

JOINT REQUEST FOR PROPOSALS

INFORMATION TECHNOLOGY SERVICES

Issued by:



Planning and Development Services of Kenton County
1840 Simon Kenton Way, Suite 3400
Covington, Kentucky 41011-3693
859-331-8980

AND



City of Erlanger, Kentucky
505 Commonwealth Avenue
Erlanger, Kentucky 41018-1223
859-727-2525

Important Dates:

Issuance of RFP	February 22, 2023
Vendor Intent to Reply	February 28, 2023
Technical Questions Due	March 6, 2023
Responses Due	March 14, 2023
RFP Opening	March 21, 2023
Notify Short List	April 4, 2023
Final Presentations	April 18, 2023
Complete Evaluations	May 1, 2023
Approval and Award Notification	May 16, 2023
Contract Completion	June 20, 2023
Transition to New IT Vendor	July 1, 2023

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SUBMISSION INFORMATION SHEET

PROPOSAL: Information Technology Services

RFP RESPONSES DUE: March 14, 2023

TIME: 2:00PM

LOCATIONS: PDSKC, 1840 Simon Kenton Way, Suite 3400, Covington, Kentucky 41011-3693
COE, 505 Commonwealth Avenue, Erlanger, Kentucky 41018-1223

SUBMIT: PDSKC submit one (1) executed original and three (3) hard copies of the information sheet, proposal, and price proposal plus one (1) digital copy in PDF format. For COE submit one (1) executed original and two (2) copies of the information sheet, proposal, and price proposal.

BUYER: Planning and Development Services of Kenton County and/or the City of Erlanger, Kentucky

DATE OF RFP: February 22, 2023

- Planning and Development Services of Kenton County – Only submit to PDSKC**
- City of Erlanger, Kentucky – Only submit to the COE**
- Planning and Development Service Kenton County and City of Erlanger, Kentucky – Submit to PDSKC**

REQUEST FOR PROPOSAL INFORMATION

Date: _____

Telephone: _____

Company Name: _____

Address: _____

City: _____

State: _____ **Zip Code:** _____

Contact Person: _____

Title: _____

Cell Phone: _____

E-mail: _____

Authorized Signature: _____

The signee hereby certifies that they have read and understand the contents of this solicitation and agree to furnish at the prices shown any or all the items listed, subject to all instructions, conditions, specifications, and attachments hereto. The offeror affirms to Planning and Development Services of Kenton County and/or the City of Erlanger, Kentucky the ability to meet all requirements and further affirms that the work will be done in compliance with all Federal, State and Local codes, ordinances, and regulations.

Planning and Development Services of Kenton County & City of Erlanger, Kentucky
REQUEST FOR PROPOSALS: TERMS AND CONDITIONS

1. **AUTHORITY** This Request for Proposals is issued pursuant to applicable provisions of Planning and Development Services of Kenton County and the City of Erlanger, herein after known as PDSKC and COE, purchasing rules and regulations.
2. **PROPOSAL OPENING** Sealed proposals for PDSKC only and joint proposals for PDSKC and COE will be received at PDSKC GIS/IT department. Proposals for COE only will be received at COE Clerk's office. Sealed proposals will be received until the date and time specified; at which time they shall be opened. Late proposals shall be rejected and unopened. PDSKC and COE do not prescribe the method by which proposals are to be transmitted; therefore, it cannot be held responsible for any delay, regardless of the reason, in transmission of the proposals. **Facsimile proposals will not be accepted.**
3. **PROPOSAL PREPARATION** Proposals must be submitted on the submission information sheet when provided and all information and certifications called for must be furnished. Proposals submitted in any other manner, or which fail to furnish all information or certificates required, may be summarily rejected. Proposals may be modified or withdrawn prior to the time specified for the opening of proposals. Proposals shall be filled out legibly in ink or typewritten with all erasures, strikeovers and corrections initialed in ink by the person signing the proposal. The proposal shall include the legal name of the company, the complete mailing address, and be signed in blue or black ink by a person or persons legally authorized to bind the offeror to a contract. Name of person signing should be typed or printed below the signature.
4. **PROPOSAL ENVELOPES** Envelopes containing proposals must be sealed and addressed to PDSKC GIS/IT Department or COE Clerk's Office. The title of the proposal as specified in the RFP document must be shown on the outside of the envelope.
5. **ERRORS IN PROPOSALS** Offerors are cautioned to verify their proposals before submission. Negligence on the part of the offeror in preparing the proposal confers no right for withdrawal or modification of the proposal after it has been opened. In case of error in the extension of prices in the proposal, the unit prices will govern. All price extensions are to be checked by the buyer to ensure the total proposal is accurate.
6. **RESERVED RIGHTS** PDSKC and/or COE reserve the right at any time and for any reason to cancel this Request for Proposals, accept or reject any or all proposals or any portion thereof, or to accept an alternate proposal. PDSKC and/or COE reserve the right to waive any immaterial defect in any proposal. PDSKC and/or COE may seek clarification from any offeror at any time and failure to respond promptly is cause for rejection. PDSKC and COE are not obligated to select the lowest priced proposal.
7. **INCURRED COSTS** PDSKC and COE will not be liable for any costs incurred by offers in replying to this Request for Proposals.
8. **AWARD** It is the intent of PDSKC and COE to award a contract to the best responsible offeror meeting specifications. PDSKC and COE reserve the right to determine the best responsible offer based on an individual item, groups of items, or in any way determined to be in the best interests of PDSKC and COE. A contract may be awarded jointly for services to both PDSKC and COE or individually by either or both entities.

9. **PRICING** The price quoted for each item is the full purchase price, including delivery to destination, and includes all transportation and handling charges, premiums on bonds, material or service costs, patent royalties and all other overhead charges of every kind and nature. Unless otherwise specified, prices shall remain firm for the contract period. Pricing for individual service to each organization as well as pricing for joint service to both organizations shall be clearly indicated in the Proposal.
10. **DISCOUNTS** Prices quoted must be net after deducting all trade and quantity discounts. Where cash discounts for prompt payment are offered, the discount period shall begin with the date of receipt of a correct invoice or receipt or final acceptance of goods, whichever is later.
11. **OCCUPATIONAL LICENSES** All Offerors must have or obtain a Kenton County and Cities Occupational License prior to performing any work in Kenton County or any of its Cities, Kenton County Ordinance 225.19, Section III (a). Offerors must be in full compliance with all Kenton County and Cities' Occupational License Ordinances (KENTON COUNTY FISCAL COURT ORDINANCES 78-6-1, 220.8, 223.0, 223.7, 225.19, 225.25) prior to awarding of a contract. PDSKC and COE shall have the right to reject any offers from Offerors that are not in compliance with Kenton County and Cities' Occupational License Ordinances.
12. **TAXES** PDSKC and COE are not subject to Federal Excise tax. Per Kentucky Administrative Regulation 103 KAR 30:225E, PDSKC and COE are exempt from state and local taxes.
13. **SPECIFICATIONS** Reference to brand names and numbers is descriptive, but not restrictive, unless otherwise specified. Proposals on equivalent items will be considered, provided the offeror clearly states exactly what is proposed to be furnished, including complete specifications. Unless the offeror specified otherwise, it is understood the offeror is offering a referenced brand item as specified or is offering as specified when not referenced and does not propose to furnish an "equal." PDSKC and COE reserve the right to determine whether a substitute offer is equivalent to and meets the standard of quality indicated by the brand name and number.
14. **INTERPRETATION OR CORRECTION OF PROPOSAL DOCUMENTS** Offerors shall promptly notify PDSKC and/or COE of any ambiguity, inconsistency, or error which they may discover upon examination of the proposal documents. Interpretations, corrections, and changes will be made by addendum. Each offeror shall ascertain prior to submitting a proposal that all addenda have been received and acknowledged in the proposal. If no interpretations, corrections and changes are identified there will be no addendum issued.
15. **VARIANCES** State or list by reference on the reverse side of the proposal form herein any variations to specifications, terms and/or conditions.
16. **INDEMNIFICATION** The Seller shall indemnify and hold harmless PDSKC and COE, their agents, officials, and employees from and against all injuries, losses, claims, suits, costs and expenses which may accrue against PDSKC and/or COE as a consequence of granting the Contract.
17. **DEFAULT** Time is of the essence of this contract and if delivery of acceptable items or rendering of services is not completed by the time promised, PDSKC and/or COE reserve the right, without liability, in addition to its other rights and remedies, to terminate the contract by notice effective when received by Seller, as to stated items not yet shipped or services not yet rendered and to purchase substitute items or services elsewhere and charge the Seller with any or all losses incurred. PDSKC and/or COE shall be entitled to recover its attorney's fees and expenses in any successful action by PDSKC and/or COE to enforce this contract.

18. **WARRANTY** Seller warrants that all systems and services furnished hereunder will conform in all respects to the terms of this solicitation, including any solutions, specifications or industry standards incorporated herein. The Seller warrants and represents that each of its employees, subcontractors, or agents assigned to perform any services under the terms of this proposal shall have the skills, training, and background reasonably commensurate with his or her level of performance or responsibility, to be able to perform in a competent and professional manner. In addition, Seller warrants that said systems and services are suitable for, and will perform in accordance with, the purposes for which they are purchased and designed or for such other purposes as are expressly specified in this solicitation. PDSKC and/or COE may return any nonconforming or defective solutions to the Seller or require correction or replacement of the solution at the time the defect is discovered, all at the Seller's risk and expense. Acceptance shall not relieve the Seller of its responsibility.
19. **REGULATORY COMPLIANCE** Seller represents and warrants that the goods or services furnished hereunder (including all labels, packages and container for said goods) comply with all applicable standards, rules and regulations in effect under the requirements of all Federal, State and local laws, rules and regulations as applicable, including the Occupational Safety and Health Act as amended, with respect to design, construction, manufacture or use for their intended purpose of said goods or services. Seller shall furnish "Material Safety Data Sheets" on all chemicals.
20. **EQUAL EMPLOYMENT OPPORTUNITY** Contractor shall comply with the Kentucky Human Rights Act, HRA 344.150 – 344.270 as amended and any rules and regulations promulgated in accordance therewith, including, but not limited to the Equal Employment Opportunity EEO 45.550 – 45.640 which is incorporated herein by reference. Furthermore, the Contractor shall comply with the Employment Discrimination Act, EDA 344.040, 344.050 as amended.
21. **ROYALTIES AND PATENTS** Seller shall pay all royalties and license fees. Seller shall defend all suits or claims for infringement of any patent, copyright or trademark rights and shall hold PDSKC and COE harmless from loss on account thereof.
22. **LAW GOVERNING** This contract shall be governed by and construed according to the laws of the Commonwealth of Kentucky. Pursuant to the provisions of KRS 45A.343, the contractor or vendor is required to reveal to PDSKC and/or COE any final determination of a violation of KRS Chapters 136, 139, 141, 337, 338 and 342 by the contractor or vendor within the previous five (5) years; and further that said contractor or vendor has been and is in continuous compliance with the provisions of KRS Chapters 136, 139, 141, 337, 341, and 342 for the duration of the contract. The failure of a contractor or vendor to reveal a final determination of a violation to a local government, or to comply with the statutory requirements, is considered grounds for cancellation of a contract and disqualification of the contractor or vendor from eligibility for any PDSKC and/or COE contracts for a period of two (2) years.
23. **LIABILITY INSURANCE** Unless otherwise provided herein, Liability Insurance in the amount of \$2,000,000.00 must be maintained throughout the life of the contract. A Certificate of Insurance naming PDSKC and/or COE as co-insured must be submitted prior to execution of the Contract. The policy must provide that PDSKC and/or COE (as co-insured) shall be given at least a 10 day advance written notice of any proposed cancellation or termination of the policy.
24. **WORKERS' COMPENSATION** A Workers Compensation certificate shall accompany all proposal documents as proof of payment. PDSKC and/or COE may request proof of Certification at such other times during the life of the Contract as it deems necessary.

INVITATION TO RESPOND

PDSKC and COE will be accepting proposals on the following jointly for both organizations and/or individually:

INFORMATION TECHNOLOGY SERVICES

I. GENERAL INFORMATION

This joint Request for Proposals, hereinafter referred to as “RFP,” provides interested firms with the information required to prepare and submit to PDSKC sealed proposals for **PDSKC Information Technology Services or jointly PDSKC and COE Information Technology Services**. The RFP also provides interested firms information required to prepare and submit to the COE sealed proposals for the **COE Information Technology Services**.

This RFP shall result in a single source award serving both organizations or separate contract(s) for either entity. The selected vendor will be responsible for supplying expertise that meets the requirements as described in this RFP.

The ideal vendor will resolve computer systems and network issues in accordance with industry standard and acceptable maintenance and support benchmarks. The ideal vendor will also provide resources to scope, manage and implement projects as outlined in Section III below.

Any discussion of the evaluation and selection process related to this RFP is limited to information, which will assist vendors in developing an acceptable proposal. It will be the objective of the staff coordinating this activity to provide fair and equal information and assistance to all vendors. All references to proposals/offers or proposers are interchangeable for the purpose of this document.

PDSKC and/or COE reserve the right to reject all proposals and to waive all formalities in the award of the proposal.

II. SERVICE REQUIREMENTS

As part of this joint RFP, PDSKC and COE have requirements for the following services. PDSKC and COE realize that not every vendor will be able to provide all the services listed below, but all vendors are encouraged to respond.

- **Help Desk Support** - The vendor should offer superior 24x7x365 Help Desk support from Tier One to Three services utilizing industry best practice processes and procedures.
- **Server & Network System Monitoring** – The vendor must provide 24x7x365 monitoring of server & network system with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- **Patch Management Services & Preventative Maintenance** – The vendor must provide management of critical security and system patches in an expediate manner to all servers, workstations, and devices on the network to ensure IT systems and resources are properly managed and maintained. Less critical patches may be implemented on a schedule agreeable to each organization, at a frequency no longer than monthly.
- **Business Continuity and Disaster Recovery** – The vendor must be able to support ability to recover full network and data based on the timeline agreed upon by PDSKC and/or COE. In addition, backup and redundancy should be used to support this need.

- **Remote Backup** – The vendor must execute daily incremental backups to a secure data center for critical servers and workstations including a regularly-tested recovery process. PDSKC is requiring no data cap for backups, and backups should be retained for up to 6 months.
- **Email System Management** – The vendor shall manage and administer (adding and removing accounts) Microsoft Office 365 for all PDSKC users. The COE utilizes Google Gmail and receives Email System Management support in their contract with Google. COE currently has approximately 108 users. Vendor support would only be needed as a backup in infrequent, emergency, or more complex situations that would require a higher level of assistance to COE to resolve issues with Google.
- **Endpoint Protection** – The vendor must stay current on solutions to defend against security threats including phishing, malware, spam, viruses, and maintaining software to current versions including updates and patches. PDSKC and COE reserve the right to selection different Endpoint Protection software to serve each agency's unique business requirements.
- **Networking Support** – The vendor shall proactively manage and monitor all switches, firewalls, routers, Wi-Fi systems, and other networking equipment as identified by PDSKC and/or COE.
- **Security Systems Monitoring** – The vendor shall proactively manage and monitor PDSKC's and COE's security systems, including firewalls, intrusion prevention, secure remote access, and any implementations of advanced security solutions.
- **Warranty and Asset Inventory Management** – The vendor must maintain a hardware and asset inventory that includes Desktops, Laptops, Surfaces/tablet, Servers, Printers/Scanners, Plotters and notify PDSKC of any potential service or warranty issues. The vendor must also assist with managing the lifecycle of devices and maintain an equipment inventory to ensure PDSKC's and COE's systems are current.
- **Software Licensing Control** – The vendor must maintain oversight of automatic renewal of software applications and maintenance of appropriate documentation. PDSKC and COE desires advanced notification of software license expiration in advance of the automatic renewal.
- **Procurement Management** – The vendor must assist with the selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts as appropriate.
- **Workstation Support** – The vendor must include ability to support existing and future desktop, laptop, and Surface/tablet hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning for new equipment as needed.
- **Printers, Copiers, Plotters and Scanners** -The vendor must be able to support existing printers, copiers, plotters and scanner related network-printing issues, as well as coordinate services with PDSKC printer vendors. The COE currently has a printer management vendor and would only intend for this contract to serve as a backup in infrequent, emergency, or more complex situations that would require a higher level of assistance.
- **Workstation Software Standardization and Software Licensing and Upgrades** – The vendor must have a process for identifying standardization and management of workstation images and ensuring that staff are using current products as well as current OS and browser versions.

- **Lifecycle Management of Hardware Units** – The vendor should have processes for end-of-life notification, replacement, and asset decommissioning/disposal. The notification should be timely for budgeting, include a list of proposed replacements and costs for all items expected to be replaced in the next fiscal year by February 1 of each year.
- **Break/Fixes and Installation** – The vendor should offer planned and on-call break/fix services, including emergency response to server and workstation issues.
- **Mobile Device Support** - The vendor will need to support secure provisioning (and ongoing support of that provisioning) of any PDSKC mobile device into the company network. In the event the device is lost, the corporate mail and contact data should be able to be easily wiped from the device. The COE currently has Mobile Device Support for its smart phones and other mobile devices through the current vendor and would only intend for this contract to serve as a backup in infrequent, emergency, or more complex situations that would require a higher level of assistance.
- **Reporting** – The vendor should provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.
- **Digital Office and Technology Strategy Planning** – The vendor will work with current IT staff to develop a long-term digital office and strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future.
- **Account Management** – The vendor must offer an internal escalation process in tandem with PDSKC to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered.
- **Project Management** – The vendor should be able to offer project management and technical engineering resources to assist with technical projects as identified by the vendor or PDSKC.
- **IT Policy Review and Development** – The vendor should be able to assist in the development of customized policies related to the use of technology.
- **Hosting** - The vendor should offer services relative to hosting or co-location of equipment, either directly or through partners.
- **Onboarding and Offboarding Staff** - The vendor must have processes and procedures in place to onboard or offboard team members in a timely and efficient manner.
- **Multi-Factor Authentication (MFA)** – The vendor must be able to provide and manage a Multi-Factor Authentication (MFA) solution to provide an easy-to- use method to verify user identities at login and to protect logins with multi- factor authentication.
- **End-User Security Awareness Training** – The vendor should offer Security Awareness Training to teach staff and employees about current threats, terms, standards, and compliance to help them avoid a security incident.
- **Vulnerability Testing** - The vendor should offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of business network.

- **Virtual CIO (vCIO)** – The vendor should offer a vCIO to write yearly security reviews and digital office and strategic technology plans. The annual plan shall identify actions needed to correct deficiencies, assign a degree of urgency with each deficiency, and an estimated cost to correct each deficiency.
- **Managed Security Operations Center-as-a-Service (SOC-as-a-Service)** - The vendor should offer Managed SOC-as-a-Service to monitor PDSKC’s environment and ensure proactive detection and response to threats, intrusions, and attacks.
- **Network Cabling Installation and Repair** – The vendor should be capable of installing new network cabling or repair existing network cabling as needed.

III. CURRENT SYSTEM SETUP AND OPPORTUNITIES

The contract to be awarded does not obligate PDSKC and/or COE to purchase computer equipment, hardware, cabling, licenses, software, etc. from the successful vendor.

PDSKC and COE completed separate Information Technology Audits. PDSKC uses Windows operating systems on servers, desktops, laptops, iPads and Surfaces/tablets. PDSKC has one main office location which also supports mobile workers using VPN to connect to the network. COE has four (4) office locations which are connected using VPNs. The successful vendor must be willing to provide support services to the COE at all the following facilities:

- City Building and Police Department – 505 Commonwealth Ave., Erlanger, KY 41018
- Fire Station #1 – 515 Graves Avenue, Erlanger, KY 41018
- Fire Station #3 – 4100 Narrows Road, Erlanger, KY 41018
- Public Works Facility – 3516 Jack Scheben Drive, Erlanger, KY 41018

The audit revealed the following hardware results:

Hardware Listing by Organization

Item	PDSKC	COE
Number of Servers	6	6
- Virtual Servers	2	5
- Physical Servers	4	1
Workstations on Network	48	96
- Desktops	12	89
- Laptops	8	7
- Surfaces	26	
- Smartboards	2	
iPads	10	4
Printing Devices	27	17
- Networked printers/copiers with maintenance contracts	3	17
- Networked large format copier/plotters	3	
- Desktop printers	12	

- Label makers	9	
Wireless access points	4	13
Firewall	1	4
Battery backups	13	8
- Server room	1	1
- Desktops	12	1
- Switches		6
NAS	2	2
- Onsite	1	
- Offline/offsite	1	

The following software is managed by the IT vendor:

Software	PDSKC	COE
- Microsoft Office 365 Accounts	43	N/A
- Antivirus = SentinelOne	Yes	Yes
- Phishing campaigns/training = KnowBe4	Yes	No
- VPN = NetExtender (PDSKC) 3 P2P Sonicwall (COE)	Yes	Yes
- 2-Factor Authentication = DUO & Duo Mobile (PDSKC) Google (COE)	Yes	Yes
- Email threat protection – AppRiver (PDSKC) Google (COE)	Yes	Yes

Opportunities to Improve/Upgrade the Current Infrastructure:

1. **Upgrade Wireless Access.** PDSKC currently has 4 Cisco Aironets that seem to be controlled by a Mobility Express controller running on one of the access points. PDSKC does not have credentials to get into this equipment for management. This equipment aged out of the support window with Cisco in 2018 and are at least 15 years old. PDSKC desires replacement equipment and industry best practices recommendations.
2. **Firewall Replacement.** PDSKC’s firewall is a Sonicwall TZ400 which has an end-of-life schedule and will not be supported by the vendor after April of 2026. PDSKC is seeking recommendations for replacement. The current warranty expires in September of 2024. COE’s firewalls are Sonicwall. Three (3) of COE’s firewalls are past their useful life and need replacement.
3. **OPTIONAL: Managing PDSKC’s AWS Environment.** In addition to the on-premises servers listed above, PDSKC manages five (5) virtual servers on Amazon Web Services (AWS). These servers are made up of four (4) web servers and one (1) ArcGIS Enterprise server. PDSKC is seeking best practices for managing and maintaining these servers.
4. **OPTIONAL: Upgrade NAS units and Provide GIS and Geospatial Data Support.** IT Services to support the unique needs of large geospatial databases, datasets, and data. SQL databases require frequent backups. Other datasets change less frequently but still require routine secure backups. Currently this geospatial data has a footprint of 14.5 TB and is growing annually.
5. **OPTIONAL: Staff Augmentation Model.** PDSKC does not foresee a need for full time support of routine break/fix incidents. The successful vendor will offer a solution that provides for appropriate staffing to perform weekly routine break/fix incidents (4-10 hours per week) and to work on a project-basis to move PDSKC forward in its desire to improve and upgrade its current infrastructure.

6. **OPTIONAL: Locate All PDSKC on Premises Servers to AWS.** PDSKC is requesting pricing and best practices to move, manage and maintain all on premises servers to AWS.
7. **OPTIONAL: Password Management.** PDSKC is requesting pricing for an industry standard password management software for the PDSKC Team (46).

IV. INSTRUCTION TO VENDORS

All questions pertaining to the PDSKC proposal must be e-mailed to Trisha Brush, GIS/IT Director, tbrush@pdskc.org. All questions pertaining to the COE proposal must be e-mailed to Mayor Jessica Fette, jessica.fette@cityoferlanger.com.

The proposal must be divided into two parts: (1) the technical proposal and (2) the Price proposal. The Technical proposal and price proposal must be submitted in a sealed envelope separately and marked accordingly with the proposal and titles **PDSKC Information Technology Services, or jointly PDSKC and COE Information Technology Services, and/or COE Information Technology Services.**

The Technical Proposal must include the vendor's ability to meet the specifications as outlined in Section II and must also include the following:

1. Description of the approach the vendor will use in providing the services requested.
2. Description of how the vendor is positioned to provide the services requested, with a history of experience on providing similar services.
3. Naming of staff resources with identification of principals and key personnel,
 - i. Who are available to provide the services
 - ii. Experience and expertise of staff
 - iii. Local availability of staff (ability to be onsite within two (2) hours)
 - iv. Role and responsibilities of each staff member
4. Support services questions to be addressed
 - i. Support availability (days of week and time)
 - ii. Steps for resolving problem escalation
 - iii. Final authority regarding conflicts
 - iv. Response time and goal for resolving problems
5. All services and final deliverables described in this RFP shall be entirely performed and created in the United States of America, and in accord with all applicable local, state, and federal laws.

The Pricing Proposal must include your ability to meet the specifications as outlined in Sections II and III.

PDSKC and COE are requesting that the vendor submit a FIXED FEE service contract for a twelve-month period, with an option to renew annually for three consecutive years. Each twelve-month period must be shown separately. Payment schedule should also be included (i.e., monthly).

Vendors must list, specifically, any services which would not be covered in the proposal price. The vendor shall indicate the impact, if any, of changes in PDSKC's and COE's IT infrastructure (increase or decrease number of servers, workstations and 365 accounts) on the fixed fee.

Vendors must identify the following for those services not under the fixed fee (e.g., Opportunities to Upgrade or Improve PDSKC's and/or COE's current infrastructure identified as Projects):

- A. A fee schedule containing the vendor's hourly rates and/or a per-project estimate for implementation services
- B. A description of how services will be billed

- C. A description of additional charges, as in out-of-pocket expenses, etc.

V. COMPANY OVERVIEW

- **General Information**

The vendor must provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), State of incorporation, and Federal Employer Identification Number and/or Social Security Number.

- **Experience/Qualifications**

The vendor shall provide information relating to its experience and qualifications in the field of Information Technology Services. Vendor shall include:

- a. number of years in the business
- b. narrative description of experience
- c. personnel including project team skills and tenure with the company
- d. company organizational chart
- e. Technicians working on COE systems will require Criminal Justice Information Services (CJIS) training and certification.

- **References**

The vendor must provide at least three (3) reference accounts where the services offered were similar to the services requested in this RFP. Services must have been provided within the past 36 months. Reference accounts shall not be, in any degree, owned by the vendor. The Agency may or may not contact the References provided. The information shall include:

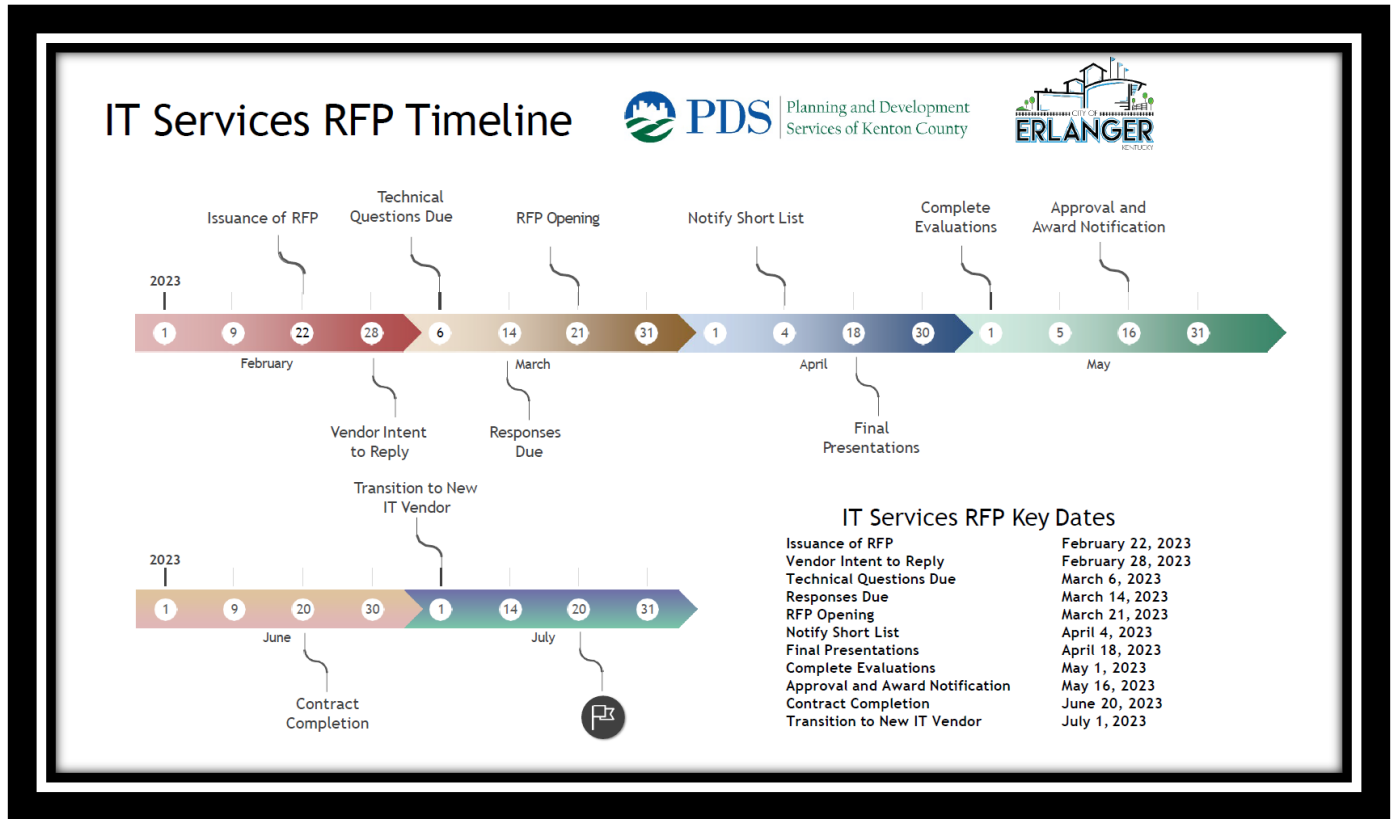
- a. reference name
- b. business address
- c. contact person's name and title
- d. contact person's telephone number
- e. contact person's email address to whom inquiry as to vendor's experience and performance may be directed
- f. systems and services provided

VI. EVALUATION CRITERIA

PDSKC and COE will evaluate the responses based on multiple criteria and will select the best overall solution to fit the needs of the organization. PDSKC and COE are not obligated to select the lowest priced proposal. All responses will be evaluated in the following areas:

- Completeness of solution
- Expertise and experience
- Demonstrated customer service quality and support
- References
- Technical proposal
- Account management
- Staffing team and capabilities
- Financial considerations

VII. TIMELINE



VIII. VENDOR NOTICE

Pursuant to the provisions of KRS 45A.343, the contractor or vendor is required to reveal to PDSKC and/or COE any final determination of a violation of KRS Chapters 136, 139, 141, 337, 338, and 342 by the contractor or vendor within the previous five (5) years; and further that said contractor or vendor has been and is in continuous compliance with the provisions of KRS Chapters 136, 139, 141, 337, 341, and 342 for the duration of the contract. The failure of a contractor or vendor to reveal a final determination of a violation to a local government, or to comply with statutory requirements, is considered grounds for cancellation of a contract and disqualification of the contractor or vendor from eligibility for any PDSKC and/or COE contracts for a period of two (2) years.

IX. SUBMISSION OF PROPOSAL

Sealed proposals for **PDSKC Information Technology Services or jointly PDSKC and COE Information Technology Services** are due in the office of the PDSKC Director of GIS/IT, 1840 Simon Kenton Way, Suite 3400, Covington, Kentucky, 41011-3693 no later than **Tuesday, March 14, 2023, at 2:00PM**. Offerors shall submit for PDSKC one (1) executed original and three (3) hard copies of the information sheet, proposal, and price proposal plus one (1) digital copy in PDF format. Sealed proposals for **COE Information Technology Services** are due in the office of the COE Clerk, 505 Commonwealth Avenue, Erlanger, Kentucky, 41018-1223 no later than **Tuesday, March 14, 2023, at 2:00PM**. Offerors shall submit for the COE one (1) executed original and two (2) hard copies of the information sheet, proposal, and price proposal. All proposals must be returned in a sealed envelope and must be clearly marked on the outside of the envelope. Proposals not marked may be rejected at the discretion of PDSKC and/or COE. Facsimile proposals will not be accepted. **Opening of the proposals will be at 10:00 A.M., March 21, 2023, at the PDSKC location as stated above.**