

REQUEST FOR SERVICE

Infrastructure Technologies Services

Montgomery County Water Control and Improvement District #1

ADMINISTRATIVE

Contact:	Jeff Crump	jcrump@wcid1tx.org (281)475-5440
Deadline:	Publication date	March 3 rd
	Schedule an onsite visit	March 17 th 5pm
	Bid submission	March 31 st 5pm
Location:	WCID#1 District Office	25611 Spreading Oaks Lane, Spring Texas 77387
Project Manager:	Jeff Crump, Director	

SERVICE REQUIREMENTS

The Montgomery County Water Control and Improvement District #1 (WCID#1) is requesting Services through the Request for Service process to select an Information Technologies Managed Services Provider.

REQUIRED TECHNICAL SERVICES

The selected service provider will provide technical support(including help desk) for hardware and software, an Asterisk based phone system, support for the District's website and email services, and administer user security. A notable exclusion is the SCADA system. Procurement for new or replacement hardware and supplies excepting consumables must be authorized by a District employee through a service provider's email request and a district employee's response.

- Provide recommendations on meeting best security practices and standards.
- Perform maintenance on all technology assets, except SCADA, including management as well as regularly scheduled software upgrades.
- Manage the security of the District's systems and provide regular security assessments to comply with applicable compliance regulations.
- Provide technical system administration and deployment to meet the District's business goals as well as integrate and manage any existing systems.
- Provide recovery support during natural disasters and be onsite when necessary to maintain District operations.

QUALIFICATIONS

The service provider's onsite technician must have the following qualifications:

1. Experience with system administration on Windows, Ubuntu Linux, and Debian Linux.
2. Experience in the deployment and configuration of third-party virtual hosting services.
3. Experience with Microsoft Azure and Microsoft Office 365.
4. Experience with AWWA Cyber Security requirements.
5. Experience in secure configuration of services
 - a) Cloud Hosted Linux
 - b) VPN
 - c) Web Servers (nginx, Apache)
 - d) Databases (SQL, MariaDB, MySQL)
 - e) DNS Implementations
 - f) Certificate infrastructure
 - g) VMWare ESXi

ONSITE INSPECTION – QUESTIONS AND ANSWERS

A prospective service provider must schedule and attend an onsite inspection and sign a non-disclosure agreement to protect the District's security configuration against public and possibly hostile actors. The prospective provider will receive a tour of the facilities and a more detailed explanation of the operations of the water plant and waste water treatment. Appointments can be scheduled from March 20th through the 30th for a morning or afternoon visit except for the 21st. Please call Jeff Crump to setup your appointment.

EVALUATION CRITERIA FOR CONSIDERATION

Qualifications shall be evaluated on the basis of the following selection criteria:

1. Demonstrated ability to meet WCID#1 Required Technical Services and Qualifications.
2. Relevant past work and prospective firm's qualifications.
3. References for similar projects in scope and complexity.

PREPARATION AND SUBMISSION OF BID

1. The submitted BID must be typed or legibly printed in ink. The use of erasable ink is not permitted. All corrections made by the Bidder must be initialed in ink by the Bidder or its lawful agent.
2. Bids must contain a manual signature of an authorized agent of the Bidder on the Bid. If the Bidder or its lawful agent fails to sign the Bid, its Bid shall be considered non-responsive and ineligible for award.

3. The accuracy of the Bid is the sole responsibility of the Bidder. No changes in the Bid shall be allowed after the submission deadline except when the Bidder can show clear and convincing evidence that an unintentional factual mistake was made and must include the nature of the mistake and the price actually intended.
4. Bids received after the submission due date and time prescribed for the solicitation shall not be considered.

EVALUATION OF BIDS

1. Bids shall be evaluated based upon the responses to the questions and requests for information in this Bid solicitation, and based upon whether and to what degree the Bid shall comply with the instructions set forth herein. Thoroughness, accuracy, veracity, and professionalism in the responses shall be taken into account.
2. WCID#1 may in its sole and absolute discretion:
 - a) Reject any and all, or parts of any or all, of a Bid submitted by prospective Bidders;
 - b) Re-advertise this Solicitation;
 - c) Postpone or cancel the Bidding for this Solicitation;
 - d) Waive any irregularities or technicalities in Bids received in conjunction with this Solicitation;
 - e) Determine the criteria and process whereby Bids are evaluated and awarded.

AWARD OF CONTRACT

The Project Manager's recommendation will be forward to the WCID#1 Board of Directors who will by majority vote select the successful Bid. The Project Manager is authorized to handle initial contacts regarding any protest of the solicitation or award of the contract.

SCHEDULE OF EVENTS

The following schedule has been established for the selection and contracting process. It is subject to change by WCID#1:

1. Release of Request For Service (RFS) ... March 3rd
2. Schedule onsite visit ... March 17th
3. Bid submission due date: ... March 31st
4. Proposed decision date: ... April 18th