

**DEFIANCE COUNTY
REQUEST FOR PROPOSALS (RFP)
TECHNOLOGY AND MISCELLANEOUS SYSTEMS
MAINTENANCE SERVICES**

Maintain existing and establish new telephone, video, security, access control systems and low voltage network or structured wiring.

Name of Company: _____

Contact Name: _____

Address: _____

Telephone Number: _____

Fax Number: _____

Email: _____

Please return your Request for Proposal to:
Defiance County Commissioners
c/o Sherry Carnahan – Administrator
500 Court Street, Suite A
Defiance, Ohio 43512

**There will be an on-site walk through of the systems held September 12, 2017 at 10:00 a.m.
Please meet at 500 Court Street, Suite A, Defiance, Ohio 43512.**

INSTRUCTIONS

Amendments and clarifications to this bid will be posted on the Defiance County Website <http://www.defiance-county.com/Commissioners%20News%20Releases%20for%20internet/Public%20Notices.htm>. It is the sole responsibility of all interested parties to monitor this website for those additional documents. Amendments and clarifications become a part of the bid and any subsequent awarded contract.

Any questions regarding this document shall be directed in writing to:

Defiance County Commissioners
c/o Sherry Carnahan – Administrator
500 Court Street, Suite A
Defiance, Ohio 43512
419-782-4761 Main
419-782-8449 Fax
sc@defiance-county.com

Scope of Work

The Board of Defiance County Commissioners wishes to contract with an experienced firm to administer and provide the following:

Maintain existing and establish new telephone, video, security, access control systems and low voltage network or structured wiring located in Defiance County buildings and offices listed in Exhibit "A", in good operating condition.

Proposal Instructions

Defiance County requires clear and concise proposals. Offerors should take care to completely answer questions and meet the RFP's requirements.

Proposal Format

Each proposal must include sufficient data to allow for the verification of the total cost of the Offeror's ability to meet the RFP's requirements. Each proposal must respond to every request for information in this document whether the request requires a simple "yes" or "no" or requires a detailed explanation.

Proposal Contents

Each proposal must contain all information requested in the RFP.

Submittal of Proposals

Offeror's proposals should respond concisely and clearly to all of the inquiries contained in the proposal. All rates/fees should be provided as requested in the RFP and any additional costs should be clearly explained. Offerors will be evaluated only on the services it provides, or it provides in collaboration with subcontractors.

Each proposal shall be submitted in a sealed envelope clearly marked with "RFP for Technology and Miscellaneous Systems Maintenance". If an Offeror uses an express mail or courier service, the proposal must be enclosed in a sealed envelope inside the express mail or courier service envelope.

The County will not be liable for any costs incurred by a contractor prior to the award of any contract resulting from the Proposal.

Proposal Opening

Proposals are due on Thursday, September 28th prior to and no later than 10:00 a.m. EST. All sealed proposals received after this time and date, for any reason will be rejected.

The opening of the sealed proposals will take place at the Defiance County Commissioner's Office, 500 Court Street, Suite A, Defiance, Ohio 43512. The Proposal opening will be public; however Proposal contents will not be read or made public.

FAXED OR E-MAILED PROPOSALS WILL NOT BE ACCEPTED.

Proposal Rejections

Ohio Revised Code §307.90 and §307.91 permits Defiance County to reject all proposals and advertise for new proposals on the required items, products or services. Defiance County may reject any proposal, in whole or in part, if any of the following circumstances are true:

1. Proposals offer services that are not in compliance with the requirements, specifications, terms, or conditions stated in the Request for Proposal.
2. Defiance County determines that awarding any item is not in the best interest of the County.
3. Defiance County reserves the right to reject any or all of the proposals on any basis without disclosure of a reason. The failure to make such a disclosure will not result in the accrual of any right, claim, or cause of action by any unsuccessful contractor against Defiance County.

Lowest and Best Offeror

An Offeror is lowest and best if their proposal offers the best-cost and supply or service in comparison to all other Offerors as set forth in the evaluation process in the proposal. Defiance County reserves the right to award the contract to the Offeror that may have a higher price and by evaluation best meets the county's requirements.

This is intended to be an all or none award; however, if it is in the best interest of Defiance County, the County reserves the right to, award to multiple vendors, to reject all proposals and re-bid, or not to make any award on an "ALL or NONE" basis.

Evaluation Process

Proposals are typically evaluated within 90-days.

The evaluation process will consist of the following process:

Phase 1 - Initial Review of Proposal

Defiance County will review all proposals for their format and completeness.

Phase 2 - Evaluation of Proposal Documents

Defiance County will evaluate each proposal and the requirements according to the non-financial and financial criteria contained in this part of the RFP.

During the evaluation process, Defiance County may request clarifications from any Offeror under active consideration and may give any Offeror the opportunity to correct defects in its proposal if Defiance County believes doing so does not result in an unfair advantage for the Offeror and it is in Defiance County's interests to do so.

Proposal Evaluation Criteria

Defiance County will rate the Proposals submitted in response to this RFP based on specific criteria. The specifications evaluation will result in a point total being calculated for each Proposal.

Contract Negotiations

Negotiations, if required, may be conducted with the Offeror who submits the lowest and best competitive proposal based on the rankings of all phases of the evaluation process. Any clarifications, corrections, or negotiated revisions that may occur during the negotiations phase will be reduced to writing and incorporated in the final contract document.

At any time during the negotiation process, if an Offeror fails to provide the necessary information for negotiations in a timely manner, or fails to negotiate in good faith, Defiance County may terminate negotiations with that Offeror and proceed to the next ranked Offeror.

Communication during Evaluation

During the evaluation process, unless requested by County as part of the evaluation process, any attempt on the part of the Offeror, the Offertory's agent(s), or any party representing the Offeror, to submit correspondence that is determined by County to be an attempt to compromise the impartiality of the evaluation or any party on the part of the Offeror, the Offertory's agent(s), or any party representing the Offeror to communicate with any member of the County regarding the evaluation process may be ground for immediate disqualification of the Offeror. A determination to cease the evaluation or reverse an award determination will be at the sole discretion of the County.

County may request additional information to evaluate an Offertory's responsiveness to the Request for Proposal or to evaluate an Offertory's responsibility. If an Offeror does not provide the requested information, it may adversely impact County's evaluation of the offertory's responsiveness or responsibility.

Defiance County Request for Proposal

Please submit answers to the following questions and provide any additional information as needed.

General Information

1. Name of your organization and corporate headquarters' address.
2. Provide a brief history of your organization. Include the number of years you have been in the business of providing the type of services we are requesting, an overview of your ownership/corporate structure, as well as the name and duration of the client with whom you have had the longest relationship.
3. How many clients do you serve?
4. How many clients have terminated their relationship with you in the last 24 months? Please describe the circumstances of each.
5. Are you anticipating any significant business model changes or new service offerings in the coming year? Please describe.
6. Provide the names and contact information for three companies that would be willing to serve as a reference for your services.
7. Provide the contact information of the individual authorized to answer questions related to this inquiry and response.

Operational Details

Performance Standards

1. Regular business hours are Monday through Friday from 8:00 a.m. to 4:30 p.m. Vendor shall provide reasonable and necessary maintenance services within four hours of requests received during these hours.
2. Emergency service hours are outside of the regular hours and response time is required in less than four hours.

Staffing

1. How many full-time employees do you have that would be able to provide these services to us?
2. For continuity of service, the County would like to have one main person to contact directly for our account. Who will this person be and what credentials does this person have?
3. What has your experience been with staff turnover?

Mandatory Requirements

This section identifies all mandatory requirements which must be present in the proposal before further consideration will be given. Participant must prepare and submit a Guide to Mandatory Requirements which references the page(s) of the proposal where satisfaction of the Mandatory Requirements is substantiated.

1. The Participant must have at least three full years of experience in providing the services requested.
2. The Participant shall provide, as a part of its proposal, a list of clients for whom these services have been provided during the past two years. The list must include:
 - dates of service
 - scope of services
 - number of employees
 - number of annual visits
 - name of contact person
 - title of contact person
 - phone number of contact person
3. The Participant shall provide client retention rate during the past 3 years.

4. Confidentiality is of the upmost importance. You will be required to sign a statement of confidentiality.

Current Systems

The County operates a fiber optic system, tying the following buildings together:

Downtown network: Key Bank, Courthouse, Courthouse Annex and Commissioner's Annex

There is also a fiber optic line from Courthouse Annex to Engineer's Office.

The phone systems are described on Exhibit "B".

Building wiring scheme: CAT 6: Courthouse, Courthouse Annex and Defiance County East. All other buildings are CAT 5e.

All county networks operate at 1 GB.

The central video recording system is located in the Courthouse Annex connected to numerous IP cameras (approximately 30). The central control point is in the first floor of Courthouse, Security Office.

Please note that computer services, video surveillance, phone systems, heating and ac units all operate on individual networks.

There are two buildings with access control: Defiance County East and Public Safety Services (EMA)

EXHIBIT "A"

Courthouse – 221 Clinton Street

Courthouse Annex – 500 Second Street

Commissioner's Annex – 500 Court Street

Record's Center – 510 Court Street

EMA – 22491 Mill Street

Evergreen Lane Office Complex – 06879 Evansport Road

Highway Garage – 07495 St. Rt. 15

Humane Society

Senior Services – 140 E. Broadway

Landfill – 13207 Canal Road

Defiance County East complex – 1300 E Second Street, includes maintenance building behind and main building.

DEFIANCE COUNTY PHONE SYSTEMS

EXHIBIT B

Approximate Inventory

COURTHOUSE

ESI 600 3 cabinet 20 cards
 5 612 cards
 3 A12
 6 IVC24R
 3 6ALC
 2 DLC (PRI)
 1 IVC24EL

approximately 140 IP phones

DCE

ESI 600 2 cabinet 10 cards
 2 DLC(PRI)
 5 IVC24R
 3 A12

approximately 100 IP phones

Highway Garage

ESI 50 1 cabinet 2 cards
 1 482
 1 ivc12
 5 digital phones

Evergreen Lane

ESI 100 1 cabinet 4 expansion cards
 4 612

approximately 40 digital phones

EMA Building

1 DLC(PRI)
1 IV24R
1 IVC12R12EL
1 CS-ASC

approximately 18 IP phones