**REQUEST FOR PROPOSALS**

**RFP NO. 21-135**

**DATABASE MONITORING AND ON-DEMAND SERVICES**

El Paso County (County) is soliciting proposals from qualified, experienced, professional firms to provide Database Monitoring and On-Demand Services. Proposals will be received by the El Paso County Contracts & Procurement Division, 15 E. Vermijo Avenue, Colorado Springs, CO 80903, **via Rocky Mountain E-Purchasing System** **by no later than 1:00 PM (MT), Monday, November 8, 2021** at which time they will be publicly opened and read aloud (via Teleconference).

Any questions regarding this solicitation should be directed to JoAnne Stone, CPPB, Contracts and Procurement Assistant Manager. **Questions should be submitted via Rocky Mountain E-Purchasing System.** Do not contact any other individual regarding this RFP. **Final questions are due no later than 1:00 PM (MT), Friday, October 22, 2021.**

**PLEASE USE THE ROCKY MOUNTAIN E-PURCHASING SYSTEM WEBSITE &** **LOG ONTO** [www.bidnetdirect.com](http://www.bidnetdirect.com) **TO DOWNLOAD DOCUMENTS.**

**EL PASO County CONTRACTS & PROCUREMENT DIVISION WILL NOT BE HELD RESPONSIBLE**

**FOR MISINFORMATION RECEIVED FROM PRIVATE PLAN HOLDERS.**

**It is the responsibility of all bidders to make sure they have obtained all solicitation documents and addendums, and to include signed copies of each addendum signature page with their bid.**

BOARD OF County COMMISSIONERS

EL PASO County

/s/ TRACI GORMAN

CONTRACTS MANAGER

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| **PUBLICATION DATES:** |
| **Fountain Valley News:** |
| **October 13, 2021****October 20, 2021** |

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**EL PASO County**

**CONTRACTS & PROCUREMENT DIVISION**

#### RESPONSE CHECKLIST

#### FOR

**DATABASE MONITORING AND ON-DEMAND SERVICES**

The proposer’s attention is especially called to the items listed below, which must be submitted in full as part of the proposal. Failure to submit any of the documents listed below as a part of your proposal, or failure to acknowledge any addendum in writing with your proposal, or submitting a proposal on any condition, limitation or provision not officially invited in this RFP (Request for Proposals) may be cause for rejection of the proposal.

**THIS CHECKLIST MUST BE SUBMITTED AS PART OF YOUR PROPOSAL PACKAGE.**

|  |
| --- |
| **Please submit the following items through Rocky Mountain E-Procurement Website.****See Proposal Submission section for details** |
|  | Response Checklist |
|  | Addendum(s) Acknowledgement if any |
|  | Completed Proposal Response Form  |
|  | Any reservations, conditions, exceptions, or constraints related to this RFP |
|  | Any additional agreements if any |
|  | Qualification Statement  |
|  | Insurance Certificates |
|  | Fee Proposal (separate file) |

PLEASE READ THE **“INSTRUCTIONS FOR SUBMITTING PROPOSALS”** INCLUDED IN THIS PACKAGE**.**

|  |  |
| --- | --- |
| **COMPANY NAME:** | **PHONE NUMBER:** |
|  |  |
| **STREET ADDRESS:** | **FAX:** |
|  |  |
| **CITY, STATE, ZIP:** | **EMAIL:** |
|  |  |
| **AUTHORIZED REPRESENTATIVE NAME (PRINT**): | **TITLE:** |
|  |  |
| **AUTHORIZED REPRESENTATIVE SIGNATURE:** | **DATE:** |

**GENERAL SPECIFICATIONS**

**FOR**

**DATABASE MONITORING AND ON-DEMAND SERVICES**

1. **INTRODUCTION**

El Paso County, Colorado, Digital, Strategy, and Technology (DST or County) Department is requesting proposals from qualified firms interested in providing database services to include proactively monitor, alert, and remediate County’s business critical production database environments. In addition, provide database on-demand support services on an as-needed basis.

The County is a regional leader providing valued and necessary community services in the most cost-effective manner. The Objective is to award multiple contracts for the one-year period with four one - year renewal options.

1. **ENVIRONMENT**

The DST Department consists of a team of more than 80 professionals who provide technical support, cost-effective products, and service technologies to the County. DST is responsible for delivering quality technology services to employees, Elected Officials, and citizens. As public servants, the County is entrusted with developing, maintaining, and managing the County’s IT Infrastructure.

The DST department leverages managed services to source advanced technical expertise and services on a regular basis. Managed services engagements fill the gaps when technical resources are needed on an occasional, less than full-time, scheduled, or when a narrow and highly specialized set of competencies are required to successfully maintain information systems.

The County’s current database environments are housed on-premise and are comprised of Oracle and Microsoft SQL Server. The County’s Oracle and Microsoft SQL Server environment lifecycle management are provided by DST, Database and Enterprise teams. There are currently four (4) Oracle database environments and two (2) SQL Server database environments under consideration for the business-critical monitoring scope. A representative non-exhaustive list of environments to manage is contained in **Attachment 1, Database Environments.**

Key business critical services include the County’s Enterprise Resource Platform (ERP), Timekeeping System and the Jail Management System.

1. **SCOPE OF WORK**

There are 2 categories: 1) Database Monitoring and 2) On-Demand Services. Proposers can propose on one or both.

1. MONITORING AND SUPPORT
2. Monitoring Setup

Contractor shall work with County in obtaining appropriate access to Oracle Enterprise Manager (OEM) and SentryOne database environment monitoring tools. Configuration, alerting thresholds, channels and processes will be reviewed with Contractor.

1. Monitoring and Support

Contractor shall be responsible for monitoring, periodic support, and restoration of County business critical Oracle and SQL database environments, properties, and associated services. Contractor will be granted access to County monitoring and support services for business-critical databases listed in Attachment 1, twenty-four (24) hours per day, seven (7) days per week, three hundred and sixty-five days (365) days per year to include following services:

1. Contractor shall acknowledge, validate the incident, and triage severity.
2. Contractor shall notify County staff of Severity 1 incident within thirty minutes.

1. Contractor shall review the Database Team Member’s On-Call Schedule and follow the instructions to reach the On-Call DBA as described in **Attachment 2, Monitoring and Support Event Response.**
2. Priorities will be defined with Contractor upon contract award.

1. Contractor shall utilize County ticketing system and provide status updates on each ticket. Protocols and specifics will be reviewed with Contractor upon contract award.
2. Any changes to the monitored environments will be a contract change order.
3. Support tasks include but are not limited to service restoration, space management, performance improvement, issue resolution, and event remediation.
4. The County and the Contractor will identify communication cadence and reporting upon contract award.
5. Contractor shall setup, event definition, and alerting process reviews.
6. Contractor shall provide Event Remediation Support.
7. Contractor shall provide After Action Reports (what, how, changes made) using County ticketing system.
8. Contractor shall provide monthly status meetings.
9. Contractor shall provide monthly summary of work performed.
10. Contractor shall provide Cyber Security Updates to include reviewing, monitoring, and Notifications.
11. ON-DEMAND SERVICES
12. Task Orders

On Demand Support Services shall be available for any County Oracle and Microsoft SQL Server environment.

Any individual requests, or set of requests, that are estimated by the Contractor to exceed 20 hours of effort shall be deemed a “Project”. A separate Task Order (TO) will be written for the Project scope and align with the optional value added on-demand services listed in this scope statement. Scope may consist of extended support tasks or project work.

Task Orders shall utilize rates established in this contract. The Contractor shall estimate the effort and hours for each TO.

Under no condition shall the Contractor perform any additional PROJECT work without the permission of the County.

1. Value Added Services

The following optional value added on-demand services may be requested on a periodic basis and may require a separate Task Order for the purpose of scope clarification. Examples include but are not limited to:

Database Migrations

Database Implementations

Database Patching

Performance Analysis and Tuning

Database Development/Test Environment Refreshes

Database Development

Event remediation

1. General Service Level Support Requirements
2. Support Location: Support to County work may be performed remotely, however all work must be performed by US-based resources.
3. Contractor shall interact with the collective team to support database environments.
4. Contractor personnel shall obtain Criminal Justice Information Services (CJIS) certification prior to being provided access to the County network and assets.
5. Contractor shall maintain logistical protection of County assets, programs, and data using reasonable and best practice IT industry guidelines and standards. With the direction of the County Cybersecurity team, Contractor shall collaborate with County to maintain a security and data protection plan, including a communication plan in case of a potential breach.
6. Contractor shall work with County Cybersecurity team to identify and resolve any areas where additional security is needed.
7. Contractor shall notify the County immediately if it suspects or confirms a security or data protection breach and the parties will collaboratively work to evaluate the breach, identify risks, create a remediation plan, and execute said plan.
8. No Solicitation of Employees: County or Contractor may not recruit or hire an employee of the other party for one-year following the completion of this agreement unless a written mutual agreement is established between the parties permitting such employment action.
9. Provider Guarantee: Contractor guarantees the performance of work commissioned under this Contract and agreed upon Service Level Agreements if any. If any other agreements required other than the County’s contract, proposers must submit those with the proposal.
10. Out of Scope: Improvements to County network, operating systems patching, and maintenance of applications.
11. Contractor shall not perform any work outside the Services that will incur additional fees to County without County’s prior written approval through the agreed upon Task Order or Change Order Management process.
12. Acceptance of Deliverables: Acceptance of deliverables occurs within 10 business days unless County notifies Contractor that deliverables or corrected deliverables fail to conform to the requirements.
13. Contractor shall obtain County’s sign-off and confirmation before onsite work sessions are scheduled.
14. Multiple contracts may be awarded and multiple Contractors from different vendors may be working for County at the same time, e.g., one Contractor may be awarded Monitoring and Support, while a second Contractor may be awarded On-Demand Services.
15. County’s Responsibility
16. County will be responsible for granting Contractor access to required environments, including secure remote access.
17. County will provide access to DST Ticketing solution.
18. Payment
19. Monitoring and Support
	1. County will have a bucket of maintenance hours to use throughout the contract year for a total of Monitoring and Support contract Not-to-Exceed amount.
	2. Invoice for maintenance hours shall be time and materials payments at a monthly interval unless mutually agreed upon in writing by the parties.
	3. Hours will roll over from month to month and expire if not used by the last day of the calendar year.
	4. Time will be billed to the nearest quarter hour or actual time worked. Rounding to the nearest hour or half hour will not be accepted
20. On Demand Services

It will be billed Time and Materials with Not-to-Exceed amount per year based on the fixed rate proposed and the separate Task Order per project.

1. Both Services
	1. Travel and per diem expenses will be billed separately at the approved Federal rates. County anticipates limited travel expenses. Contractor will only bill actual travel expenses.
	2. The reimbursement for airfare, lodging, meals, and incidental expenses shall be limited to reasonable and necessary expenses with adequate supporting documentation.
	3. Fees are quoted in U.S. dollars. Invoices will be processed and paid by County within 30 business days from the date of receipt of the invoice.

**IV. PROPOSAL RESPONSE FORM**

Proposer response shall include completed **Attachment 3, Proposal Response Form,** and the qualification statement (you do not have to repeat information if covered in other areas of the proposal, make a reference to that section).

**V. FEE PROPOSAL FORMAT**

 Fee/rate/cost schedule for services proposed must include the following at minimum:

1. Monitoring and Support Services: Provide yearly total cost to successfully perform all services listed herein along with detailed cost breakdown of each items/resources. Partial year service will be prorated.
2. On-Demand Service: Provide hourly fixed rate of all labor categories/titles anticipated in performing services described herein.

**VI. PROPOSAL PROCESS REQUIREMENTS**

1. INQUIRIES

Any questions regarding this solicitation should be directed to JoAnne Stone, CPPB, Contracts and Procurement Assistant Manager. **Questions should be submitted via Rocky Mountain E-Purchasing System.** Do not contact any other individual regarding this RFP. **Final questions are due no later than 1:00 PM (MT), Friday, October 22, 2021.**

1. PROPOSAL RESPONSE REQUIREMENTS

The following items shall be included in the proposal in the order listed herein:

1. The Response Checklist (form included in this RFP package).
2. An Addendum acknowledgement signed for each addendum issued. The Addendum content does not need to be attached, just the acknowledgement page.
3. Proposal Response Form.
4. Reservations, conditions, exceptions, or constraints related to this RFP.
5. Any additional agreement requirements if any.
6. Qualification Statement
7. Copies of requested insurance certificates
8. Fee Proposal (separate file)
9. PROPOSAL SUBMISSION

In an effort to minimize unnecessary risk of exposure to the Coronavirus and comply with Centers for Disease Control (CDC) guidelines for group gatherings, bids must be received via **Rocky Mountain E-Purchasing System** **no later than 1:00 PM (MT), Monday, November 8, 2021** [**www.rockymountainbidsystem.com**](http://www.rockymountainbidsystem.com). Proposers shall submit three .pdf files: The County prefers the .pdf files to be searchable. Proposers shall follow the naming convention as described below.

* 1. Technical Proposal: Company Name RFP # Tech. Example (ABC Cleaning 21-001 Tech)
	2. Fee Proposal: Company Name RFP # Fee. Example (ABC Cleaning 21-001 Fee)
	3. Public Copy: Company Name RFP # Public. Example (ABC Cleaning 212-001 Public)

The Proposal Opening for RFP 21-135 will take place VIA TELECONFERENCE utilizing the call-in information below:

Participant-guest login:

1.  Dial access number: 1-877-820-7831

2. Enter the participant-guest pass code: 514880#

Proposers are NOT required to participate. No in person entry to our building will be permitted.

Public Copy shall be available for public inspection and should not contain any information that the proposer deems confidential and proprietary.

Proposals shall be signed by an authorized representative of the proposer. Failure to submit the information requested may result in the El Paso County Contracts & Procurement Division requiring prompt submission of missing information and/or giving a lower evaluation of the proposal. The Contracts & Procurement Division may reject proposals that are substantially incomplete or lack key information.

By submitting a proposal, you represent that you have (1) thoroughly examined and become familiar with the scope of services outlined in this RFP, and (2) are capable of performing quality work to achieve the County’s objectives.

1. ORAL PRESENTATION/INTERVIWS

Firms submitting a proposal in response to this RFP may be required to give an oral presentation of their proposal in an interview session with the Evaluation Committee. Additional technical and/or cost information may be requested from any firm by the Evaluation Committee prior, during or after the interview for clarification purposes, but in no way shall change the original proposal submitted. Interviews are at the option of the Evaluation Committee and may or may not be conducted. If required interviews shall be conducted via teleconferencing.

1. RFP TIMETABLE

***NOTE: THE DATES SHOWN IN ITALICS ARE APPROXIMATE, ARE NOT BINDING, AND ARE SUBJECT TO CHANGE.***

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| RFP NOTICE ADVERTISED | 10/13 & 10/20 |
| PRE-PROPOSAL CONFERENCE | N/A |
| FINAL RFP QUESTIONS DUE | 1:00 PM (MT), October 22, 2021 |
| PROPOSAL DUE DATE | 1:00 PM (MT), November 8, 2021 |
| EVALUATION OF PROPOSALS | *Week of November 15th*  |
| INTERVIEWS (IF APPLICABLE) | *Week of November 15th*  |
| RECOMMENDATION OF AWARD TO BOCC  | *Early December*  |

1. TERM OF CONTRACT

Issuance of this RFP and receipt of proposals does not commit the County to award a contract. The County reserves the right to postpone opening, to accept or reject any or all proposals received in response to this RFP. The County may negotiate with other than the highest ranked proposer should negotiations with the highest ranked proposer be terminated, or to cancel all or any part of this RFP.

**The initial contract period will be from date of approval to December 31, 2022. The fees proposed shall remain firm during the initial contract period.** The contract may be renewed at the discretion of the County for four (4) optional one-year terms upon satisfactory performance by the successful contractor and at a negotiated rate agreed to in writing at least ninety (90) days prior to the contract expiration date. Failure to negotiate an agreed-upon rate for the forthcoming year will result in non-renewal of the contract. Award of a contract or renewal of a contract is contingent upon available and approved funding.

Any contract awarded between El Paso County and the successful firm shall consist of the County’s standard Services Contract (a copy of which is included in this RFP package) signed by both parties, this RFP and any addenda, the submitted proposal, all negotiation documents and the resulting Purchase Order and original certificates of insurance.

If proposer does not agree with any terms or conditions of the County’s standard Contract or any items in this document, the proposer shall present its exceptions with its proposal. If no concerns are expressed by proposer, the County shall consider that all terms and conditions of the standard contract shall control. The County reserves the right to reject proposals based upon exceptions to its standard contract terms and conditions.

A proposal shall be disqualified and rejected by the County if the price in the proposal was not arrived at independently without collusion, consultation, communication, or agreement as to any matter relating to such prices with any other proposer, County employee, or any competitor.

The Proposer is prohibited from submitting multiple proposals in a different form (i.e., as a prime Contractor and as a sub-Contractor to another prime Contractor). Submittal of multiple proposals in different form may result in the disqualification of all Proposers associated with a multiple proposal.

Should any such prohibited action Stated above in this section be detected any time during the term of the Contract, such action shall be considered a material breach and grounds for Contract termination.

By submitting their proposal, the Proposer certifies that they are not currently debarred from submitting bids or proposals for contracts by any agency of El Paso County, Colorado and/or the State of Colorado, nor are they an agent of any person or entity that is currently debarred from submitting bids or proposals on contracts by El Paso County, Colorado, or the State of Colorado.

1. INSURANCE REQUIREMENTS

For proposal purposes, proposers shall submit copies of certificates of insurance for professional and general liability and workers' compensation, as referenced on the Response Checklist. The Contractor shall be required to provide original certificates of Insurance showing coverage for the items identified in the “Insurance Che – Appendix C”, at its own expense, **naming El Paso County as an additional insured**, along with an original Workers’ Compensation certificate, both with a 30-day cancellation notice, and maintain such coverage for the duration of the proposal award/contract.

1. EVALUATION AND AWARD PROCESS

The Evaluation Committee shall evaluate all proposals received for completeness and the proposer’s ability to meet all specifications as outlined in this RFP. The committee may then short-list for interviews the specific firms whose proposals best meet all the criteria required.

1. SELECTION CRITERIA

The following factors (not listed in order of priority) shall be considered when evaluating each proposal. The County reserves the right to consider other factors not named here in making its decision.

1. Completeness of the response to this RFP.
2. Proposal Response Form.
3. Qualification Form.
4. Reservations, conditions, exceptions, or constraints related to this RFP.
5. Any additional agreement requirements.
6. All other information submitted.
7. Fee Proposal.
8. ATTACHMENTS:
9. Attachment 1, Database Environments
10. Attachment 2, Monitoring and Support Event Response
11. Attachment 3, Proposal Response Form
12. Insurance Checklist – Appendix C
13. Instructions for Submitting Proposals
14. General Services Contract

Any questions regarding this RFP should be directed to JoAnne Stone, CPPB, Contracts & Procurement Assistant Manager by e-mail to joannestone@elpasoco.com

JoAnne Stone

JoAnne Stone, CPPB

Contracts and Procurement Assistant Manager

**EL PASO County**

**CONTRACTS & PROCUREMENT DIVISION**

**CONTRACTOR’S QUALIFICATION STATEMENT**

**for**

**DATABASE MONITORING AND ON-DEMAND SERVICES**

This statement will provide information which will enable the County to evaluate the qualifications of your firm and staff with regards to the requirements of this Request for Proposals (RFP**).**

**Please complete this form in its entirety and submit it along with the other required proposal documents.** If there is not enough room on the form to answer the questions, attach additional pages if necessary.

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| **IF ADDITIONAL INFORMATION IS PROVIDED ON A SEPARATE SHEET FOR ANY OF THESE ITEMS, CLEARLY SPECIFY WHERE IT CAN BE LOCATED IN YOUR BID PACKAGE.** |
| **(PRINT or TYPE)** |  |
| FIRM NAME: |  |
| ADDRESS: |  |
| CITY STATE ZIP: |  |
| PHONE: |  | FAX: |  | Email: |  |
| AUTHORIZED REPRESENTATIVE NAME: |  |
| AUTHORIZED REPRESENTATIVE TITLE: |  |
| **AUTHORIZED REPRESENTATIVE** **SIGNATURE (sign here):**  |  |
|  |
| **1. TYPE OF BUSINESS** | **2. TYPE OF LICENSE & LOCATION** |
|  Corporation |  |  Individual |  |  |  |
|  Partnership |  |  Joint Venture |  |  |  |
|  Other: |  |  |  |
|  |
| **3. Contractor CLASSIFICATION**  |
|  | General Contractor |  | Electrical Contractor |
|  | Plumbing Contractor |  | HVAC Contractor |
|  | Roofing Contractor |  | Asbestos Removal |
|  | Other (Please Specify): |  |
| **4. NUMBER OF YEARS IN BUSINESS:** |  |
|  |
| 1. **On a separate sheet provide** a brief history of your firm, staff size and experience, include a resume for the

 project manager and each key personnel assigned to this project. |
|  |
| **6.**  | **What other name(s) has your company operated under:** |
|  |  |
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|  |
| **7.**  | **Have you or your firm ever failed to complete any work awarded to you?** |
|  | **NO** |  |  |  **YES** |  |  | **IF “YES”, EXPLAIN:** |
|  |  |
|  |  |
|  |  |
| **8. Has any officer or Contractor of your organization ever been an officer or Contractor of another organization that failed to complete a contract within the last five (5) years?** |
|  | **NO** |  |  | **YES** |  |  | **IF “YES”, EXPLAIN:** |
|  |  |
|  |  |
|  |  |
|  |
| **9.**  | **Has your firm or any Contractors or officers ever been involved in any bankruptcy action?** |
|  | **NO** |  |  **YES** |  |  **IF “YES”, EXPLAIN:** |
|  |  |
|  |  |
|  |  |
|  |
| **10.** | **Are you presently involved in any litigation with an owner or other government agency?** |
|  | **NO** |  | **YES** |  | **IF “YES”, EXPLAIN type, kind, plaintiff, defendant, etc. and state the current** |
|  |  | **status** (attach pages if necessary**):** |
|  |  |
|  |  |
|  |  |
|  |
| **11.**  | **List three (3) similar projects** (local or state-wide) **from last five (5) years**: (include location of project; contact name, address, phone number; size of project (contract $ amount): |
|  | **(NOTE: Detailed information on these projects may also be requested in the solicitation package.)** |
|  | **a)** |  |
|  |  |
|  |  |
|  | **b)** |  |
|  |  |
|  |  |
|  | **c)** |  |
|  |  |
|  |  |
|  |
| **12.**  | **List current similar projects (**local or state-wide**) under contract:** (include location of project, contact |
|  | name, address, telephone number, size of project (contract $ amount). **(NOTE: detailed information on these projects may also be requested in the solicitation package.)** |
|  | **a)** |  |
|  |  |
|  |  |
|  | **b)** |  |
|  |  |
|  |  |
|  | **c)** |  |
|  |  |
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| **13.**  | **BANK REFERENCE:** |  |
|  | Address: |  |
|  | Contact Name: |  | Phone: |  |
|  |
| **14.**  | **BONDING COMPANY AND AGENT:** |
|  | Company Name: |  |
|  | Agent Name: |  | Phone: |  |
|  | (A) Current Bonding Rate: |  |
|  | (B) Largest Individual Project Bond to Date: | **$** |
|  |
| **15.**  | **SURETY** (insurance**) REFERENCE FOR LAST FIVE (5) YEARS:** |
|  | Company Name: |  |
|  | Agent Name: |  | Phone: |  |