



**Warren County Board of
Developmental Disabilities**

REQUEST FOR SEALED PROPOSALS

MANAGED IT AND DATA CENTER SERVICES

**WARREN COUNTY BOARD OF
DEVELOPMENTAL DISABILITIES**

**42 KINGS WAY
LEBANON, OHIO 45036
(513) 228-6512**

Table of Contents

- 1. Notice to Providers**
- 2. Definitions**
- 3. Contact Person**
- 4. Tentative RFPSchedule**
- 5. Information to Vendors**
- 6. Proposals**
- 7. Selection Criteria**
- 8. RFP Terms and Conditions**
- 9. Contract Terms and Conditions**
- 10. Project Requirements**
- 11. Vendor Information**

1.

**NOTICE TOPROVIDERS
REQUEST FOR SEALED PROPOSALS FOR
Managed IT and Data Center Services**

Pursuant to Section 307.862 of the Ohio Revised Code, the Warren County Board of Developmental Disabilities is seeking proposals for Managed IT and Datacenter services. This Request for Proposal (RFP) encompasses installation, setup, configuration, support and maintenance services for the Managed IT and Datacenter services of the Warren County Board of Developmental Disabilities.

The deadline for receipt of proposals is 3:00PM on May 31, 2024 at the location listed below. Service and cost proposal packages should be submitted, consisting of one (1) signed original and two (2) electronic copies (PDF format) in sealed envelopes labeled “Managed IT and Datacenter services for the Warren County Board of Developmental Disabilities” and sent to the Point of Contact at:

Attention: John Phelps, IT Manager
Warren County Board of DD
42 Kings Way
Lebanon, OH45036

Letters should include a contact name, address, phone number, and email.

The Warren County Board of Developmental Disabilities, henceforth referred to as WCBDD, will ensure that respondents to this request will not be discriminated against based on sex, race, color, creed or national origin in consideration of an award. WCBDD invites all qualified Vendors to submit a proposal.

WCBDD reserves the right to reject any proposal which takes exception to any terms and conditions of the request for proposals; fails to meet the terms and conditions of the request for proposals, including but not limited to, the standards, specifications, and requirements specified in the request for proposals; or submits prices that WCBDD considers excessive compared to existing market conditions, or determines it exceeds the available funds of WCBDD.

WCBDD reserves the right to reject, in whole or in part, any proposal that WCBDD has determined, using the factors and criteria WCBDD develops, would not be in the best interest of WCBDD.

WCBDD may conduct discussions with Offeror(s) who submit proposals for the purpose of clarifications or corrections regarding a proposal to ensure full understanding of, and responsiveness to, the requirements specified in the request for proposals.

All proposals are confidential until the project has been awarded or after all proposals have been rejected. After such time and as a public entity, WCBDD is required to make the responses publicly available. All responses, including those containing proprietary information may be subject to release under the Ohio Public Records Law.

The Warren County Board of Developmental Disabilities retains the right to reject any or all proposals, and to withdraw this solicitation at any time.

WCBDD is an equal opportunity employer.

2. Definitions as used herein

- a. The term "Request for Proposal" (RFP) means a solicitation of a formal sealed proposal per Ohio Revised Code 307.862. <http://codes.ohio.gov/orc/307.862>
- b. The terms "Proposal and Offer" means the price and services offered by the Respondent in response to this RFP.
- c. The terms "Respondent," or "Offeror" means the company responding to this RFP.
- d. The term "Vendor" refers to the Respondent(s)/Offeror(s) selected by WCBDD to perform service under this contract.
- e. The term "Agency," "County", "Board", "WCBDD" or "Contracting Authority" means the Warren County Board of Developmental Disabilities.
- f. The term "Contract" means the legally binding agreement between WCBDD and the successful Offeror (Contractor) to perform the services described in this RFP.

3. CONTACT PERSON

Questions regarding the RFP or requests for information or clarification MUST BE EMAILED to the WCBDD Point of Contact, John Phelps, IT Manager Warren County Board of DD, 42 Kings Way, Lebanon, Ohio 45036, john.phelps@WarrenCountyDD.org

Any questions emailed to the Point of Contact will be sent out to an email list of all Vendors.

NO QUESTIONS WILL BE ANSWERED BY TELEPHONE.

Any vendor that seeks information or clarifications from anyone other than the designated point of contact may be excluded from the RFP process.

4. Tentative RFP Schedule

The latest updates and corrections to the schedule will be provided via email for those who request updates through the WCBDD Point of Contact.

May 1st, 2024–RFP available to interested parties

May 1st – 31st, 2024–Discovery/submittal

May 31st– 3PM at 42 Kings Way, Lebanon, OH 45036 Bids open

June 3rd -21st, 2024 – WCBDD evaluates bids and schedules discussions/negotiations as needed

June 21st – Tentative award of bid to successful vendor

June 24th – Contract recommended to board for approval

July 19th – Transition begins

October 19th – WCBDD cuts over to new data center and associated services

Possible Vendor discussions/negotiations prior to final award may be required at a date to be determined.

WCBDD will notify Contractor of the award of contract at date to be determined once all proposals have been collected and any/all discussions have been completed.

All vendors will be notified once dates are determined.

All vendors will be notified after contract has been awarded

5. Information to Vendors

5.1 Proposal Openings

Sealed proposals will be opened in public and evaluated for completeness and compliance with submission requirements per ORC 307.862, <http://codes.ohio.gov/orc/307.862>.

Submissions not meeting the requirements will be excluded from consideration. Complete submissions meeting the requirements will be turned over to the RFP evaluation committee for review. Once the committee has reviewed and ranked the vendors, WCBDD will engage in negotiations and/or discussions with the top ranked vendor as needed. Negotiations with lower ranked vendors may be subsequently conducted per the procedure detailed in ORC 307.862.

5.2 Your Best Offer First

Per ORC 307.862 no Vendor pricing will be shared until after the contract has been

awarded.

Follow-up pricing, pricing after award, or offers to meet or beat competitor pricing will not be accepted.

If you feel you can offer a lower price and you want the contract, offer your best price first with your one AND ONLY ONE bidding opportunity.

6. Proposals

6.1 Legibility and Organization

Proposals must be typed or printed, must be written in English, and must be legible and reasonably organized. Pages must be consecutively numbered. **Each requirement in the RFP shall be marked as the vendor is “Compliant” with the requirement, “Exception” is taken with the requirement and an explanation of why they must take exception, or “Non-Compliant” that the Vendor or system is not compliant with the requirement.**

6.2 Abbreviated Responses

Simple concurrence or acknowledgement to items not needing a specific Vendor statement may be used. However, simple concurrence or acknowledgement of items that do require a specific Vendor statement, explanation, or supporting materials may be considered non-responsive.

6.3 Vendor Responsible for Completeness of Response

Before submitting proposals, each Vendor is requested to carefully consider the amount, character, and timeline of the work to be done as well as the difficulties involved in its proper execution. The Vendor shall include in the proposal all costs deemed necessary to cover all contingencies essential to successfully procuring, installing and maintaining the system. Any cost not specifically itemized in the proposal shall not be incurred unless specifically agreed upon, in writing. No claims for compensation shall be considered or allowed for extra work resulting from ignorance of any existing conditions on the part of the Vendor.

6.4 Problem Resolution Escalation Information

The Vendor must provide a problem resolution escalation chart or a list indicating the order of contacts to be made in efforts to resolve all issues or problems with any aspect of the contract conditions.

6.5 Copies

Each vendor response shall include one (1) signed original; and two (2) electronic copies (PDF format), each on its own individual USB drive.

6.6 Signatures

Each hard copy of the proposal shall contain an original signature by a duly authorized representative who may legally bind the company.

6.7 Pro forma Contract(s)

Each vendor shall include a Pro Forma contract for WCBDD to review and have reviewed by the attorney of record Warren County Assistant Prosecutor.

7. Selection Criteria

7.1 Evaluation Committee

An evaluation committee will be formed to determine if the proposal is in the best interest of WCBDD and rank the proposals according to their ranking plan.

The Committee members will be employees of the WCBDD

7.2 Preliminary Evaluations

WCBDD will initially check the proposals to validate all information required to conform to this RFP is included. Absence of required information will be cause for rejection.

This first round of proposal evaluations will reject all proposals that fail to meet the mandatory requirements of the RFP or in any way demonstrate the inability of the vendor to deliver the quality of services required.

The Committee members will individually evaluate the remaining proposals for performance requirements, design compliance with the RFP, technical merit, and cost.

The Committee will meet to rank the proposals and may request to meet with top respondents for discussions.

7.3 Vendor Discussions

Proposals deemed acceptable may be scheduled for vendor discussion to obtain additional information such as features, and services included in their proposal, network design, etc.

Vendors that are asked but do not appear for discussions may be rejected from the selection process.

Not all vendors will be asked to discuss their proposal. Based on the number of proposals received, it may not be possible to allow everyone to meet. If later negotiations do not achieve an acceptable vendor, a second round of vendor meetings may be scheduled.

Scheduling will be at WCBDD discretion.

Each finalist may be asked to appear up to 1 hour for the meeting.

At no time during discussions can pricing be discussed. Negotiations may be conducted at a later time per ORC 307.862.

7.4 Final Evaluation Method

The evaluation committee will evaluate the submittals using the criteria listed below and rank the vendors and submittals based on their score after any scheduled discussions. The committee will make their recommendation to the WCBDD Board of Developmental Disabilities.

The WCBDD Board of Developmental Disabilities may at their discretion, require additional steps before the Project Contract is awarded.

The Committee shall evaluate using the following criteria:

1. Robustness and reliability of design meets technical requirements, functionality.(20%)

- The County desires to acquire superior, secure, redundant, and reliable Managed IT and Data Center services.
- The quality of the system(s) proposed, ease of operation, ease of servicing and conformance to industry standards.
- Network and data center design, ability to support WCBDD's mission and needs.
- Additional system functions or capabilities beyond the specified requirements, but pertinent to WCBDD's use of the system, to meet the best interests of WCBDD.
- Ability to properly support the daily operations of WCBDD and their staff's technical needs.

2. Vendor Qualifications (20%) past performance, industry reputation,financials.

- The ability, capacity and skill of the Vendor to provide for all the goods and services required. This includes the character, integrity, reputation, judgment, experience and efficiency of the Vendor, including the quality of the proposal document and the Vendor's performance on similar contracts. Was a reasonable schedule submitted?

3. Maintenance and Support.(20%)

- WCBDD requires reliable support and maintenance.
- How does the vendor notify its customers prior to performing maintenance? How far in advance are customers notified?
- WCBDD requires a solution that provides up-to-date patches software and hardware updates, and software and hardware upgrades to meet today's security and networking needs.
- Support issues need to take into account training, maintenance capabilities, response times for outages, and service and maintenance issues including capacity, capability and future options.
- Help desk options and support operations are required to be located inside the United States

4. Price. (40%)

- WCBDD will carefully analyze the costs for all products and services considered or proposed.
- Proposed maximum cost increase for subsequent years

- Impact of increase or reduction of staff on cost of services; i.e. minimum number of desktops/AD accounts/help desk to retain current pricing, cost of additional desktops/AD accounts.
- It is assumed based on unit costs included in the RFP that as storage needs increase or decrease the unit costs will reflect that increase or decrease. At no point will WCBDD be responsible for payment of storage that is not being utilized.

8. RFP Terms and Conditions

8.1 Right to Reject/Accept Proposals

WCBDD reserves the right to accept any proposal or, at its discretion, reject any or all proposals for whatever reason it deems appropriate, even after notification to the Vendor that it has been selected, but prior to the execution of a binding contract. WCBDD reserves the right to accept all or any part of a Vendor's proposal.

8.2 WCBDD Not Responsible for Proposal Expenses

Receipt of a proposal does not obligate WCBDD to pay any expenses incurred by the Vendor in the preparation of its proposal or obligate WCBDD in any other respect.

8.3 WCBDD's Right to Modify Specifications

WCBDD reserves the right to modify the specifications contained herein at any time during the proposal period. No modification or interpretation of the specifications other than through the issuance of addenda shall be binding upon WCBDD. Vendors must notify WCBDD as soon as possible of any omissions or errors in the specifications so corrective addenda may be issued. All changes will be provided by WCBDD by 5/1/24.

Corrections and updates to the specifications are distributed through the Q&A email list.

8.4 Alternatives to Specification

Alternatives to the specification are encouraged and will be reviewed and evaluated but, only if they are in addition to, and not in place of WCBDD's stated requirements. Any exception must be clearly specified as such and WCBDD reserves the right to reject any proposal that does not comply with this instruction.

Alternatives are recommended to be listed as an option to remain compliant to the RFP.

Vendors may submit more than one proposal in response to this RFP. However, each proposal must be a separate, complete package that can be considered independently of any other proposals from the same Vendor. Vendors may also include options as independent line items so long as they are priced separately and can be easily added or deleted from the final pricing.

8.5 Restricted Communications

During the period from publication of this RFP until contract is awarded, all questions regarding the RFP, the Contract, or any aspect of this project shall be directed to the specified point of contact (see Contact Information selection of the document) at WCBDD. Conversations with persons other than designated contacts about any aspect of the RFP, proposal, contract, or project may be ground for

rejection of the respective proposal.

8.6 Distribution of Questions and Answers

All addendums and questions and answers will be emailed out via the WCBDD Point of Contact. Answers to questions will be emailed out to the entire distribution list.

8.7 Confidentiality/Publicity

All materials received relative to this RFP will be kept confidential until the contract is awarded, at which time all materials received will be available to the public as mentioned in section 5.1 ORC 307.862.

Any proprietary information contained in the proposal must be designated clearly and should be labeled with the words "Proprietary Information." Marking the entire proposal proprietary may result in the rejection of the proposal.

Vendors should be aware that WCBDD is required by law to make its records available for public inspection, with certain exceptions. The Vendor, by submission of materials marked "Proprietary Information," acknowledges and agrees that WCBDD shall have no obligation or liability to the Vendor in the event that either is required by a court of competent jurisdiction to disclose these materials.

All proposals and materials become the property of WCBDD upon receipt.

8.8 RFP, Proposals and Acceptance Do Not Obligate

The parties agree they will not consider either the distribution of this RFP, or receipt of Vendors' proposal(s) by WCBDD or even notification of proposal acceptance by WCBDD, as an obligation or commitment by WCBDD to either purchase equipment from the Vendor or to enter a contractual agreement. Rather, the parties understand WCBDD will have no binding obligation until it signs the Contract approved by its legal counsel.

8.9 Non-Disclosure

Any diagrams, drawings, or any, and all documentation contained within this RFP; or provided during the procurement process regarding WCBDD's existing network systems, communications, computer, electrical, mechanical, or security systems are considered Infrastructure Records or Security Records as defined by Section 149.433 of the Ohio Revised Code. These records are exempt from public record and must remain confidential. By submitting a proposal the proposer acknowledges the confidential nature of these records and agrees not to disclose any such record. Further, the selected vendor will be required to sign a non-disclosure agreement for these purposes.

9. Contract Terms and Conditions

9.1 Governing Laws & Venue

If the Vendor submits standard terms and conditions with its proposal, and if any of those terms and conditions are in conflict with the laws of the State of Ohio, the laws of the State of Ohio shall govern. Vendor agrees that any action at law or in equity arising out of or relating to these Terms shall be filed only in the applicable state or federal courts located in and for Warren County, Ohio

and Vendor hereby consents and submits to the personal jurisdiction of such courts for the purposes of litigating any such action

9.2 Non-Performance

In the event of non-performance on the part of the Vendor (i.e., failure and/or inability to meet agreed upon deadlines or specifications as outlined herein), consequential damages will be claimed by WCBDD. WCBDD may terminate the Agreement and be relieved of the payment of any consideration to the Vendor should the Vendor fail to perform as required by the Agreement. In the event of such termination WCBDD may proceed with the work in any manner it deems proper. The cost to WCBDD shall be deducted from any sum due the Vendor under the Agreement.

9.3 Contract Components

The RFP, written questions, answers to questions, Vendor's proposal, and other documents associated with this proposal shall become part of the final contract.

9.4 Precedence of Conflict Resolution

In the event of a conflict, the order of precedence to resolve the conflict is as follows: Ohio State law, the terms and conditions of the signed Contract, the terms and conditions of this RFP, and last, the Vendor's proposal.

9.5 Contract Responsibilities for WCBDD

The Vendor shall clearly define, in writing, the expected responsibilities of WCBDD during the course of the Contract.

9.6 Failure to Conform

WCBDD reserves the right to stop work in progress that does not conform to industry standards or does not meet manufacturer's installation criteria, or the specifications and standards set forth in this RFP. WCBDD will report discrepancies to the Vendor in writing. The Vendor will respond to county representatives in writing within 24 hours to determine a plan of action.

9.7 Rejected Work

If work is rejected during normal inspections or at the final acceptance inspection, it will be reported to the Vendor in writing. If the Vendor does not take action to repair, remove or replace rejected material within ten (10) calendar days after receipt of written notice, WCBDD reserves the right to remove and replace such work. The Vendor shall be responsible for all expenses and costs associated with this remediation work.

9.8 Escalation and Penalties

Vendor shall describe escalation procedures if problems are not resolved according to these maintenance specifications. The Vendor shall detail the consideration or remediation it intends to provide WCBDD in the event it does not meet these specifications.

9.9 Changes to Contract

During the course of the Contract, either party may issue requests for changes in the Contract terms. This shall take the form of a Change Order, which, if accepted by both parties, shall be executed as a change to the contract, which will thereby be amended to the extent of the change. When, in the

judgment of WCBDD, a need for immediate action exists, the Vendor may be directed to proceed on a time and materials basis with the proposed change. In no event, shall changes involving extra cost to WCBDD be allowed to proceed without prior written approval.

9.10 RFP Specification Response

Specifications outlined in the vendors response to the RFP; shall become part of the contract with the vendor as requirements.

9.11 Respondent as Prime

The respondent to this RFP shall be considered the primary Vendor and shall assume total responsibility for meeting all terms and conditions of the contract including standards of service, quality of materials and workmanship, costs and schedules.

9.12 Subcontractor Approval

WCBDD reserves the right to approve subcontractors; the primary Vendor must agree to be responsible for the actions and quality of workmanship of the subcontractor(s).

9.13 Subcontractor Disputes

Any dispute arising between the primary Vendor and its subcontractors or between subcontractors must be resolved without involvement of any kind on the part of WCBDD and without detrimental impact on the delivery of the contracted goods and services.

9.14 Valid License

Only proposals from Vendors licensed to do business in the State of Ohio will be considered.

9.15 Legal Compliance

During the course of work for WCBDD, Vendors, sub-contractors, and their employees are required to comply with all applicable local, State and Federal laws, codes, ordinances, and regulations. This includes, but is not limited to wiring done on premises subject to inspection by authorities having jurisdiction. The Vendor shall take all required actions to comply with authorities having jurisdiction over inspection requirements.

9.16 Liability

The successful proposer shall agree to indemnify and hold harmless WCBDD, and its officers and employees, from and against all liability, claims, demands, and expenses, including court costs and attorney fees, on account of any injury, loss, or damage, which arises out of the work to be performed under this Agreement, if such injury, loss, or damage is due to the negligence of the respondent, any subcontractor of the respondent, or any officer, employee, or agent of the respondent to the extent allowed by law.

9.17 Safety Considerations

The Vendor shall be responsible for compliance with all relevant State and Federal workplace safety requirements to include compliance with WCBDD safety directives and policies. The Vendor shall be responsible for ensuring its employees are trained in the safety procedures

appropriate to assigned work.

The Vendor agrees to indemnify, defend and hold harmless the State of Ohio, WCBDD, its Board of Commissioners, officers, agents, and employees, from any and all claims and losses accruing or resulting to any property, facilities or equipment, person, firm or corporation that may be injured or damaged by the Vendor, its subcontractors, material men, employees, officers, or agents in the performance of this contract. The Vendor shall provide necessary worker's compensation insurance at Vendor's own cost and expense.

9.18 Drug Use Policy

Use of illegal drugs, alcohol, or controlled substances on premises is strictly prohibited. Working on this project while under the influence of drugs or alcohol is strictly prohibited and will be grounds for removal of the offending employee from the project.

9.19 Harassment, Discrimination, Fraternization

Any form of harassment, discrimination, or improper fraternization with employees is strictly prohibited and will be grounds for removal of the offending employee from the project.

9.20 Unprofessional Behavior

Use of profanity or other behaviors inconsistent with professionalism by Vendor or subcontractor employees will be grounds for removal of the offending employee from the project.

9.21 Attire

All Vendor employees must be properly attired while on WCBDD properties, failure will be grounds for removal of the offending employee from the project.

9.22 Building Access

Vendor and/or subcontractor(s) shall get initial clearance from WCBDD Point of Contact before entering any building to perform work assignments.

9.23 Patent Infringements

The Vendor shall agree to indemnify WCBDD with respect to any legal suit, claim, or proceeding, which may be brought against it claiming the use of the proposed system constitutes an infringement of any patent or trade secret. The Vendor shall further agree to defend WCBDD against any such claims and to pay all litigation costs, attorneys' fees, settlement payments, and any damages awarded or resulting from any such claims.

9.24 Non-Collusion

The Vendor shall certify his/her firm has not entered into any agreement of any nature whatsoever to fix, maintain, increase or reduce the prices or competition regarding the items covered by this Request for Proposal.

9.25 Project Management

All proposals shall provide a comprehensive project management plan and schedule for the entire
Page 13 of 18

project. The vendor shall provide a reasonable and attainable system installation schedule based upon major activities that will occur after the contract is awarded. This will include project and site milestones, testing, training and system implementation completion.

A Project Manager will be provided by and assigned to the project by the Vendor. The Project Manager shall act as the single point of contact for the Vendor. The Project Manager shall schedule and conduct regular project meetings with the WCBDD Point of Contact to provide updates to the project. The Project Manager shall keep and distribute meeting minutes outlining the meetings including action item take a ways. The Project Manager shall keep a list of all items and issues that are being worked through during the project and the items and issues that need to be resolved in order to complete the project, i.e. a Punch List.

9.26 Payment Schedule

WCBDD will not provide a down payment or non-re-occurring (Installation) charges as part of payment terms.

Startup/onboarding fees will be paid after completion of startup/onboarding.

Payment for services will begin after final acceptance.

10. Project Requirements

WCBDD seeks proposals for the management of its Information Technology (I.T.) infrastructure and applications. It is the desire of the WCBDD to consolidate this management under one agreement with a qualified firm or group to support the entire I.T. environment. The bid process is broken into two separate categories, Data Center Services and Managed IT Services. Below is a scope of the work to be provided as well as an overview of each service category. Both categories must be included in the proposal. Exclusion of one category is grounds for dismissal.

10.1 Scope of Work and Services to Be Provided

Proposals should demonstrate the following abilities:

- A. Review, participate in, and make recommendations for disaster recovery plans involving the Microsoft Operating System Software and Hardware environment and projects that utilize this platform;
- B. Create and/or assist in the creation of policies and procedures that will be sent through a formal clearance process;
- C. Ensure technology and its use adheres to HIPAA and Board policies;
- D. Conduct internal and external penetration tests of the network;
- E. Work with third party security auditors upon request;
- F. Use private cloud services to minimize on premise hardware;
- G. Provide private cloud hosted servers and support as follows:
 1. Evaluate, install, test, configure, maintain, tune, and troubleshoot software and hardware;
 2. Monitor performance, develop reports, recommend adjustments and implement approved changes to provide customers high performing systems;
 3. Develop estimates and project plans for the work being performed as part of these deliverables;

4. Develop technical documents for support processes (i.e. handbooks, document installation configurations, proposed resolutions, etc.);
 5. Prepare monthly status reports for upper management as described in section 1.7;
 6. Perform Server Migrations/Upgrades;
 7. License and network documentation.
- H. Support for all network systems located at the Board as follows:
1. Evaluate, install, test, configure, maintain, tune, and troubleshoot software and hardware;
 2. Monitor performance, develop reports, recommend adjustments and implement approved changes to provide customers high performing systems;
 3. Respond to degradation or loss of network services;
 4. Develop estimates and project plans for the work being performed as part of these deliverables;
 5. Develop technical documents for support processes (i.e. handbooks, document installation configurations, proposed resolutions, etc.);
 6. Prepare monthly status reports for upper management as described in section 1.7;
 7. Firewall configuration as needed;
 8. License and network documentation.
- I. Scheduled maintenance to all the above including updates, backups and virus protection; New hardware/software/system installation;
- J. New hardware/software/system installation;
- K. Support for all printers and printer networks;
- L. Network security including spam and virus filtering;
- M. Provide network expertise on behalf of the Board for external vendors providing software/hardware solutions;

Managed IT Services

Contractor shall provide a comprehensive plan to provide service and support for the following items. WCBDD is looking for a fully outsourced IT helpdesk solution that will handle all end user support. This support currently encompasses the following items.

1. Network Management
 - a. WCBDD currently has four buildings using Altafiber fiber. Each building's fiber routes to the data center and then through the firewall located at the data center to access the internet.
 - b. All WCBDD network switches are Cisco hardware. Wireless access points are Meraki MR44 units. WCBDD has onsite backup in addition to the data center backup via a QNAP server. This server has 60 daily backups and 12 monthly backups.
 - c. Contractor shall provide a minimum 100 MB fiber circuit from their data center to Internet. (WCBDD will not be responsible for build costs)
2. Internet Access
 - a. WCBDD Currently uses a 100MBs connection located at the data center to provide internet access for all users. This connection allows for periodic traffic volumes over 100MBs. Additional charges apply only if traffic exceeds 100MBs more than 5% of the time.
3. Email
 - a. WCBDD Currently uses a hosted exchange environment with email archiving and encryption. Emails that contain numbers, names, addresses etc consistent with PII patterns are automatically encrypted. This software allows for admin to refine the auto encryption function. The auto encryption can be manually overridden by the user.
4. Help Desk

- a. Support for 140 employees. Preferred support hours: 7AM – 6PM M-F.
 - b. Preferably, help desk must be available on weekends for emergencies. This can be negotiated.
- 5. Application Management
 - a. Manage and monitor the day-to-day functionality of core agency programs.
 - b. Perform program updates as they are released by vendors.
- 6. Infrastructure Support
 - a. Manage and monitor all critical aspects of WCBDD IT infrastructure to avoid and minimize downtime.
 - b. Monitoring service requires 24/7 coverage.
- 7. Network Security
 - a. Firewall for in and outbound internet traffic
 - b. Ensure patches and updates for servers, switches, are completed as they become available.
 - c. Continued use of 2 factor authentication. The standard is currently Duo which will need to be managed by the vendor. Alternatives will be considered.
 - d. Ensure the password policy aligns with NIST 800-63B
 - e. Work with IT Manager to develop group policy
- 8. Cybersecurity training for employees
 - a. Reoccurring monthly training videos and tests to keep employees up to date of security threats
- 9. Workstations
 - a. 151 Windows 10 Laptops
 - b. 59 Windows 10 PCs
- 10. Printers and Copiers
 - a. 9 HP desktop printers
 - b. 21 Brother desktop printers
 - c. 6 Konica copiers
- 11. Software
 - a. WCBDD uses a wide variety of software to assist with agency needs. Software includes: Brittico, KRONOS, Qualtrics, Concord, eSign, eFax, Duo, Mitel, Intranet, Microix, Zoho. Vendor must partner with IT Manager for discovery on these programs in case a situation arises where as the IT Manager is unable to assist with a need.
- 12. Systems Monitoring
 - a. WCBDD currently uses N-Sight for systems monitoring. This is currently provided by GOConcepts. Alternative means of systems monitoring will be accepted.
- 13. Disaster Recovery Plan
 - a. Within the first three months of signed agreement and confirmation, selected vendor must partner with IT Manager and Operations Director to create and maintain the Disaster Recovery Plan (DRP).
- 14. Firewall/Anti-virus
 - a. Vendor shall partner with WCBDD to ensure appropriate firewall and anti-virus measures are put into place.
- 15. Training for employees
 - a. Reoccurring monthly training videos and tests to keep employees up to date on security threats.
- 16. Disaster Recovery including backup to a WCBDD onsite storage server and to contractor provided remote site.
- 17. On-site and remote client service

18. Mobile Device Management

- a. Mobile Device Management is currently being handled via Meraki MDM.
- b. MDM is deployed on all agency iPhones and iPads.
- c. Apple Business Manager is used for all iPhones and iPads.

Data Center Services

WCBDD Board of Developmental Disabilities currently utilizes the following virtual servers:

1. VOIP Trunk Switch
 - a. 1 CPU
 - b. 2GB Memory
 - c. 20GB Hard Drive
 - d. Linux based Operating System
2. Active Directory Primary
 - a. 2 CPUs
 - b. 4GB Memory
 - c. 60GB Hard Drive
 - d. Windows Server 2022
3. Active Directory Secondary
 - a. 2 CPU
 - b. 4GB Memory
 - c. 80GB Hard Drive
 - d. Windows Server 2022
4. VPN Server
 - a. 2 CPU
 - b. 4GB Memory
 - c. 60GB Hard Drive
 - d. Windows Server 2019
5. Application Server
 - a. 2 CPU
 - b. 16GB Memory
 - c. 100GB Primary Hard Drive
 - d. 300GB Secondary Hard Drive
 - e. Windows Server 2016
6. File Server
 - a. 2 CPU
 - b. 4GB Memory
 - c. 60GB Hard Drive
 - d. 700GB Hard Drive
 - e. 1328GB Hard Drive
 - f. Windows Server 2016
7. Shoretel Voice HQ Server
 - a. 2 CPUs
 - b. 4 GB Memory
 - c. 70 GB Hard Drive
 - d. Windows Server 2019
8. Security Server
 - a. 2 CPU

- b. 4GB Memory
 - c. 70GB Hard Drive
 - d. Windows Server 2019
9. Remote Desktop Server
- a. 4 CPU
 - b. 40GB Memory
 - c. 100 GB Hard Drive
 - d. Windows Server 2022
10. Remote Desktop Server
- a. 4 CPU
 - b. 40GB Memory
 - c. 100 GB Hard Drive
 - d. Windows Server 2022
11. Remote Desktop Server
- a. 4 CPU
 - b. 40GB Memory
 - c. 100 GB Hard Drive
 - d. Windows Server 2022
12. Remote desktop Server
- a. 4 CPU
 - b. 40GB Memory
 - c. 100 GB Hard Drive
 - d. Windows Server 2022
13. RDWAG Server
- a. 2 CPU's
 - b. 8GB Memory
 - c. 80 GB Hard Drive
 - d. Windows Server 2022
14. RDWAG2 Server
- a. 2 CPU's
 - b. 8 GB Memory
 - c. 80 GB Hard Drive
 - d. Windows Server 2022

Project Pricing

Pricing for this project shall be expressed as cost per-user for Managed IT Services. Data Center Services and infrastructure costs should be broken out as a separate stand-alone cost. Please ensure that any estimated startup or onboarding costs are clearly addressed in your proposal. The onboarding start date for this project (if applicable) will be after July/1/2024 and will coincide with the onboarding process. The contract start date will be Oct/19/2024.

One time on-boarding/start up fee will be paid upon completion of onboarding; or shortly after 10/19/2024 (if applicable)

11. Vendor Information

11.1 Required Contact Information

All proposals must be accompanied by a cover letter, signed by an officer of the responding company, which states that the information contained within the proposal is accurate and complete. The Vendor shall state how much time will be required from notification of the award until start-up.

At a minimum, the Vendor must provide the name, office address, telephone number, and email addresses for each individual below.

a. COMPANY OFFICIALS

Provide the names of Company Officials or corporate officers.

b. ACCOUNT MANAGER

List executive(s) that will be responsible for managing the business relationship between the Vendor and WCBDD.

c. PROJECT MANAGER

List the Person that will be responsible for the project management of the implementation of the system. List years of experience and past similar projects

11.2 References

The Vendor must provide at least two (2) references with similar size systems and scope of this RFP that were installed in the past 3 years. The Vendor shall include the customer's name, a contact name, telephone number, customer location, and email address for each reference.

11.3 Additional Information

WCBDD reserves the right to request and/or obtain additional information as required. All efforts will be made to provide additional information by 5/31/24. Vendors are welcomed and encouraged to provide an introduction

11.4 Additional Affidavits

Included with the RFP packet are additional affidavits that must be filled out, and signed as part of the proposal package:

- i. Affidavit in Compliance with Section 5719.042 and 9.24 Ohio Revised Code
- ii. Certificate of Compliance Non-Discrimination and Equal Employment Opportunity
- iii. Findings for Recovery

11.5 Liability Insurance

Vendor shall maintain Commercial General Liability coverage, with limits of \$1,000,000 per occurrence and \$2,000,000 aggregate, with no interruption of coverage during the entire term of the

Agreement. Vendor shall provide a certificate of insurance evidencing such coverage upon request from WCBDD. Vendor shall name WCBDD as Additional Insured on this General Liability coverage to the extent allowed by law.

11.6 Financial Stability

WCBDD may require, upon request, evidence as to the financial stability of the bidder. Upon request, the bidder shall provide the following information to WCBDD within 48 hours:

- a. The name of any owner or co-owner, equity of each co-owner or corporate offices of the entity submitting the bid, and the name, address, and business telephone number of each such person.
- b. The last financial statement and balance sheet of the bidder, including a specification in detail of all loans outstanding, or a copy of the last certified annual audit.

11.7 Investigation of Bidders

WCBDD may make such investigation as is necessary to determine the ability of the bidder to fulfill bid requirements. If requested, the bidder shall be prepared to show completed installations of equipment, types of service, or supplies similar to those included in this bid.

WCBDD reserves the right to reject any bid if it is determined that the bidder is not properly qualified to carry out the obligations of the contract.