

# DEFIANCE COUNTY INFORMATION TECHNOLOGY (IT) SERVICES

Scope of Work:

The Board of Defiance County Commissioners wishes to contract with an experienced firm to administer and provide technology support and a maintenance program to specific offices.

Name of Company: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Email: \_\_\_\_\_

Please return your Proposal to:

Defiance County Commissioners  
c/o Sherry Carnahan – Administrator  
500 Court Street, Suite A  
Defiance, Ohio 43512

# INSTRUCTIONS, GENERAL CONDITIONS, AND TERMS

Amendments and clarifications to this proposal 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 proposal 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

## **Proposal Instructions**

Defiance County requires clear and concise proposals. Offerors should take care to completely answer questions and meet the proposal 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 proposal 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 proposal documents.

## **Submittal of Proposals**

Offeror's proposal should respond concisely and clearly to all of the inquiries contained in the proposal documents. All rates/fees should be provided as requested in the proposal documents 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 "Technology Support and Maintenance Program". 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 must be submitted in complete original form to the following address:

Defiance County Commissioners  
c/o Sherry Carnahan – Administrator  
500 Court Street, Suite A  
Defiance, Ohio 43512

Proposals will be accepted at the above address until Thursday, March 15th prior to and no later than 11:00 a.m. EST. The Proposal opening will be public; however Proposal contents will not be read or made public. All sealed proposals received after this time and date, for any reason will be rejected.

***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 proposal documents.
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.

## **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 proposal document.

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.

## **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 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.

**Payment** Defiance County will pay original invoices that clearly itemize the goods and/or services provided. This should be categorized by department; as to quantity, description, price, labor charges and delivery, installation, and set-up costs, if applicable and if previously agreed to. Only charges as stated on the Proposal Form(s) submitted, as a part of the proposal will be considered.

**Minimum Insurance Requirements**

The contractor shall, at all times during the term of this contract, maintain insurance coverage with not less than the type and requirements shown below. Such insurance is to be provided at the sole cost of the contractor. These requirements do not establish limits of the contractor's liability.

The Contactor's failure to comply with any of these provisions is a breach of contract by the Contractor, which entitles Defiance County to declare the contract void if the Contractor does not remedy the breach within ten (10) days after receipt of notice of breach from Defiance County.

The Contractor must provide a certificate of coverage to Defiance County prior to being awarded the contract. If the coverage period shown on the Contractor's current certificate of coverage ends during the duration of the project, the Contractor must, prior to the end of the coverage period, file a new certificate of coverage with Defiance County showing that coverage has been extended.

The County reserves the right to require additional insurance should it deem necessary.

Cybersecurity insurance of at least \$1,000,000. Please list Defiance County as an additional insured.

**Amendment #1 -** Clarification on cybersecurity insurance: you will need cyber liability and the first party cyber coverage (which includes security breach remediation and the notification expense)

### **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.

# SPECIFICATIONS

This Information Technology (IT) Support and Maintenance program is designed to provide the Owner with an ongoing IT support agreement. The program will be initiated, scheduled, administered, monitored and updated by the Contractor. The support and maintenance activities will be directed by the Owner and by best practices determined by the contractor. The Owner shall be informed of the program's progress and results on a continuing basis via detailed service reports and periodic meetings.

## **Section 1 – Technical Support**

The Contractor will provide the following support and maintenance services for the list of locations provided in section 4.

Professional Services and travel required to support Owner's technical infrastructure remotely and on onsite. Typical activities include:

1. Providing 24x7 technical support staff to answer emergency calls and respond remotely or onsite for all technical infrastructure issues.
2. Will be responsible for the administration of the Defiance County, Ohio Domain and e-mail. That the Domain and e-mail will be available to users approximately 24 hours a day, normal maintenance and unforeseen hardware or communications problems expected. The Contractor's responsibility is limited to working with vendors hosting these services and companies maintaining said website to resolve any issues.
3. Assist County offices in the acquisition and setup of technology (Software and Hardware).
4. Assist County offices in repairing or supervising repairs made by a vendor. Including working with the Owner's other Software and Hardware vendors to reach timely resolution to issues involving applications or systems that require vendor support.
5. Assist in the supervising of the County network and assist in the repairs or upgrades to said network. Including network wiring troubleshooting and installation as needed.
6. Assist the Auditor's office in completing the annual audit of the County.

## **Section 2 – Technical Strategy**

The Contractor will provide consistent technical consultation between all departments listed in Section 4. This technical strategy will be directed and agreed to by the Owner. Typical activities include

1. Maximizing use of existing technical assets.
2. Managing Projects for all technical implementations or changes.
3. Providing guidance for all Hardware and Software purchases.
4. Usage of governmental pricing and or lowest best pricing on hardware.

## **Section 3 – Information Technology Support and Maintenance Intention**

The intention of this support and maintenance agreement is to provide the Defiance County with a professional services agreement that includes all Contractor professional services and travel expenses for work within Defiance County.

#### **Section 4 – Locations**

List of departments and/or buildings to be supported by Contractor:

Courthouse – 221 Clinton Street

- Clerk of Courts
- Courthouse Security
- Probate/Juvenile Court
- Common Pleas Court

Courthouse Annex – 500 Second Street

- Recorder's Office
- Treasurer's Office
- Wastewater Operations

Commissioner's Annex – 500 Court Street

- Commissioners' Office
- Environmental Services/Landfill
- Coroner
- Dog Warden
- Family & Children First
- Adult Probation
- Prosecuting Attorney

Key Bank – 414 Second Street

Record's Center – 510 Court Street

EMA – 22491 Mill Street

Evergreen Lane Office Complex – 06879 Evansport Road

There are several agencies in this building that may use you separately, but you would take care of the building structure, not necessarily the individual offices.

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.

- Board of Elections
- Juvenile Probation
- Maintenance

The Contractor will provide any necessary installation requirements and/or the moving of computers and related equipment to county owned and/or operated facilities listed in Section 5. This will include the setup of new offices and/or the moving of existing offices to different facilities. The Contractor will not be responsible for the moving of any office furnishings related to the moving of the “computer equipment”.

### **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.

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.



# REQUEST FOR PROPOSALS

## **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 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?