothing?

A11 **Clark County does not desire to split the contract. It is all or nothing.**

Q12 What are the Critical Items?

A12 **See Server List (Pricing spreadsheet) of 24/7 support and criticality of job function for workstations (i.e. public safety, public facing services, executive level, etc.) and if a work around is available.**

Q13 Are all Trouble Tickets on Critical Items rated as Priority 1?
A13 Yes

Q14 Is the Service Now Trouble Ticketing system operated out of the ITHD and do the ITHD technicians assign the Trouble Ticket Priorities?

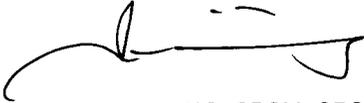
A14 Tickets can be opened by customers or support but the majority (90%) go through the IT Help Desk.

Q15 Do you have and can you provide Historical Data on the Number and Priority of Trouble Tickets?

A15 See A3 above.

Should you have any questions, please contact me at (702) 455-4230 or via email at jhaining@clarkcountynv.gov.

ISSUED BY:



JIM HAINING, CPSM, CPSD, C.P.M., A.P.P.
Sr. Purchasing Analyst

Attachment(s): Revised Exhibit A – Scope of Work (rev 3/17/2015)

cc: Dan Athey, IT
Mark Matthews, IT
Martin Bennett, IT

RFP NO. 603605-15
COMPUTER SYSTEMS MAINTENANCE SERVICES

EXHIBIT A
SCOPE OF WORK
(revised 3/17/2015)

A. RESPONSE LOCATIONS

PROVIDER agrees to respond to work sites in the Las Vegas Metropolitan area including Las Vegas, North Las Vegas, Henderson and unincorporated Clark County. In addition, PROVIDER agrees to respond to REMOTE locations which are hereby defined, but not limited to, Boulder City, Bunkerville, Goodsprings, Indian Springs, Jean, Moapa Valley, Mesquite, Nelson, Sandy Valley, Searchlight, and Laughlin within an eight (8) working hour response time or longer period as scheduled by COUNTY at the time of service request notification. COUNTY will make available to PROVIDER a detailed list of response location department names and addresses requiring service. COUNTY may add or delete work locations during the course of this CONTRACT as COUNTY adds or deletes its facility locations.

B. EMPLOYEES OF PROVIDER

- 1) PROVIDER agrees that all support services shall be performed by a manufacturer's certified service technician. Personnel providing support services shall have completed any course of training that is required by the manufacturer in order to provide manufacturer authorized repair service. PROVIDER further agrees that all support services are to be provided by experienced personnel that are able to properly configure network systems and/or stand-alone configurations. Support services personnel must remain current with new products and changes to current products in order to make valid recommendations to COUNTY on selection of equipment and software. All PROVIDER employees performing work under this Contract shall be satisfactory to COUNTY. If COUNTY requests a replacement, COUNTY will provide specific reasons to substantiate the request. All PROVIDER employees entering COUNTY's premises may be required to wear distinctive identification badge issued by COUNTY, and are expected to comply with standard work area safety and health procedures/practices.
- 2) PROVIDER's employees shall be thoroughly trained in the maintenance, repair and adjustment of the varying types of equipment included in this Contract. Support services technicians shall attend ongoing technical training programs, on-the-job training programs, and safety training programs administered by PROVIDER.
- 3) PROVIDER's employees who perform work on equipment located at a COUNTY site shall successfully complete a background check. COUNTY will arrange for background checks at no cost to PROVIDER.

C. MAINTENANCE AND REPAIR FACILITY

- 1) PROVIDER shall have a local maintenance and repair facility. COUNTY reserves the right to inspect the facility at any time during the contract term.
- 2) COUNTY may require any, or all, of the following items to confirm PROVIDER's ability to meet this on-going requirement: list of manufacturer trained/certified personnel and their associated training/certification, list of replacement parts inventory, and a copy of PROVIDER's business license. Additional information may be required on a case-by-case basis.

D. PARTS INVENTORY

- 1) Parts Inventory: PROVIDER shall maintain an inventory of replacement parts for each equipment type which shall be available from PROVIDER's local, regional or national warehouses. PROVIDER agrees that renewal parts or assemblies requiring shipment from regional or national warehouses shall be shipped via overnight delivery, with no additional expense to COUNTY.
- 2) Parts Inventory for Critical Items: PROVIDER shall maintain an inventory of replacement parts for critical items necessary to meet the required service levels specified in this Contract.
- 3) Parts included in this Contract do not include printer toner or ink.

E. ORIGINAL EQUIPMENT MANUFACTURER (OEM) PARTS

PROVIDER agrees to provide Original Equipment Manufacturer parts used by the manufacturers of the equipment, or "equivalent" parts acceptable by COUNTY, and to use only these components for replacement or repair of the equipment. When "equivalent part(s)" will be used on a one time basis, COUNTY must be notified in advance and pre-approval obtained. If the "equivalent" part(s) will be used on all similar equipment repairs, prior written approval must be obtained from COUNTY.

F. CHANGES TO COUNTY'S INVENTORY

- 1) From time-to-time, at COUNTY's sole discretion, items shall be added to or deleted from the equipment inventory. During the initial contract term and during each of the annual periods, there shall be no additional costs for performing maintenance on any items added to the equipment inventory, nor shall there be any cost reduction for any items removed from the equipment inventory during each annual period, with a cap not to exceed + or – 10% by quantity addition or removal per category (printers, desktops and notebooks, and servers). If the equipment inventory level within any category fluctuates up or down by more than 10% during the initial term of the Contract or during any of the subsequent annual periods, all subsequent invoices for the remainder of the associated contract period and all subsequent annual periods shall be adjusted to include the cost or savings associated with all items exceeding the + or – 10% quantity per category addition or removal.

At the beginning of each annual period, the costs or savings associated with any equipment which has been added or removed during the previous annual period shall be adjusted and shall be invoiced for accordingly.

- 2) Equipment coming off warranty will be transferred to out-of-warranty maintenance at the end of the warranty period and will be treated as added equipment in accordance with paragraph F. 1) above.
- 3) If during the term of this Contract equipment is found that is not listed on the inventory list but requires support, it will be repaired by PROVIDER, added to the Contract effective at the time it is discovered and will be treated as added equipment in accordance with paragraph F.1) above.
- 4) Upon award of this Contract, PROVIDER may conduct a verification audit of all installed products.
- 5) PROVIDER will provide on-line real time access to COUNTY's warranty and maintenance inventory.
- 6) From time to time COUNTY may purchase equipment that may be considered new technology, defined as technology that was not commercially available at the time this Contract was executed and not similar to equipment current under contract. When adding this new equipment to the Contract, both parties shall agree that the equipment is new technology and not similar to current equipment and mutually negotiate the maintenance pricing for the new technology equipment.

G. PERFORMANCE OF WORK

PROVIDER shall perform all work as may be necessary to service this Contract in a manner acceptable to COUNTY, and unless otherwise provided, shall furnish all transportation, materials, equipment, tools, labor or incidentals necessary to complete the work in the most expeditious manner.

H. INVOICE JUSTIFICATION

PROVIDER is hereby required to maintain detail inventory and maintenance records to provide justification for invoicing (pricing) pursuant to this Contract for each COUNTY entity identified. PROVIDER agrees to report this information to COUNTY on a monthly basis or as otherwise requested by COUNTY. All information provided must be in terminology that can be reasonably understood by COUNTY's non-technical staff unless such terminology is defined. Acronyms shall not be used that are not defined in the report.

I. ENTITIES AUTHORIZED TO USE SUPPORT CONTRACT

It is hereby understood that the Government entities listed below may utilize this Contract to obtain support at the Contract prices throughout the term of this Contract. These entities will issue purchase orders directly to PROVIDER. Each entity will obtain Contract award authorization from their individual governing body. Other government entities may utilize the Contract at PROVIDER's option to obtain services pursuant to Nevada Revised Statutes – NRS 332.195.

- Clark County Department of Aviation (McCarran International Airport)
- Las Vegas Metropolitan Police Department
- Las Vegas Valley Water District
- Clark County Water Reclamation District
- University Medical Center of Southern Nevada

J. SERVICE EFFECTIVE DATES

- 1) The warranty period shall start on the date of receipt of the equipment and/or material by COUNTY.
- 2) The maintenance period for all equipment shall begin automatically at the expiration of the equipment warranty period.

K. REPAIRS

- 1) PROVIDER serves as COUNTY's warranty provider at no cost to COUNTY. If during the warranty period any defect or faulty materials are found, PROVIDER, upon notification by COUNTY, shall proceed to replace and repair same, together with any damage to equipment or software that may have occurred as a result of this defective equipment or workmanship. PROVIDER shall obtain replacement parts and recover expenses in accordance with the terms of the warranty. Additional equipment will be added as it is acquired by COUNTY. As warranties expire, the associated equipment will be moved from Warranty Equipment Lists to Maintenance Equipment Price Sheet in accordance with paragraph F. 2) above.
- 2) With the exception of all "surplus" equipment, PROVIDER shall repair all equipment to make it operational, whether or not all components have been specified, for the price shown in **Pricing Exhibit** of Contract. Following the repair work, the system must be re-configured to the same configuration it was in prior to the start of the repair.
- 3) PROVIDER must provide all necessary support on-site where the equipment is installed or, if necessary, PROVIDER shall transport equipment to PROVIDER's service facility to affect repair at no additional cost to COUNTY.

L. COUNTY'S RESPONSIBILITY FOR ADDITIONAL CHARGES

- 1) The full-service support program includes all parts, labor, delivery charges, phone call costs, travel, per diem costs, call back charges and miscellaneous expenses. COUNTY will not be invoiced for any additional cost of any kind, with the exception of consumables associated with the maintenance repairs that will be COUNTY's responsibility, without prior approval of COUNTY and subject to unencumbered approved budgeted appropriations. Consumables consist of printer ribbons, toner cartridges, plotter pens, and ink cartridges.
- 2) Subject to unencumbered approved budgeted appropriations, COUNTY shall be responsible for additional charges resulting from (a) use of equipment for purposes other than those for which it was designed; (b) misuse, accidents (including spills), or neglect as defined by the hardware manufacturer; (c) physical damage sustained by equipment except for internal damage due to malfunctions of components. COUNTY agrees to pay for service at the cost of time and materials consistent with out-of-warranty maintenance rates as agreed to by COUNTY and PROVIDER, subject to unencumbered approved budgeted appropriations.

M. AUTHORIZED SERVICE

- 1) Manufacturer's authorized service must be provided by a manufacturer's certified service technician, including, but not limited to, service on Compaq, Dell, Hewlett Packard, and IBM computers, servers, printers and plotters. If the original equipment manufacturer has a certification program, PROVIDER's technician(s) shall be certified. PROVIDER must personally provide service for all equipment purchased. If a manufacturer does not have a certification program in effect, PROVIDER is still responsible for the warranty and maintenance services and must provide COUNTY information as to how their technician(s) are otherwise qualified to service the equipment. Under these conditions, PROVIDER may elect to subcontract the service responsibility, with prior written approval by COUNTY.
- 2) PROVIDER will dedicate or make available by name those manufacturer's certified service technicians who will primarily respond to requests for warranty and maintenance services by COUNTY. At least one certified service technician will be assigned to work full-time, on-site, in conjunction with the Information Technology Help Desk (ITHD).

N. SERVICE HOURS:

- 1) Except for Critical Items requiring 24-hour/7-day a week service or as otherwise stipulated by COUNTY, support will be provided from 7:00 a.m. – 5:30 p.m. Pacific, Monday through Friday, County holidays excluded. Individual office/location hours, for access to equipment requiring service, shall be verified by PROVIDER before dispatching a service technician.
- 2) PROVIDER is advised that there are eleven legal County holidays: New Year's Day, Martin Luther King's Birthday, Presidents Day (Washington's Birthday observed), Memorial Day, Independence Day, Labor Day, Nevada Admission Day, Veterans Day, Thanksgiving Day and Friday after, and Christmas.

O. SUPPORT REQUESTS:

- 1) Service-Now is the current Information Technology Help Desk (ITHD) ticket tracking utility, for Clark County, that allows assignment of tickets to appropriate groups or individuals and utilizes automated e-mail notification.

- 2) Past experience has shown that a number of user problems are solved by COUNTY without assistance from the PROVIDER; as a result, the majority of hardware service requests and incidents will first be reviewed by COUNTY service support teams (ITHD, Desktop Support or Infrastructure Teams) and then re-assigned/escalated to PROVIDER when required (normally when the hardware in question has failed).
- 3) PROVIDER will be notified via e-mail each time a new Service Ticket has been assigned to them in the Service-Now System. For Priority 1 Service/Incident Requests, PROVIDER will also be notified via telephone.

P. SUPPORT REQUEST RESPONSE TIME/REPORTING REQUIREMENTS:

- 1) Upon COUNTY's notification of Support Request or Incident, a qualified manufacturer's certified service technician must **respond** by telephone in the following timelines (measured in business hours):

Priority 1: Within 15 minutes
Priority 2: Within 2 hours
Priority 3: Within 8 hours

- 2) Upon COUNTY's notification of Support Request or Incident, a qualified manufacturer's certified service technician must **resolve** the incident and restore service within the following timelines (measured in business hours):

Priority 1: Within 2 hours
Priority 2: Within 8 hours
Priority 3: Within 72 hours

Note: If a spare part is on back order, this must be communicated to COUNTY's customer and the ticket can be changed to Priority 4. Back order situations should be kept to an absolute minimum. For Out of Warranty Equipment, COUNTY recognizes that these situations can occur and therefore will allow no more than 3 in a calendar month. For incidents exceeding 3 in a calendar month, PROVIDER may be deemed in breach of contract and disciplinary action, up to and including termination of the Contract may be imposed. For equipment that is under warranty, COUNTY recognizes that the delivery of warranty replacement items is controlled by the manufacturer, not PROVIDER. However, PROVIDER is responsible for expediting the ordering of replacement parts, monitoring the shipping and anticipated delivery date, keeping COUNTY's customer well informed of the status and maintaining the status notes in the Service Now system.

- 3) Upon resolution of Support Request or Incident PROVIDER will update the ticket with resolution notes and change the state of the ticket to "resolved", in a timely manner. This will notify COUNTY's customer via e-mail of the change in status and allow COUNTY's customer to respond in the event the issue was not resolved to their satisfaction.

Q. CRITICAL SUPPORT REQUEST RESPONSE TIME/REPORTING REQUIREMENTS:

- 1) Critical items require 24-hour/7-day per week support coverage. Upon COUNTY'S notification of a critical Support Request PROVIDER must respond immediately to ITHD by telephone and take immediate action to start work on the critical Support Request. PROVIDER shall either provide a toll-free telephone number or accept collect calls from COUNTY for critical Support Requests at a location staffed by PROVIDER's employees 24 hours a day/7 days a week.
- 2) Within 30 minutes of the service call, PROVIDER will provide the ITHD a First Report with an assessment of the problem, action required, and the estimated time of completion. Progress reports will be provided hourly.
- 3) Service must be restored within two hours for each piece of equipment identified as critical from the time the service call is placed or as otherwise agreed to by COUNTY. If it appears that this will not be achieved, ITHD will be notified as soon as possible.
- 4) PROVIDER will provide a verbal resolution report to ITHD on each critical Support Request upon restoration of service. The resolution reports will indicate the time the technician received the Support Request, technician assigned to the Support Request, Support request number, PROVIDER's tracking number, name of COUNTY's representative notified of completion, when and how COUNTY's representative was notified, the time the equipment was placed back on line, a synopsis of the problem and the repair action taken, parts replaced and the actual time it took to repair the equipment. A written copy of the resolution report will be left for COUNTY's Department Representative. COUNTY will incur no cost for the resolution report. See the Service Action Summary, Attachment B for a summary level view of response time and reporting requirements for critical Support Requests.

R. LOANER DEVICE:

Restoration of service shall be completed in accordance with the priority timelines detailed in Section P. 2) above. If service cannot be restored within the required time, a loaner device must be provided at no cost to COUNTY. The loaner must be of equivalent quality and function as the item being repaired without modifying COUNTY's software, hardware or procedures. PROVIDER will provide a list monthly of all loaner devices by location, date loaned, time estimate to repair original device, description of loaner, Support Request number, and PROVIDER's tracking number. If service is not restored on the original equipment within two (2) weeks, COUNTY may retain the loaner as a replacement at no additional cost to COUNTY.

S. REPLACEMENT DEVICES:

A device that is under warranty and cannot be repaired shall be permanently replaced with the concurrence of COUNTY. The replacement must be a current production model of equal or increased functionality. Such a replacement will be provided by PROVIDER at no increased costs to COUNTY other than possible maintenance cost adjustments. COUNTY will be provided written reports of such replacements which include serial numbers.

T. UNREPAIRABLE DEVICES:

When both parties agree that a device is no longer repairable, that device shall be removed from the Contract upon written confirmation by both parties.