

**Board of Elections  
County of Suffolk**

**Request for Proposals (RFP) for  
Information Technology Support Consulting Services**

**Timeline**

**Advertisement Dates:**                    **December 16, 2009 *South Shore Press***  
    **December 17, 2009 *The Port Times Record***

**Technical Questions Due:**            **January 14, 2009**  
**Must be submitted in writing (email acceptable) to the contact person listed below**

**Proposer's Conference**                **January 21, 2009**  
**Site Visit**

**Proposal Due Date:**                    **February 11, 2010**  
    **11:00 a.m.**  
**Must be submitted in writing to the contact person listed below**

**Contact Information**

Name: Tom Knobel	Direct Tel. (631) 852-4561
Title: Purchasing Officer	Alt Tel. (631) 852-4567
Suffolk County Board of Elections	
Yaphank Avenue, Yaphank, NY 11980	Email: <a href="mailto:Thomas.knobel@suffolkcountyny.gov">Thomas.knobel@suffolkcountyny.gov</a>

**Response Package Requirements**

- Submissions to be sent to Suffolk County Board of Elections
- Number of Copies: Original plus 4 copies
- Original must be labeled "Original"
- Original must contain the actual ink signed and notarized required County forms
- All copies must be complete copies of the Original
- Fee Schedules, original and required number of copies are to be in a separate, single, sealed packet to be included with the Original Proposal ONLY
- Proposals should be submitted in a tabbed and labeled binder, not permanently bound
- Transmittal letter and all required forms should be placed in First Tab of Binder
- Do not return this RFP document or the Model Agreement.

**Late Proposals Will Be Rejected**

**Table of Contents**

**Section I Administrative Information**

1. Purpose of RFP
2. Background Information
3. Evaluation Committee and Award of Contract
4. Questions and Comments
5. Proposer's Conference
6. Due Date for Proposals
7. Number of Copies of Proposal
8. RFP Policies and Procedures
9. RFP Posted on Board Website
10. Proposal Format
11. Award Criteria
12. Contract Terms and Conditions
13. Use of County Resources to Interfere with Collective Bargaining Activities  
Local Law No. 26-2003
14. Non-Responsible Bidder Certification
15. Effective Period of Proposals
16. NYS Freedom of Information Law (FOIL)

**Section II Proposer Profile**

1. General Information/Proposer's History
2. Qualifications and Experience of Personnel
3. Financial Viability
4. Client History
5. References
6. Conflicts of Interest and/or Potential Conflicts of Interest

**Section III Background Information**

**Section IV Technical Services Requirements**

**Section V Fee Schedule**

1. Separate Envelope
2. Fee Schedule is One of Several Evaluation Criteria
3. Additional Information
4. Alternative Proposals
5. Format for Fee Schedule

**Section VI Model Agreement**

**Suffolk County Required Compliance Forms in Accordance with County Laws**

**Section I**  
**Administrative Information**

**1. Purpose of RFP**

The Commissioners of Elections (the "Commissioners") of the Suffolk County Board of Elections (the "Board") are seeking proposals from qualified consultants to provide support services for the Board's voter registration and election system ("System") and the Board's infrastructure and computer equipment.

The term Contractor ("Contractor") shall mean the successful Proposer who may be awarded a contract pursuant to this RFP.

**2. Award of Contract**

- i. The award of any contract will be made in the best interest of the Board.
- ii. The Board will execute an agreement with the Contractor, based on the Model Agreement included in this RFP. Note that the Model Agreement is subject to negotiation and revision, based on the Board's needs and the approval of the County Attorney's Office.
- iii. The Proposal submitted by the Proposer to this RFP, as may be negotiated by the Board, will become the basis for the Agreement.
- iv. The Board is responsible for administration of the agreement.

**3. Background Information**

- a. Suffolk County, with a population of 1.5 million, is Long Island's eastern-most county, and covers an area of approximately 900 square miles, 20 miles at its widest part and approximately 86 miles in length.
- b. The County of Suffolk is a municipal corporation of the State of New York with an annual operating budget of approximately \$2.6 billion. The County employs approximately 12,000 employees, with main offices located in Hauppauge, Yaphank, Riverhead, and several smaller locations.
- c. The Board of Elections is responsible for the issuance of this RFP, the award of contract(s) and the administrative oversight of such awarded contract(s).

**4. Questions and Comments**

**a. Administrative Questions**

Administrative questions (e.g. procedural questions on how to respond to this RFP) may be submitted by telephone or in writing (fax/email acceptable) to the Purchasing Officer listed on page one of this RFP.

**b. Technical Questions**

Technical questions (questions which are specific to the service requested in this RFP) must be submitted in writing (fax/email are acceptable) on or before the date set forth on page one of

**Rev. 12/22/09; Law No. 09-EL-005**  
**RFP for Computer Support Consulting Services**

this RFP to the attention of the Purchasing Office listed on page one of this RFP. Responses to such technical questions will be developed by the Board and issued in the form of an Addendum to this RFP.

- c. No questions or comments should be directed to any Board or County employee or any firm currently in contract with the Board or County regarding this RFP during the RFP process, except as set forth in sub-paragraphs 4.a and 4.b above or as may be requested or permitted by the Board and/or the Suffolk County Department of Law. Failure to comply may result in immediate disqualification.

**5. Site Visits**

A Proposer's Conference (non-mandatory) will be held on the date set forth on page one of this RFP. Site visits may be scheduled for the same day.

**Location** Suffolk County Purchasing Office  
Yaphank Avenue  
Yaphank, New York 11980

**6. Due Date for Proposals**

Proposals must be submitted to the attention of the Purchasing Agent listed on page one, by 11:00 a.m. on the date set forth on page one of this RFP.

In the interest of fairness to all participants, no extensions or exceptions will be permitted, unless issued as an Addendum to this RFP and applicable to all Proposers.

**7. Number of Copies of Proposal**

One original, plus such additional numbers of copies as set forth on page one of this RFP of the responses to Sections II, IV and V, are required to be sent to the Board.

**Note:** Section V, entitled "Fee Schedule," is required to be in a **separate, sealed envelope**, properly labeled.

Do not submit Proposals that are permanently bound.

Proposals shall be prepared avoiding the use of elaborate promotional materials beyond those sufficient to provide a complete, accurate, and reliable presentation. Each response in a Proposal shall clearly identify the section and paragraph number from the RFP to which it responds.

**8. RFP Policies and Procedures**

- a. It is the Board's intent to select the Proposer that provides the best solution for the Board's needs. In order for the Board to conduct a uniform review process of all proposals, proposals must be submitted in the format set forth below in paragraph 10, entitled "Proposal Format." Failure to follow this format may be cause for rejection of a proposal because adherence to this format is critical for the Board's evaluation process.
- b. The Proposer's contract will be in the general format set forth in Section VI, entitled "Model Agreement," but will be subject to final contract negotiations.

- c. The Board reserves the right to amend this RFP. The Board reserves the right to reject any or all of the proposals, or any part thereof, submitted in response to this RFP, and reserves the right to waive formalities, if such action is deemed to be in the best interest of the Board. The Board reserves the right to request additional information from any Proposer. The Board reserves the right to award negotiated contracts to one or more Proposers.
- d. This RFP is not intended, and shall not be construed, to commit the Board to pay any costs incurred in connection with any proposal or to procure or contract for any services.
- e. The decision to award a contract shall be based on the ability of the Proposer to provide quality and needed services and products and to comply with all applicable laws, rules, and regulations, including without limitation the local preference and other Suffolk County local laws set forth in the Section entitled "Suffolk County Required Compliance Forms in Accordance with County Laws."
- f. The award of any contract will be made in the best interest of the Board.
- g. Each Proposal will be examined to determine whether it is responsive to the requirements of this RFP. All responsive proposals will be evaluated in accordance with the above criteria.
- h. While the Board is under no obligation to contact Proposers for clarifications, it reserves the right to do so. Depending on the number and quality of the proposals submitted, the Board may elect to interview all or some of the Proposers during the selection process and to request presentations.
- i. Based on the evaluation criteria, the Board will not necessarily choose the Proposer(s) with the lowest rates for Services. A competitive range consisting of those Proposals which are acceptable to the Board, or which could be made acceptable following written or oral presentations, will be determined.

**9. RFP Posted On Board's Website**

Copies of this RFP may be obtained at the offices of the Board of Elections, or by email request to Tom Knobel at [Thomas.knobel@suffolkcountyny.gov](mailto:Thomas.knobel@suffolkcountyny.gov), or at the Board of Election's website at <http://www.suffolkcountyny.gov/departments/boardofelections.aspx>

**10. Proposal Format**

**a. Proposal Transmittal Form (one original plus number of copies listed on page one)**

A corporate officer or an authorized agent of the Contractor must sign the Proposal Transmittal Form. The transmittal letter must state the contact person who will be responsible for answering all questions from the Board. Include the telephone number, fax number, and e-mail address for such contact person.

**b. Suffolk County SCEX Form 22  
Contractor's/Vendor's Public Disclosure Statement (3 pages)**

SCEX Form 22 is included in the Section entitled "Compliance Forms."

A corporate officer, or an authorized agent of the Proposer, must sign one (1) original of form and have it notarized.

Please note that any Proposers who are not-for-profit corporations are not required to complete this form.

**c. Noncollusive RFP or Bid Certification Form**

This form must be signed by a corporate officer or an authorized agent of the Proposer. The Form is included in the Section entitled "Compliance Forms."

**d. Living Wage Forms (mandatory forms)**

These forms are included in the Section entitled "Compliance Forms."

**If you answer yes to LW-38, then you MUST answer questions 12 and 13 on LW 1 form.**

The Labor Department's Living Wage Unit may be reached at (631) 853-3808 for specific questions.

**e. Lawful Hiring Forms (mandatory forms)**

These forms are included in Section entitled "Compliance Forms."

The Labor Department's Lawful Hiring of Employees Unit may be reached at (631) 853-3808 for specific questions.

**f. Contractor's Statement of Applicability of Local Preference Law - Section A4-13 of the Suffolk County Administrative Code (Local Preference Law)**

Local Preference Law - Section A4-13 of the Suffolk County Administrative Code establishes a preference program for Suffolk County consulting contracts. This preference program requires all contracts for professional consulting services (engineering, architectural, planning, legal, and accounting, etc.) to be awarded to firms located and doing business within Suffolk or Nassau County, except where no local consultant has the necessary expertise or credentials to provide the needed service, or where the local consultant's response to a Request for Proposals (RFP) exceeds the otherwise lowest response by more than 10%. The local law contains specific definitions and language relative to application of this law which interested parties should review. The laws of Suffolk County are available free of charge at <http://legis.suffolkcountyny.gov/> under the "Search the Laws of Suffolk County" tab.

**g. Proposer Profile/Response to Questions set forth in the RFP Section entitled "Contractor Profile"**

Proposers's responses will be used in the Board's evaluation of the Contractor's general qualifications.

**h. Contractor's Proposed Technical Services/Response to items set forth in the RFP Section entitled "Technical Services Requirements"**

This Section will be used in the Board's evaluation of the Contractors' proposed technical services.

**i. List (if applicable) of Subcontractors**

Identify all subcontractors the Contractor plans to use and the function for which such subcontractors will be responsible. Provide qualifications, including prior relevant experience, for all subcontractors anticipated to be used. Failure to include this information in the Proposal may be grounds for disqualification.

**j. Conflict of Interest**

Proposers must disclose to the Board the existence of any conflicts of interests, whether existing or potential. If none exist, state so. Proposals shall disclose:

- i.** Any material financial relationships that the Proposer or any employee of the Proposer has that may create a conflict of interest in acting as a Contractor for the Board.
- ii.** Any family relationship that the Proposer or any employee of the Proposer has with any Board or County employee that may create a conflict of interest or the appearance of a conflict of interest acting as a Contractor for the Board.
- iii.** Any other matter that the Proposer believes may create a conflict of interest or the appearance of a conflict of interest acting as a Contractor for the Board.

**k. Contractor's Fee Schedule - Response to items set forth in the RFP Section entitled "Cost Proposal"**

This Section will be used in the Board's evaluation of the Contractor's proposed Fee Schedule.

- l.** Proposals shall be prepared avoiding the use of elaborate promotional materials beyond those sufficient to provide a complete, accurate, and reliable presentation. Each response in a Proposal shall clearly identify the section and paragraph number from the RFP to which it responds.

**11. Award Criteria**

- |   |                   |
|---|-------------------|
| <b>a. General Qualifications:</b><br>Proposer's history, expertise, experience, reliability, financial viability, and references.<br>See RFP Section II, entitled "Proposer's Profile" for specific requirements. | <b>40 points</b>  |
| <b>b. Proposed Technical Services/Products:</b><br>Strategies, methodologies, services offered by Proposer. See RFP Section IV, entitled "Technical Services Requirements" for specific requirements.             | <b>40 points</b>  |
| <b>d. Fee Schedule</b><br>Separate sealed envelope.<br>See Section entitled "Fee Schedule Proposal" for specific requirements.  | <b>20 points</b>  |
| <b>Total</b>  | <b>100 points</b> |

The Suffolk County Department of Law acts as counsel to the Evaluation Committee, but does not vote in the selection process.

**12. Contract Terms and Conditions**

- a. Reference is made to the Model Agreement set forth in Section VI. The Model Agreement is included to illustrate general terms and conditions, including indemnification and insurance, which will be included in the contract when executed.
- b. If the Proposer has a concern or question as regards any of the terms and conditions included in the Model Agreement, the Proposer should note such concerns or questions in their Proposal. The Proposal must identify any items relating to the Model Agreement that the Proposer requests be negotiated.
- c. The Model Agreement is subject to revision arising out of the terms and conditions imposed by law and/or deemed appropriate by the County Attorney's Office.
- d. Portions of the Proposal, as may be subsequently modified in negotiations with the County, may be included as exhibits in any contracts that the County may execute with the Proposer.
- e. The County will execute a contract with principal contractors only. Any arrangements, including fee arrangements, partnerships, or collaborations between the principal contractor and subcontractors that provide services as part of the Proposal, must be fully disclosed in the Proposal.
- f. The Proposer should not return the Model Agreement with the Proposal.

**13. Use of County Resources to Interfere with Collective Bargaining Activities  
Local Law No. 26-2003**

Proposers are advised that the efficient, timely, and nondisruptive provision of goods and services is a paramount financial interest of the County and, as such, the County requires the potential Contractor to protect the County's financial interest by adopting non-confrontational procedures for the orderly resolution of labor disputes, including but not limited to, neutrality agreements, majority authorization card agreements, binding arbitration agreements, fair communication agreements, nonintimidation agreements, and reasonable access agreements.

**14. Non-Responsible Bidder Certification  
Local Law 25-90**

The Proposer, upon submission of his/her or their Proposal, understands that he/she or they will be required to set forth whether or not he/she or they have been convicted of a criminal offense within the last ten (10) years. The term "conviction" shall mean a finding of guilty after a trial or a plea of guilty to an offense covered under the provision of Section 143-5 of the Suffolk County Code under "Nonresponsible Bidder." The potential Contractor must read and be familiar with the provisions of Suffolk County Code Sections 143-4 through 143-9.

**15. Effective Period of Proposals**

All proposals must state the period for which the proposal shall remain in effect (i.e., how much time the County has to accept or reject the proposal under the terms proposed). Such period shall not be less than 180 days from the proposal date.

**16. NYS Freedom of Information Law (FOIL)**

All submissions for the Counties' consideration will be held in confidence pending final execution of the contract(s). However, fully executed contracts are subject to the New York State Freedom of Information Law (FOIL), codified at Public Officers Law Article 6. Therefore, if a Proposer believes that any information in its submission constitutes a trade secret or is otherwise information which, if disclosed would cause substantial injury to the competitive position of the Proposer's enterprise, and the Proposer wishes such information to be withheld if requested pursuant to FOIL, the Proposer shall submit with its Proposal a separate letter addressed to the primary contact referenced in this RFP, specifically identifying the page number(s), line(s) or other appropriate designation(s) of the Proposal containing such information, explaining in detail why such information is a trade secret or is other information which if disclosed would cause substantial injury to the competitive position of the Proposer's enterprise, and formally requesting that such information be kept confidential. Failure by a Proposer to submit such a letter with its submission will constitute a waiver by the Respondent of any interest in seeking exemption of this information under Article 6 of the Public Officers' Law relating to protection of trade secrets. The proprietary nature of the information designated confidential by the Proposer may be subject to disclosure if it is requested and the County deems it subject to disclosure or if ordered by a court of competent jurisdiction. A request that an entire Proposal be kept confidential may not be considered reasonable since a submission cannot reasonably consist of all data exempt from FOIL.

**End of Text for Section I**

**Section II  
Proposer Profile**

**1. General Information/Proposer's History**

- a. Company name and address.
- b. Year company was founded and history.
- c. Total number of employees in company, and the number of employees at servicing office(s).
- d. Location(s) from which services will be performed.
- e. Describe the nature of your organization (e.g. business corporation, not-for-profit corporation, proprietorship, etc.).
- f. Contact person and title.

**2. Qualifications and Experience of Personnel**

- a. Provide resumes of the account manager and other key staff who will be assigned to this account.
- b. For each professional listed above, describe his/her qualifications and provide information regarding:
  - i. Education;
  - ii. Professional licenses and other affiliations (copies of which shall be submitted with Proposals);
  - iii. Number of years engaged in services relating to the services requested in this RFP;
  - iv. Other relevant work experience or qualifications;
  - v. The role each identified person would play.
- c. Describe other accounts involving similar services. Describe the role and experience of key personnel assigned to other similar accounts who will be assigned to this account.
- d. Will temporary staff also be involved? If so, include details of their supervision and training.
- e. If you intend to use the services of a subcontractor, please provide all of the above information for such subcontractor. Note that the Board must pre-approve the use of any subcontractors.
- f. In addition, Board may make such investigations as it deems necessary to determine the ability of the Proposer to perform the work. The Proposer shall furnish to the Board, within five (5) business days of a request, all such information and data for this purpose as may be requested. The Board reserves the right to reject any Proposal if the information submitted by, or investigation of, such Proposer fails to satisfy the Board that such Proposer is properly qualified to carry out the obligations of the contract and to complete the work contemplated therein. Conditional Proposals will not be accepted.

**3. Financial Viability**

**a. Financial Statements**

For nongovernmental agencies, submit current financial statements prepared and certified by an independent CPA and/or internal statements if certified statements are not available or have not been issued within the past 12 months.

**b. Indebtedness to County, Liens, and Litigation**

Submit a statement as to indebtedness, if any, to the County; and a listing of all outstanding liens, if any, against the Proposer. Submit a summary of all litigation, if any, against the Proposer and disposition or outcome of same.

**c. Statement Regarding Bankruptcy**

Submit a statement disclosing any bankruptcy(ies) filed within the last seven (7) years. The Statement must include the date the bankruptcy was originally filed, the current status, and, if applicable, the date the bankruptcy was discharged.

**4. Client History**

Provide a list of all clients for whom you have provided similar services within the last three years. For each client, provide the following:

- a. Client name; and
- b. Client address; and
- c. Contact name, title, and telephone number; and
- d. Description of services provided and time period.

**5. References**

- a. From the list provided in response to paragraph 4, entitled "Client History," provide three client references for which you have provided services (current governmental or quasi-governmental agencies preferred). Provide name of the organization, services, contact name and telephone number.
- b. Provide a list of all contracts with the Board and/or the County of Suffolk within the last five (5) years (regardless of type of service), the time period for those services and your primary Board or County contact.

**6. Conflicts of Interest and/or Potential Conflicts of Interest**

**a. Relationships with Third Parties**

A Proposer is charged with the continuing duty to disclose to the Board the existence of any interests it may have, contractual or otherwise, ongoing or previous, with any companies or individuals with whom the Board and/or the County of Suffolk does business with respect to the services required by this RFP. This duty continues for so long as the Proposer is retained on behalf of the Board.

**b. Relationships with County Departments/Agencies/Employees**

A Proposer is charged with the continuing duty to disclose to the Board the existence of any interests it may have, contractual or otherwise, ongoing or previous, with the Board or any County department, agency or employee. This duty continues for so long as the Proposer is retained on behalf of the Board.

**End of Text for Section II**

**Section III**  
**Background Information**

The Board entered into a contract with Universal Systems, Inc ("USI") for the development of a document management system in 1992. Integic Corporation and thereafter Northup Grumman, both successor companies to USI, have provided support for the system and related computer equipment. USI, Integic Corporation and Northup Grumman sub-contracted with a variety of third-party vendors to provide support for the system and related computer equipment.

The system has evolved over time as a result of in-house development by the Board.

The Board has identified the need for a single company, located within the geographic region, to provide integrated support services for the system and for the Board's total infrastructure.

Proposer's may obtain a list of the Board's current infrastructure upon request, provided that the Proposer has submitted the "Suffolk County SCEX Form 22 Contractor's/Vendor's Public Disclosure Statement."

Submission may be in the form of a pdf file emailed to the contact person set forth on page one of this RFP. Contractor shall submit the original of the form with the Proposal.

**End of Text for Section III**

**Section IV**  
**Technical Services Requirements**

**1. Overview**

Contractor shall provide support services for the Board's voter registration and election system ("System") and for its entire infrastructure. Services shall include troubleshooting and repair as regards both the System and infrastructure. Infrastructure includes the file servers, database servers, network switches, storage devices and desktop computers. Support services shall include the operating systems and other software that is normally required to run such devices.

**2. Minimum Requirements for Technical Services Proposals**

**a. Understanding of the Scope of Work**

The Proposal must include a statement of work that describes the Proposer's understanding of the Scope of Work.

- i. The complexity, challenges and problems involved in performing the work.
- ii. Approach and philosophy for dealing with problems.
- iii. Experience dealing with key issues.
- iv. Any additional issues or matters relating to the "Scope of Work" which the Proposer wishes to address.

**b. Subcontracts**

Services that are to be subcontracted must be clearly defined in the Proposal. The Contractor retains responsibility for all acts and omissions of the subcontractor. The Contractor must obtain the prior approval from the Board for all subcontracts.

The Board may require that subcontracted activities be provided under the terms of a three-party agreement between the Contractor, the Department and the subcontractor.

**3. Technical Services Specifications (Detailed Scope of Services)**

**a. Initial Assessment**

Compile/update an inventory of all information technology related assets, assess system architecture and current processes and make recommendations for improved Board-wide system performance.

**b. Desktop Applications Support**

Perform basic support functions; diagnosing and correcting desktop application problems, configuring laptops and desktops for standard applications and identifying and correcting end-user hardware problems, and performing advanced troubleshooting. Maintain an up-to-date inventory of all computer related hardware and make such list available to the Board's Project Manager. Assist the Project Manager with software and hardware purchases. Assist in the development of software/hardware policies and procedures.

**c. Server Administration Services**

Manage computer systems and networks to include complex application, database, messaging, web and other servers and associated hardware, software, communications, operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the System. Ensure scheduled preventive maintenance for equipment is properly and promptly performed; maintain maintenance records on the equipment; develop operations, administrative and quality assurance back-up plans and procedural documentation. Coordinate repair and maintenance work with contracted repair vendors and ensure repairs are conducted in a timely fashion.

**d. Network Administration Services**

Scope of activity includes all Board network equipment, including switches, firewalls, routers and other security devices. Primary maintenance, including regular analysis, routine configuration changes, and installation of patches and upgrades. Alert notifications to Board's Project Manager in the event of failure. Network performance and capacity management services, and network trouble shooting. Maintain network documentation and procedures.

**e. Coverage**

The Contractor shall provide services between the hours of 9:00 a.m. and 5:00 p.m., Monday through Friday. Extended coverage options, beyond those specified below and including weekends and the Board's observed holidays, should be described in the Proposal.

The Contractor shall provide on-site or off-site depot repair maintenance services to restore equipment to normal operation during the specified hours, excluding the Board's observed holidays.

The Contractor must respond to repair calls related to equipment within 24 hours, excluding evenings (between 5:00 p.m. and 9:00 a.m.), weekends and the Board's observed holidays.

The Contractor must respond to repair calls related to file servers within 4 hours, excluding evenings (between 5:00 p.m. and 9:00 a.m.), weekends and the Board's observed holidays.

**f. Problem Escalation Process**

Describe your problem escalation process, including:

- i. Initial problem identification (hand-off from help desk)
- ii. Triage for priority and severity of problem.
- iii. Steps for resolving problem escalation when a solution is not forthcoming or an implemented solution is unsatisfactory.

**g. Loaners**

If a server is in disrepair for more than 24 hours, a loaner server shall be provided at no additional charge for the duration of the down time.

If a printer is in disrepair for more than 48 hours, a loaner printer shall be provided at no additional charge for the duration of the down time.

**h. Preventive Maintenance**

Preventive maintenance shall be performed at the Contractor's discretion, in consultation with the Board's project Manager, and may be performed during a service call.

Preventive maintenance shall be performed during normal coverage hours 9:00 a.m. to 5:00 p.m., Monday through Friday. The schedule of preventive maintenance service visits shall be based upon the specific needs of the Board.

**i. Warranty**

The Contractor warrants to the Board that the services will be performed in a competent manner and material furnished under this Agreement will be free of defects in material or workmanship upon delivery. If any failure to meet the warranty appears within the term of this Agreement, the Contractor, upon written notification, will correctly re-perform the service identified or replace the defective material provided.

**j. Strategic Planning (Optional Service)**

Engineering, planning and design services for major system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchasing and technology needs. Install new servers, software and hardware and transfer data when acquired. Strategy planning, design and installation/upgrade of core network systems. Examples include major network upgrades, provider changes, IP schema redesign, installation of "core" network devices, etc.

Strategic planning services shall be provided at the option of the Board and shall be subject to additional fees as agreed upon in writing by the parties before such services are performed.

**End of Text for Section IV**

**Section V**  
**Fee Schedule**

**1. Separate Envelope**

Your Original, plus all of your required extra copies of the Fee Schedule, should be submitted in one (1) sealed envelope and packaged only in your "Original" proposals set.

Do not include cost information in the body of your Proposal response.

Do not include Fee Schedules in sealed envelopes in any of the extra sets submitted.

Put all the Fee Schedules in one (1) labeled and sealed envelope with the "Original" set. Label the header or footer of each page of your Fee Schedule with the name of your company.

**2. Fee Schedule is One of Several Evaluation Criteria**

Based on the evaluation criteria set forth in Section I, entitled "Administrative Information," please note that the Board will not necessarily choose the Proposer with the lowest rates for services.

**3. Additional Information**

The Proposer should provide any additional information it deems necessary to explain or clarify its Fee Schedule.

**4. Alternative Proposals**

The Proposer may submit alternative Technical Proposals and alternative Fee Schedule, if there is more than one viable approach to performing the services.

**5. Format for Fee Schedule**

Provide a monthly fee for support services for the period from April 1, 2010 through December 31, 2011

Provide a monthly fee, for each of the three (3) one-year options to renew through December 31, 2012, December 31, 2013 and December 31, 2014. Options may be exercised at the Board's option.

Provide hourly and/or daily rates for additional consulting services, including but not limited to strategic planning services. Such services must be pre-approved by the Board.

List any other anticipated costs to the Board.

**End of Text for Section V**