



HAMILTON COUNTY PURCHASING DEPARTMENT

Purchasing Department

138 East Court Street, Room 507

Cincinnati, Ohio 45202

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County Administrator:

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Director of Purchasing:

Amy B. Hoh, CPPO

Board of County Commissioners:

David Pepper

Todd Portune

Gregory Hartmann

DATE OF ISSUANCE: December 4, 2009

INVITATION TO BID (ITB) NUMBER: 109-09

INVITATION TO BID (ITB) NAME: CMSNet Application Support

BID ENDING DATE:	December 22, 2009
Deadline for Receiving Final ITB Questions:	December 17, 2009
Deadline for Receiving Final ITB Answers:	December 18, 2009
Date of Pre-Bid Conference: • Time: • Location:	None scheduled
SMALL BUSINESS GOAL:	10%

Sealed proposals will be received at the Hamilton County Purchasing Department, Room 507, 138 East Court Street, Cincinnati, Ohio 45202, until 11:00 AM on the date listed above and will be read at that time. The **Public Opening of bids will be held in conference room A.** Proposal forms, specifications, etc. may be obtained upon application at the Purchasing Department, or they may be electronically retrieved by accessing the following web site: <http://www.hamilton-co.org/purchasing/>.

Responders can register with BidSync, formally RFP Depot, by calling 1-801-765-9245 or by visiting the website at. The fee for this service is \$30.00 per calendar year. For this fee, you will receive notification of all postings made by Hamilton County for the commodities you selected.

If you need help using BidSync please feel free to contact Bid Sync Supplier support @ 1-800-990-9339 ext #1.

BID AND PERFORMANCE BONDS

A surety, in the form of a bond, cashier's check, certified check, drawn on a solvent financial institution, and made payable to the Board of County Commissioners, Hamilton County, in the amount of five percent (5%) of the total amount of the first years bid, must accompany each bid as a guarantee that if the Bidder's bid is accepted, a contract will be entered into. The surety must be submitted with the bid. Bid proposals that do not have the actual bond or check present at the time of opening will be considered noncompliant and will not be read. **Failure to submit the bid bond with the bid will result in disqualification of the bid.**

The successful Bidder may be required to furnish a corporate surety bond or certified check on a solvent bank, made payable to the Board of County Commissioners, Hamilton County, for a total up to one hundred percent (100%) of the total amount of the contract price as a guarantee for the faithful performance thereof. Bidder shall separately identify the charge for any such bond or check in its Bid on a cost per thousand dollar unit basis.

The bond submitted must be issued by a company licensed to conduct business in the State of Ohio.

DEPARTMENT INFORMATION

Department Name:	Hamilton County Common Pleas Court
Street Address:	1000 Main Street, Room 410
City:	Cincinnati
State:	Ohio
Zip Code:	45202

Bidders submitting proposals must realize that other County Departments may elect to utilize this bid after its original award. All proposals must include the length of time that the prices and services offered are available and effective. The pricing submitted in the proposal can only be used for the effective time period specified in the original proposal.

Additionally, Hamilton County is permitting area Municipalities, Townships, Villages and Cities to utilize our bid opportunities after the award of the bid. You can find out who is currently using Hamilton County Services by checking the following website:

http://www.hamiltoncountyohio.gov/purchasing/control/upload/database_download.asp?FileID=145

In its efforts to promote small business participation in Hamilton County projects, it is the policy of the Hamilton County Board of Commissioners that no contracting decision or contract award shall be based upon race, color, creed, sex, national origin, age or other unlawful basis. However, Hamilton County is an equal business opportunity governmental entity, and has always provided and will continue to provide, equal business opportunities in accordance with this policy.

GENERAL CONDITIONS AND INSTRUCTIONS TO BIDDERS

1. The Board of County Commissioners reserves the right to reject any or all bids and, unless otherwise specified by the bidder, to accept any item in the bid. In case of error in extending the total amount of the bid, the unit price will govern.
2. Hamilton County, Ohio is an equal business opportunity governmental entity and recognizes that small businesses promote employment and economic growth. The County encourages the participation of small businesses on County projects.
3. **(If applicable)** The small business participation goal for this contract is 10%. The goal may be achieved by contracting with subcontractors and suppliers that meet the Small Business Administration's detailed definitions or size standards (see for more information).
4. The County will make the final payment when the materials, supplies, equipment, or the work performed has been fully delivered or completed to the full satisfaction of the Board of County Commissioners.
5. In case of default by the bidder or contractor, the Board of County Commissioners may procure the articles or services from other sources and hold the bidder or contractor responsible for any excess costs occasioned thereby.
6. Prices must be stated in units or quantities specified.
7. Whenever a reference is made in the specifications or in describing the materials, supplies, or services required, of a particular trade name or manufacturer's catalog or model number, the bidder, if awarded the contract, will be required to furnish the particular item referred to in strict accordance with the specifications and descriptions **UNLESS** a departure or substitution is clearly noted and described in the proposal by the bidder and accepted by the County.
8. The bidder, if awarded a contract or order, agrees to protect, defend, and hold harmless the Board of County Commissioners against any demand for payment for the use of any patented material, process, article, or device that may enter into the manufacture, construction, or from a part of the work covered by either order or contract. He/she further agrees to indemnify and hold harmless the Board of County Commissioners from suits or actions of every nature and description brought against it for or on account of any injuries or damages received or sustained by any party or parties by or from any acts of the contractor, his/her servants or agents. To this extent, the bidder or contractor agrees to furnish adequate Public Liability and Property Damage Insurance, the amount of which will be determined by the Board of County Commissioners wherever such insurance, in the opinion of the Board, is deemed necessary.

9. It is agreed that the **proposals submitted shall be irrevocable.**

If accepted, the bidder will, within one hundred and twenty (120) days after receiving notice of acceptance of said bid, be willing to enter into a contract satisfactory to the Commissioners and approvable by the Prosecutor in writing for the said materials, supplies, and services required, with a surety to the satisfaction of the Board of County Commissioners, faithfully to perform said contract according to its terms and according to said specifications. Bidder will promptly pay all damages and expenses occurring to said Board of County Commissioners by reason of the failure or refusal of the bidder to enter into said contract. The Board of County Commissioners will treat all bidders alike in every respect, and they will take final action on this and all other bids no later than one hundred and twenty (120) days after this and all other bids are opened aforesaid. No bid shall be considered as accepted, nor any obligation assumed hereunder by the Board of County Commissioners, until such time as said Board of County Commissioners may deposit in the U.S. Mail written notice, addressed to the successful bidder or bidders at the address given on the acceptance of the bid or award of a contract.

10. Samples, when requested, are returned at the bidder's expense.

11. In order for proposals to receive consideration, they **MUST BE RECEIVED** prior to the specified time of opening and reading as designated in the invitation.

12. Bidders are required to use the forms provided within this ITB when submitting their bids. The forms cannot be altered.

13. Proposals having erasures or corrections thereon will be rejected unless explained or noted over the signature of the bidder.

14. References in the specifications or in describing the materials, supplies, or services required, of a particular trade name, manufacturer's catalog or model number, are made for descriptive purposes to guide in interpreting the type of materials, supplies, or of performing the work in a manner other than specified. However, the bidder's attention is called to Item 7 as previously stated, which condition must be strictly adhered to.

15. Concealed weapons, whether with or without a permit, are not allowed in any Hamilton County Building. ORC states that "Unless otherwise authorized by law, pursuant to the Ohio Revised Code, no person shall knowingly possess, have under the person's control, convey, or attempt to convey a deadly weapon or dangerous ordnance onto these premises."

TAXES

OHIO SALES TAX: Not applicable to County purchases.

FEDERAL EXCISE TAX: Not applicable to purchases for essential government functions.

1.0 INTRODUCTION

The Hamilton County Board of County Commissioners, on behalf of Hamilton County CMSNet, is accepting sealed bids for Application Support for the Court Management System, ITB#109-09 CMSNet Application Support. The purpose of this ITB is to select a Bidder who can best meet the requirements of the ITB at the lowest cost for the specified time periods. The selected Bidder shall provide development, support, and hardware maintenance services for the Uniface application, Oracle database, Oracle database servers, and the Application Development and Maintenance Platform (ADMP). The specifications of the application support services required are further defined in **Section 4.0, Requirements and Specifications**.

1.1 Purchasing Department:

The ITB, the evaluation of responses, and the award of any resultant contract shall be made in conformance with current County procurement procedures.

The mailing address for the issuing officer for sending a bid, asking questions regarding the bid process, technical issues, or the Scope of Service is:

**Amy Hoh, CPPO
County Purchasing Director
Hamilton County Purchasing Department
138 East Court Street, Room 507
Cincinnati, Ohio 45202**

All questions regarding this bid must be presented in writing and e-mailed or faxed to:

(Bid number should be entered in the subject line of the e-mail)

or

Fax: (513) 946-4335

1.2 Registration Process:

Bidders interested in submitting proposals must register by faxing or e-mailing the registration form document to:

(Bid number should be entered in the subject line of the e-mail)

or

Faxing to: Amy Hoh at (513) 946-4335

Registration helps ensure that bidders receive all addenda and copies of all questions and answers given.

If the Bidder attempts any unauthorized communication with individuals associated with this project or ITB, Hamilton County will reject the Bidder's bid.

The definition of individuals associated with this project is further defined as:

- Public Officials
- Project Managers and their staff assigned to the project
- Issuing Officer
- Individuals involved with the evaluation process
- Any of Hamilton County's external customers

The integrity of the competitive bid process is very important to Hamilton County in the administration of its business affairs, the residents of Hamilton County, and the Bidders and providers that participate in the process in good faith. Behavior by Bidders and providers who violate or attempt to manipulate the competitive bid process in any way are taken very seriously.

Examples of unauthorized communication are:

- Telephone calls
- Letters, e-mails or faxes regarding the project or its evaluation prior to the award made to anyone other than the issuing officer
- Visits in person or through a third party attempting to obtain information regarding the ITB
- E-mail, except to the Purchasing Department

Communication being e-mailed, mailed or faxed regarding the legal bid process, technical aspects or Scope of Service are to be sent to the Purchasing Department. The address is listed in **Section 1.1, Purchasing Department**. No questions can be received after **December 17, 2009 at 12:00 P.M. EST**. The final responses will be e-mailed or faxed on **December 18, 2009** at the close of business. Only Bidders who e-mail, fax and register for the ITB will receive copies of all questions and answers.

1.3 Bidder Disclosures:

Bidder certifies that Bidder has no final judgments against it that have not been satisfied at the time of award in the total amount of fifty percent (50%) of the bid amount of this project.

1.4 Bidder Examination of the ITB:

Bidders shall carefully examine the entire ITB and any addenda thereto, all related materials and data referenced in the ITB or otherwise available, and shall become fully aware of the nature of the request and the conditions to be encountered in performing the requested services.

If the bidder discovers any ambiguity, conflict, discrepancy, omission or other error in this ITB, they shall immediately notify the Issuing Officer of such error in writing and request clarification or modification of the document. Modifications shall be made by addenda issued pursuant to **Section 1.5, Addenda to ITB**. Clarification shall be given by e-mail or fax to all parties who registered without divulging the source of the request. All Bidders who plan to submit a bid must register with the **Purchasing Department, Section 1.1** of this document.

If a Bidder fails to notify Hamilton County prior to **December 17, 2009 at 12:00 P.M. EST** of an error in the ITB known to the Bidder, or if an error that reasonably should have been known to the Bidder, the Bidder shall submit its bid at the Bidder's own risk, and if awarded the contract, the Bidder shall not be entitled to additional compensation or time by reason of the error or its later correction.

1.5 Addenda to ITB:

Any addenda to this ITB will be issued by the Hamilton County Issuing Officer by fax or e-mail to all Bidders who have registered using the procedure previously mentioned in **Section 1.2, Bidders Conference and Registration Process** of the ITB.

1.6 Availability of Funds:

This ITB is conditioned upon the availability of federal, state, or local funds, which are appropriated or allocated for payment of the proposed goods. If, during any stage of this ITB process, funds are not allocated and available for the proposed materials or services or any portion(s) thereof, the ITB process may be cancelled. Hamilton County will notify the Bidder at the earliest possible time if this occurs. Hamilton County is under no obligation to compensate Bidder for any expenses incurred as a result of the ITB process.

2.0 SUBMISSION OF BID

2.1 Preparation of Bid:

Bids must include a straightforward, concise delineation of qualifications, capabilities, and experience to satisfy the requirements of the ITB. Expensive binding, colored displays, promotional materials, graphics etc. are not necessary or desired.

Bidders are encouraged to submit their bids on recycled paper and to use double-sided copying. Emphases must be concentrated on conformance to the ITB instructions, responsiveness to the ITB requirements, completeness, and clarity of content.

Bidders responding to the ITB must complete all forms and attachments. Incomplete submissions by Bidders will be rejected.

All bids submitted shall become the property of Hamilton County to use or, at its option, return. All proposed and associated documents will be considered to be public information and will be open for inspection to interested parties unless identified as proprietary. Trade secrets or proprietary information that are recognized as such and protected by law may be withheld if clearly identified as such in the bid. Each page containing such material must specify "Proprietary" in the upper right corner. Hamilton County will make the determination as to whether the Bidder has adequately demonstrated the information is proprietary. If the proprietary nature of the documents is challenged, the Bidder alleging the documents are proprietary will bear the cost of the County's defense for keeping the documents from being viewed

2.2 Bid Cost:

The cost of developing bids is entirely the responsibility of the Bidder and shall not be chargeable to Hamilton County under any circumstances. The Bidder must certify that the bid and pricing will remain in effect for the duration specified. All materials submitted in response to the ITB will become the property of Hamilton County and may be returned only at Hamilton County's option and at the Bidder's expense.

2.3 False or Misleading Statements:

Bids which contain false or misleading statements, or which provide references that do not support an attribute or condition contended by the Bidder, may be rejected. If, in the opinion of Hamilton County, such information was intended to mislead Hamilton County, in its evaluation of the bid and the attribute, condition, or capability is a requirement of the ITB, the bid will be rejected. **Bidders who mislead Hamilton County by providing demonstrations with products, features or services that are not included in their bid will have their bid rejected.**

2.4 Bidder Representative's Signature:

An individual who is authorized to bind the firm contractually shall sign the bid. The signature must indicate the title or position the individual holds in the firm. Firms, which sign contracts with the name of the firm, must provide the name of a corporate officer for signature validation by Hamilton County. Any and all unsigned bids will be rejected.

2.5 Delivery of Bids:

Bidders must mail or deliver **one (1) original copy** and **ten (10) duplicates** of the entire written bid to the **Purchasing Department** at the address listed in **Section 1.1, Purchasing Department** no later than **11:00 A.M. EST on December 22, 2009**. Sealed bids must be delivered prior to the time of the bid opening or they will be rejected. All bids must reference **ITB #109-09 CMSNet Application Support**. The cost sheet issued with the bid may not be altered.

Upon request, a receipt will be issued for all bids received. Bids received after the deadline will not be considered. No telegraphic, facsimile, or telephone bids will be accepted. If mailed, the Bidder should use certified or registered mail, UPS, DHL, or Federal Express with return receipt requested.

It is absolutely essential that Bidders carefully review all elements in their final bids. Once opened, bids cannot be altered; however, Hamilton County reserves the right to request information or respond to inquiries for clarification purposes only.

2.6 Acceptance and Rejection of Bids:

Hamilton County reserves the right to:

- Award a bid received on the basis of individual items, or on the entire list of items
- Award or not award any portion of this contract
- Award to multiple Bidders
- Reject any or all bids, or any part thereof
- Waive any informality in the bids
- Eliminate conditions or terms that are not in the best interest of Hamilton County and its residents

2.7 Evaluation and Award of Contract:

Preliminary Bid Review:

The review process will be conducted in two (2) stages. Stage 1 will consist of a preliminary review to ensure that the bid materials adhere to the minimum requirements (and mandatory conditions) specified in the ITB and the completion of all the required forms. Bids, which successfully complete the first stage, will be deemed "Qualified." Those which do not, will be deemed "Non-Qualified." "Non-Qualified" bids will be placed in the inactive file.

Partial submissions or bids submitted after the designated deadline will be determined to be non-responsive and may be "Non-Qualified."

"Qualified" bids will then be reviewed in Stage 2, in accordance with the review process.

- **Stage 1 Review**

"Qualified" bids in response to the ITB must meet the following requirements:

- Time Submission – the bid is received at the designated time and address as stated on **Page 1** of this ITB. Bids mailed but not received at the designated location by the specified date will be deemed "Non-Qualified" and will not be considered.
- Completeness of submission – bid submission must include at minimum:

- Timely submission of the bid
- Required # of copies, if submitting in paper format
- All sections defined in **Section 5.0, Bid Format and Evaluation Process**
- Bid Bond
- All designated attachments
- Easily reproduced, single spaced, clearly formatted with type face that is easily read
- Determination that the bid meets minimum qualifications outlined in this ITB

Bids which do not meet all of the above first stage review submission requirements will be deemed “Non-Qualified” and will not be reviewed for Stage 2.

- **Stage 2 Review**

All qualified bids will be reviewed, evaluated and rated. Comparisons among or between proposals that are not appropriate will not occur. At any time during the review, and at any level of the review, Hamilton County may request additional information from the Bidder. Such information requests and Bidder's responses must always be in writing. Information may be requested from sources other than the written bid to evaluate the Bidder.

All information obtained will be used in conjunction with the data from Stages 1 and 2 to make a final selection.

The evaluation will include, but will not be limited to:

- Ability to meet the time lines and requirements requested
- Overall responsiveness, viability and completeness of the bid as well as the likelihood that, in Hamilton County's opinion and at Hamilton County's discretion, the bid best meets or exceeds Hamilton County's specifications
- Bidder references
- The criteria for the Stage 1 review
- Completeness of all forms
- Information in the Executive Summary
- Personnel Qualifications

- Distinguishing Characteristics
- Cost of Proposed Service or Good
- Any other facts considered relevant by Hamilton County and demonstrated by the bid or investigation by Hamilton County
- Experience with a similar project of comparable size and scope for Hamilton County

Bid Selection:

Bid selection does not guarantee a contract will be awarded. Included in the County's determination of lowest and best bidder is the acceptability of the terms and conditions of the Contract between the Bidder and the County.

The selection process includes:

- All bids will be evaluated in accordance with **Section 2.7, Evaluation and Award of Contract**. The bid is rated based on the criteria in the ITB.
- Based upon the results of the evaluation, Hamilton County will select a bidder who it preliminarily determines to be the lowest and best bidder(s) meeting required specifications, subject to the successful completion of contract discussions.
- The lowest and best determination will be made based on the initial years pricing and all available options to renew. If a Bidder does not bid all of the renewal options, the County will not consider the proposal.
- Hamilton County works with the bidder(s) who was (were) selected as lowest and best to complete the details of the contract document approvable to the County.
- If the County and the bidder(s) are able to successfully finalize the contract document details, the Purchasing Department will recommend the bidder(s) to the Hamilton County Administrator for a contract award. The Hamilton County Administrator may make a recommendation to the Board of County Commissioners for the final award of a contract.
- If County determines that the County and the bidder(s) are unable to successfully come to terms regarding the contract, County reserves the right to terminate contract discussions with the bidder(s). The County's Purchasing Department will not recommend the bidder(s) to the County Administrator. In this event, County reserves the right to select other bidder(s) from the bid process, cancel the ITB, or reissue the ITB if it deems necessary.

Award Criteria

In making any award of this ITB, the Committee's evaluation will include, but not be limited to, consideration of the following factors:

- Experience in CompuWare Uniface development, maintenance, and support
- Experience in Oracle maintenance and support
- Experience in IBM servers maintenance and support
- Experience in large enterprise client-server support
- Experience in Court data processing system maintenance and support
- Experience in developing and supporting web applications including, but not limited to, an e-filing application
- Cost
- Bidder exceptions to terms and conditions of this ITB or a proposed contract
- Experience in supporting Pronexus VBVoice applications
- Bidder's willingness to negotiate and enter into Contract with terms and conditions satisfactory to County.

3.0 TERMS AND CONDITIONS:

Concealed weapons, whether with or without a permit, are not allowed in any Hamilton County Building. ORC states that "Unless otherwise authorized by law, pursuant to the Ohio Revised Code, no person shall knowingly possess, have under the person's control, convey, or attempt to convey a deadly weapon or dangerous ordnance onto these premises."

The contents of this ITB and the commitments set forth in the selected bids shall be considered contractual obligations, if a contract ensues. Failure to accept these obligations may result in cancellation of the award.

3.1 Type of Contract:

The evaluation of bids submitted in response to this ITB may result in the issuance of a contract. The contract shall incorporate the terms, conditions, and requirements of the ITB, the County Prosecutor, the Bidder's bid, and all other agreements that may be reached.

If the Bidder proposes a different type of approach, they must describe the contractual protection offered to ensure successful completion of the project. If the Bidder proposes a multi-Bidder or sub-contract approach, clearly describe the responsibilities of each party and the assurances of the performance the Bidder offers. Bidder's willingness to enter into a Contract with terms and conditions acceptable to the Contract is a material consideration in the overall evaluation of the acceptability of the bid.

The successful Bidder's bid, this ITB, and other applicable addenda will become part of the final contract.

3.2 Contract Period, Funding and Invoicing:

The contract will be written for a period of one **(1) year with four (4) optional renewal periods**. Contract reimbursement is based on successful completion and approval of all equipment and services over the period of the contract. The Bidder can claim payment only for services already provided. Payment by Hamilton County is made within thirty (30) days after verification and acceptance of invoices presented by the Bidder and any required documentation.

3.3 Patent or Copyright Liabilities:

The Bidder will protect, defend, and hold free and harmless Hamilton County, its officers, employees, agents and Board of County Commissioners (the "Indemnified Parties") against all claims that any of the designs, programming, software, technology, or other products to be supplied under this ITB and ensuing contract infringes a U.S. patent or copyright. The Bidder will pay all resulting costs, damages, and attorney's fees to defend the Indemnified Parties against such claims. Hamilton County will promptly notify the Bidder in writing of all claims, and the Bidder will have control of the defense and related settlement negotiations.

If such claim has occurred, or is likely to occur, Hamilton County agrees to permit the Bidder, at Bidder's option and expense, either to procure for Hamilton County the right to continue using the designs, programming, software, technology, or other products to be supplied under this ITB and ensuing contractor, or to replace or modify the same with at least equal functionality and reliability so that they become non-infringing but still meet the requirements of the ITB.

3.4 Indemnification:

The bidder shall agree to protect, defend, indemnify and hold harmless the Board of County Commissioners of Hamilton County, Ohio, and its officers, employees, agents and volunteers, (the "Indemnified Parties") from and against any and all losses, penalties, damages, injuries, settlements, costs or liabilities of every kind and character, arising in any way out of or in connection with the intentional wrongful or the negligent acts, errors or omissions of the bidder, its employees officers, agents or independent contractors, which are related either directly or indirectly to the performance of services or provision of materials under the Contract. The bidder shall agree to pay all damages, costs and expenses of the said Indemnified Parties in defending any action arising out of the aforementioned wrongful intentional or negligent acts, errors or omissions.

3.5 Confidentiality and Security:

Any Bidder or contractor engaging in any service for Hamilton County requiring them to come into contact with confidential Hamilton County information will be required to hold confidential such data made available to them.

3.6 Hamilton County Employees:

Selected Bidder warrants that, for the duration of the contract and all amendments or renewals with Hamilton County for this project, Bidder will not solicit Hamilton County employees to work for Bidder.

3.7 Criminal History Record Checks and Fingerprinting:

Due to the nature of work to be performed, Hamilton County requires a criminal history background check (federal, state, and local) and fingerprinting of all Bidder's assigned employees and all subcontractors.

Criminal History record checks shall be required for all personnel assigned to this account throughout the contract period. The County reserves the right to request additional Criminal History record checks as necessary to fulfill the requirements of the State of Ohio's Law Enforcement Automated Data System (LEADS) policy and all revisions of that policy. Bidder shall supply all information necessary to perform these record checks. Bidder agrees to pay any fees associated with such record checks. Further, the County reserves the right to deny assignment of any personnel to this project due to their confirmed criminal history. Bidder shall report any known past or future criminal charges to the CMSNet Project Director immediately upon their acquisition of this information.

3.8 Insurance Requirements:

GENERAL CONDITIONS

Bidder's Insurance Provisions

During the Agreement and for such additional time as may be required, Bidder shall provide, pay for, and maintain in full force and effect the insurance outlined herein for coverage at not less than the prescribed minimum limits covering Bidder's activities, those activities of any and all subcontractors or those activities anyone directly or indirectly employed by Bidder or subcontractor or by anyone for whose acts any of them may be liable.

Certificates of Insurance

Before starting work, Bidder shall give the County a certificate of insurance completed by Bidder's duly authorized insurance representative certifying that at least the minimum coverage required herein is in effect; specifying the form that the liability coverage's are written on; and, confirming liability coverage's shall not be cancelled, non-renewed, or materially changed by endorsement or through issuance of other policy(ies) of issuance without thirty (30) days advance written notice to:

**Hamilton County Risk Manager
Room 707
138 East Court Street
Cincinnati, OH 45202
Facsimile: 513-946-4330**

Each policy required by this clause, except worker's compensation and professional liability, shall endorse "the Board of County Commissioners of Hamilton County, Ohio and its officials, employees, agents, and volunteers" as an additional insured. The additional insured endorsement shall be on an ACORD or ISO form.

The Bidder shall furnish the Hamilton County Risk Manager and the Purchasing Department with a Certificate of Insurance describing the insurance specified under the agreement. The certificate shall be provided on an ACORD 25 form or equivalent. The Bidder shall furnish the Hamilton County Risk Manager and the Purchasing Department with a copy of the Worker's Compensation Insurance Certificate if it is not described in the ACORD 25 insurance certificate.

Failure of the County to demand such certificate or other evidence of full compliance with these insurance requirements or failure of County to identify a deficiency from evidence provided shall not be construed as a waiver of Bidder's obligation to maintain such insurance.

The acceptance of delivery by County of any certificate of insurance evidencing that the required coverage and limits does not constitute approval or agreement by the County that the insurance requirements have been met or that the insurance policies shown in the certificates of insurance are in compliance with the requirements.

The County shall have the right, but not the obligation, of prohibiting the Bidder or its subcontractor(s) from conducting business with the County until such certificates or other evidence that insurance has been placed in complete compliance with these requirements is received and approved by the County.

If Bidder fails to maintain the insurance as set forth herein, the County shall have the right, but not the obligation, to purchase said insurance at Bidder's expense. Alternatively, the Bidder's failure to maintain the required insurance may result in termination of this Agreement at County's option.

If any of the coverages are required to remain in force after final payment, an additional certificate evidencing continuation of such coverage shall be submitted with Bidder's final invoice.

All certificates of insurance shall reference the project/contract number for which the insurance is being provided.

Insurer Qualifications

To the extent feasible, all insurance shall be provided through companies admitted to do business in the State of Ohio. Insurance policies provided by companies not admitted to do business in the State of Ohio shall be reviewed by the Hamilton County Risk Manager. Each company shall minimally have an A.M. Best rating of A: VII. In addition, certified copies of all insurance policies or amendatory endorsements required shall be provided to the County within ten (10) days of Bidder's written request for those copies.

Insurance Primary

All coverage required of Bidder shall be primary over any insurance or self funded program carried by the County. Any insurance or self insurance maintained by the County shall be excess of the Bidder's insurance and shall not contribute to it.

No Reduction or Limit of Obligation

By requiring insurance, the County does not represent that coverage and limits shall necessarily be adequate to protect Bidder. Insurance effected or procured by Bidder shall not reduce or limit Bidder's contractual obligation to indemnify and defend County for claims or suits which result from or are connected with the performance of this Agreement.

Additional Insured

To the extent commercially available at no additional cost, the policy or policies providing insurance as required, with the exception of professional liability (if applicable) and workers' compensation, shall defend and include the Board of County Commissioners, Hamilton County, Ohio and its officials, officers, employees, agents, and volunteers as additional insureds on a primary basis for work performed under or incidental to this Agreement. The form of the Additional Insured endorsement shall be the most recent edition of Insurance Services Office CG 20 10 (Form B) or its equivalent. If any of the Additional Insureds have other insurance applicable to the loss, it shall be on an excess or contingent basis. The amount of Bidder's insurance shall not be reduced by the existence of such other insurance.

Severability of Interests

Bidder shall require all insurance policies in any way related to the goods or services provided under this Agreement and secured and maintained by Bidder to include a severability provision or an endorsement waiving "cross claim exclusion between insureds" verbiage contained therein. Bidder shall require of subcontractors, by appropriate written agreements, similar waivers are included in subcontractor's insurance policies.

Duration of Coverage

All required coverage shall be maintained without interruption during the entire term of this Agreement. The products and completed operations coverage under the Commercial General Liability policy shall maintain coverage for the entire term of this Agreement, plus an additional two (2) years, following final acceptance of the product(s) or the service(s) by the County.

Continuous Operation

Bidder's general liability insurance policy must be endorsed to reflect the fact that County and any tenants shall continue to operate business activities of Bidder and that no property used in connection with County and tenants' activities shall be considered by Bidder's insurance company as being in the care, custody, or control of Bidder.

Retroactive Date and Extended Reporting Period

If any insurance required herein is to be issued or renewed on a claims-made form as opposed to the occurrence form, the retroactive date for coverage shall be no later than the commencement date of the project. Further the policy shall state that in the event of cancellation or non-renewal, claim discovery period or "tail coverage" shall be 1 year beyond the cancellation date.

Subcontractor's Insurance

Bidder shall cause each subcontractor employed by Bidder to purchase and maintain insurance of the types specified below. When requested by the County, the Bidder shall furnish copies of certificates of insurance evidencing coverage for each subcontractor.

Joint Ventures

If Bidder is a joint venture involving two (2) or more entities, then each independent entity shall satisfy the limits and coverage specified here or the joint venture shall be named insured under each policy specified.

Waiver of Subrogation

Bidder shall require all insurance policies in any way related to the work and secured and maintained by Bidder to include clauses stating each underwriter shall waive all rights of recovery, under subrogation or otherwise, against the County. Bidder shall require of subcontractors, by appropriate written agreements, similar waivers each in favor of all parties enumerated in this section.

Cooperation

Bidder and County agree to fully cooperate, participate, and comply with all reasonable requirements and recommendations of the insurers and insurance brokers issuing or arranging for issuance of the policies required here, in all areas of safety, insurance program administration, claim reporting and investigating, and audit procedures.

Adjustment of Losses

Any County's first party loss insured under the policies required herein shall be adjusted by Bidder and County, as their interest may appear, and made payable to County as trustee for the insured's as their interest may appear, subject to the requirements of any applicable mortgagee clause. The County, as trustee, shall have the power to adjust and settle any loss with the insurers unless one of the parties in interest objects in writing within five (5) days after the loss to County's exercise of this power. If such objection is made, an arbitrator mutually acceptable to the parties in interest and the County shall be chosen promptly.

The County, as trustee, shall in such case make settlement with the insurers in accordance with the directions of such arbitrator. If distribution of the insurance proceeds by arbitration is required, the arbitrators shall direct such distribution.

Replenishments of Limits

At Bidder's expense, all limits must be maintained at all times due to claims on this project or any other project. Failure to do so may result in cancellation of this Agreement at the County's sole discretion. If Bidder fails to renew, replace or replenish the coverage required, County may do on Bidder's behalf and deduct the cost from Bidder's payments.

Insurance Limits and Coverage

To the extent applicable, the amounts and types of insurance shall conform to the minimum terms, conditions, and coverage of Insurance Service Office (ISO) policies, forms, and endorsements.

If Bidder has any self-insured retentions or deductible under any of the following minimum required coverage, Bidder must identify on the certificate of insurance the nature and amount of such self-insured retentions or deductible and provide satisfactory evidence of financial responsibility for such obligations. All self-insured retentions or deductible shall be Bidder's sole responsibility.

Commercial General Liability

Bidder shall maintain commercial general liability insurance covering all operations by or on behalf of Bidder on an occurrence basis against claims for personal injury (including bodily injury and death) and property damage (including loss of use). Such insurance shall have these minimum limits and coverage:

Minimum Limits:

- \$1,000,000 each occurrence
- \$2,000,000 general aggregate
- \$2,000,000 products and completed operations aggregate
- \$100,000 fire liability

Coverage:

- Equivalent to most recent ISO commercial general liability form ISO CG 00 01
- Products and completed operations coverage maintained for at least two (2) years
- Blanket contractual liability
- Broad form property damage
- Severability of interest
- Personal injury
- Incidental medical malpractice (as applicable) (only needed when a bidder is offering onsite services with bidders personnel on site)
- Waiver of subrogation
- Joint venture as named insured (as applicable)
- Additional insured endorsement
- If this is a construction project contract, then the general aggregate limit shall apply to each project.

Automobile Liability

Bidder shall maintain business auto liability covering liability insurance arising out of any auto (including owned, hired, and non owned autos) assigned to or used in performance of the work contemplated under this Contract. The policy shall be at least as broad as the current version of the ISO CA 00 01 form.

Minimum Limits:

- \$1,000,000 combined single limit each accident

Coverage:

- Additional insured endorsement
- Specific waiver of subrogation
- Contractual liability

Worker's Compensation

Bidder shall maintain workers' compensation and employer's liability insurance.

Minimum Limits:

- Worker's compensation-statutory limit meeting the requirements under the laws of Ohio
- Employer's liability

\$1,000,000 bodily injury for each accident

\$1,000,000 bodily injury by disease for each employee

\$1,000,000 bodily injury disease aggregate

Umbrella/Excess Liability

Bidder shall maintain umbrella/excess liability insurance on an occurrence basis in excess of the underlying insurance described in Commercial General Liability insurance, and Business Automobile Liability insurance, which is at least as broad as each and every one of the underlying policies.

The amounts of insurance required in section 3.6 Insurance, General Liability, Business Auto Liability and Umbrella/Excess Liability may be satisfied by Bidder purchasing coverage for the limits specified or by any combination of underlying and umbrella limits, so long as the total amount of insurance is not less than the limits specified in General Liability, Business Auto Liability and Umbrella/Excess Liability when added together.

- Minimum Limits:

\$3,000,000 combined single limit and aggregate limit.

Coverage:

- Additional insured endorsement
- Pay on behalf of wording
- Concurrency of effective dates with primary
- Blanket contractual liability
- Punitive damages coverage (where not prohibited by law)
- Aggregates: apply where applicable in primary
- Care, custody, and control-follow form primary
- Drop down feature
- Specific waiver of subrogation

3.9 Warranty:

The Contract shall require specific warranties for all Deliverables. Such warranties will include, but not necessarily be limited to, the following.

1. Bidder shall agree to warrant and guarantee that all hardware items provided by or through Bidder or Bidder's subcontractors will be new and of original manufacturer and meet or exceed all Bidder or manufacturer specifications.
2. Bidder shall warrant that, under normal use and service, and while properly maintained, all items provided or maintained by Bidder during the Initial Contract Term or any optional Renewal period shall continue to operate in accordance with manufacturer's specifications and with the requirements and performance standards contained in the Contract. Bidder shall agree that should it discontinue providing products which Bidder replaces with new products that contain functionalities equivalent to or greater than the functionalities contained in the replaced product, such products shall not increase operational costs for CMSNet or County. Bidder will agree to provide such replacement products at the same or at a lower price, than proposed for the replaced product.
3. Bidder will "pass-through", or otherwise assign or transfer, applicable Third Party Software ("TPS") and Hardware warranties delivered to County subject to the terms and conditions of any TPS and Hardware manufacturers. Bidder will agree to expedite all TPS or Hardware claims and will be the party primarily responsible for the resolution of TPS or Hardware claims at all times during the Contract term.
4. Bidder shall warrant that it has clear and marketable title to any software, hardware, or any other product or Deliverable sold or provided to County in connection with this ITB or any subsequent Contract except as restricted by TPS licenses. Bidder shall warrant that it has the right to license to the County all software provided or offered by or through Bidder under this ITB or any subsequent Contract, and to re-license to the County in accordance herewith all TPS and commercial software supplied under the Contract.

5. Bidder warrants and represents that Deliverables provided pursuant to the Contract shall be provided and performed in a professional manner in accordance with applicable professional standards. Bidder further represents and warrants that Bidder, its employees, and approved contractors have the proper expertise, skills, training and professional education to render the services and provide the deliverables as required by this ITB.
6. Bidder shall warrant that the Deliverables, goods and services provided pursuant to its response to this ITB and any subsequent Contract entered into by the parties shall meet or exceed the specifications and requirements described in this ITB and in such Contract.
7. Bidder shall warrant that all Systems of the CMSNet for which it is providing Support under any subsequent Contract entered into as a result of this ITB shall have a Product Availability of 98% availability, as further described and defined elsewhere in this ITB.

3.10 Ownership of CAS

Upon acceptance and payment by the County, County shall have full and complete ownership of any CAS developed by Bidder pursuant to any Contract entered into as a result of this ITB, including full and complete rights over the CAS Source Code, to use, alter, reverse engineer or dispose of such CAS and Source Code as it may deem appropriate and in the best interests of the County.

3.11 Product Performance and Remedies

The performance standard for Product Availability shall be defined as all material systems available 98% of normal business hours each month. When any item provided fails to perform adequately in accordance with the performance standard, the Bidder shall adjust, repair, or replace the item. If, after a thirty (30) day period, the Bidder is unable to restore the item to attain or exceed the above specified product availability level, the Bidder shall be given written notice to cure the problem. If, after receiving written notice of the problem, the Bidder is unable to cure the problem within five (5) calendar days, Hamilton County may declare the Bidder in default. In addition to any other actions which may be taken by the County in such an event, because damages resulting from downtime may be difficult to ascertain with precision under these circumstances, the Bidder shall agree that it may be required by County to pay liquidated damages in the amount of one thousand dollars (\$1000) per calendar day for each day beyond the five (5) calendar day cure period until the product achieves a 98% availability level, not as a penalty but as a measure of some of the damages which the County may experience during such period(s). In addition, Hamilton County will retain the right to terminate the Contract and recover its damages, including any costs associated with repair or replacement which were not recovered by the payment of liquidated damages. If the County should declare the Bidder in default of the Contract, the Bidder agrees to forfeit any Performance Surety provided to the extent necessary to cover the County's damages.

3.12 Major Downtime

When a serious failure occurs that impairs five or more users of a Bidder supported application from the normal performance of their duties, it shall be considered a Major Downtime incident. The Bidder shall take action immediately to troubleshoot and repair the cause of the problem. If Bidder is unable to cure the problem within eight (8) hours of notification of the problem by Hamilton County or discovery by Bidder, Hamilton County shall be entitled to recover costs incurred. Because the costs may be difficult to ascertain with precision under these circumstances, the Bidder may be required by the County to pay liquidated damages to the County in the amount of one thousand dollars (\$1,000) per hour for each hour beyond the eight (8) hours cure period. All damages recovered shall be considered direct or liquidated damages and shall not be construed as a penalty. In addition, Hamilton County will retain the right to terminate the Contract and recover its damages, including any costs associated with repair or replacement which were not recovered by the payment of liquidated damages. If the County should declare the Bidder in default of the Contract, the Bidder agrees to forfeit any Performance Surety provided to the extent necessary to cover the County's damages.

4.0 REQUIREMENTS AND SPECIFICATIONS

The intent of this ITB is to secure pricing for one (1) year with four (4) optional renewal periods at one (1) year terms at the sole option of the County, for a maximum of five years. Bidders must submit proposals with pricing for each of the five (5) one (1) year terms.

Bidders wishing to submit proposals are encouraged to utilize the question and answer period available during the bid process to make certain that the County receives the best possible pricing.

Bidders who submit bids with pricing in a manner other than what was established for the bid will be disqualified.

Example: If Hamilton County asks for pricing for one (1) year with four (4) options to renew and you propose a five year contract your bid will be disqualified.

4.1 IDENTIFICATION of ITB TERMS

ADMP – The County's CMSNet's application development and maintenance platform which is used as a testing environment.

CAS – "Custom Application Software". The custom software components of the System developed for County including, but not limited to, parametric instructions, program source statements, and customization of standard software components. CAS does not include software developed by other or third parties; examples include: Microsoft Word, Crystal Reports, Oracle, Uniface, or Microsoft Excel.

CMS or System - "Court Management System"

CMSNet – A group of Hamilton County court and justice related agencies who work cooperatively to develop and maintain technology solutions.

CMS SOFTWARE – The application software of the CMS. All of the system software being CAS (Custom Application Software) and TPS (Third Party Software).

COUNTY – The governmental entity of Hamilton County, Ohio and its agencies, by and through the Board of County Commissioners, Hamilton County, Ohio.

CUSTOM APPLICATION SOFTWARE – see CAS

DESIRABLE ITEMS - Desirable items are indicated with words such as “should” or “may”. Disregarding such items will not necessarily cause rejection of a Bidder’s proposal. However, these items will be considered in the evaluation process.

EST – Eastern Standard Time – all times stated in this ITB are Eastern Standard Time

ITB – County’s Invitation to Bid

MAJOR DOWNTIME – any serious failure which impairs five (5) or more users of any application supported by Bidder in the performance of their duties for more than eight (8) consecutive hours whether or not those hours occur during Prime-Time Hours. An example of a serious failure would be the CMS database server being unavailable for more than eight (8) hours.

NETWORK SUPPORT VENDOR – the current vendor of network support (Conexio Technology Solutions) or any subsequent vendor chosen by and under contract with Hamilton County to provide CMSNet Network Support.

OUT-OF-SCOPE ITEM – Item or work which was not defined in the ITB or ITB addenda and was not included in the bid.

PRIME TIME HOURS – Monday through Friday, 6:00 AM to 6:00 PM EST, excluding holidays customarily observed by employees of Hamilton County. (A list of Hamilton County observed holidays will be provided upon request.)

PRODUCT AVAILABILITY – All material systems shall be available an average of 98% of Prime Time Hours each month.

REQUIRED ITEMS - The requirements set forth in this document are outlines for the benefit of the Bidders. The use of such words as “will”, “shall”, and “must” indicates the item explained is required and, therefore, must be done as stated.

TPS or THIRD PARTY SOFTWARE – The software components of the System other than the CAS, including computer program, documentation, updates, and related material. Software developed by entities other than PROWARE or PROWARE’s subcontractors.

4.2 SCOPE OF SERVICE

In addition to other specific requirements for services or materials contained elsewhere in the ITB, Bidder shall be expected to provide General System Support for the Court Management System application and other options. Such General System Support shall include, but not be limited to, software maintenance and support, system documentation and related products and services, as described herein.

Deliverables shall include the following:

1. General System Support

General System Support shall include software maintenance of all CMS software components and System documentation as specified in this ITB and any subsequent Contract.

2. IBM Contract Support

Bidder shall manage and handle the diagnosis of all problems related to the IBM Agreement for Service and related Statement of Work for Services. An IBM Agreement for Service shall be acquired by the Bidder from an IBM Business Partner. Bidder shall provide documentation annually to County of acquiring such an agreement and transfer ownership to County. No additional charges or expenses relating to IBM support will be incurred by the County without prior written approval by County.

3. Third Party Software Support

Bidder's labor involved in the installation and implementation of upgrades or enhancements to Third Party Software for which it is responsible under the Contract is included in Support Hours. Quoted prices shall include the evaluation and implementation of Uniface and Oracle versions and/or upgrades, as they become available and the County elects to implement new versions and/or upgrades.

4. CMSNet Supported Agencies

Bidder shall provide consultation and implementation services for new CMS enhancements for all agencies listed below at County's request:

City of Cincinnati Police Division
City of Cincinnati Parking Enforcement
City of Cincinnati Prosecutor
Clerk of Courts – all divisions and departments
CMSNet Support group
Court of Appeals (Ohio 1st District)
Court of Common Pleas – all divisions and departments

Court of Domestic Relations
Hamilton County Department of Job and Family Services
Hamilton County Prosecutor
Hamilton County Sheriff's Department
Juvenile Court – all locations and divisions
Municipal Court – all departments and divisions
Probation – all locations and divisions
Public Defender
River City Correctional Facility

5. Partners

Bidder shall work closely and cooperate with the County and Bidders or contractors as may be employed or contracted with by the County from time to time in connection with CMSNet operations. Bidder shall not impede the performance of the services provided under any Contract by any other entity.

Proware is the current vendor for application support services as provided in this ITB. This contract expires December 31, 2009.

Conexio Technology Solutions is the current vendor for network support. The County's contract with Conexio for network support expires April 25, 2010. The County will be going out for bid for network support.

6. Location of Bidder personnel

Bidder personnel shall be located in various offices supplied by Hamilton County.

7. In-Process Developments

Proware is currently working on projects for the following projects for CMSNet affiliated agencies. Proware is responsible for completing the projects according to the current contract and related addendums. Bidder shall be responsible for the support of these developments as a part of this Bid once the County has accepted the projects.

Public Defender Juvenile/Guardian Ad Litum Project
Cincinnati Police RMS Project

8. Out-of-Scope Projects

Deliverables which are not part of the scope of this ITB may be requested by the County from the Bidder from time to time through schedule(s) of deliverables in such form as parties may agree in writing. In such an event, any such schedule, as agreed in writing, will be incorporated by reference and become a part of the Contract as an exhibit. Deliverables set forth on a schedule must likewise be provided in accordance with the terms and conditions of the Contract to be eligible for payment.

Modifications to the CMS System or other work by Bidder which is outside the scope of the requirements of this ITB or any subsequent Contract shall be performed by Bidder and paid for by County only upon written addendum.

9. Sub-Contractors

Where Deliverables to be provided by Bidder require Bidder to procure services of other vendors in order to provide the specified Deliverable, Bidder is responsible for contracting with such other vendors and for the payment of the costs thereof within the Contract Price, and no additional cost or liability for such contract or services whatsoever shall be assessed to the County, except as otherwise provided herein. All such contracts for products or service by Bidder to meet the requirements set forth shall be subject to the terms and conditions as set forth herein and subject to the approval of the County.

10. Current Hardware (24 x 7 support required in Bid)

The current Hardware includes, but is not limited to, the following list. Bidder is responsible for the support and maintenance of all system Hardware, whether or not included in this list.

Primary Server

	Item Description	Qty
	PRODUCTION DATABASE SERVER (Server A)	
9133-55A	SERVER 1:SYSTEM P5	1
0265	AIX PARTITION SPECIFY	2
1905	4GB SINGLE-PORT FIBRE CHANNEL	2
1912	PCI-X DDR DUAL CHAN.U320 SCSI	1
1971	73.4GB 15K RPM U320 SCSI DDR	4
1980	PWR GXT135P GRAPHICS ACCELERATOR.	1
1983	2-PORT BASETX ETH.T.PCI-X ADP	1
1994	IDE SLIMLINE DVD-ROM DRIVE	1
4274	SCSI CABLE, PCI ADAPTER	1
4650	NO FACTORY INTEGRATION IND	1
5005	SOFTWARE PRE-INSTALL	1
6458	POWER CABLE-DRAWER TO IBM PDU	2
6592	ULTRA320 SCSI 4-PACK	1
6593	ULT320 SCSI 4-PCK FOR DISK M	1
7162	IBM RACK-MOUNT DR.RAIL KIT	1
7192	IBM RACK-MOUNT DR.BEZ.AND HW	1
7286	1 PROC.ACT.FOR PROC.FC #8286	2
7876	PROCESSOR POWER REGULATOR	2
7877	MEDIA BACKPLANE	1
7889	POWER SUPPLY, 1050 WATT AC	2
7941	ADVANCED POWER VIRTUALIZATION	4
8231	MEM.OFF.--32GB/64GB/96GB/128GB	4
8286	2-CORE 2.1GHZ PWR5+ PROC.CARD	2
8486	0-PRICED PROC.ACTIV. FOR #8286	2
9300	LANGUAGE GROUP SPCF-US ENG	1

HARDWARE MANAGEMENT CONSOLE

7042-CR4	HMC 1:IBM 7042-CR4	1
0962	HMC LMC V7	1
4650	RACK INDICATOR-NOT FACT INTEGR	1
4767	HMC CR4 REDUN POW SUPPLY 670W	1
6458	POW CBL, DRAW 14-FT, 250V/10A	2
7801	ETH CBL,6M,HMC CSL TO SYS UNIT	2
9069	HMC/SRV ORDER LINKAGE IND	1
9300	LANG GROUP SPECIFY - US ENG	1

RACK FOR SERVERS AND DISKS

7014-T42	:IBM RS/6000 RACK MODEL	1
0195	RACK CONTENT: 7038/6M2 8U	1
6081	FRONT TRIM KIT 2M RACK BLACK	1
6098	SIDE PANEL FOR 1.8M/2M RACK BLACK	2
7176	PWR DIST. UNIT- 1 PHASE L6-30	1
9176	POWER DISTRIBUTION UNIT SPECIFY - SIDE M	1
9300	LANGUAGE GROUP: US ENGLISH	1
9800	POWER CORD SPECIFY - US/CANADA	1

JUVENILE / TEST DATABASE SERVER (Server C)

7038-6M2	RACK SERVER 1:P SERIES 650 MODEL 6M2 CEC	1
2635	16X/48X(MAX) SCSI AUTO-DOCKING DVD-ROM D	1
2849	POWER GXT135P GRAPHICS ACCELERATOR WITH	1
3273	36.4 GB 10,000 RPM ULTRA320 SCSI DISK DR	4
4251	BACKPLANE FOR AUTO-DOCKING MEDIA DRIVES	1
4255	INTERNAL CABLE, INTEGRATED CONTROLLER TO	1
4261	INTERNAL CABLE, MEDIA BACKPLANE TO ULTRA	1
4454	8192MB (4X2048MB) SDRAM DIMM MEMORY	2
4651	RACK INDICATOR, RACK #1	1
5005	SOFTWARE PREINSTALL (RS)	1
5120	PROCESSOR CARD BACKPLANE FOR 4-WAY CONFI	1
5208	2-WAY 1.45 GHZ POWER4+ PROCESSOR CARD	2
5701	IBM 10/10/1000 BASE-TX ETHERNET PCI-X AD	1
5716	2 GIGABIT FIBRE CHANNEL PCI-X ADAPTER	2
5710	PCI-X D. CHAN. U320 BLIND SW. ADP	1
6230	ADVANCED SERIALRAID PLUS	2
6231	128 MBYTE DRAM OPTION CARD	2
6235	FAST-WRITE CACHE	2
6287	AC POWER SUPPLY, 1100 W	2
6415	RIO-2 REMOTE I/O LOOP ADAPTER, PRIMARY	1
6578	ULTRA3 SCSI BACKPLANE FOR HOT-SWAP DISKS	1
9172	POWER SPECIFY FOR AC	1
9300	LANGUAGE GROUP: US ENGLISH	1
9581	RIO-2 ENABLEMENT INDICATOR	1
9911	POWER CORD SPECIFY 4M - ALL	1

FIBRE CHANNEL DISK STORAGE - ENCLOSURE

1722-60U	DS4300 MIDRANGE DISK (60U)	1
2000	(24P8215) DS4300 TURBO FEATURE-IPO	1
2210	(19K1271) SHORT WAVE SFP GBIC (LC)	4
5213	(32P0768) 2GB FC, 73.4GB/15K DRIVE MODUL	14
5601	(19K1247) 1M FIBRE OPTIC CABLE (LC-LC)	4
7711	(24P8072) DS4300 AIX HOST KIT	1
9202	FIELD INTEGRATE DS4300	1
9800	(6952300) POWER CORD 125V/10A, (GROUP 1)	1

FIBRE CHANNEL DISK STORAGE - EXPANSION

1812-81A	DS4000 EXP810 EXPANSION UNIT	1
5434	16-PAK 4 GBPS 146.8 GB/15K	1
9006	FIELD ATTACH TO DS4300	1
9202	FIELD INTEGRATE EXP810	1
9986	POWER CORD, U.S. /CHICAGO	1

TAPE DRIVES

3580-L33	ULTRIUM 3 TAPE DRIVE	1
5604	4.5M VHDCI/HD68 SCSI CABLE	1
9600	ATTACHED TO RS/6000	1
9800	POWER CORD, 125V,15A, US/CANADA	1
7003	19-INCH RACK MOUNT KIT	1
3580-L33	ULTRIUM 3 TAPE DRIVE	1
9600	ATTACHED TO RS/6000 SYSTEM	1
9800	POWER CORD,125V,15A, US/CANADA	1

11. Current Software

The current Software includes, but is not limited to, the following list. Bidder is responsible for the support and maintenance of all system Software, whether or not included in this list.

Oracle version 10.2.03

Uniface version 8.3.04

Program Version Control Software - Serena ChangeMan

5.0 SPECIFICATIONS

These requirements apply to all hardware, software, maintenance, management, and consulting services. Bidder personnel shall be located in offices supplied by Hamilton County during Prime Time hours.

5.1 SOFTWARE AND HARDWARE MAINTENANCE

County reserves the right to use non-Bidder provided software on the System ordered or maintained through the Contract.

County shall have the right to make attachments to the hardware or software items provided by or through Bidder.

Unless otherwise expressly stated in the Contract, the Bidder shall be responsible as part of the cost of this Bid for the provision of all Software and associated documentation in accordance with this ITB as is necessary for the satisfactory operation of the System.

Software Maintenance

- a. Bidder is responsible for the support and maintenance of all CMS Software, including any software provided pursuant to this Bid. All software problems will be corrected, all new releases, upgrades and enhancements performed, and all new software installed at no additional cost to Hamilton County. This shall include all Uniface, Oracle and IBM products.
- b. Bidder must provide systems analysts who are fully trained, experienced and knowledgeable of the operating system and application software.
- c. Bidder's systems analyst(s) must call back or respond on-site within one (1) hour from the time a call for service is placed. Bidder must begin evaluating and providing solution(s) within four (4) hours from the time the call is placed, or provide a solution by phone. For items requiring only Prime Time support, the response shall be within four (4) Prime Time hours. A Systems Analyst must be on-site and available during Prime Time hours.

The Contract with the successful Bidder will provide that Hamilton County shall be entitled to recover the costs of its damages incurred by Bidder's failure to respond as described. Because the full amount of such damages and costs are difficult to ascertain with certainty, the Bidder may be required in the Contract to pay liquidated damages to the County in the amount of one thousand dollars (\$1,000) per hour for each hour beyond the defined limits in the event of a failure to respond in accordance with these provisions. Any such damages recovered shall be considered direct or liquidated damages and shall not be construed as a penalty. These damages may be in addition to such other remedy or remedies pursued by the County to recover its costs and damages, including termination of the Contract between the Bidder and the County for default.

- d. Bidder must notify the CMSNet Project Director within thirty (30) days of availability of all releases of enhancements, including, but not limited to upgrades, patches, and service packs, to existing and future third-party software. The Bidder shall install, evaluate, and fully implement enhanced releases of third-party software during the contract period for all software purchased under this ITB.

Software changes must be fully disclosed to and approved by the CMSNet Project Director, who will seek the approval of all CMSNet Project Managers, prior to implementation.

The Bidder's labor involved in the installation and implementation of enhanced releases of third-party software is included in the bid price and shall be at no additional cost to Hamilton County.

- e. CAS support and maintenance shall include satisfactory documentation. "Satisfactory documentation" in the case of CAS shall include readable documentation for the software in clear and concise language which enables the County to read, use, and modify the software as it deems necessary.

Hardware Support

- a. The Bidder must have available sufficient parts in order to minimize repair time.
- b. Field engineer(s) must be on call to repair any hardware problem that may occur within the Contract Period.
- c. Field engineer(s) must call back or respond on-site within one (1) hour from the time the call for service is placed.
- d. Hamilton County shall be entitled to recover the costs incurred by bidder's failure to respond as described above. In addition, because such damages are difficult to ascertain with precision, the Bidder shall also be liable to pay Hamilton County for liquidated damages in the amount of one thousand dollars (\$1,000) per hour for each hour beyond the defined limits. All damages recovered shall be considered direct or liquidated damages and shall not be construed as a penalty. Payment of such damages shall be in addition to and not in lieu of other remedies which the County may pursue for damages or losses it may incur as a result of Bidder's failure to meet the requirements of the Contract, including termination.

5.2 PERSONNEL REQUIREMENTS

As a part of its bid and contract price, Bidder shall be responsible for the provision of complete Support and Maintenance of all CAS and TPS and associated documentation in accordance with the specifications of this ITB, (the "Services") regardless of the total hours actually required to provide the Services.

In performing the Services, bidder will include as a part of the bid and contract price not less than two thousand four hundred (2,400) hours of Project Manager staff hours and not less than fifteen thousand eight hundred twenty (15,820) hours of Programmer/Analyst staff hours during the initial contract period. In the event that the Services should require fewer personnel hours during the period, the County will be responsible for payment for only the actual hours worked to provide the Services. However, if more hours are required of the bidder to provide the Services, the County's total charges will be capped by the total bid price.

The County may increase or decrease the number of hours to be provided from year to year as the County, in its sole discretion, deems necessary.

The following guidelines as to the requirements of personnel working on Uniface-related tasks or court-related application programming (as described below) must be met in order for the individual to be included in the monthly invoice of billable hours as stipulated in Section 3.2 Contract Period, Funding and Invoicing and **Attachment D** Monthly Invoice Documentation.

PROJECT MANAGER

Project Manager Requirements

A Project Manager must have at least two (2) years experience in each of the following areas: project management of software development projects AND management of a large enterprise client-server solution AND management of a court management system project.

Project Manager Deliverables

Bidder will provide a minimum of two thousand four hundred (2,400) hours of applied time to coordinate the work effort and design effort of the entire Bidder support team.

The Bidder's Project Manager shall promptly notify the CMS Project Director of availability of all releases or enhancements, including but not limited to upgrades, patches, and service packs, to any Third Party Software for which Bidder is responsible, including Oracle, Uniface, and IBM Third Party Software. The Bidder Project Manager shall evaluate and make recommendations as to the need of these enhancements based upon the then current configuration. Any software changes must be approved by the CMS Project Manager prior to implementation.

Project Manager Duties shall include:

- A. Attend periodic meetings to report on status of all work in progress to Hamilton County
- B. Being available for design and analysis of any support or maintenance items;
- C. Being available for design and analysis of any new or proposed additions to the CMS system;
- D. Managing, assisting, and coordinating work of entire Bidder support team;
- E. Assisting Hamilton County programmers;
- F. Any other items which may be agreed upon, from time to time, between Bidder and Hamilton County;
- G. Preparing project management reports as requested, including, but not limited to, schedules, scope/requirement definitions, and work-breakdown structures.

PROGRAMMER/ANALYST

Bidder's Programmer Analyst(s) must call back or respond on-site within one (1) hour from the time the call for service is placed. Bidder must begin evaluation and providing solution(s) within four (4) hours from the time the call is placed, or provide a solution by phone.

For items requiring only Prime-Time support, the response shall be within four (4) Prime-Time hours. At least one (1) programmer analyst must be on-site at Hamilton County Courthouse and available during all Prime-Time hours unless otherwise directed in writing by County's CMSNet Project Director.

Programmer/Analyst Requirements

A Programmer/Analyst must have at least two (2) years experience in Uniface programming AND at least six (6) months experience with court related application development.

Programmer/Analyst Deliverables

Bidder will provide not less than fifteen thousand eight hundred twenty (15,820) hours of applied Programmer/Analyst time to perform the following list as directed by the Hamilton County CMSNet Project Director. The Programmer/Analyst shall keep the Hamilton County CMSNet Project Director updated on the status of their progress by providing verbal and/or written status reports as appropriate and/or requested. They shall notify the Hamilton County CMSNet Project Director of any anticipated or actual idle times.

Programmer/Analyst tasks included within the Deliverable Hours include:

- A. Retrofit changes to the approved programs on the ADMP CMS;
- B. Coordinate and implement new application versions on the production CMS system;
- C. Provide first-line support for questions on Software operation;
- D. Provide and support data needed for testing;
- E. Evaluate existing programs as needed to refine and/or improve efficiency;
- F. Monitor data loaded to database;
- G. Coordinate the load of conversion data;
- H. Coordinate on-going interfaces that load data and continue testing;
- I. Install and maintain automatic processes for FTP and other types of file transfer interfaces;
- J. Evaluate change requests for existing programs;
- K. Evaluate change requests necessary for business rule changes;
- L. Assist in definition of baseline data for recursive testing;
- M. Monitor data created by new programs for integrity;
- N. Manage testing and promotion process;
- O. Security management for test facilities or temporary databases;
- P. Assist Hamilton County programmers;
- Q. Fix bugs;
- R. Document additions, modifications, and deletions to source code
- S. Make cosmetic and other minor enhancements;
- T. Make other enhancements;
- U. Interface with the Clerk of Courts' Imaging System;
- V. Other items which may be agreed upon between Bidder and Hamilton County;

- W. Provide County documentation, in a clearly usable form, for all changes to CAS provided to County in the following format:
- a. Changes to triggers require custom trigger comments which shall contain:
 - i. Date of change;
 - ii. Reference to line in program where change was made;
 - iii. Identification of programmer-analyst making change (i.e. CMS user ID);
 - iv. Reference to program change log number.
 - b. Add a description field to each new program written in the CAS which shall consist of a full description detailing how the new program is designed to work. This description shall be submitted to County for approval prior to entry.

5.3 CLERK of COURTS AUTOMATED TELEPHONE PAYMENT and IVR SYSTEM

Bidder shall provide application support and updates for the Clerk of Courts automated telephone payment of tickets and Interactive Voice Response (IVR) System. County currently uses Pronexus VBVoice software.

5.4 UNIFACE SUPPORT

Bidder shall:

- A. Provide on-site support for Uniface problems during Prime-Time Hours;
- B. Install software patches and upgrades to the Uniface client as approved by County;
- C. Install software patches and upgrades to development licenses on ADMP as approved by County;
- D. Install new runtime licenses as requested on client workstations;
- E. Maintain up to 2180 Uniface runtime licenses as needed on workstations;
- F. Be the first line of support for all Uniface software problems;
- G. Purchase for Hamilton County a support contract with Uniface to maintain Uniface runtime licenses (currently 2,180 licenses), Uniface developer licenses (currently 20 licenses), and Solid database licenses (currently 13 licenses). This support contract shall provide Hamilton County with all Uniface updates and patches available for the contract period for the Uniface software at no additional cost to County. The Bidder will invoice the appropriate CMSNet agencies for Uniface runtime licenses, as specified by the CMSNet Project Director.
- H. Maintain the configuration of all existing runtime licenses and install or upgrade any patches in Uniface as described herein.

5.5 APPLICATION DEVELOPMENT AND MAINTENANCE PLATFORM (ADMP) SUPPORT

Bidder will assist the County's Network Support vendor in the support of the ADMP.

Bidder will provide application software maintenance and support for all servers included in the ADMP. Currently there are three (3) servers, described as follows:

Server	Description
Server 1	Oracle database used for testing; includes Oracle repository
	HP/Compaq Proliant ML350 with Xeon 2.4GHz processor, 1.25 GB memory, 4-36GB 10K hard drives
	Running Windows 2000 server
Server 2	Used for testing web forms
	HP VL 420T with 1.6 GHz, 1GB memory, 20 GB hard drive
	Running Windows 2000 server
Server 3	Novell file server, supported by County's Network Support vendor
	HP/Compaq Proliant ML370 with Xeon 2.8GHz processor, 2.5GB memory, 4-72.8GB 10K hard drives
	Running Novell Network

Bidder shall provide first line support for any and all Microsoft Windows server software problems affecting the performance of the maintenance of the CMS ADMP. Bidder will purchase a support contract for any Windows Server software installed for the term of the contract as a part of the contract price. The Windows support agreement shall provide patches and upgrades to the Microsoft Windows server software installed.

In addition, Bidder will provide the labor necessary for the contract term to install, configure and maintain the Microsoft Windows server software installed. Note that the Novell support is provided by the County's Network Support vendor, but the Bidder is required to configure Novell on the ADMP.

5.6 VERSION CONTROL SOFTWARE MAINTENANCE

Bidder shall track, document, monitor, and coordinate application version changes. The County currently uses Serena ChangeMan program version change control software (PVCS). Bidder will upgrade and maintain this software at no additional cost to County.

Bidder will be responsible for the off-site back-up, storage, and safekeeping of the latest version of source programs. The latest version of all source programs shall also be available on-site at County designated location(s).

5.7 CMS DATABASE SERVER SUPPORT

Bidder shall provide support for the database servers and related Hardware, operating software, database software and data. This support shall be supplied 24 hours per day, 7 days per week (24x7) for the contract term.

Bidder shall be responsible for diagnosing and resolving all problems with the database servers. This support includes, but may not be limited to:

- A. Repair and/or fix a broken CMS database;
- B. Repair and/or fix an out-of-service condition for a CMS database;
- C. Preventive maintenance activities, including:
 - User security maintenance;
 - Addition, editing, and deletion of users as requested;
 - Addition, editing, and deletion of volume groups as requested;
 - Creation, editing, or modification of files as necessary;
 - Monitoring file system usage;
 - Creation, editing, and modification of administrative shell scripts;
 - Regularly reviewing error log;
 - Regularly reviewing backup log;
 - Regularly reviewing power log;
 - Regularly reviewing RAID log;
 - Periodic re-IPL of the system;
 - Tuning performance;
 - Implementing software upgrades and/or patches for database server software, not including the ADMP;
 - Consulting and answering questions, as necessary;
 - Preparing quarterly reports of all activities and issues, including but not limited to, database server percentage idle time and hard disk capacity percentage available by volume.

Bidder shall as a part of the Bid price:

- A. Provide hourly status reports to the Hamilton County CMSNet Project Director during Major Downtime incidents;
- B. Provide a written report to the Hamilton County CMSNet Project Director within five (5) working days after a Major Downtime incident which includes a detailed description of the problem, any solutions implemented, and any appropriate recommendations to avoid a reoccurrence;
- C. Maintain a contract with IBM for 24x7 maintenance and repair of IBM hardware. A list of all items covered by third-party contract can be found in Section 4.2 Current Hardware (item 10) and Current Software (item 11).
- D. Provide a person with a minimum of one (1) year AIX experience. Legato and AIX software are covered under this item.

5.8 CMS DATABASE ADMINISTRATION AND SYSTEM MONITORING

Bidder will provide two thousand four hundred (2,400) hours of applied database administration for the contract period.

A Database Administrator (DBA) must have at least two (2) years experience in Oracle database administration for a large, operational Oracle database. The following guidelines as to the requirements of personnel must be met in order for the individual to be included in the monthly invoice of billable hours as stipulated in Section 3.2 Contract Period, Funding and Invoicing and **Attachment D** Monthly Invoice Documentation.

Database Administrator (DBA) Deliverables

Tasks include:

- A. Provide maintenance and support of the production database, including, but not limited to the following:
 - 1. Establish, test, and monitor routine backups.
 - 2. Initiate CMS data loads for new CMS enhancements;
 - 3. Size, place, create and modify database objects such as tablespaces, tables, indexes, and rollback segments;
 - 4. Create and manage user roles, profiles, and accounts;
 - 5. Establish and maintain views;
 - 6. Enforce entity relationships;
 - 7. Maintain Uniface application model as directed by Hamilton County;
 - 8. Proactively monitor, tune, and troubleshoot database;
 - 9. Work with County's Network Support Vendor to install SQL*Net on CMSNet workstations as approved by the CMSNet Project Director;
 - 10. Perform routine backups of the ADMP.
- B. Provide enhancement and support on the production database, including, but not limited to, the following:
 - 1. Upgrade and maintain the Oracle software on both the production and development platforms;
 - 2. Add, delete, and/or modify tables;
 - 3. Add, delete, and/or modify data elements;
 - 4. Add, delete, and/or modify views;
 - 5. Perform reorganizations as required;
 - 6. Drop and add tables as requested;
 - 7. Assist County programmers.
- C. Provide consultation and implementation services for new CMSNet development and enhancements.
- D. Establish a test database environment.
- E. Make recommendations on the current environment and any improvements necessary to continue high performance standards.
- F. Other items as requested.

6.0 BID FORMAT AND EVALUATION PROCESS

To expedite and simplify the process for evaluating bids, and to assure each bid receives the same orderly review, it is required that all paper bids be submitted in the format as described in this section. Bids must contain all the elements of information specified without exception

Bid sections must be numbered corresponding to the following format:

Section 1	Cover Sheet/Bid Bond
Section 2	Cost Sheet/Line Items
Section 3	Executive Summary
Section 4	Required Forms
Section 5	Bidder References
Section 6	Personnel Qualifications
Section 7	Distinguishing Characteristics

6.1 Section 1 – Cover Sheet/Bid Bond:

State the bid number, name, and date. See page 2 of this document for Cover Sheet/Bid Bond.

6.2 Section 2 – Cost Sheet/Line Items:

The cost sheet must be filled out in its entirety. Proposals submitted with escalations and/or footnotes indicating changes or negotiations in price may be disqualified.

6.3 Section 3 – Executive Summary:

Provide the following information relative to the company (available electronically):

- **Location of Company** – Provide the address for the company's headquarters or name of the Bidder's local office nearest to the City of Cincinnati, Ohio (if applicable). Include a contact name, address, and phone number.
- **Bidder's Primary Business** – State the company's primary line of business, the date established, the number of years of relevant experience, and the number of employees.
- **Company History** – Provide a brief history of Bidder's organization. State briefly the programmatic and administrative experience qualifying the Bidder to perform the proposed services. Include the Bidder's mission statement, philosophy of service, and any special qualifications.
- **Customer Base and References** – Provide the total number of customers, the total number of Court development and/or support projects, the number of ORACLE databases supported, UNIFACE applications developed and supported, and the size of supported networks.
- **Service Location** – Specify the location of the nearest representative for hardware and/or software maintenance who will support/maintain the database servers.

6.4 Section 4 – Required Forms:

All questionnaires and all bid forms must be filled out in their entirety and included in this section.

The required forms are listed below and are electronically accessible:

- Registration Form
- Proposal or Bid Form
- Personal Property Tax Form
- Warranty Unresolved finding (formerly state of Ohio Dept)
- Ohio Department of Public Safety
- Surety Bond Form (if applicable)
- Questionnaire (**Attachment C**)
- Cost Sheet (**Attachment A & B**)
- Small Business Plan (if applicable)

6.5 Section 5 – Bidder References:

The Bidder must list at least three (3) references for whom products and/or services were sold and/or provided which are similar in nature and functionality to those requested by Hamilton County. Bidders must list all Hamilton County Departments for whom products and/or services were received within the last 5 years.

Each reference must be accompanied by (available electronically):

- Company Name
- Address
- Phone Number, E-mail and Fax Number
- Contact Person
- Nature of Relationship and Service Performed
- Time Period of Contract

****If references cannot be provided, explain why***

6.6 Section 6 – Personnel Qualifications:

For key personnel who will be working on the project, please submit resumes with the following (Available electronically):

- Proposed Role
- Job Description
- Industry Certification(s) and Educational Background
- Work History
- Personal Reference (company name, contact name and phone number, scope and duration of project)

6.7 Section – Distinguishing Characteristics (Available electronically):

Bidders are encouraged to identify their services' distinguishing characteristics. These characteristics may be beyond the scope of this project if the Bidder deems they would provide value to the long-term goals of Hamilton County.

Attachment D
ITB 109-09 CMSNet APPLICATION SUPPORT
MONTHLY INVOICE DOCUMENTATION

Invoices shall be accompanied by a detailed breakdown of services provided by skill level within project within agency, as follows:

Agency Name

Enterprise Activity

Project Manager Services

- *Project XXX – TOTAL hours*
 - *Staff Name – XX hours*
 - *Staff Name – XX hours*
- *Project XXX – TOTAL hours*
 - *Staff Name – XX hours*
 - *Staff Name – XX hours*

Programmer Analyst Services

- *Project XXX – TOTAL hours*
 - *Staff Name – XX hours*
 - *Staff Name – XX hours*
- *Project XXX – TOTAL hours*
 - *Staff Name – XX hours*
 - *Staff Name – XX hours*

Database Administrator Services

- *Project XXX – TOTAL hours*
 - *Staff Name – XX hours*
 - *Staff Name – XX hours*
- *Project XXX – TOTAL hours*
 - *Staff Name – XX hours*
 - *Staff Name – XX hours*

Agency Name

Division Name

Project Manager Services

- *Project XXX – TOTAL hours*
 - *Staff Name – XX hours*
 - *Staff Name – XX hours*

Programmer Analyst Services

- *Project XXX – TOTAL hours*
 - *Staff Name – XX hours*
 - *Staff Name – XX hours*

Database Administrator Services

- *Project XXX – TOTAL hours*
 - *Staff Name – XX hours*
 - *Staff Name – XX hours*

Agency Name

Division Name

Project Manager Services

- *Project XXX – TOTAL hours*
 - *Staff Name – XX hours*
 - *Staff Name – XX hours*

Programmer Analyst Services

- *Project XXX – TOTAL hours*
 - *Staff Name – XX hours*
 - *Staff Name – XX hours*

Database Administrator Services

- *Project XXX – TOTAL hours*
 - *Staff Name – XX hours*
 - *Staff Name – XX hours*

Agency Name

Division Name

Project Manager Services

- *Project XXX – TOTAL hours*
 - *Staff Name – XX hours*
 - *Staff Name – XX hours*

Programmer Analyst Services

- *Project XXX – TOTAL hours*
 - *Staff Name – XX hours*
 - *Staff Name – XX hours*

Database Administrator Services

- *Project XXX – TOTAL hours*
 - *Staff Name – XX hours*
 - *Staff Name – XX hours*

SUMMARY

Project Manager Services

- *Staff Name – total hours billable*
- *Staff Name – total hours billable*

Programmer Analyst Services

- *Staff Name – total hours billable*
- *Staff Name – total hours billable*

Database Administrator Services

- *Staff Name – total hours billable*
- *Staff Name – total hours billable*

Attachment D (CONTINUED)
ITB 109-09 CMSNet APPLICATION SUPPORT
MONTHLY INVOICE DOCUMENTATION

Some agencies, such as the Hamilton County Prosecutor's Office, want their invoice detail further broken down as follows:

Description				Initials	Hours
Item # xxx	Program xxx	Requested by xxxx	on <i>date</i>	XX	XX.XX
	Status xxx	Assigned to xxxx	on <i>date</i>		
	Priority xxx	Completed by xxxx	on <i>date</i>		
Request:					
Resolution:					
Item # xxx	Program xxx	Requested by xxxx	on <i>date</i>	XX	XX.XX
	Status xxx	Assigned to xxxx	on <i>date</i>		
	Priority xxx	Completed by xxxx	on <i>date</i>		
Request:					
Resolution:					
				TOTAL:	XXX.XX