



## THE COUNTY OF GALVESTON

**RUFUS G. CROWDER, CPPO, CPPB**  
PURCHASING AGENT

**GWEN MCLAREN, CPPB**  
ASST. PURCHASING AGENT

COUNTY COURTHOUSE  
722 Moody (21<sup>st</sup> Street)  
Fifth (5<sup>th</sup>) Floor  
GALVESTON, TEXAS 77550  
(409) 770-5371

December 10, 2019

**PROJECT NAME:** Information Technology Consultant/Firm

**SOLICITATION NO:** B201023

**RE:** ADDENDUM #1

To All Prospective Qualifiers:

The following information is being provided to aid in the preparation of your qualification submittal(s):

**Revised Bid Opening Date:**

The bid opening date originally scheduled for Thursday, December 19, 2019 at 2:00 p.m. has been amended and reflected below:

**Thursday, January 9, 2020**  
**2:00 P.M. (CST)**

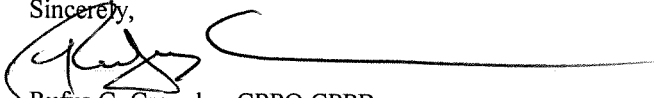
As a reminder, all questions regarding this bid must be submitted in writing to:

Rufus G. Crowder, CPPO CPPB  
Galveston County Purchasing Agent  
722 Moody, Fifth (5<sup>th</sup>) Floor  
Galveston, Texas 77550  
E-mail: [purchasing.bids@co.galveston.tx.us](mailto:purchasing.bids@co.galveston.tx.us)

If you have any further questions regarding this bid, please address them to Rufus Crowder, CPPO CPPB, Purchasing Agent, via e-mail at [purchasing.bids@co.galveston.tx.us](mailto:purchasing.bids@co.galveston.tx.us), or contact the Purchasing Department at (409) 770-5371.

Please excuse us for any inconvenience that this may have caused.

Sincerely,

  
Rufus G. Crowder, CPPO CPPB  
Purchasing Agent  
Galveston County



## THE COUNTY OF GALVESTON

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COUNTY COURTHOUSE  
722 Moody (21<sup>st</sup> Street)  
Fifth (5<sup>th</sup>) Floor  
GALVESTON, TEXAS 77550  
(409) 770-5371

January 2, 2020

**PROJECT NAME: Information Technology Consultant/Firm**

**SOLICITATION NO: RFQ #B201023**

**RE: ADDENDUM #2**

To All Prospective Qualifiers:

The following information is being provided to aid in the preparation of your qualification submittal(s):

**Revised Bid Opening Date:**

The bid opening date originally scheduled for Thursday, December 19, 2019 at 2:00 p.m. has been amended and reflected below:

**Thursday, January 9, 2020  
2:00 P.M. (CST)**

***Question #1: Is there a specific framework, template, or table of contents the County would like to see the responses in, in order to simplify your evaluation of responses?***

**Response:** There is no specific framework, template, or table of contents the County would like to see at this time. We will leave that decision to the professionalism and experience of the responding vendor.

***Question #2: Can Galveston County provide details on their selection criteria for this Request for Qualifications, such as Approach, References, Pricing (although not required for this RFQ), and the like?***

**Response:** The Evaluation Committee will review Direct Experience and References; Qualifications and Key Personnel for Assignment, Financial and Operational Information; Current Assignments and Projects; and Performance Related to the Scope of Work.

***Question #3: Would the county consider leveraging the State of Texas Deliverables-Based IT Services (DBITS) contracting vehicle, in order to expedite execution of this effort?***

**Response:** The County is not considering the leverage of the State of Texas DBITS at this time.

**Question #4:** *Is there an expected timeframe for when the County expects to select a vendor? To commence work?*

Response: Depending upon the quality and quantity of responses, the County anticipates being able to select a vendor by the end of January 2020. It is the desire of the County to have the work commence prior to the end of First Quarter 2020.

**Question #5:** *Exhibit A presents a series of forms that appear to be required as part of the final contract negotiations. Since this Request for Qualifications is a data gathering vehicles for the County of Galveston, is it appropriate to assume that these forms do not need to be executed at the time of response submission?*

Response: With the exception of Form 1295, all requested should be returned to the County. Form CIQ should be forwarded to the Galveston County Clerk per the instructions.

**Question #6:** *Page 4 of the RFQ states that no pricing is requested in this type of solicitation – yet the forms in Exhibit A (pages 6-12 of the exhibit) references pricing selection criteria, “(2)(iv) a firm fixed price contract award will be made in writing to lowest responsive and responsible bidder...” – should the comments in the Exhibit A forms be ignored at this time?*

Response: Any request for pricing should be ignored at this time. Pricing will be negotiated with the successful vendor.

**Question #7:** *Article 42. Is CIQ form required with our submission or only prior to contract award?*

Response: Please refer to the response to Question #5.

**Question #8:** *Please describe the expectations of the assessment of staffing. We are unclear on intent to assess existing staff capabilities or the assessment of skills in position descriptions and organizational structure.*

Response: We believe the Scope of Work describes the expectations. In general, we expect the staffing levels; types of positions; and assignments to be evaluated for current and future operations. If change is necessary, advise to the types of positions needed, as well as, the qualifications and experience of staff to perform within these new positions.

**Question #9:** *Page 58: Would the County please provide clarity on what is meant by “References of major supplier of Qualifier who can speak to the financial capability of the Qualifier?” Is this form applicable to this RFQ considering we are not providing a product or is this in regards to our financial stability? If it is in regards to our financial stability, would the County consider alternate evidence of this?*

Response: Please disregard this request. It is not applicable to this solicitation effort.

**Question #10:** *Who is the current incumbent and what is the current contract value?*

Response: There is no incumbent and/or current contractor for this service.

**Question #11:** *Is this contract single awarded or multi-awarded?*

Response: It is the County’s intention to seek and award a single contract.

**Question #12:** *What is the annual budget for this contract?*

Response: An annual budget is still being discussed for this contract.

**Question #13:** *Could you please provide Infrastructure details like how many Servers, Laptops, PCs, Application of users, etc?*

Response: Please find the requested information attached.

**Question #14:** *How many IT-specific personnel are employed today?*

Response: The IT Department has 46 FTEs.

**Question #15:** **I am wondering if the County has a preferred format/layout for the RFQ responses. I did not see this specified in the RFQ.**

Response: There is no specific format or layout the County would like to see at this time. We will leave that decision to the professionalism and experience of the responding vendor.

**Question #16:** **We are requesting an extension on the deadline for this opening. Can this be granted?**

Response: The deadline has been amended to: Thursday, January 9, 2020 at 2:00 p.m.

**Question #17:** *I was wondering if it's okay with you, if the development work would be partially performed offshore? We have a development center located in Eastern Europe (Minsk, Belarus). If the project requires onsite consulting, we'll be able to relocate a part of our team to the US.*

Response: The vendor should decide how to best perform and complete the Assessment. The County would expect a vendor to be present and conduct on-site visits/analysis in order to complete an acceptable, comprehensive report with an accompanying strategic plan.

**Question #18:** *After reviewing the RFQ and before we respond to it, I was curious if you would be able to provide more detail into exactly what the county is looking to assess?*

Response: We believe the Scope of Work describes the expectations. In general, the County is looking to assess the operation, staffing and preparedness to perform (current and future) of the IT Department.

**Question #19:** *Pre-Qualification Conference: It is said that this conference is either mandatory or voluntary. Has the county determined if this is Mandatory and dates for the same finalized? If so, can you provide us the details and who can participate in the same?*

Response: A Pre-Qualification Conference has not been scheduled for the purpose of this RFQ.

**Question #20:** *To answer and prepare our responses to the scope of work specified in the RFQ, we would like to know current infrastructure, IT assets and software applications inventory and the total no of IT devices and complete infrastructure inventory under the scope. Where can we find those details?*

Response: Please find the requested information attached.

**Question #21:** *Are vendors only to fill out and submit the attachments/qualifications forms provided by the County or are we permitted to provide additional materials, such as resumes, case studies, and assessment methodologies? In other words, will these materials be requested at a later date, or should vendors provide full proposals in response o this RFQ?*

Response: Vendors are permitted to provide additional materials. It may be in the best interest of a vendor to provide a full proposal in order to enhance the qualifications and presentation of the submission.

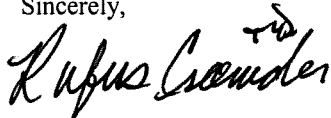
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Please excuse us for any inconvenience that this may have caused.

Sincerely,

A handwritten signature in black ink that reads "Rufus Crowder". The signature is written in a cursive style with a small flourish above the "d" in "Crowder".

Rufus G. Crowder, CPPO CPPB  
Purchasing Agent  
Galveston County

**Question #13:** *Could you please provide Infrastructure details like how many Servers, Laptops, PCs, Application of users, etc?*

**SERVERS**

*Physical - 26  
Virtual Servers - 227*

**WORK STATIONS**

*Desktop - 963  
Laptop - 432  
Virtual - 4  
Thin - 80*

**APPLICATIONS:**

| <b>Enterprise Application Services</b> |                                     |                 |                                     |  |
|--|-------------------------------------|-----------------|-------------------------------------|--|
| <b>Application</b>                     | <b>Reference</b>                    | <b>Team</b>     | <b>Vendor</b>                       |  |
| OSSI                                   | Public Safety Management System     | Law Enforcement | CentralSquare                       |  |
| JMS, RMS, CAD, MCT, MFR                |                                     |                 |                                     |  |
| P2C                                    | Law Enforcement and Citizen System  | Law Enforcement | Web-based application               |  |
| CrimeNtel                              | Criminal Intelligence System        | Law Enforcement | CI Technologies                     |  |
| NetMotion                              | Mobile Software                     | Law Enforcement |                                     |  |
| CorEMR                                 | Electronic Medical Records System   | Law Enforcement |                                     |  |
| Officer TSD                            | Medical Records Management System   | Law Enforcement | Custom built application            |  |
| RePortal                               | Law Enforcement Reporting System    | Law Enforcement |                                     |  |
| MHMR Web DB                            | Mental Health Tracking System       | Law Enforcement | Custom built web-based application  |  |
| LiveScan                               | Fingerprinting System               | Law Enforcement |                                     |  |
| PearsonVUE                             | Law Library System                  | Law Enforcement |                                     |  |
| Watchguard Evidence Library            | Car Video Recordings Storage System | Law Enforcement | Watchguard Technologies             |  |
| Guard1                                 | Security Management System          | Law Enforcement | TimeKeeping Systems                 |  |
| TxDOT CRIS                             | Accident Reporting System           | Law Enforcement |                                     |  |
| OpenFox                                | Criminal Background Check System    | Law Enforcement | Computer Projects of Illinois (CPI) |  |

|                             |                                    |                 |                                  |
|-----------------------------|------------------------------------|-----------------|----------------------------------|
| Genetec Clearance           | Digital Evidence Management System | Law Enforcement | Genetec                          |
| Duo 2 Factor Authentication |                                    | Law Enforcement |                                  |
| OneSolution                 | Finance System                     | Finance         | CentralSquare                    |
| TimeClock Plus              | Time and Attendance                | Finance         | Data Management                  |
| Printech                    | Printing Solution                  | Finance         |                                  |
| Odyssey                     | Courts Management System           | Judicial        | Tyler Technologies               |
| OnBase                      | Records Management System          | ECM             | Hyland                           |
| SharePoint                  | collaboration System               | ECM             | Microsoft                        |
| ChangeGear                  | ITSM Software                      | ECM             | SunView Software                 |
| Public Web                  |                                    | ECM             | Granicus                         |
| SIRE                        | Agenda Management System           | ECM             | Hyland                           |
| Officer Tracking            |                                    | Development     | In-house development             |
| VisualCron                  | Scheduling Tool                    | Development     | Third party App - Task Scheduler |

# OF USERS – 1250 USERS Galveston County -

# OF ITS PROFESSIONAL – 46 SLOTS, CURRENTLY 4 OPEN SLOTS – 5 NON-ITS STAFF (PRINT SHOP, MAIL ROOM. OTHER

**Question #20:** *To answer and prepare our responses to the scope of work specified in the RFQ, we would like to know current infrastructure, IT assets and software applications inventory and the total no of IT devices and complete infrastructure inventory under the scope. Where can we find those details?*

**NETWORK**

*Devises - 315  
Phones 2100*

**SERVERS**

*Physical - 26  
Virtual Servers - 227*

**WORK STATIONS**

*Desktop - 963  
Laptop - 432  
Virtual - 4  
Thin - 80*

| <b>Enterprise Application Services</b> |                                    |                 |                                    |
|--|------------------------------------|-----------------|------------------------------------|
| <b>Application</b>                     | <b>Reference</b>                   | <b>Team</b>     | <b>Vendor</b>                      |
| OSSI                                   | Public Safety Management System    | Law Enforcement | CentralSquare                      |
| JMS, RMS, CAD, MCT, MFR                |                                    |                 |                                    |
| P2C                                    | Law Enforcement and Citizen System | Law Enforcement | Web-based application              |
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| NetMotion                              | Mobile Software                    | Law Enforcement |                                    |
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| LiveScan                               | Fingerprinting System              | Law Enforcement |                                    |
| PearsonVUE                             | Law Library System                 | Law Enforcement |                                    |



|                             |                                     |                 |                                     |
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| OnBase                      | Records Management System           | ECM             | Hyland                              |
| SharePoint                  | Collaboration System                | ECM             | Microsoft                           |
| ChangeGear                  | ITSM Software                       | ECM             | SunView Software                    |
| Public Web                  |                                     | ECM             | Granicus                            |
| SIRE                        | Agenda Management System            | ECM             | Hyland                              |
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