LAFCO- RFP
for
INFORMATION TECHNOLOGIES SERVICES

Proposed by:
El Dorado County
Information Technologies

Jacqueline Nilius, Director

94-6000-511

El Dorado County
Information Technologies

A Division of the Chief Administrative Office

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September 6, 2006

El Dorado County LAFCO
550 Main Street, Suite E
Placerville, CA 95667
Attn: Jose Henriquez

Dear Mr. Henriquez:

For a number of years the El Dorado County Information Technologies Department has provided information technology services to LAFCO. We are very familiar with your current environment and provided previous LAFCO management with in-depth recommendations to bring your environment up to date through the purchase of new equipment and practices to ensure the integrity and viability of mission critical data and operations.

Our Information Technologies department is committed to providing professional services for all aspects of the LAFCO computer network, including; desktop support services, network and server support and administration, and consultation services. All county Information Technologies staff receives training in the latest desktop, network and server hardware, operating systems and applications. Armed with this training and years of experience, our department is uniquely qualified to assist governmental agencies such as LAFCO, in maintaining the best of technological practices in the areas of security and disaster recovery.

All work performed by Information Technologies staff is guaranteed to meet the expectations of your organization. All of our employees are bound by customer service guidelines, ensuring courteous, prompt and professional service to the LAFCO organization.

Thank you for considering the El Dorado County, Information Technologies department as your IT Services provider. This proposal and it pricing is valid for 60 days from date of letter.

Respectfully,

Jacqueline Nilius
Director, Information Technologies Department

El Dorado County is independent with respect to LAFCO and is an Equal Opportunity Employer.

"The commitment of the Information Technologies staff is to deliver creative, practical solutions and services in support of the current and future technological needs of El Dorado County."

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1. Qualifications

a. Qualification and Related Experience

EDC Information Technologies Department is comprised of a team of programmers, network and server support specialists, desktop specialists, web designers, and other technology related professionals. This team consists of over 43 staff members supporting the County of El Dorado technology environment. All county IT staff receives training in the latest desktop, network and server hardware, operating systems and applications. Attachment A describes the staffing qualifications and the minimum experience acceptable as an IT Analyst II.

b. References

While providing support for a county of 40 Departments and over 2,000 employees, we also provide support for other non-county agencies. These agencies consist of Superior Courts, Fair, various fire districts and community services districts.

2. Maximum Fee and Hourly Rates

a. Maximum Fee

EDC IT is not legally positioned to contract for a "not-to-exceed" in future year's commitment as these rates are set by policy and at the discretion of the County Board of Supervisors.

From prior experience these are estimated figures.

PC Maintenance
Not to exceed maximum hours (including expenses) for the fiscal year ending

June 30, 2007 30 hours   2008   60 hours   2009   60 hours
This first year is actually only based on 6 months of service. 1/1/2007-6/30/2007

Website Maintenance
Not to exceed maximum hours (including expenses) for the fiscal year ending

June 30, 2007 87.5 hours 2008   175 hours   2009   175 hours
This first year is actually only based on 6 months of service. 1/1/2007-6/30/2007

b. Hourly Rates

Classification	Hourly Rate
Manager	part of per connected device
Senior Technician	part of per connected device
Staff Technician	60.00/ hour
Website Maintenance	60.00/ hour

PC Support

Labor rates are for all services including PC Support and Web Development support. Parts and software will be billed separately at cost. The IT Department hourly rate is currently $60.00 /hour for the normal 5 day 8:00 am - 5:00 pm support hours. Emergency after hour support will be billed at 1.5 the current rate with a 2 hour minimum service call.

Printer Repair

Printer support is contracted out to a private firm. This support will be made available to LAFCO at the current existing rates of:

HP Black and White	$55.00/hr
HP Color	$75.00/hr
Inkjets and Plotters	$75.00/hr
Non-HP and large printers- quotes upon request.	

Network Support

EDC IT currently has a relationship with LAFCO pertaining to its network support and resources. These resources include one router and one switch (both assets of EDC IT) to facilitate the connection to County Technology Resources, mainly mainframe applications, County e-mail system and the GIS system. The current cost applied charge is $861/ per connected device annually, billed quarterly directly to LAFCO. This charge includes full network support by qualified network specialists and the IT Call Center.

LAFCO currently has four PC's connected to the router that gives them access into County Technology resources. The responsibility, authority, and support of this connection will continue to be provided by the County IT Department.

LAFCO nor any outside vendor will be allowed to have access and control of this connection to County Technology resources until such time as LAFCO physically separates their network from EDC network.

3. Scope of Work

El Dorado County IT will perform, on a per hour basis, (except previously noted, Network Support) per the LAFCO RFP "Scope of Work to be Performed and Standards to be Followed."

IT will provide computer software and hardware support both onsite and via the phone.

IT will provide preventative maintenance for the computer systems and software, troubleshoot and resolve any system problems.

IT will provide routine monthly service to LAFCO computers, including periodic anit-virus updates, spyware removal and related routine preventative maintenance.

IT will work with vendors on LAFCO's behalf to resolve any warranty or service issues.

IT will advise LAFCO on backup strategies and new software/hardware purchasing and deployment.

4. Insurance Requirements

El Dorado County is covered for its motor vehicle, general liability, property and worker's compensation exposures thru a self-insurance program. Certification is attached to this packet. Attachment B is the certification.

Attachment A

IT Analyst II Job specifications and qualifications

Attachment B

Certificate of Insurance

INFORMATION TECHNOLOGY ANALYST II

Definition and Distinguishing Characteristics	**DEFINITION** Under general supervision, performs a variety of professional, technical and analytical duties in the operation of enterprise, distributed, client/server and desktop computer systems and networks; analyzes customer and systems requirements; develops and maintains department and countywide applications, systems and networks; performs related work as assigned. Incumbents will be assigned to one of the following specialty fields in the Information Services Department: Database Management, Office Systems, Operating Systems, Networking, Programming. **DISTINGUISHING CHARACTERISTICS** This is a multi-level deep class in which incumbents may receive training as an Information Technology Analyst Trainee, or may be assigned to one of two levels depending on experience and proficiency gained in one of the specialty fields listed above. In the Information Technology Analyst Trainee class, incumbents receive training on the day-to-day tasks associated with this classification series. At the Information Technology Analyst I level, incumbents, initially under close supervision, perform the more routine duties of the class. Information Technology Analyst II is the journey level in the class series; incumbents are technically proficient in executing assigned duties. Incumbents in the Information Technology Analyst II classification, with technical proficiency in two or more of the specialty fields listed above, may be assigned as leader of a project team involving technically difficult and complex work on multiple platforms, systems and/or networks. Lead direction may include the classifications of Information Technology Analyst Trainee/I/II and/or Information Technology Technician Trainee/I/II. The Information Technology Analyst II level is distinguished from Principal Information Technology Analyst in that the latter is the first full supervisory level in this series.
Examples of Job Duties	NOTE: The level and scope of the job duties listed below are assigned as defined under Distinguishing Characteristics. · Plans, determines requirements, designs, builds, tests, implements, maintains and enhances complex department or countywide systems. · Integrates information systems for operability over multiple platforms and technologies. · Acts as liaison between vendors, technical support and departments to resolve system and network problems; coordinates and implements corrective measures. · Models changes against hardware and software configurations to optimize the utilization of resources. · Determines needs and develops plans and proposals to meet the needs of customers. · Researches to determine feasibility, advises and recommends appropriate uses of information technology. · Develops and implements comprehensive test plans to ensure that information technology components are tested and debugged. · Monitors and enforces security procedures. · Installs third party software; modifies software as necessary to meet specific customer requirements; installs vendor supplied maintenance and enhancements. · Determines proper installation parameters for software/hardware for smooth integration, transition and efficiency. · Provides assistance and training for customers as needed. · Monitors and collects data on system performance. · Plans, develops and implements backup and recovery procedures.

· Determines and adjusts thresholds for system resources. ·
Participates in projects related to assigned specialty field.
· May function as a leader of a project team assigned to projects covering multiple platforms and/or specialty fields; provides leadership and mentoring to other Information Technology staff assigned to the project team.
· Plans, coordinates and oversees project team activities; identifies deliverables and establishes schedules and time lines; identifies and allocates project resources.
· Provides data for justification of unit budget in relation to assigned projects.
· Provides lead direction, training and work review to staff assigned to the project team; organizes and assigns work, sets priorities and follows up as required.
· May provide input into selection decisions, performance evaluations and disciplinary matters related to assigned project teams.

Knowledges

All Options

Software systems development life cycles.
Principles of computer data processing.
Computer operations and facilities.
Business systems applications.
Principles and techniques of software and systems quality assurance and control.
Principles and practices of technical problem solving.
Principles, processes, techniques of project management and related software.
Methods of long term technology assessment and deployment.
Principles, practices and techniques of providing customer service.
Design, installation and maintenance of enterprise, distributed, client/server and desktop computer systems.
Principles and practices of producing effective project and technical documentation.
Programming languages and job control language.
Restart and recovery concepts.
Basic supervisory practices and principles.
Team dynamics and team building.

Database Option

Database management systems (DBMS).
Database design.
Logical data schema.
Database CASE tools.
Data/file management tools.
Database utilities.
Methods and techniques of file and data recovery.
Database security methods and techniques.
Physical control standards and procedures.

Office Systems Option

Countywide office systems standards, policies and procedures.
Fundamentals and concepts of designing customer hardware, software, and connectivity solutions.
Principles and practices of training, instructing and supporting customers.
Concepts of installation, configuration, and testing of internal hardware components. Planning required for installation and testing of systems in diverse customer environments. Office systems maintenance, monitoring and troubleshooting methodologies.
Architecture of operating systems and network operating systems.
LAN/WAN logical and physical design.
Office systems software internal functions and customer interfaces. Communication techniques to convey hardware and software issues to customers. Monitoring and troubleshooting office systems hardware and software. Installing and configuring desktop OS/NOS/office systems software.

Operating System Option

Fundamentals and concepts of enterprise, distributed, network, client/server and desktop computer operating systems.
Computer systems configurations.
Operating systems architecture.
Operating systems and systems utilities version control principles.
Operating system structure, operations and utilities.

Networking Option

Logical and physical network design.
LAN/WAN network hardware and software vendors and products. Data
communication concepts and principles.
Internet and Intranet architecture.
Network security policies, techniques and procedures.
Network documentation, configuration, maintenance and diagnostic procedures and techniques.

Programming Option

Definition of technical specifications from user and business requirements.
Business systems analysis and business planning process.
Practices of effective communication of technical issues to user and client community.
Systems and program design and analysis.
Principles and techniques of programming.
Programming languages, utilities and Job Control Language.
Development and use of proper test plans and procedures.
Planning of customer acceptance testing.

Skills

Recognizing problems, developing recommendations and solutions, and managing corrections within assigned specialty.
Making technical oral presentations to technical and non technical audiences.
Coordinating activities with vendors, clients and staff.
Understanding complex information technology systems and issues.
Integrating information technology systems.
Interpreting, applying rules and explaining policies and procedures. Using
sound independent judgment within established guidelines.
Preparing clear and concise reports, correspondence, documentation and other written materials. Communicating
effectively, orally and in writing, with Information Services management, professional and support staff,
department system users and vendors.
Establishing and maintaining effective working relationships with those contacted in the course of the work.
Planning, assigning and reviewing the work of others.
Training others in work procedures.

Promoting and maintaining a team environment.

Minimum Qualifications

EITHER 1) Equivalent to graduation from a four year college or university with major coursework in computer science, information systems or a closely related field, AND: a) Three years experience working in the field of systems analysis, systems engineering, programming, database administration and/or analysis, operating systems, office systems, network analysis and/or management or a similar field in a multi platform information systems environment. One year of experience shall be in the option being tested. OR b) Two years experience equivalent to the County's class of Information Technology Analyst I. OR 2) Completion of a certificate program in Computer Science in the option being tested and four years experience working in the field of systems analysis, systems engineering, programming, database administration and/or analysis, operating systems, office systems, network analysis and/or management or a similar field in a multi platform information systems environment. One year of experience shall be in the option being tested.

Other
Requirements May be required to work on-call, weekends and irregular hours. Applicants must pass a
criminal history and background check which may include contact of prior employers and
personal references, and fingerprinting for purposes of searching local, state and national

fingerprint files through the Department of Justice and Federal Bureau of Investigations to disclose any criminal record.

Attachment B

Certificate Holder: LAFCO
550 Main St., Suite E
Placerville, CA 95667

As Respects: Information Technology Services RFP

Certificate of Self- Insurance
GENERAL LIABILITY, AUTOMOBILE LIABILITY,
PROPERTY AND WORKERS' COMPENSATION

This is to certify that El Dorado County is covered for its motor vehicle, general liability, property and worker's compensation exposures through a self-insurance program, in conjunction with excess coverage. The County maintains reserve funds within its self-insurance program that are deemed to be adequate by annual review by an independent outside actuary. This Certificate evidences the following:

General Liability and Automobile Liability: Risk is retained up to $1,000,000 per occurrence and self-funded as described above. Excess coverage is provided through the California State Association of Counties - Excess Insurance Authority (CSAC-EIA) Liability Pool Program II.

Workers' Compensation: The County is permissibly self-insured pursuant to Certificate of Consent number 5015-001 issued by the State of California, Department of Industrial Relations. Risk is retained up to $300,000 per occurrence and self-funded as described above. Excess coverage is provided through the California State Association of Counties – Excess Insurance Authority (CSAC – EIA).

Property Coverage: The County is permissibly self-insured subject to the All Risk Deductible. Excess coverage is provided through the California State Association of Counties – Excess Insurance Authority (CSAC – EIA).

Dated: September 6, 2006

Larry D. Costello

Larry D. Costello
Sr. Risk Management Analyst