

# **District of Columbia Retirement Board (DCRB)**

Request for Proposal for Information Technology  
Desk-side Support Technician Professional Services

**Solicitation Number: DCRB-13-035**



**Release Date: October 3, 2013**

**Eric Stanchfield, Executive Director**  
900 7<sup>th</sup> Street, N.W. Second Floor, Washington, DC 20001

## **A. OVERVIEW**

The DC Retirement Board (DCRB) requires the services of two (2) qualified Information Technology (IT) Level II Desk-side Support Technicians to provide specialized services in assisting the agency to provide IT services to the 4<sup>th</sup> floor of the building it occupies, while the agency remodels its current suite on the second floor. DCRB plans to occupy the 4<sup>th</sup> floor space in its entirety within the next several months for a period not-to-exceed one year. To ensure uninterrupted IT services with consideration of the many operational processes that requires IT network, software, and hardware to be operational 99% of the time, DCRB requires the immediate work performed to meet the deadline established for the interim relocation.

## **B. Background**

DCRB recently negotiated an extension of its current lease with its landlord, IBEW. As a result of the lease extension and negotiation(s), DCRB was offered an opportunity to redesign its existing office space to maximize and efficiently utilize its office's square footage. To ensure uninterrupted business operations during the office redesign, DCRB will move to an interim office space on the 4<sup>th</sup> floor within the same building. The move will be on a staggered schedule with the first department moving Labor Day weekend, the second department tentatively scheduled to move two weeks thereafter, and the remaining departments expected to move as construction progresses. Time is of the essence to accommodate the staggered move schedule with the first scheduled move to occur within two days.

At a minimum, the Contractor shall provide support five (5) days a week, Monday through Friday, for eight (8) hours per day. The Contractor shall have the consent of the DCRB to schedule flexible work hours between the hours of 7:30 a.m. through 6:30 p.m., but shall ensure that at least an 8 hour shift is worked and that smooth and efficient operations are not interrupted. Working conditions are subject to change based on the needs of DCRB, which shall include but not be limited to: sitting for extended periods of time, dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and other computer components, and lifting and transporting of moderately heavy objects, such as computers and peripherals.

The Contractor shall not bill DCRB for break(s) taken in the course of performing work on this contract. Contractor employees shall observe all U. S. and District Government holidays.

## **C. Scope of Services**

The Contractor shall maintain system documentation (software, hardware, etc.), provide necessary IT support to staff, resolve escalated end user help requests within established schedule outlined in Section D, as well as provide ongoing support for DCRB IT infrastructure both in its current state and with future upgrades. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level. The contractor will provide the services and support to the IT infrastructure which will include:

- Respond to and resolve all user/customer Desk-side reported problems
- Receive customer IT service requests via telephone, e-mail, or walk-in and act as an escalation point for advanced or difficult help requests

- Troubleshoot and triage service requests face to face and/or via remote access using approved policies and procedures.
- Resolve service tickets or escalate to other support entities
- Perform incident management to ensure trouble tickets are addresses in a timely fashion;
- Perform data and settings migration from old computers to new computers;
- Facilitate computer and computer peripheral moves for customers moving offices or cubicle locations
- Investigate, diagnose and report complex issues that require escalation to Sr. level support personnel and/or Subject Matter Expert (SME) for issue resolution. Follow the directive of senior support staff to assist in correcting known errors
- Assume incidents which cannot be solved immediately within the means of Level 1 Support. If necessary, request external support, e.g. from software or hardware vendors.
- Assist in providing Level I Support when request volumes are high.
- Record, track and document the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Access software updates, drivers, knowledge bases, and FAQ resources on the Internet/Intranet to aid in problem resolution.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Install anti-virus software and ensure virus definitions are up-to-date.

## D. Deliverables

The following details the deliverables/services to be provided to the District of Columbia Retirement Board in the area of information services.

<b>Deliverable</b>	<b>Format</b>	<b>Schedule</b>	<b>Comments</b>
Service Level Reports	MS Word	Weekly/Monthly	Documents the status of the contract work, including Summary of Assigned Work to include customer contact and work definition; Summary of delivered products and meeting attended; Summary of DCRB technical directions; Summary of DCRB contractual changes; Current management and administrative problems; Quality assurance problems; Technical issues for DCRB determination; Contractual issues for DCRB determination; Lessons learned; Cost savings and quality improvement recommendations; Communication and coordination activities; Action items; Work plans by task; Program Management Reviews conducted monthly with contractor and DCRB personnel; Priority of near term tasks an long term tasks. Provides a point-in-time status of the Contractor's performance. Includes but not limited to types of problems; method of reporting; time on hold; time to resolution; systems involved,

			escalation to DCRB, abandonment rate. document reporting service level metrics (system and network availability), incident management report, incident statistics (outages, average resolution time), workload/performance trends, reports on escalations, etc.
Benchmark Results	MS Word	Five Business days after each move; monthly thereafter	The benchmark evaluations are used to check whether Contractor's IT Support performs its services according to industry best practices.
Satisfaction Evaluation/Survey	MS Word	Five Business days after each move; monthly thereafter	A survey/satisfaction report of the customer's opinion on how the Contractor is delivering based on the Customer satisfaction criteria; evaluates the quality of the service and, if necessary, revises the service level or associated costs.

**Support Response Times**

Critical and High priority incidents require that DCRB IT management is notified within an hour and three hours respectively. Notification and management procedures will include email and conference bridges comprised of the required support personnel to resolve the issues identified.

Priority Level	Ticket Acknowledgement	Target Resolution time	Escalation Threshold	Customer Reporting Frequency	Root Cause Analysis (RCA) required
Critical	Immediate	4 hours	1 hour	Every 1 hour	Yes
High	Within 1 hour	8 hours	4 hour	3 hours	Yes
Medium	Within 8 hours	3 days	1 week	1 day	No
Low	Within 8 hours	1 week	1 week	3 days	No

The Desk-side support contractors will assign the correct priority level to the reported incident i.e., critical, high, medium, or low (defined below):

**Critical:** Complete failure of production servers, service, software, equipment, network component or business critical system(s) preventing the operation of key business applications or seriously impacting normal business operations. The incident affects either a group or groups of people or a single individual performing a critical business function. No work around is available and the outage has a very high business impact.

**High:** Partial or substantial IT service, system, or component failure causing impacts to the agency's ability to operate significant business processes or applications. Business operations are severely disrupted or limited. No work around is available. This constitutes a high business impact.

**Medium:** Component or single user failure not affecting the agency's or user's ability to operate significant business operations. Reasonable work around or manual processes are available.

**Low:** Incidents that minimally affect the operation of any IT systems throughout the enterprise. Reasonable work around or manual processes are available.

## **E. Minimum Qualifications and Proposal Requirements**

Proposals should be as succinct as possible while providing an accurate picture of the firm's ability to meet the needs of DCRB in a thorough, accurate, responsive and cost-effective manner.

The Contractor must describe your understanding of the services covered by this RFP. Please provide the Board with information, regarding your approach and methodology to the scope of work.

The Contractor must provide the resume highlighting the experience of the individuals who will be assigned to DCRB's account. The following are the minimum educational and professional requirements of the individuals:

### **Education & Certification**

1. Two year associate or university degree from accredited U.S. school and/or 3-5 years equivalent work experience.
2. Minimum Certification: any (3) or any (3) equivalents of: A+, Network+, Project+, Security+, MCSE, MCSA, MCP,MCITP, HDI Support Center Specialist, ITIL v3 Foundation.

### **Knowledge & Experience**

1. Knowledge of advanced computer hardware
2. Experience with desktop and server operating systems
3. Application support experience a plus
4. Working knowledge of a range of diagnostic utilities
5. Experience working in an ITIL-driven environment, and working knowledge of ITIL principles and processes.
6. Elevated understanding of IT Service Management processes (Incident, Problem, Service Level, and Service Catalogue).
7. Exceptional written and oral communication skills.
8. Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills.
9. Strong documentation skills.
10. 2-4 Years direct experience with Desktop Support in a Windows XP or Windows 7 environment
11. Proficient with installation and troubleshooting of PC hardware, PC laptops, Windows XP, Windows 7, Microsoft Office 2007/2010, and Apple iPads.

## **F. Submission of Responses**

Contractors shall submit one (1) proposal via email. Submit responses to:

Yolanda Smith, Contract Specialist  
[Yolanda.Smith@dc.gov](mailto:Yolanda.Smith@dc.gov)

Proposals must be received by:  
**October 10, 2013, 12:00 p.m., EST**

Proposals become the property of the Board upon submission and may be subject to public disclosure under the D.C. Freedom of Information Act (FOIA). Contractors must expressly identify any information contained within the proposal that they consider proprietary and confidential. All cost for developing proposals is entirely the responsibility of the firm and shall not be chargeable to the Board. The Board accepts no responsibility for lost or late delivery of proposals.

### Questions

Questions about the Request for Proposal must be submitted in writing by 4:00pm EST October 7, 2013 via email to Yolanda Smith at [Yolanda.Smith@dc.gov](mailto:Yolanda.Smith@dc.gov).

## G. Fees for Services

Contractors shall provide in their price proposals in a fixed fee in table format outlining the Contract Line Item (CLIN). The proposal shall state: The hourly rate; the anticipated hours to complete the engagement; and the firm fixed price (FFP) for this engagement.

### G.1 Base Period (Three Months)

<b>CONTRACT LINE ITEM NO. (CLIN)</b>	<b>Item Description</b>	<b>Quantity</b>	<b>Hourly Rate</b>	<b>Total</b>
<b>1001</b>	Level II Desk-side Support			
<b>Total FFP</b>				

### G.1.1 Option Period 1 (Three Months)

<b>CONTRACT LINE ITEM NO. (CLIN)</b>	<b>Item Description</b>	<b>Quantity</b>	<b>Hourly Rate</b>	<b>Total</b>
<b>1001</b>	Level II Desk-side Support			
<b>Total FFP</b>				

Contractors must address the following in support of their proposal in narrative:

- (a) Fee structures for other public agency clients and any reduced fees offered to other municipalities, governmental entities or nonprofit firms.
- (b) Information on how you propose to keep track of, and charge for, any expenses. (Incidental office expenses will not be reimbursed for this work. No fees or expenses

will be paid for travel time or mileage, except in cases when the travel is required by the Board and the round-trip travel exceeds 50 miles). Include in your proposal any assumptions on which your hourly fee is based.

- (c) A certification that the proposed hourly rates do not exceed the lowest hourly rates charged to any entity of the District of Columbia or any Federal, State, or local government entity for performing similar types of work of similar size scope.
- (d) A certification that if, subsequent to award of a contract, hourly rates charged to any District of Columbia, Federal, State, or local government entity for performing similar types of work become lower than the hourly rates specified in the contract, the contractor shall promptly notify the Board and substitute the lower hourly rates for all future work.

## **H. Schedule of Events**

*RFP Released: October 3, 2013*

*Proposals Due: October 10, 2013*

## **I. Miscellaneous Provisions**

The DCRB reserves the right to cancel this RFP at any time and to reject any and all proposals submitted in response to this RFP, if the DCRB determines such action or actions to be in the best interest of the Board.

DCRB also reserves the right to request clarification of any submission, modify or alter the Scope of Services and solicit new submissions, reject any or all submissions, and waive immaterial irregularities in any submission. The **DCRB does not intend to entertain limited liability clauses of any type with the Contractor selected.**

During contract formation, if the DCRB or its agent is unable to agree to contract terms with the candidate receiving the highest evaluation in this RFP process, the DCRB reserves the right to terminate contract negotiations with that candidate. In the event of such an impasse, the DCRB may contract with the candidate receiving the next highest evaluation.

When the DCRB commences search procedures for the retention of an outside service provider (including but not limited to investment managers, attorneys, consultants, accountants, auditors, actuaries, etc.), in order to protect the integrity of the decision making process and to avoid any and all appearances of conflict, Board members, as well as senior staff, shall refrain from having any intentional, unauthorized contact with such service providers, other than for ordinary and necessary business purposes (e.g., administration of an existing contract), as a matter of public record, or unintended incidental interactions. This provision is in effect upon distribution to the DCRB of potential qualifying candidates for review until the DCRB awards the contract or the RFP is withdrawn. Contractors will be notified when the lock-out period commences. The lock-out restriction is in addition to other provisions in this RFP prohibiting contact between Contractors and Board members or staff. **Contractors, who initiate contact with Board Trustees or staff, other than as provided in this RFP, may be disqualified from this procurement.**