**HUMAN SERVICES**

Fiscal – Contracts and Audits

1717 Taylor Ave.

Racine, WI 53403

262-638-6671

Krista.Kennedy@racinecounty.com

November 7, 2017

Dear Prospective Provider:

You are invited to submit a sealed proposal to provide Help Desk Support Analysts in the Information Technology Department for Racine County Courthouse and Dennis Kornwolf Service Center. Sealed proposals are due on or before 4:00pm on Friday, November 17, 2017 at the above address. Late proposals will not be accepted.

Responses must be in a sealed envelope or box and show the firm’s name, address, and solicitation number on the cover. Your response must be manually signed and dated and include all requested information.

Any questions regarding this Request for proposal must be directed Monday through Friday from 8:30 a.m. to 4:00 p.m. to:

Krista Kennedy, Contract Compliance Monitor

Telephone: 262-638-6671

Facsimile: 262-638-7021

Krista.Kennedy@RacineCounty.com

Technical questions shall be submitted in writing as directed in Instructions to Providers.

No other Human Services employee or Racine County representative is authorized to provide information or interpret any portion of this solicitation. No contact from a Provider to any Human Services employee or elected official should be made during this process unless authorized by Racine County Human Services Department.

Sincerely,

Krista L. Kennedy

Contract Compliance Monitor

Encl: Proposal Package

**REQUEST FOR PROPOSAL**

**HELP DESK SUPPORT ANALYST – INFORMATION TECHNOLOGY**

Proposal #700

1. **GENERAL SCOPE**

A. RACINE COUNTY HUMAN SERVICES DEPARTMENT (also referred to as HSD) is seeking proposals from providers for Help Desk Support Analyst – 2 FTE positions at Racine County Courthouse and Dennis Kornwolf Service Center. Racine County Courthouse is located at 730 Wisconsin Ave, Racine, WI 53403 and the Racine County Dennis Kornwolf Service Center is located at 1717 Taylor Avenue, Racine in southeastern Wisconsin.

1. Contract will be for a one-year period commencing January 1, 2018 – December 31, 2018.
2. **INSTRUCTIONS TO PROVIDERS**
3. PROVIDER QUESTIONS

Providers are reminded to carefully examine the proposal and specifications upon receipt. If the Provider does not fully understand the Request for Proposal (RFP) or is in doubt as to the County's ideas or intentions concerning any portion of the proposal, the Provider shall submit any/all questions in writing to Krista Kennedy, Contract Compliance Monitor, by Wednesday, November 15th at 12:00pm (noon) CST either by fax or e-mail for interpretation or correction of any of the printed material.

Fax: 262-638-7021

E-mail: Krista.Kennedy@RacineCounty.com

Answers to all questions will be sent to known Providers by Thursday, November 16, 2017 in the form of a proposal addendum. If necessary, an extension will be made to the proposal opening date. The RFP and any addenda will be posted on Racine County’s web site [http://www.hsd.racineco.com](http://www.hsd.racineco.com/) under “Contracts and Budget”.

1. ADDENDA

Any changes made as a result of a written request will be issued via proposal addenda to all prospective Providers and if necessary, an extension will be made to the proposal opening date. Addenda will be posted to the Racine County website [http://www.hsd.racineco.com](http://www.hsd.racineco.com/) under “Contracts and Budget”. Providers are responsible for checking this website for any future addenda, etc. prior to the opening date. All addenda must be signed and returned with your proposal as specified in the addenda. Providers who do not return the addenda may have their proposals rejected. If you are unable to access the internet, contact Racine County Human Services Department at 262-638-6671 for a hard copy of the RFP and associated addenda, if any.

If a Provider receives a proposal packet from any source or entity other than Racine County Human Services, the Provider is responsible for contacting Racine County Human Services and request that the firm’s name be put on the bidder’s list for this RFP. Failure to do so in no way obligates the County to send out addenda or other information concerning this RFP to the Provider.

1. METHOD OF PROPOSAL

Each copy of the proposal shall include the Certification of Vendor page and acknowledgement of addenda, if any. A legally authorized representative of the Provider shall sign the Certification of Vendor page.

In addition to submitting a proposal, Providers shall submit a detailed breakdown of what is being provided. This detailed breakdown shall follow the same sequence as the items in this specification under Section V. CONTENTS OF RESPONSE and shall provide sufficient information so that confirmation of Provider requirement compliance can be easily determined. Failure to submit the proposal in the manner described herein can result in proposal rejection. Any exemption to Provider requirements must be disclosed.

1. INCURRED COSTS

Racine County shall not be responsible for any costs associated with preparing proposals in response to this RFP.

1. ONE ORIGINAL AND THREE COPIES ARE REQUIRED

Unless otherwise specified, one (1) original and three (3) copies of your proposal as specified in V. CONTENTS OF RESPONSE will be required.

1. DUE DATE

The original and three (3) copies of your proposal response are to be received by 4:00pm local time on Friday, November 17, 2017 in the office of the Racine County Human Services Department Contract Compliance Monitor. Sealed proposals received after 4:00pm central time as dictated by [www.time.gov](http://www.time.gov) will be considered late, will not be accepted and will be returned unopened.

1. COMPLETENESS

All information required by the RFP must be supplied to constitute a complete, qualified proposal. Failure to meet any requirements listed in Section V. CONTENTS OF RESPONSE of this proposal may be cause for disqualification of the proposal.

1. ADDRESSING OF PROPOSALS

Proposal responses shall be submitted in a sealed container. The sealed container shall be marked with Provider’s return address and addressed as follows:

TO: Contract Compliance Monitor

Racine County Dennis Kornwolf Service Center

1717 Taylor Avenue

Racine, WI 53403

In the lower left-hand corner write:

 “BID FOR HELP DESK SUPPORT ANALYST DUE BY

 NOVEMBER 17, 2017”

1. WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn on written or electronic request received from Provider prior to time and date fixed for proposal opening. Negligence on the part of the Provider in preparing their proposal response confers no right for withdrawal of the proposal after it has been opened. Withdrawn proposals will be returned unopened prior to the time and date set for proposal opening.

1. AMENDMENTS TO PROPOSALS

Each Provider will be allowed a period of forty-eight (48) hours after the time and date set for receipt of proposals to notify the County in writing of a material mistake in the proposal. Failure of Provider to notify the County in the manner and within the time limit specified above will constitute a waiver by the Provider of all rights and remedies relative to a material mistake.

Formal proposal amendments thereto or requests for withdrawal of proposal received by Racine County after time specified for opening will not be considered.

1. PROPOSALS BINDING 60 DAYS

Unless otherwise specified, all formal proposals submitted shall be binding for sixty (60) calendar days following proposal opening.

1. PROPRIETARY INFORMATION

All vendor-supplied materials, including the Provider's proposal, shall become the property of Racine County. Racine County will work with Providers to meet their confidentiality requirements, provided that they are within reason. All Provider confidential material must have each page clearly marked as confidential. Wisconsin "Open Records Laws" apply.

1. ADDITIONAL DATA WITH PROPOSAL

Providers may submit with their proposal, additional data and information deemed advantageous to Racine County. Consideration of such data and information is to be held optional to the Request for Proposal.

1. LATE PROPOSALS

Late proposals will not be accepted and will be returned unopened.

1. **TERMS AND CONDITIONS**
2. ENTIRE AGREEMENT

These Terms and Conditions shall apply to any contract or order awarded as a result of this RFP except where special requirements are stated elsewhere in the request. In such cases, the special requirements shall apply. These Terms and Conditions are hereby incorporated into any final contract or agreement. Further, the written contract and/or order with referenced parts and attachments shall constitute the entire agreement and no other terms and conditions in any document, acceptance, or acknowledgement shall be effective or binding unless expressly agreed to in writing by both parties.

1. CONTRACT TERM

The successful Provider shall execute a contract with Racine County Human Services Department incorporating the terms of this RFP and all or part of the successful Provider’s proposal. Contract will be for a one year period commencing on January 1, 2018 and is subject to two, one-year extensions upon mutual agreement of each Party.

1. COUNTY'S RIGHT

Racine County Human Services Department reserves the right to disapprove of any employee retained by Provider and demand that an alternate employee be assigned to Racine County Human Services Department premises.

1. ASSIGNMENT

The work in this contract shall not be assigned without written permission of Racine County. Racine County must approve any subcontracted vendors that are hired by the selected Provider.

1. HOLD HARMLESS

The selected Provider shall indemnify, hold harmless and defend Racine County, its officers, agents, and employee from and against all claims, damages, losses, and expense, including attorneys’ fees arising out of or resulting from the performance of the work under the contract.

1. INSURANCE

Provider will maintain insurance coverage for Workers’ Compensation, General Liability, and Automobile Liability and will provide certificates of insurance to Racine County upon request.

1. INDEPENDENT CONTRACTOR RELATIONSHIP

It is mutually understood and agreed and it is the intent of the parties that an independent contractor relationship will be established under the terms and conditions of the agreement; that employees of the selected Provider are not nor shall be deemed employees of Racine County Human Services Department; and that employees of Racine County Human Services Department are not nor shall be deemed to be employees of the selected Provider.

1. NON-DISCRIMINATION

The successful Provider agrees not to discriminate against any person, whether a recipient of services (actual or potential), an employee, or an applicant for employment on the basis of age, race, religion, sex, handicap, national origin or ancestry, sexual orientation, marital status, disability or physical appearance. Such equal opportunity shall include but not be limited to the following: employment, upgrading, demotion, transfer, recruitment, advertising, layoff, termination, training, rates of pay, or any other form of compensation. The Provider agrees to post in conspicuous places, available to all employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause. The successful Provider shall, in all solicitations for employment placed on its behalf or by the employer, state that it is an “Equal Opportunity Employer”.

1. AFFIRMATIVE ACTION

Racine County is committed to fulfilling its role as an Affirmative Action/Equal Opportunity Employer. We request your vigorous support of our Affirmative Action efforts. Our relationship with your agency is based upon your willingness to accept and comply with Executive Order 11246, as amended, and other federal laws requiring equal employment opportunity without regard to race, religion, color, national origin, sex, disability or veteran status. By signing the Certification of Vendor page, you indicate your acceptance and intent to comply with this Executive Order.

# SCOPE OF WORK

The Provider will provide contracted staff and payroll services for the Information Technology department of Racine County located at the Racine County Dennis Kornwolf Service Center and at the Racine County Courthouse.

**This is a Monday – Friday 8:00am – 5:00pm position with some evening, weekend, holidays and on-call rotation possible.**

**Qualified proposals will include hourly salary and specific benefits offered to include health, dental and vision insurances, paid time off and holiday pay, 401-K and any other offered benefits.**

The following positions will be employed by the provider:

**Help Desk Support Analyst - 2 FTE Positions:**

The Help Desk Support Analyst is responsible for support and maintenance of the Racine County Information Technology, desktop, A/V equipment, and printer environment. Participate with the other desktop specialists to ensure compatibility and integration with the Racine County information systems strategies.

**Essential Technical Duties:**

1. Identify and initiate resolution to Desktop end user problems and concerns associated with hardware, software and applications.
2. Work closely with members of the Racine County Information Systems Department.
3. Diagnose hardware problems. Replace hardware components as necessary and/or place service calls for hardware under maintenance.
4. Diagnose software problems and resolve end user questions. This includes providing assistance in use of hardware, operating systems and applications for complex projects.
5. Train and assist Racine County employees on the usage of hardware and software. This may include developing training manuals, class presentations or demonstrations.
6. Test and research hardware and software for potential use by Racine County.
7. Uphold the County policy guidelines.
8. Maintain a positive working relationship with all County departments to optimize working relationships and communication.

**Supervision Received:**

Receives general supervision from lead coordinator / Helpdesk manager.

**Qualifications:**

* Associate Degree in Business Administration, Computer Science, or related field OR 45 college credits including 12 credits in computer hardware and/or software. Must have at least one computer hardware course.
* Basic experience in Desktop environment to including hardware, software and operating systems.
* Experience in Windows XP , Windows 7, Windows 10 and Microsoft Office.
* Experience in end user support and training.
* Experience using Microsoft Active Directory to administer user accounts, groups, distribution lists and other AD resources.
* Experience with Cisco VOIP phones and administration.
* Ability to lift equipment up to 50 pounds
* Ability to stand, walk, and move about for up to 100% of a shift
* Strong written and verbal communication skills.
* Prompt and regular attendance.

**Contractor Responsibilities**

Provider must agree to comply with the following terms and conditions:

1. Standard contract language
2. Certification standards where applicable
3. Fiscal and program reporting criteria
4. Allowable Cost Policy
5. Audit criteria
6. Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual
7. Maintain adequate liability coverage
8. Health and welfare benefits and amortized vacation and holiday pay for all contracted employees serving in this role.
9. Civil Rights/Affirmative Action Policies
10. Criminal background checks for staff
11. Drug screening, driver’s license checks and reference checks
12. Human Resources Condensed Policy Manual for Student Interns, Volunteers, Temporary Agency and Contracted Staff.
13. Payment of all wages, payroll taxes, worker’s compensation, social security, federal and state unemployment insurance and any and all other federal and state taxes relating to the staff
14. Fair Labor Standards Act
15. Withholding payroll taxes, paying unemployment insurance, worker’s compensation and social security contributions
16. Complete performance evaluations and discipline and maintain employment records
17. Recognize that authorization for services is approved by Racine County Human Services Department.
18. All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.
19. The program must be identified as a RCHSD program in all public presentations and media contacts/interviews.

**Performance Monitoring / Inspection:**

1. Contractor’s Supervisor shall meet as needed with the Contract Compliance Monitor to review contract staff performance, facility servicing needs and to correct any open or pending issues.

**Facility Responsibilities:**

1. Provide adequate work space for contracted employees.
2. Provide any equipment and tools necessary to perform job duties.

**Evaluation Outcomes:**

1. Purchaser reserves the right to specify evaluation outcomes at a future date.