



Information Technology and Communications Bid Specifications

The Geauga County Board of Developmental Disabilities (GCBDD) is conducting a public bid process to outsource their Information Technology services. GCBDD will be taking proposals for a company or agency who will handle the daily operations, security, maintenance, and comprehensive end-user support for our computer network, software, data storage, and communication systems. The successful bidder will be able to prove their knowledge of the current network and software systems used by GCBDD, their understanding of the security risks to the system with solutions to mitigate the risk, and most importantly, show examples of the quality of their customer service. It is essential that the GCBDD computer and communication systems are continually operational during working hours and that end-users have access to timely, quality support services.

Bid Requirements

Sealed bids are being accepted until noon on June 2, 2021. Bids may be mailed provided the bid is received by the deadline of June 2, 2021 at noon. Bids can be submitted in person at:

Geauga County Board of Developmental Disabilities

8200 Cedar Rd.

Chesterland, OH 44026

All bids must address the various sections of Proposal Requirements below.

All questions may be addressed to Don Rice at drice@geaugadd.org or via phone at (440) 729-9406.

Proposal Requirements

The following are the basic components that must accompany every bid in order for the bid to be reviewed.

Contract Dates

The initial contract term will be from August 1, 2021 through December 31, 2021. The contract will automatically renew for a second year from January 1, 2022 through December 31, 2022 unless either party chooses to sever the agreement.

Insurance

Every proposal must provide proof of liability insurance with coverage of at least \$3,000,000.

Staffing Details

Every proposal must provide a resume, curriculum vitae, or other proof of ability for the staff members who might work on this project. These may include college degrees, specific training, or length of service in IT support.

Itemized Budget

Every proposal will have a budget that outlines what expenses the proposal amount covers. At a minimum, the budget has to have a salary line, a fringes line, a supplies line, and an administrative costs line. Any cost which isn't directly tied to the supporting of the GCBDD IT system is to be included in the administrative costs line item. If part of the proposal involves the bidder providing lower prices for licensing software, accessing communication networks, or other considerations for competitive pricing, these should be listed separately with a comparison to market prices to display the savings available.

Contract Expectations

The following represents the minimum expectations for each bidder to address in their proposals.

Hardware

- All bidders will be required to prove their ability to maintain servers, switches, access points, and other components of the network which must be maintained for consistent, reliable functioning.
- All bidders will present their knowledge and ability to maintain and efficiently update desktop computers, laptops, phones, and other communication devices to ensure operational functioning.
- All bidders will present their ability to maintain connectivity of copiers, printers, fax machines, and other output devices to maximize their use and efficiency.
- All bidders will make recommendations to the GCBDD administration for the purchase, replacement, and disposal of any system equipment. Any new equipment purchases will be done through a third party following the recommendations of the bidder.
- The ideal bidder will be able to prove that they can maintain the system proactively with the best customer service interaction and the least system downtime.

Software

- All bidders must be able to provide evidence of their knowledge of software for basic uses like Outlook, Microsoft products, Adobe programs, VOIP telecommunications, and internet applications.
- The ideal bidder will be able to prove their knowledge of and ability to support the specialized software packages that are the core of the GCBDD system including: Brittco client software, iSolved payroll systems, Intellivue scanning software, Lightspeed internet filtering and tracking, and P2000 entry/security system.

Security

- All bidders must be able to provide support for secure back-up and off-site storage for documents and email which will meet the GCBDD Policy & Procedure concerning document retention.

- All bidders must be able to prove their ability to maintain client confidentiality in handling any communication and storage of data.
- All bidders must be able to provide support for active virus protection, secure remote system access, and fast response to system attacks.
- The ideal bidder will be able to demonstrate their system is proactive in preventing hacking, phishing, malware, and other forms of attack.

Help Desk Support

- All bidders must be able to provide on-site staffing during regular working hours. Remote support will be acceptable in the case of a GCBDD employee who is functioning away from the office or for evenings and weekend hours.
- All bidders must be able to instruct end users on proper computer/network use, provide individualized training on software that meets the end user's needs, correct system operating issues, and address any pending updates.
- The ideal bidder will provide in person support during regular working hours. The on-site support must be able to politely interact with the GCBDD staff to address issues which directly impact the GCBDD operations. The bidder must have back-up staff available to fill-in during absences of the regular on-site staff person.
- The ideal bidder will be able to provide additional staffing in the event of an intensive event like upgrading equipment, software change overs, and responses to cyberattacks.

Email

- All bidders must be familiar with the operations of Outlook and Office 365.
- All bidders must be able to provide support for security for all incoming email.
- The ideal bidder will be able to provide an active scanning option for email security which will reduce or eliminate the potential for malware, crypto locker, and other cyberattacks.

Training

- All bidders will have extra staff that can serve as trainers for new users, coordinators for new roll-outs of software, and facilitators for new hardware installations.
- The ideal bidder will have quality staff that can provide the training and installs with efficiency and great customer service to the end users.

Future Planning

- All bidders must be available on a quarterly basis to discuss improvements to the system.
- All bidders must be knowledgeable on the new equipment, software, and networking solutions.
- The ideal bidder will be proactive in researching and presenting new improvements to the current IT and communication systems.