AGENDA ITEM DEVELOPMENT REPORT

OFFICE OF THE COUNTY MANAGER
CLARK COUNTY, NEVADA

DONALD G. BURNETTE
County Manager

JEFFREY M. WELLS
Assistant County Manager

RANDALL TARR
Assistant County Manager

EDWARD FINGER
Assistant County Manager

Date: 8/23/2012  Agenda Date: 9/4/2012

Originating Department: Finance/Purchasing & Contracts

Contact/Ext: Yolanda C. Jones/0243

Issue: AWARD OF CONTRACT

Subject/Title:
RFP 602538-12 State Wide Data Disaster Recovery Planning Project

Recommended Action:
That the Board of County Commissioners approve the selection of, and award of a contract with, I.T. Crisis Services, Inc., for RFP No. 602538-12, State Wide Data Disaster Recovery Planning Project; and authorize the Chief Financial Officer or his designee to sign the contract; or take other action as appropriate.

Summary:
Request for Proposal (RFP) No. 602538-12 was advertised in the Las Vegas Review Journal on April 24, 2012, and posted on the County’s website. The top two firms are as follows: I.T. Crisis Services, Inc. (LBE), and Urban Environmental Research (NBE). The summary results of the written evaluations and presentation/interview evaluations are attached as Attachment 1 and Attachment 2. References were contacted for I.T. Crisis Services, Inc.

The Ad-Hoc Committee consisted of individuals from the Clark County Information Technology Department, the City of Henderson, the State of Nevada, and the City of Las Vegas. A summary of the Ad-Hoc Committee members’ qualifications is provided as Attachment 3. All the proposals are available for review and have been provided in CD ROM format.

A protest letter dated August 17, 2012 was submitted by Risk Solutions International L.L.C. to the Board of County Commissioners (Board). A response letter to the protest by I.T. Crisis Services, Inc. and a memorandum by Staff was provided to the Board in response to the protest. Risk Solutions International L.L.C. was ranked third in the written evaluations and was not selected for an oral presentation. Staff recommends that the Board approve the selection of, and award of the contract with, I.T. Crisis Services, Inc. for the State Wide Data Disaster Recovery Planning Project.

DONALD G. BURNETTE
County Manager

Attachments:
Attachment 1, Oral Presentation Evaluation, Summary of Scores, Criteria & Weights
Attachment 2, Written Evaluation Summary of Scores, Criteria & Weights
Attachment 3, Description of Ad-Hoc Committee
<table>
<thead>
<tr>
<th>EVALUATOR</th>
<th>I.T. CRISIS SERVICES</th>
<th>URBAN ENVIRONMENTAL RESEARCH</th>
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**Ranking of Top:**
I.T. Crisis Services, 10 out of the 12 Evaluators ranked #1, Overall Total Score Ranked #1

**Oral Presentation Evaluation Criteria included the following:**

**Presentation (15 Point):** Prepared, Professional, Thoroughness, Responsiveness, Overall

**Questions and Answers (85 points)**

1. Please describe your experience in developing Disaster Recovery Plan components other than the BIA and Risk Assessment. Include various response time approaches. Mention if the experience is with the private sector or a government entity. This is not to include Emergency Management, Business Continuity Planning, Risk Management, Crisis Management, Resiliency Planning, Security, or anything else that is not Data Center Disaster Recovery Planning. **(12.5 points possible)**

2. List the State and Local Governments that you have worked with to create their Disaster Recovery Plan (again, not the COOP, BCP, Risk Assessment, BIA, or anything else). **(10 points possible)**

3. What is the experience of each individual who will be assigned to work on this engagement in developing Disaster Recovery Plan components other than the BIA and Risk Assessment and with defining various response time approaches? Do not include experience in Emergency Management, Business Continuity Planning, Risk Management, Crisis Management, Resiliency Planning, Security or anything else that is not Data Center Disaster Recovery Planning. Indicate what company the individuals work for and where that individual will be located during the engagement. **(12.5 points possible)**

4. Please provide a sample of a Disaster Recovery Plan that your company has developed and that was successfully implemented for one of your previous customers. **(10 points possible)**

5. How dependent are you on using Disaster Recovery Planning software that the County would need to obtain a license for? What is the annual and renewal costs of that license? Why is this tool important to completing the work in the SOW and in ongoing plan maintenance? How would the timeline be affected if we did not purchase that tool? **(10 points possible)**

6. How will other agencies duplicate your proposed plan? Is your company's proposed disaster recovery plan repeatable with entities outside of Clark County? Is your proposed plan repeatable, without other entities required to purchase software or contract with your company for services? **(12.5 points possible)**

7. What is the cost estimate breakdown for completion of the scope of work for system 1 only, systems 1-10, systems 1-20, and Systems 1-30 as listed in the RFP? **(12.5 points possible)**

8. Will your personnel be dedicated to this project to the degree necessary to complete the project in an expeditious manner? **(5 points possible)**
## ATTACHMENT 2
### Written Evaluation Summary

<table>
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<th>EN POINT TECHNOLOGIES</th>
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**Ranking of Top Three:**

- **Ranked #1** - Urban Environmental Research - for Total Points, 4 Evaluators scored #1, and 5 Evaluators scored #2
- **Ranked #2** - I.T. Crisis Services for Total Points, 2 Evaluators scored #1 and 7 Evaluators scored #2
- **Ranked #3** - Risk Solutions International - for Total Points, 8 Evaluators scored #1, and 2 Evaluators scored #2

**NOTE:** The 3rd Ranked firm, Risk Solutions International, was not selected for oral presentation due to their proposed fees and the grant fund budgetary constraints.

**Written Evaluation Criteria included the following (115 points possible):**

1. **EXECUTIVE SUMMARY (5 points):** Key Elements and Unique features of the proposal, described how the Proposer is going to accomplish the project.

2. **EXPERIENCE (15 points):** Facilitating, organizing developing, testing and executing data disaster backup and recovery strategies.

3. **STAFFING QUALIFICATIONS (15 points):** Including experience and resume of those actually working on the project.

4. **(D.1) CONCEPTUAL TREATMENT (13 points):** Proposer concept of the project including methodology and major deliverables to be produced. (Proposed schedule – Work Plan)


5. **Documentation Sample (5 points):**

6. **Project Fee (20 points):** (current budget $180,000) Proposed fee is reasonable for work described and is within budget, evaluated as follows: LOWEST PRICE. (20 points), 2nd LOW (15 points) 3rd, LOW (10 Points) All others (0-10 points based on reasonable for work described)

7. **Local Presence (5 points):** Proposer’s local resources utilized and the degree of the knowledge and familiarity with the local community’s needs. Do they have a local office, what % of work completed locally, Statement stating will have local office.

8. **COMPLIANT WITH RFP REQUIREMENTS (10 points):** Submitted all required documentation, acceptance of standard contract, accepted Standard RFP requirements, business license, Discloser
ATTACHMENT 3
Description of Ad-Hoc Committee

Evaluator: Clark County IT Department, Supervisor Network Analyst, Bachelor Degree in Electrical Engineering and Computer Science, over 30 years in network engineering, 15 years experience in management.

Evaluator: Clark County IT Department, Deputy Chief Information Officer, over 20 years managing technology enterprises for private and public sector organizations. Management oversight for Software Engineering, Infrastructure Management, Computer Operation and Facility Management, and Project Management.

Evaluator: Clark County IT Department, IT Security Administrator, 14 years will Clark County, and Managed Year 2000 Disaster Recovery Program.

Evaluator: Clark County IT Department, Chief Information Officer, IT Department Head at Clark County for 5 years, and over 20 years management experience in Fortune 100 corporations with oversight of large enterprise technical environments.

Evaluator: Clark County IT Department, Principle Management Analyst, Project Management, Business Continuity planning and writing Scopes of Work.

Evaluator: Clark County IT Department, Operations Administrator, over 30 years software development, systems engineering, and project management.

Evaluator: Clark County IT Department, Supervisory Systems Operator, Work for Clark County since 1993 as System Operator and Supervisory Systems Operator.

Evaluator: Clark County IT Department, IT Facilities Administrator, 31 years experience in Data CTR main Frame Environments, 24 years with Clark County IT.

Evaluator: Clark County IT Department, Applications Supervisor, 30 years IT experience in IT Security, Disaster Recovery, Business Analysis, and Project Management.

Evaluator: Clark County IT Department, Manager of Business Application Center, Over 15 years experience in IT, and over 10 years of management experience.

Evaluator: Clark County IT Department, Manager of Technical Services – Infrastructure, over 5 years as Manager of Technical Services – Infrastructure, Over 28 years IT experience.

Evaluator: City of Las Vegas, Information Security Administrator, Information Security and business continuity practitioner for over 20 years. Over 15 years in government environment at federal and municipal levels conducting analyses and developing disaster recovery and business continuity plans.

Evaluator: City of Henderson, Information Security Manager, 25 years in Information Security, CISSP, SANS GSEC, and has a MBA.

Evaluator: State of Nevada, Department of Administration, Chief Information Security Officer, Over 20 years experience in IT.

FACILITATOR 1: Purchasing Analyst II, Clark County Purchasing & Contracts Division, Employed with Clark County for over 4 years.