



Cherokee County Board of Commissioners
Purchasing Department
1130 Bluffs Parkway, Canton, GA 30114
Phone: (678) 493-6000
Fax: (678) 493-6035

REQUEST FOR BID/PROPOSAL

RFB 2017-124 Mobile Device Management

THE PROJECT: The Cherokee County Board of Commissioners Purchasing Department (County) is requesting competitive sealed Bids or Proposals in support for a mobile device management platform for Cherokee County's Department of Information Technology - as described herein.

There will be will not be a mandatory meeting to review the requirements.

The term of Agreement(s) resulting from this solicitation can be found in the Statement of Work.

All times in the solicitation are local times to Cherokee County Board of Commissioners, 1130 Bluffs Parkway, Canton, Georgia 30114.

The County reserves the right to reject any or all bids/proposals, to waive technicalities and to make a selection and final award as deemed to be in the best interest of the County, including using any form of contract it deems most advantageous to the County. The County further reserves the right to reject the bid of any vendor who has previously failed to perform properly or complete on time contracts of a similar nature, or who upon investigation shows is not in a position to perform the contract. Incorporated herein by this reference are Cherokee County's Standard Solicitation Terms and Condition.

SCHEDULE:

Issued	6/16/2017
Site Visit/Pre-Bid Meeting	N/A
Questions Due	6/26/2017
Answers Due	6/29/2017
Bids/Proposals Due	7/7/2017 10:00 AM
Anticipated Award Date	7/18/2017

THE EXPECTED PERIOD OF PERFORMANCE IS:

The base period of performance is broken down into two areas; Physical Delivery of Product(s) and Service Delivery. This is a function of the Statement of Work (SOW) and/or specification and reflects if there is physical item or items to be delivered and / or delivery of services. An X in the box corresponding to item 1 below, Physical Delivery indicates a physical item or items are to be delivered and an X in the 2. Delivery of Services indicates that Services are to be performed. Either or both may apply to the work contemplated by this solicitation.

Additionally, should there be and X in the box corresponding item 3. Option Grant, then the County requests the right to extend the period of performance beyond the Base Rate as specified.

1. NO PHYSICAL ITEMS PHYSICAL DELIVERY REQUIRED:

For Physical Delivery solicitations, the period of performance for an award shall begin with either the placement of Purchase Order or the date indicated on the Agreement. All items to be delivered are to be FOB Cherokee County at the address indicated in the solicitation. Performance shall be complete upon final acceptance by the County. Time is of the essence for the delivery of each item specified. Warranty requested as below:

Warranty Term Requested: _____

2. NO SERVICES REQUIRED PERFORMANCE OF SERVICES:

For Performance of Services solicitations, the period of performance shall begin with the placement of either a Purchase Order or the date of the Agreement unless the Agreement, the SOW or the Solicitation Terms indicate that performance shall begin upon the issuance of an Authorization to Proceed (ATP), in which case the ATP would represent the beginning of performance. Term of services requested are as below:

Services Term:

- One Year
 Two Years
 Three Years 1 year with two 1 year options
 Other: _____

3. OPTION GRANT:

This solicitation contains requested options; please see pricing sheet for details.

SUBMITTAL INSTRUCTIONS: Interested Bidders/Proposers should carefully review the requirements defined herein and provide complete and accurate submissions that should include the following items (if indicated by an X in the box:

- Information and Addenda Acknowledgement Form (Appendix A),
- Non-Influence and Non-Collusion Affidavit (Appendix B),
- E-Verify Affidavit (Appendix C),
- References* (Appendix D),
- Acceptance of County' Standard Agreement**, as below: (Appendix E),
 - Professional Services Agreement
 - Construction Services Agreement
 - Other: _____
- Suspension, Debarment and Litigation Affidavit (Appendix F),
- Contractor's License Certification (Appendix G)
- Bonds Requirements if the price bid > \$100K
 - Ability to Provide Performance, Labor & Matl. Payment Bond (Appendix H)
 - Bid Bond (See Appendix I)
- Evidence of/ability to provide Insurance at the limits identified herein,***
- Certifications, Licenses or Registrations as required by law and/or as requested.
- Pricing on the Pricing Form provided (Bid Form)
- Contractor's Qualifications Statement (Appendix J)
- Added Terms to Construction Service Agreement (Attachment)
- Substitutions Proposed: See Instructions Standard Solicitation Terms****, Item 9
- _____
- _____

Notes:

*The County reserves the right to contact not only those references provided, but may also use previous performance for the County, other contacts it identifies and other sources of information believed to be viable to evaluate capability, viability and performance.

**If Acceptance of County's Standard Agreement is checked, all work/items defined herein are to be quoted according to these requirements. Copies of these agreements can be located at the County's Procurement web page.

***Insurance levels requested are those identified in the County's Standard Agreement, section "I."

****Standard Solicitation Terms Refer to Cherokee County Standard Solicitation Terms and Conditions

EVALUATION CRITERIA:

Bids/Proposals that contain options or additive work above and beyond the base bid will be evaluated financially according to the criteria described in the solicitation. However, should the use of options or additive work proposed exceed the County budget, the County retains its rights to address such situations as described in its Standard Terms For Bid and Proposal Solicitation as well as the right to award based on the base bid only or the base bid plus quoted additive work that is within its budget.

Bids determined to be Responsive and Responsible will be ranked based Bid Form Criteria.

OR

Proposals determined to be Responsive and Responsible will be evaluated on the following criteria:

50 %	Price
10 %	Business Viability
25 %	Product Function and Services
15 %	Support Services
100%	TOTAL

HOW AND WHERE TO SUBMIT BIDS AND PROPOSALS:

The County has two methods for receiving bids and proposals that are mutually exclusive; either electronically or by physical receipt. The box with the “X” below indicates how and where bids or proposals are to be submitted. The County will NOT accept proposals by fax, or e-mail unless authorized, in writing, by the Procurement Director. The solicitation submission deadline will be strictly enforced; no late bids/proposals will be accepted for any reason, please plan accordingly.

A. Electronic Submissions Only:

Bids and Proposals are to be submitted electronically ONLY to the County’s designated Web site or location. Physical copies are not to be submitted unless approved in advance by the Purchasing Director.

Proposals and all requested documentation to be provided electronically should in the Adobe Portable Document Format (PDF) unless otherwise indicated in these solicitation instructions. Documents provided in response to this solicitation are to be named according to the following naming convention:

- a. [Solicitation Number]_[Vendor Name]_[Document Type]
Example: “2017-111_ABC Company_Proposal”

QUESTIONS/ADDENDA: Only written inquiries will be permitted during the solicitation period. Questions are to be submitted via email to the Purchasing Agent for this solicitation at: rblack@cherokeega.com no later than the date and time indicated in the Schedule, as may be amended. Answers will be posted via formal Addendum and only released as part of the solicitation documents on the County’s designated website. All interested parties are instructed to monitor the County’s website on a regular basis throughout the solicitation period. The final date for posting of Addenda is per the Schedule, as may be amended.

STATEMENT OF WORK AND/OR SPECIFICATION:

A. PROJECT SCOPE OF WORK

This solicitation is for a mobile device management platform which is to include all software and support services required to install and operate the proposed system on premise or as a software as a service solution. On-premise solutions will use County supplied hardware. The complete scope of work is dependent upon the chosen solution. The installation may consist of planning, organizing and implementing the base system on Contractor supplied equipment and integrating this with County supplied equipment; training County technical support staff in the use and operation of the system; and providing technical support and maintenance upgrades. Interfaces or data file uploads from several existing systems may also be required.

B. PROJECT REQUIREMENTS.

The County requires a solution/tool where the following is achieved:

1. Solution/Tool Features and Functionalities:

- Ability to sync with Active Directory;
- Inventory Management; ability to retrieve serial numbers and query device for information including applications installed
- Centralized management;
- Ability to push security updates to mobile devices;
- Security to sensitive and confidential data;
- The ability to differentiate and take action or wipe only corporate data in a device;
- Ability to lock device after period of non-use;
- Over-the-air (“OTA”): the ability to dictate different security settings, applications, and policies for different work segments;
- Remote control capabilities with actions taken such as wipe, remote wipe, validation, locate, send, password reset, etc.;
- Ability to generate web-based reports of devices that do not meet compliance policy (encryption, passwords, etc.);
- Real time information on installed apps, security, and overall system configuration;
- Ability to monitor and send alert to MDM Admin on issues such as malware detection, removal of policy;
- Ability to quickly enroll devices; and
- Ability to perform the following:
 - Auto-wipe (corporate data) after a set number of days;
 - Restrict data access when device becomes non-compliant;
 - Send message to device e.g. “we will be performing a certain action”;
 - Implement policy or policies by user, group, or department;
 - Geo-fencing rules to enforce location related compliance (desired).
- Integration with various standard productivity applications
- Auditing – tracking last synch or check in; change history; asset location; logins

2. Information Security Management: Vendor solution/tool is required to support the following:

- Data encryption;
- Selective data wipe: The ability to wipe only corporate data from a device while leaving personal data intact;
- Ability to distinguish personal data from county data and set different policy on either;
- ActiveSync Device Restriction: restrict access to any device not being managed by the MDM tool;
- Malware capabilities: Vendor must describe its support for malware detection and malware removal (real-time and scheduled scanning) in its response to this RFP; and
- Restrict access to Cherokee County resources until the end-user agrees to an acceptable use clause.

3. Solution/Tool Vision and Strategy and Competitive Advantage: The Vendor's Response must include the following information:

- Describe your strategy and vision for supporting mobile devices;
- Describe your solution maturity and why you think it is a mature solution;
- Describe the experience and skillset of your project bench;
- Describe the make and models of devices that are covered by your solution; and
- Give a summary on how your solution is superior to others in the market and how the County will benefit from choosing your solution.

4. Solution/Tool Cost Model:

- Vendor is required to submit a detailed cost by quantity in increments of 250 mobile devices;
- Annual maintenance cost for hardware and software for first and second year;
- Any third party licensing (software/hardware) cost associated with the solution/tool;
- Cost of technical support during business hours and off-hours;
- Vendor is required to detail hosting costs based on both the cloud and on premise; and
- List any third party software/hardware dependencies to be purchased and installed separately for solution features to work.

5. Support Service Levels:

- Describe and list any ongoing support cost not included in first year.
- List out support cost on an annual basis after year one.
- Describe service levels you will provide to Cherokee County.
- Describe your work order/trouble ticket system
- Describe availability of key staff during normal business hours

- Describe how staff is available 24/7
- Provide your guaranteed response time for issues dependent upon severity and time of day
- Provide your average response time for after-hours issues
- Scheduled down times for routine maintenance
- How are scheduled down times determined; how communicated?
- How do you propose that the service level agreement be enforced?
- Describe your communication strategy for keeping clients informed of system conditions and changes.
- Describe how major software upgrades would be applied and what upgrades would require additional fees.
- How soon, after a third-party supplier produces new hardware and OS updates, will your program be capable of supporting the additions and updates?

C. PROJECT DELIVERABLES. The following artifacts will be produced during the project's progression:

- A project plan, including milestones, outlining the solution/tool deployment timelines and a periodical status reports as determined in consultation with project implementation leadership.
- Full implementation of the MDM solution/tool designed for the Cherokee County.
- Training material on how to administer the MDM solution/tool.
- On site or web-based training for staff on the MDM solution/tool.
- Development of operational plan.

Scoring Model.

Evaluation Criteria	Description
Business Viability	Business Tenure or General Experience, Proof of Insurance, Financial Stability or Annual Report, Customer References or Local Experience, Workforce or Staff
Product Functionality and Service Capabilities	Solution meets Cherokee County requirements
Support Services	Implementation Services and On-going Support Services
Cost / Pricing	Vendor provides a cost effective pricing methodology
References Customer Testimonials	Vendor must supply five (5) references that are similar in Project Scope and Client size