

Lake County Board of County Commissioners
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Request for Proposal
Information Technology Migration and Upgrade Project
Lake County of Colorado Government

Proposal deadline –Monday, May 20, 2013 at 5pm

Introduction

The Lake County Board of County Commissioners requests proposals for IT Service Partner(s) to perform the outlying timeframe of IT improvements of the governments' information technology infrastructure and to provide training and support for Lake County Government.

The Board of County Commissioners (BOCC), elected by the citizenry of Lake County, represents its constituency through leadership, decision making, and communication. The BOCC feels it is important to bring local government to the community and the community to local government. Commissioner Mike Bordogna, Commissioner Dolores Semsack, and Commissioner Bruce Hix make up the BOCC.

Background

Lake County employs more than 110 full and part-time employees and has offices located throughout the county including the County Courthouse, the Annex Building, many outlying offices, and the Road and Bridge Office.

Most Employees work at the County Building at 505 Harrison Ave. and at the County Annex Building. Other physical locations include the Airport, Landfill, Public, Road and Bridge, Search and Rescue/Emergency Operations Center, Lake County Library and Senior Citizens Center; all required for on-site inspection and development within this RFP by the IT Service Partner.

In this RFP, Information Technology and IT infrastructure refers to consolidation of existing business applications and processes, operating systems, software, development, workstations/computers/thinclient, interconnecting hardware, servers, system and utility software, security and mobile devices in a multi-location/building setting.

Background Summary

All aspects of Lake County Government use information technology services, of one scope or another and the demand and need for new and improved products and services are increasing. Lake County Government faces challenges in meeting requests for new and modified applications and services due in part to the age and performance limitations of the hardware infrastructure, legacy platforms, legacy software applications, and lack of up to date software development languages and tools. The *Lake County Government* page on the Web site <http://www.lakecountycolorado.com/> includes more information of the various departments and locations.

Note that the Lake County Government is publishing this RFP to be responded with bid in whole or in partiality to implement specific improvements at appropriate times following internal approval of a new technology plan by the IT Service Provider (including subcontractors utilized by IT Service Partner -referred to as contractor also in this document).

Proposals

All proposals must be received by the Lake County Government by :

Date: Monday, May 20, 2013 at 5pm

Send or deliver one signed original and six copies of the proposal to:

Patty Berger

P.O. Box 964

Leadville, Colorado 80461

The IT Service Partner may participate in a pre-proposal informational meeting and receive collected common questions and answers issued by the Lake County Government, at the Lake County Government's convenience but the consultant will be solely responsible for interpreting the RFP requirements.

Date: Friday, May 3, 2013 at 10am

Each responding firm will bear all expenses associated with preparing, providing and presenting their response to this RFP.

Consultants must treat all Lake County Government information (documents, verbal, and electronic) as confidential and will be required to sign a confidentiality or nondisclosure agreement previous to detailed information to be provided. Each consultant must sign and submit a Lake County Government security policy – user acknowledgment form before they may be given access to the company's network and to information included in Section 10. Current Systems Overview of this RFP.

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1. IT Service Partner (Contractor)

1.1 IT Service Partner References

The IT Service Partner must be able to demonstrate experience and capability in assessment, installation, deployment and maintenance of the proposed systems, with other sites of similar size and scope. The Contractor shall provide a list of customer references, with the following information:

- Customer name and location
- Contact person(s): name, title and telephone number
- System size (stations, trunks, etc.)
- System model number and software generic version in use at present
- System installation date (by the Contractor)
- Years systems being maintained by the Contractor

Within the last 5 years, the Contractor shall have installed:

- At least three (3) installations/network environment upgrades
- At least three (3) installations in a multi-facility, networked environment

Lake County Government may make any investigations as it deems necessary to determine the ability of Contractors to perform the work, and Contractors shall furnish Lake County Government all such information and data for this purpose as Lake County Government may request.

1.2 IT Service Partner Qualifications

Action Item 18-Vendor management

Contractors shall provide historical and background information concerning their firms, including:

1. Name, mailing address, email address, telephone and facsimile numbers of firm.
2. Federal tax identification number.
3. Amount of time in business.
4. Number of employees locally and nationally.
5. Names and contact information for the organization's primary and alternate contacts
6. Number of proposed systems installed by vendor locally and nationally.
7. Descriptions of bidder's areas of expertise and experience in providing this type of consultation .
8. Descriptions of similar projects for similar sized companies within the past 5 years .
9. Background and ownership of the company including years in business and number of employees.
10. Location of vendor's nearest maintenance facility.
11. Copy of vendor's most recent audited financial statement, annual report, bank references, and/or other documentation used by your firm to indicate financial stability.
12. Name of the technical lead person .
13. Identification of any sub-contracting of services – name of firm, specific services, applicable experience, and reference-contacts. In addition, if applies, resumes of the consultant's employees who could work on the proposed system.
14. Description of project management techniques and resources that would be applied to this Lake County Government project. As an example, this could include but not limited to schedule of progress meetings, punch lists, analysis of network traffic, integrity and throughput of systems and usage by users.
15. Rates for out-of-scope work.
16. Statement affirming that they do not have financial or vested interests in recommended companies of products that will be provided.

17. Statement within RFP that substitute personnel must be pre-approved by the Lake County Government. In addition, the number of technicians at closest maintenance facility trained and certified to maintain/install the system proposed.
18. Statement that the bidder will meet each objective (Please see Section 4).
19. Description of how they will address each objective (Please see Section 4).

1.3 Manufacturer's User Groups

IT Service Partner will provide the name, address, and telephone and facsimile numbers & electronic mail address of the systems user groups for all proposed systems.

1.4 Public Announcements

Public announcements or news releases pertaining to this contract shall not be made without prior permission of Lake County Government.

2. Evaluations of RFP

2.1 Evaluation and selection

The Lake County Government intends to enter into a contract with the IT Service Partner that in the Lake County Government's opinion best meets the responsiveness and price criteria described.

This RFP does not commit the Lake County Government to select or enter into a contract with any organization, and Lake County Government reserves the right to reject any or all proposals.

2.2 Evaluation of compliance

The Lake County Government will determine whether the proposals comply and will reject late proposals. Failure to meet other requirements will affect our evaluation and may result in rejection.

2.3 Evaluation of Criteria

The Lake County Government will use a point ranking system listed to aid in the evaluation process. The Lake County Government reserves the right to use its discretion to eliminate proposals deemed unacceptable.

Lake County Government may separately determine how well proposals satisfy the RFP objectives in terms of responsiveness, and we will rank proposals using a point ranking system. The Lake County Government will consider references in this portion of the evaluation.

The Lake County Government will determine whether any failure to supply information, or the quality of information, will result in rejection or downgrading a proposal. Consultants who do not rank sufficiently high may not be considered.

Consultants whose proposals meet minimum responsiveness requirements will be eligible for further consideration. The following list describes the responsiveness evaluation point system.

1. The maximum number of points for the evaluation is 100.
2. Consultants who receive less than 75 points will have at the discretion of Lake County Government, not to be considered for selection.
3. The following identifies the evaluation criteria and the relative weights (points).

Evaluation of price(Cost)	50
Qualifications and experience and ability to perform	25

Quality and comprehensiveness of the proposal	5
Input from reference contacts	10
Direct experience with this scope of a project	10
Total	100

2.4 Evaluation of price

Lake County Government will calculate prices based upon the bidder's estimated hours and applicable labor rates. When a proposal includes a range of hours, we will use the highest number in that range. The Lake County Government reserves the right to disqualify proposals having prices that appear unrealistic or significantly understated for the services offered.

2.5 Alternate evaluation

If Lake County Government receives three or fewer proposals, Lake County Government may evaluate them using a simple comparative analysis of the elements of responsiveness and price instead of the announced method of evaluation.

3. Project Overview

During each phase of this Project (referenced in the Timelines), the IT Service Partner will provide deployment, installation, management, monitoring, training, and assistance to users within Lake County Government. The Lake County Government will have a single contact person with an alternate person defined with which the IT Service Partner will consider as a liaison for the project.

The IT Service Partner also oversees the implementation in collaboration with the Lake County Government liaison of the Project Phases below that are within the scope of this respective RFP A strategic detailed and itemized plan with costs for each phase being bid upon that addresses overall major aspects of information technology for Lake County Government in the established time frames.

The Contractor will be responsible for the following:

- Analyzing the current Lake County Government network infrastructure to determine any changes necessary for the implementation of the proposed systems.
- Working closely with Lake County Government to configure new and existing switches/routers as necessary, and incorporating the new networking appliances and Workstations into the Lake County Government network. Working closely with Lake County Government for Vendor Management with positive outcomes.

4. Objectives and Expectations of the Request for Proposal

It is requested by Lake County Government for an RFP estimation of itemized hardware, applications, and labor with total cost with total time, hourly rates, and other costs that will provide deployment, installation, management, monitoring, training, assistance and ongoing support to users within Lake County Government.

It is also requested of estimated elapsed time to complete the proposed project, from signing a contract to providing the assessment results and presenting the recommendations, be given.

4.1 RFP Content and Action Items

This RFP requires the following from the prospective IT Service Partner (in part or in whole of the RFP) and should be reviewed frequently by all after acceptance. Please consider the below **Action Items** in the specific areas of service and provide solutions accordingly. These **Action Items** are located throughout this document.

Action Item 1 -Network infrastructure design and upgrade.

Action Item 2-Contractors shall submit a detailed design and configuration diagram indicating the specific components in each building and floor, and the connectivity among components for their proposed systems.

Action Item 3-Comprehensive backup solution (onsite and offsite).

Action Item 4-Coverage and support (24/7/365) for remote and local onsite computers and networks .

Action Item 5-Hardware support and/or manufacturing.

Action Item 6-Disaster recovery (and as part of an existing organizational disaster recovery plan) .

Action Item 7-Remote monitoring.

Action Item 8-Either hosted Exchange or onsite Exchange management.

Action Item 9-Email archiving.

Action Item 10-Email spam management/mitigation.

Action Item 11-System upgrades (Hardware/Software/OS)(Virtual/Non Virtual).

Action Item 12-System performance optimization.

Action Item 13-Network and systems security.

Action Item 14-Surveillance (compliance and security).

Action Item 15-Virus and malware monitoring, removal and mitigation.

Action Item 16-System and network analysis and inventory.

Action Item 17-Broadband installation.

Action Item 18-Vendor management.

Action Item 19-System auditing.

Action Item 20-Virtualization (VMware and/or MS Hyper-V).

Action Item 21-User policy analysis and enforcement.

Action Item 22-Training, where necessary and appropriate.

Action Item 23-Vulnerability assessment.

Action Item 24-Documentation and diagrams of planned and completed Network Infrastructure.

4.2 Systems Life Cycle

Action Item 5-Hardware support and/or manufacturing.

Action Item 22-Training, where necessary and appropriate.

Action Item 24-Documentation and diagrams of planned and completed Network Infrastructure.

Action Item 11-System upgrades (Hardware/Software/OS)(Virtual/Non Virtual).

- The anticipated operating life cycle of the proposed systems must be at least five (5) years. Contractors must consider support for their proposed systems for the entire system life cycle. Support must encompass the following:
- Maintenance
- Spare parts
- System administration and reconfiguration
- Hardware and software upgrades
- Documentation updates
- Training/retraining

4.3 Proposed System Location

- Contractors shall provide a proposed equipment room layout for all required equipment spaces and wiring closets with the given parameters of existing rooms. Contractors can review these areas at later time. Contractors shall provide the physical and environmental parameters for all switching equipment and ancillary systems. Contractors shall include standard 19” enclosures for its primary system components. Contractors shall state the precise preparation recommendations needed to accommodate the systems, including:
- Space
- Thermal dissipation (BTU/hour) per
- Power requirements: voltage/current rating and receptacle type per component
- Temperature/humidity operating range
- Wall/floor/ceiling surface
- Lighting

4.4 Systems Reliability

Action Item 4-Coverage and support (24/7/365) for remote and local onsite computers and networks

Action Item 5-Hardware support and/or manufacturing

4.4.1 Hardware

Action Item 3-Comprehensive backup solution (onsite and offsite)

Action Item 12-System performance optimization

In order to guard against failures that will make the system inoperative, the system must possess sufficient resiliency, redundancy, survivability and physical diversity to minimize the scope of a major component failure. The system configuration shall include, at a minimum, two physically diverse (separate buildings) controllers/servers, each of which will have the ability to support the entire system in case of the failure of the other, with automatic failover.

Following a major system failure, the system should not lose any critical databases or data. Failure of a backed up component must be automatically reported at a system administrator’s workstation or similar facility.

Contractors shall also detail the nature of partial degradations that occur as a result of certain component failures and outline failure modes that may occur.

In addition, since the RFP envisions a single network system, the network platform must include a level of redundancy that insures continued operations in the event of a critical component failure.

In the event of a primary power failure, an Uninterrupted Power Supply (UPS) with Battery Backup, with a minimum stand by period of four (4) hours shall be provided as for all locations housing primary system components. When the system is running off battery backup or emergency power, it shall activate an alarm at system administration workstation(s). UPSs shall be managed and accessible by the Lake County Government LAN. As an option, provide pricing to furnish and install UPS support for closet network equipment. Contractors may propose UPSs in every closet, or a single larger UPS in each building supporting all closets in the building.

Note that it may be appropriate to recommend backup generators as a future aspect for redundancy.

Each of the main two core buildings must be survivable. For the purpose of the project, survivability means that no building shall be dependent on central equipment in another building to access data or the WAN/Internet in the event that the building becomes isolated due to a network or component failure. Survivability may consist of a survivable gateway in larger buildings. The exact configuration will be dependent upon the proposed system architecture and topology.

The proposed systems shall be equipped with all necessary hardware and software to perform diagnostic tests to evaluate system performance. The tests shall run periodically without manual startup and on demand by Lake County Government staff. Remote access diagnostic capabilities shall be provided, with password protection, from remote locations. Frequency of scheduled diagnostic testing shall be configurable by Lake County Government. System performance and operation shall not be affected during diagnostic testing. The system shall be configured to alert Lake County Government staff of certain alarm conditions via email, alphanumeric pager, out dialing to a cellular telephone or other remote notification device.

4.4.2 Software and Applications

The softwares/applications proposed should be sufficiently mature to provide reliable operation. Contractors shall provide the following data for the recommendations to be made by the Service Partner after further analysis.

4.4.3 Transmission and Throughput

The nodes of the network system shall have ability from end to end for workstation to other nodes with a high level of rate. Describe the metrics used to measure throughput quality. The proposed system shall be effectively non-blocking. Contractors must describe in detail the traffic handling capacity of their proposed systems.

4.4.4 Workstation Equipment

Action Item 4-Coverage and support (24/7/365) for remote and local onsite computers and networks

Contractors shall provide evidence that the proposed workstations can withstand physical stress of typical use. Contractors shall be able to include one networkable workstation if requested, representative of the family proposed. The workstation will be returned after the proposal evaluation has been completed.

4.4.5 Standards

The proposed system must adhere to current and proposed industry standards as they pertain below and VoIP is to be considered for future development or possibilities. Discuss your system's support for such standards, including, at a minimum, the following:

- *H.323 suite of standards for multimedia communications over IP*
- *Media encoding standards (G711, G729)*
- *Fax communication standards (T.30, T.37, T.38)*
- *QoS prioritization (802.1p, Priority tagging support)*
- *Vlan tagging (802.1q)*
- *Web Services/Services Oriented Architecture*
- *802.3af-POE Power Standard*
- *802.11n Wireless Standard preferred over 802.11a, 802.11b, 802.11g*
- *CAT 5e Premise Wiring Standard*

Provide these and other relevant standards, specifically as they pertain to your proposed solution, and how the Lake County Government may benefit from your implementation of these standards.

Provide your proposed system's ability to integrate with current and future generation provisioning tools. As an option, provide pricing for additional components necessary to support such integration.

4.4.6 Expandability/Modularity

The proposed network systems shall be able to grow and expand in an incremental manner to handle additional nodes, storage capacity, and data connectivity without equipment replacement and/or massive retrofits.

4.4.7 Security

Action Item 21-User policy analysis and enforcement

Action Item 13-Network and systems security

Action Item 14-Surveillance (compliance and security)

Action Item 23-Vulnerability assessment

The systems shall be secure and possess mechanisms to protect critical data, databases, and operating systems. Access to the system by Lake County Government operations personnel and the service provider should be controlled through the use of passwords to prevent unauthorized alteration or destruction of critical tables, databases, programs, etc.

The system's architecture and design shall provide for the secure and reliable transit of data information over Lake County Government's network. The system shall have provisions to mitigate the sniffing and interception of user communications. All communications shall be encrypted where possible and appropriate. The system shall be designed as to minimize the effect of known Denial of Service (DoS) attacks. Discuss the system's strengths and weaknesses in these areas.

4.4.7.1 Security Methods

Action Item 10-Email spam management/mitigation

Action Item 13-Network and systems security

Action Item 14-Surveillance (compliance and security)

Action Item 15-Virus and malware monitoring, removal and mitigation

Action Item 21-User policy analysis and enforcement

Action Item 22-Training, where necessary and appropriate

Two basic methods of security should be considered within the RFP.

The first is making certain the avenues of system access are, from a hardware and software standpoint, secured. The second is to provide information to employees regarding social engineering and how best to secure the information people share with each other.

As to the former, threats generally originate in two ways:

1. Security threats from external agents seeking to gain network and system access. Please make suggestions for Firewalls and appliances to mitigate this threat.
2. Security threats that are allowed inadvertently through the firewall via the web or email. In the case of the user PCs and for the government servers. Please recommend anti-virus and security products that can be remotely and centrally managed.

It is recommended that a brief yearly employee training that contains security best practices. An employee that know and understands the role of the out-sourced IT department within the organization and are aware of the personalities involved and the professional relationship that exists between the organizations are much less likely to accidentally share sensitive or compromising information with hostile agents.

The system must comply with the latest USM and Legislative security audit.

4.4.7.2 Security of Administration Access/Systems

Action Item 21-User policy analysis and enforcement

Action Item 13-Network and systems security

The System Administration access or applications shall be strictly security access-controlled and only available to authorized personnel. The access control system must be able to support multiple administrators, each with their own individual user ID/credentials, and have the ability to assign multiple levels of system control to each individual administrator. Preferably, user authentication and access control rights can be controlled via Active Directory. The system must have the ability to log all administrator access, logins, and login failures. Preferably, the system can be configured to send log information real-time to a remote Syslog server.

4.4.8 Ease of Operations/Manageability

Action Item 21-User policy analysis and enforcement

Action Item 13-Network and systems security

All computer systems should be easy for Lake County Government personnel to operate and maintain. Lake County Government personnel should be capable of identifying and isolating and/or correcting the vast majority of failures/operational aberrations from a central location, despite the fact that the systems may be physically distributed throughout numerous buildings. This capability must be able to operate on Lake County Government's network, allowing multiple users controlled access to this functionality. This capability should be available without the need to consult with Contractor personnel. Command and control capabilities accessible via dial-up ports or web-access should be optionally available subject to suitable security access controls. Authorization shall be integrated with Lake County Government's authorization methodology that is to be proposed. Note that this capability shall not relieve the contractor from any contractual responsibility to proactively monitor system performance and perform maintenance operations.

4.4.9 Distributed Architecture

Regardless of the system architecture and configuration, all systems must operate and be able to be administered as a single system.

4.4.10 Workstation Equipment

Action Item 11-System upgrades (Hardware/Software/OS)(Virtual/Non Virtual)

The Lake County Government expects that configurations and Workstations have the ability for upgrades to be ADA compliant.

Proposers must provide a description and photographs of the entire family of equipment that may be used on their proposed system, identifying size and fixed appearances and features, and color selections.

The approximate number of working devices required at each location is included in this RFP. (Note there is in this RFP regarding the selected contractor's responsibility to perform additional detailed station reviews to determine final system configuration and quantities. This RFP is considered not to be all inclusive and complete with information on appliances or information).

4.4.10.1 Workstation Reviews

The exact quantity and type of Workstations to be installed at each location will be determined as a result of detailed station reviews to be conducted by the successful Contractor, with assistance from Lake County Government. Contractors must provide a listing of each type of Workstation available and the add/delete price for each model. These add/delete prices will be used during station review process to determine any incremental costs/cost reductions resulting from the Workstation reviews.

Lake County Government requires that the successful Contractor conduct detailed "workstation reviews" as part of its project plan. Station reviews shall include meetings with representatives from each department to determine the requirements at each facility, and properly apply the capabilities of the system to each station. Lake County Government requires that the successful Contractor physically visit and interview representatives from each facility in order to understand the configuration and operation of each site and to complete the system configuration.

4.4.11 Features and Capabilities Defined

Contractors shall provide a complete list and description of all networked equipment and components, workstations, and peripherals proposed. A description of the primary features that must be included with the proposed system follows. State whether each feature is:

- Standard
- Optional with costs

4.4.12 Manufacturer Warranties and Guarantees

Action Item 4-Coverage and support (24/7/365) for remote and local onsite computers and networks

Action Item 5-Hardware support and/or manufacturing

For a five (5) year period from the date Lake County Government has accepted the installation, pursuant to the terms of the contract, the manufacturer's guarantee will also include the following:

4.4.12.1 Interruption of Service Protection

RFP shall include manufacturing field support and maintenance to protect Lake County Government from interruption of service due to the inability of the Contractor to meet the service obligations. This support and maintenance will be provided at the costs identified in this proposal. The determination of what constitutes inability of the Contractor to meet service obligations under the contract shall be that of Lake County Government in its sole discretion.

4.4.12.2 Continued Enhancement

Action Item 11-System upgrades (Hardware/Software/OS)(Virtual/Non Virtual)

Continued enhancement and upgrade of the proposed system hardware and software applications should be considered in the RFP.

4.4.12.3 Principal Components

In the event the Contractor proposes to supply principal components of the system from different manufacturers, separate written guarantees from the manufacturers must be supplied as requested above. Contractors should request directions from Lake County Government if a question is raised as to whether an item comprises a principal component requiring a separate manufacturer's guarantee.

4.4.12.4 Contractor Relationship

Action Item 24-Documentation and diagrams of planned and completed Network Infrastructure

The Contractor must demonstrate that it has a stable and long-term relationship with the manufacturer. Provide documentation that this relationship is, at a minimum, 5 years in duration. The referenced manufacturer's guarantee must be submitted with the proposal.

4.4.12.5 Qualified/Certified

The Contractor shall secure from the manufacturer, if the Contractor is not the manufacturer, a written guarantee executed by the manufacturer stating that the Contractor is qualified and certified by the manufacturer to perform the work described in the RFP pertaining to manufacturer's products.

5. Contractor Warranty & Maintenance Requirements

Action Item 4-Coverage and support (24/7/365) for remote and local onsite computers and networks

Action Item 5-Hardware support and/or manufacturing

5.1 Design and Operation

Contractor shall warrant that the equipment, components, and services sold or provided in response to this RFP will perform in accordance with their respective design specifications, and will operate in accordance with the manufacturer's published specifications when operated and maintained in accordance with the manufacturer's recommendations for a minimum of five (5) years from Acceptance.

5.2 Configurations

Contractor shall warrant that the configurations of equipment and services proposed in response to this RFP represent sound design principles being applied to provide a total system solution to the requirements stated in the RFP, and that the equipment and services provided will operate together in a manner to perform the functions expressed in the RFP.

5.3 Equipment Models

Contractor shall warrant that the equipment offered is standard new equipment, and the latest model of regular stock product, with parts regularly used for the type of equipment offered; also that no attachment or part has been substituted or applied contrary to manufacturer's recommendations and standard practice. Contractor shall furnish the current version of software for all systems provided. If a new version or release is issued after purchase authorization, but prior to the shipment of the system to Lake County Government, then the new version or release shall be furnished and installed at no additional charge to Lake County Government.

5.4 Product Life Cycle

Contractor shall warrant that the equipment offered is not currently at the end of its product life cycle. To demonstrate this, the Contractor shall provide a list of installs in the U.S. (and the total number of lines installed), of the same system as proposed herein, in the last twelve (12) months.

5.5 Current Installations and Demonstrations

The Contractor warrants that all of the equipment proposed must be currently installed in a user environment and able to be demonstrated. Experimental or unannounced equipment will not be acceptable unless specifically stipulated by Lake County Government.

5.6 Warranty Coverage

The Contractor warrants that the Workstations and Networking equipment as priced, including all hardware and software, will include a complete warranty covering all parts, labor, travel and all other expenses, for a period of a minimum of Five (5) years from final Acceptance. The Contractor will serve as a single point of contact, and provide the name, address and telephone number of the individual to contact when maintenance is required. The Contractor shall further provide escalation procedures and contact names and numbers to be used when normal maintenance procedures are not adequate to resolve problems.

5.7 Equipment Replacement

During the warranty period, any equipment that must be replaced as a result of conditions covered under warranty will be replaced with new equipment of the same make and model.

5.8 Maintenance during Warranty

During the warranty period, and during any subsequent maintenance agreements, the Contractor shall provide maintenance services on a 7x24 basis. The Contractor will respond to Major Failures within 2 hours. Response time is defined as the amount of time for a qualified technician to access the problem in question remotely or to arrive on Lake County Government's site. For the purposes of warranty and maintenance, a Major Failure is defined as any failure that affects the following:

- 10% of Workstation equipment out of service
- 10% of network services out of service
- Any building or department out of service
- Any system node (as defined by the specific architecture implemented) out of service
- Failure of any integration functionality between systems installed under this contract, or between systems installed under this contract and other existing systems
- Any failure whatsoever which reasonably affects the ability of Lake County Government to respond to any emergency situation, or which substantially impedes Lake County Government's ability to operate, as determined by Lake County Government .

5.9 Routine Repairs

During the warranty period, and during any subsequent maintenance agreements, other routine repairs will be completed within (3) business days.

5.10 End of Warranty Period

Action Item 5-Hardware support and/or manufacturing

The Contractor will submit with its proposal alternative maintenance options and pricing, including full parts and labor maintenance agreements, time and materials pricing, depot service, factory support and other appropriate alternatives for a period of four (4) years after the expiration of the five year warranty period.

5.11 System Failure

In the event of a Major System Failure, whether due to circumstances covered under warranty or maintenance agreement, or due to Acts of God or nature, or any other cause, the Contractor will have a replacement Workstations, Servers, Routers, Switches readily available, which can be installed and

operational within 72 hours to provide rudimentary Network and Operations Services to Lake County Government.

5.12 Preventative Maintenance

Action Item 24-Documentation and diagrams of planned and completed Network Infrastructure

As part of the initial warranty and any subsequent maintenance agreement, the Contractor shall perform routine, preventive maintenance on the system on a quarterly basis, at a minimum. Contractor will describe in detail its preventive maintenance program, and provide written documentation of the results of the preventive maintenance to Lake County Government.

5.13 Performance Monitoring

Action Item 12-System performance optimization

The Contractor shall provide performance monitoring of the system primary components and peripheral systems as part of the initial warranty and any subsequent maintenance agreements. If this function is optional, provide pricing separately.

5.14 Remote Diagnostics

Action Item 12-System performance optimization

The Contractor shall have a remote diagnostics and maintenance capability that permits the Contractor to monitor system performance, and perform routine diagnostics and maintenance from a remote maintenance facility, and will identify the location and capabilities of this facility.

6. Further Considerations of Project

6.1 Equipment Delivery and Storage

The Contractor is responsible for the safe transport, rigging, moving and shipping of all systems to their final installation location at all facilities. The Contractor is responsible for delivering the systems to the Network Equipment rooms and/or central distribution point for End User work areas. Lake County Government has limited space for storage, and does not wish to have the system stored in Lake County Government storage areas, awaiting relocation to the equipment rooms or workspace. Lake County Government prefers that the system be delivered directly to its final installation location.

6.2 Site Preparation

Unless otherwise specified, Lake County Government will perform site preparation (space preparation, power enhancements, lighting, cooling, backboards, and any other construction). A site inspection shall be performed by the Contractor prior to delivery and installation to ensure that all required site preparation items have been completed satisfactorily. The Contractor shall provide all site requirements with its proposal. The Contractor will certify that the site is suitable for the systems following this inspection.

6.3 Regulations

All work and materials shall comply with all federal and state laws, municipal ordinances, regulations and directions of inspectors appointed by proper authorities. The Contractor shall obtain and pay for all permits and licenses required for the performance of the work, and shall post all notices required by law.

6.4 Payment of Material and Services

Unless otherwise stipulated, the Contractor shall provide all materials, labor, tools, equipment, transportation, and other facilities necessary for the performance and completion of the work. The Contractor shall verify conditions at the facility, including door openings and passages. Any and all special handling requirements shall be provided and paid for by the Contractor.

6.5 Premises

The Contractor shall be responsible for any damages to the structure or property of Lake County Government caused by the Contractor, or any subcontractor or other direct or indirect employee of the Contractor throughout the course of this installation. Throughout the progress of the work, the Contractor shall keep the work area free from debris of all types, and remove from the premises all rubbish resulting from any work being performed by contractor on a daily basis. At the completion of the project, the Contractor shall leave the premises in a clean and finished condition.

6.6 Project Management

The Contractor shall appoint a competent and experienced Project Manager to act as its resident representative, and to supervise its employees and subcontractors during the installation, cutover, and final testing of the system. The Contractor shall also identify additional personnel who shall support the designated Project Manager, and be available to Lake County Government in the absence of the primary Project Manager. The Contractor shall inform Lake County Government of escalation procedures available to Lake County Government. Lake County Government will determine timeframes for project meetings and status reports. (Please refer to 1.2 IT Service Partner Qualifications- 14).

6.7 Itemization

The Contractor will provide Lake County Government with an itemized accounting of each item of equipment upon delivery to Lake County Government premises pursuant to the final negotiated contract. Only Lake County Government personnel who are designated and authorized by Lake County Government to receive delivery shall be the recipients of those deliveries, and only the signatures of those designated staff members shall be accepted upon the receipts. Lake County Government prefers that the Contractor use “just in time” delivery to minimize the requirement for storage of components on Lake County Government sites.

6.8 Cutover Plans

Action Item 3-Comprehensive backup solution (onsite and offsite)

The Contractor shall be required to work with Lake County Government to develop and coordinate a cutover/transition plan acceptable to Lake County Government. The cutover plan must identify, quantify and minimize any anticipated down time. The cutover plan must allow for a return to the existing system should the cutover be unsuccessful. The cutover plan must provide for backup services, such as a return to the existing system, for key users. The cutover shall occur during non-business hours.

6.9 System Installation

Action Item 22-Training, where necessary and appropriate

Action Item 24-Documentation and diagrams of planned and completed Network Infrastructure

System installation shall include:

- System common equipment (Routers, Switches, Access Points, etc.).
- Software configuration and development of required databases.
- All station equipment, including station reviews, set labeling, placement and interconnection
- System administration application.
- Attendant consoles.
- Peripheral systems, including voice mail, call accounting, call center .
- Interconnection to the Lake County Government network.
- Installation and configuration of LAN electronics and interconnection of IP telephones and peripheral devices to the LANs.

- Workstation cabling and terminations as proposed .
- Installation of required cross-connects and/or patch cords to provide complete connectivity from networking systems common equipment to workstation equipment.
- Coordination with carriers for the installation of and interconnection to network services.
- Testing of all system functionality.
- Delivery of system documentation .
- Training

6.10 Burn-in Testing

The Contractor shall perform factory burn-in tests of all hardware for a period of three (3) days prior to deployment of the system. Lake County Government personnel shall have the option to witness such tests.

6.11 Project Completion

Action Item 12-*System performance optimization*

Action Item 14-*Surveillance (compliance and security)*

The Contractor shall acknowledge that successful completion of this project shall include the installation, testing, and acceptance, following a successful Performance Period as described further.

Prior to Acceptance by Lake County Government, the Contractor shall be responsible for performing testing and inspections to verify that the installation and all equipment and materials are performing in compliance with the manufacturer's specifications. Lake County Government personnel shall have the option of witnessing the testing.

1. At a minimum, pre-cutover functional tests as part of the acceptance test plan.
2. All required subscriber, operator and system features for each installed workstation.
3. Administrative and Maintenance subsystem capabilities.
4. Demonstration of acceptable performance in the presence of network or accessibility overloads.
5. Demonstration of automatic fault detection, survivability and recovery following artificially-induced failures of each workstation or network.
6. Upon completion of successful testing and inspection by the Contractor, the Contractor shall provide written notification to Lake County Government. Lake County Government shall, within 24 hours of notification, exert reasonable effort to commence independent inspection and confirmation, and shall exert reasonable effort to complete said independent inspection and confirmation within 48 hours of commencement.
7. Upon satisfactory completion of said testing and inspection, Lake County Government shall notify the Contractor, and the Performance Period shall commence.
8. A Performance Period of thirty (30) consecutive calendar days of operating in accordance with the manufacturer's published specifications, subsequent to testing and inspection, shall constitute a successful Performance Period.
9. If a Major Failure occurs during the Performance Period, the Contractor shall remedy the problem in accordance with manufacturer's published specifications, and the Performance Period shall recommence.
10. Upon successful completion of the Performance Period, and within three business days, Lake County Government and the Contractor shall meet to confirm Acceptance, and the Final Acceptance Form shall be executed.
11. If a successful Performance Period cannot be accomplished within ninety (90) calendar days after commencement of the first Performance Period, Lake County Government reserves the right to find the Contractor in default, and terminate the Contract. In that event, the Contractor shall remove the equipment, and Lake County Government shall not be responsible for any

payment whatsoever to the Contractor, except for any materials left in place and elected to be reused by Lake County Government.

6.12 Documentation

Action Item 24-Documentation and diagrams of planned and completed Network Infrastructure

The Contractor shall provide five (5) complete sets of technical documentation including system manuals, technical specifications, as-built drawings (hard copy and electronic using Microsoft Visio), and a complete inventory of all components, including at least the manufacturer's warranty expiration date, maintenance contract expiration date. The inventory database shall be provided in electronic format agreeable to Lake County Government.

6.13 Equipment Disposal

The Contractor shall be responsible for the proper disposal and elimination of data on appropriate systems of the existing systems. Contractor proposals shall provide trade-in or buy back incentives pertinent to any existing Lake County Government systems.

6.14 Backup Procedures:

Action Item 3-Comprehensive backup solution (onsite and offsite)

Backups are a critical component of any Disaster Recovery plan as well as for retrieval in situations of inadvertent data loss due to user or system error. As a component of backups, redundancy is an essential part of ensuring data availability. Backups are best performed on a daily basis, with the data being encrypted and replicated/moved offsite each night.

For on-site availability and redundancy, it is recommended the use of Distributed File System (DFS), which comes standard on all Windows Server products. DFS is used to ensure redundancy between specific file shares as each server on the network has an exact copy of all shared file data. Replication occurs real-time and is replicated at a low cost to network bandwidth. Should a server fail for any reason, data is still accessible on the other server with little to no impact to the user.

For offsite backups, please recommend methods to be used to generate a bare-metal (meaning the entire hard drive or hard drive array is mirrored) backup to both the fileserver and to the encrypted removable hard drive that can be removed offsite or replicated in its entirety in a cloud backup and retrieval datacenter. Should a server suffer a catastrophic failure or be destroyed in a manmade or natural disaster.

6.15 Remote Monitoring and System Administration

Action Item 7-Remote monitoring

Action Item 13-Network and systems security

System configuration control facilities shall enable Lake County Government to manage the system. Lake County Government System Administrators must be able to perform these configuration control functions without Contractor support. The proposed system shall include the hardware, all required software, and the necessary link to the telephone system. The system configuration control functionality must be able to be accessed via the Lake County Government network and remotely via dial-up link, VPN, or web portal, with appropriate security. As a minimum, the system must support the following:

6.15.1 Control of Network Services

The system will allow Lake County Government to exercise control over network services attached to the system.

6.15.2 System Reporting

It is required that all real time status (update) reports, traffic studies, configuration control and automatic and/or controlled diagnostic testing information be accessible through the administration systems (visual display and hardcopy printout).

6.15.3 System Diagnostics

Action Item 5-Hardware support and/or manufacturing

Action Item 13-Network and systems security

The system shall provide appropriate built in test and diagnostics to enable Lake County Government staff to conduct on and off line tests. System shall provide:

- Appropriate indications of failed or marginal components
- Repertoire of status and error messages (periodic and event driven basis)

The system will enable operations personnel to perform test and diagnostic procedures via the Lake County Government network and remotely via dial-up link, VPN or web portal, with appropriate security, while the system is on line, handling calls.

It is in best interest of Lake County Government for the ability to remotely monitor all devices within the network and provide historical data as well as generate reports on system and network health. This allows Lake County Government and IT Service Partner contractor to be proactive in identifying areas that need improvement as well as addressing latent problems before they become manifest. An executive monitoring report is to be provided to Lake County Government on a monthly basis.

Once monitoring is initiated, support is automatically notified of any system failure or any issue where certain predefined thresholds are met (e.g. out of memory, 90%+ disk space usage, high CPU usage for > 5 minutes, network bandwidth anomalies).

6.16 Infrastructure/Organizational Structure

Action Item 21-User policy analysis and enforcement

Action Item 13-Network and systems security

Since the main purpose an Active Directory domain is to ensure proper authentication (security), efficient resource allocation, manageability, access and resiliency, the AD structure should mirror the structure of the organization. Each department in the organization is configured to have its own Organizational Unit (OU) within AD, and users and computers are assigned to those OUs. If government employees have multiple roles, they can be included in multiple groups that span different OUs.

To accomplish organization of Lake County Government, it is recommended for AD to house the following OUs in a hierarchical fashion (this follows the same structure as an organization chart): Commissioners, Building and Land Use, Clerk/Recorder, Assessor, Health, Human Services, Recreation, etc.. Groups of users, which are simply containers for one or more employee accounts, are then attached to each OU. Users are then added to the OU user groups based on the role within the government. If employees span multiple OUs, they are simply added to the appropriate groups. The same also applies to hardware devices, such as computers and printers.

Mirroring the organizational structure of Lake County Government ensures that as employees change roles and new employees are added or subtracted, the information technology infrastructure is easily assigned to those employees. The same benefits apply to the general IT needs of Lake County Government as technology assets change, grow, or migrate. This creates a resilient, easily manageable

and adaptable IT environment that results in improved productivity since users (and devices) are efficiently managed and have access to those resources required to perform their work.

Note: The audit probes had revealed that the Lake County Government computer systems infrastructure organizational structure is not setup in this manner.

6.17 Virtualization

Action Item 20-Virtualization (VMware and/or MS Hyper-V)

Action Item 3-Comprehensive backup solution (onsite and offsite)

Action Item 6-Disaster recovery (and as part of an existing organizational disaster recovery plan)

Action Item 12-System performance optimization

Action Item 11-System upgrades (Hardware/Software/OS)(Virtual/Non Virtual)

Given any specific OS and software requirements, virtualization allows a single host machine to host one or many virtual servers. For instance, a single, well-appointed server could host an XP instance, a Server 2000 Instance, and a Server 2008 instance (running Active Directory, Print Server, File Server, and act as a domain controller).

Existing software recommendations at the county may require specific versions of Windows operating systems, including server, in order to run correctly. Where updates to the software are prohibitive due to either cost or availability, virtualizing those servers within the larger framework of the domain is the most cost effective and resilient solution. This allows the same level of access but as they are virtual servers, they are easily replicated, monitored, and can take full advantage of the improvements (speed, network throughput, space, and machine performance) of the underlying operating system.

Please use the following examples, or alternatives of products, to support virtualization for Servers and ThinClient Workstations:

- Front End Servers(ESxi)
- Hypervisor Software (VmWare View, Citrix, Microsoft)
- VmWare Composer
- VmWare Horizon
- VmWare Thinapp
- Tiered Storage/Shared Storage (SAN,EMC,Dell Compellent, NetApp)
- Storage Network Facility (Fiber Channel, iSCSI)
- ThinClient Appliances (HP, Dell, etc)

Please note, virtualization is sometimes, though rarely, limited in certain cases by the specific requirements of proprietary software. Virtualized environments do not always provide the necessary hardware framework required. In those instances, existing servers can be repurposed and utilized with backups available should the server need replacement. Please elaborate on Virtualization.

7. TRAINING

Action Item 22-Training, where necessary and appropriate

7.1 End User Training

The Contractor shall supply complete Workstation and Applications user training for Workstations/Personal Computers utilizing live equipment at Lake County Government's site, within two weeks prior to system cutover. Lake County Government will provide appropriate space and assist in scheduling of classes for user training. Each user will be provided with written training materials for

his/her Workstation. In addition, a supply of training materials/user guides shall be provided to Lake County Government for future use. User guides should also be made available on line.

7.2 System Administration Training

The Contractor shall supply complete training on the operation of the Network/Computer Management and Administration functions, within two weeks prior to the system cutover, at no cost to Lake County Government. Training will be provided on all primary and peripheral systems and services installed under this contract.

7.3 Migration/Implementation Training

“Train the Trainer” or equivalent training shall be provided to staff. Please include itemized costs for training. The Contractor shall provide the materials and support necessary for Lake County Government to provide training on an ongoing basis to new employees and refresher training to existing employees. Provide descriptions of all training programs available, length of classes, and quantities of individuals per class. Provide copies of training materials. Training materials and manuals should be available for download to Lake County Government via the Internet.

7.4 Workgroup Technology Training

As an option, provide per student and/or per class pricing for the training of managers on strategies for productive and cost effective utilization of the installed technology. Training should include topics in the following tier level Workgroups as deemed appropriate by Lake County Government:

- Network Managers/Administrators
- Workgroup Leaders (Train the Trainer)
- End Users (by Department)
- Mobile Users

8. Service Level Agreement (SLA)

Action Item 12-System performance optimization

The IT Service Partner (Contractor) shall work and provide Lake County Government with an acceptable and mutually agreed upon Service Level Agreement (SLA). Include with proposal. This SLA shall include but is not limited to:

- What percentage of the time services will be available.
- The number of users that can be served simultaneously.
- Specific performance benchmarks to which actual performance will be periodically compared.
- The schedule for notification in advance of changes that may affect users.
- Help desk response time for various classes of problems.
- Dial-in access availability.
- Usage statistics that will be provided.
- What is and is not managed, such as hardware, software, and any specific requirements of each; and the project quarterly requirements, both ongoing and severally.

9. Timelines and Implementation of Proposed Project

Note-The goal is to have a five year Project Plan addressing the most critical components first. The below timelines are estimated.

2013 Q1 Q2 Q3

Phase 1: Internet

External Network/Internet connectivity is an essential component of local infrastructure. Currently a full T1 is the infrastructure. A second full T-1 is possibly present but unknown if is being utilized. Monitoring, utilization, testing and reporting for capabilities with recommendations is part of this RFP.

Phase 2: Minimum Accepted Data integrity & Security Levels

Action Item 6-Disaster recovery (and as part of an existing organizational disaster recovery plan)

Current network is audited for security and backups (onsite and offsite). Deviation from best practices is corrected within the context of existing infrastructure; meaning that while best practices may eventually require the purchase of one or more storage servers and appropriate backup software (e.g. Backup Exec, SAN server), such acquisition is beyond the scope of this phase and is covered later. The purpose of this phase is to ensure data is being backed up and the network is secure within the existing infrastructure and during subsequent phase implementation.

Phase 2: Physical infrastructure

Action Item 11-System upgrades (Hardware/Software/OS)(Virtual/Non Virtual)

Action Item 18-Vendor management

In order to ensure the physical environment is adequate for existing and future systems, the following items are addressed during this phase.

1. **Data Transport:** A determination must be made on the structural integrity of the physical transport media (cabling and power) and whether that needs to be replaced. Determination that the physical environment is adequate.
2. **Physical Location:** The server/data center room as it exists now needs to be moved to a different location that offers the necessary power and cooling required for IT systems. Main building IT Closet is in process of being moved to area of clerk's office. Build out of closet to specifications needs to be made. Secondary closet is located in the annex office. Specifications need to be met in this closet also. Outlying locations do not include any wiring closets.
3. **Network switches** are to be replaced with managed Netgear ProSafe or Cisco Gigabit switches (10x100x1000). Recommendations need to be made.

Because this may require the use of contractors, there are two options, each with their own steps.

Option 1: Recommend from prospective IT Partner:

- 1) **Data Transport:** A determination is made on the structural integrity of the physical transport media (cabling and power) and a recommendation is made addressing specific replacement/upgrade needs. This audit is completed by the chosen IT Partner and submitted to Lake County Government so a separate RFP can be generated.
- 2) **Physical Location:** Recommend locations for server/data center room to be improved within facilities that offers the necessary power and cooling required for IT systems.
- 3) IT Partner would act as a consultant on infrastructure improvements to Lake County Government but would not manage contractors/vendors or provide any project management within the scope of this phase.

Option 2: Included in the RFP for IT Partner:

- 1) **Data Transport:** A determination is made on the structural integrity of the physical transport media (cabling and power) and a recommendation is made addressing specific replacement/upgrade needs.

This audit is completed by the chosen IT Partner and a suitable contactor is chartered and managed by that partner to perform the necessary improvements.

- 2) **Physical Location:** Recommend locations for server/data center room to be improved within facilities that offers the necessary power and cooling required for IT systems. The chosen IT partner manages this migration similar to 1) above.
- 3) IT Partner manages the entire infrastructure project.

Phase 3: End Point Appliance Replacement

Action Item 16-System and network analysis and inventory

Perform analysis of existing of Cisco firewall units of adequacy and/or replacement with the recommendations. Out of warranty Cisco appliances are retired. Network switches and hubs greater than five years of age or outside warranty will be replaced. Hubs will be replaced with switches in all cases. (replaced with managed recommended Gigabit switches (10x100x1000)).

Phase 4: End Point Security Appliance Replacement

At this phase, there are three options for an RFP proposal, from highest to lowest Total Cost of Ownership (TCO):

1. Replacement of the security appliances with recent generation Cisco security appliances (PIX or ASA). The scope of the RFP indicates implementation and management.
2. Replacement of the security appliance with Cisco alternative such as FortiGate, SonicWall, ZyXEL, Juniper, etc. The scope of the RFP indicates recommendation, implementation and management.
3. Current security appliances (Cisco) are retained. The scope of the RFP is for management only.

The following equipment would be installed (if not already existing) in the new server room:

1. A full or half rack to house the server equipment.
2. A UPS power management system.
3. Central switch tied into the patch panel (the patch panel would be installed during Phase 3 when the server room is relocated).

Phase 5: Lifecycle Management (report)

Action Item 18-Vendor management

IT Partner provides a detailed report of all existing network devices (workstations, laptops, mobile devices, servers) and their warranty status, as well as end-of life projections and road-map (5 years) for replacing hardware and/or software.

This report should also recommend a detailed three-to-five year plan for cycling devices, which would include cost, warranty information, software assurance (if provided within the scope of the RFP) and any other aspect of a total IT management package. In other words, the RFP should indicate whether the management of user devices of each type (e.g. laptops, PCs, printers) is managed wholly by the IT Partner, partially, or conditionally.

For example,

1. IT Partner provides Lake County Government with PCs. The PCs are leased to or purchased by Lake County Government but are wholly managed by the IT Partner. IT Partner is responsible for all hardware and software.
2. Lake County Government works with a systems partner (Dell, HP, etc.) to procure PCs, which are then managed by the IT Partner under vendor management. IT Partner is only responsible for hardware and software not expressly handled by the systems partner.
3. Lake County Government purchases PCs and a management contract from third-party vendor. IT Partner does not manage systems but only ensures they are able to connect to the network. No troubleshooting or other maintenance is performed on these systems by the IT Partner.

Phase 5: Server infrastructure

Budgeted proposal assessment for replacement servers and other ancillary appliances by Lake County Government. This initiates planning, configuration, implementation and road map to begin the migration from existing servers to the updated servers. New servers would be installed at a cooled and well ventilated location and work in tandem with the existing servers. The new servers would only become part of the domain and would not act in a management capacity. Additionally, the following ancillary equipment would be installed (if not already in place):

1. A full or half rack to house the server equipment
2. A redundant UPS power management system
3. Central switch tied into the patch panel (the patch panel would be installed during Phase 2 when the server room is relocated.

At this point, the IT Partner begins the migration from existing servers to the updated servers. New servers would be installed at the location and work in tandem with the existing servers. New servers would only become part of the domain and would not act in a management capacity. The RFP should include a request for the projected cost based on current technology and estimated storage needs.

Phase 6: Domain Reconfiguration

Once the new servers are in place, both the Windows 2000 Server and the Server 2012 machines are configured with the new organizational schema briefly discussed earlier. Groups and users are assigned to their Organizational Units, and backup disaster recovery systems are in place and a pilot program is initiated to ensure user operability.

2013 Q4

Phase 7: Domain Reconfiguration

The Domain infrastructure is rolled out across the organization.

After a test period of 30 days, the pilot program is concluded and all issues with domain migration are resolved. The Domain infrastructure is rolled out across the organization. The RFP should include comprehensive Project Management capabilities and process improvement methodologies as an essential component to completing Lake County Government's network redesign.

The pilot program is concluded and all issues with domain migration are resolved.

Phase 8: Domain Roles

During this phase, all roles for the domain are installed and implemented on the new servers, which includes file and print sharing as well as DNS, DHCP, and backup disaster recovery systems.

2014

2014 Q1

Phase 9: Server Infrastructure

Action Item 6-Disaster recovery (and as part of an existing organizational disaster recovery plan)

Migration from the existing servers to the new servers begins, utilizing virtualization where appropriate. Old servers are retired and a comprehensive backup solution is implemented across the entire domain.

1. The existing Exchange server is migrated to the Exchange Server 2010. Mailboxes are moved and tested for operability.
2. The comprehensive backup solution should include both onsite (SAN solution) and offsite (encrypted removable disk or cloud solution dependent on the amount of data being backed up). The backup solution should incorporate the Backup Exec software, currently the industry standard in comprehensive backup management.
3. There are several options when virtualizing servers and operating systems within the network. The two main options are VMware and Microsoft's Hyper-V. The prospective IT Partner should be well-versed in either or both virtualization technologies since it is an essential component in the redesign of Lake County Government's network.

2014 Q2

Phase 10: Lifecycle Management

This phase consists of implementing the lifecycle report per the parameters outlined in phase 5.

2014 Q3

Phase 11: Audit

Action Item 19-System auditing

An additional comprehensive audit is performed and recommendations are made regarding additional server acquisitions and general infrastructure improvements including input from key stakeholders and users.

2014 Q4

Phase 12: Lifecycle Management

Further implementation of the lifecycle report (same process as Phase 10)

2015

2015 Q1 – Q3

Phase 13: Monitoring and Reporting

At this phase, all infrastructure upgrades are complete with the possible exception of Lifecycle Management. Monitoring and reporting continues to provide an overview of the IT health of the organization and allows for future planning.

Segment 2015 Q4

Phase 14: Lifecycle Management

Final implementation of the lifecycle report (same process as Phase 10). At this point, all machines should now be replaced (or repurposed) and every machine is warranted and proactively managed both onsite and remotely per the parameters outlined in phase 5.

PLEASE NOTE THAT THESE SEGEMENTS OR TIMELINES CAN BE CHANGED OR MODIFIED AT WILL BY LAKE COUNTY GOVERNEMENT DEPENDING ON THE IMMEDIACY OF NEED.

Confidentiality Agreement

It is understood and agreed to that the Discloser and the Recipient would like to exchange certain information that may be considered confidential. To ensure the protection of such information and in consideration of the agreement to exchange said information, the parties agree as follows:

1. The confidential information to be disclosed by Discloser under this Agreement ("Confidential Information") can be described as and includes:

Technical and business information relating to Discloser's proprietary information technology, computer network system, hardware, software, schematics and applications, regardless of whether such information is designated as "Confidential Information" at the time of its disclosure.

In addition to the above, Confidential Information shall also include, and the Recipient shall have a duty to protect, other confidential and/or sensitive information which is (a) disclosed by Discloser in writing and marked as confidential (or with other similar designation) at the time of disclosure; and/or (b) disclosed by Discloser in any other manner and identified as confidential at the time of disclosure and is also summarized and designated as confidential in a written memorandum delivered to Recipient within thirty (30) days of the disclosure.

2. Recipient shall use the Confidential Information only for the purpose of preparation of response to RFP issued by Discloser.
3. Recipient shall limit disclosure of Confidential Information within its own organization to its directors, officers, partners, members and/or employees having a need to know and shall not disclose Confidential Information to any third party (whether an individual, corporation, or other entity) without the prior written consent of Discloser. Recipient shall have satisfied its obligations by its employees, agents, consultants and others who are permitted access to or use of the Confidential Information.
4. This Agreement imposes no obligation upon Recipient with respect to any Confidential Information (a) that was in Recipient's possession before receipt from Discloser; (b) is or becomes a matter of public knowledge through no fault of Recipient; (c) is rightfully received by Recipient from a third party not owing a duty of confidentiality to the Discloser; (d) is disclosed without a duty of confidentiality to a third party by, or with the authorization of, Discloser; or (e) is independently developed by Recipient.
5. Discloser warrants that he/she has the right to make the disclosures under this Agreement.
6. This Agreement shall not be construed as creating, conveying, transferring, granting or conferring upon the Recipient any rights, license or authority in or to the information exchanged, except the limited right to use Confidential Information specified in paragraph 2. Furthermore and specifically, no license or conveyance of any intellectual property rights is granted or implied by this Agreement.
7. Neither party has an obligation under this Agreement to purchase any service, goods, or intangibles from the other party. Discloser may, at its sole discretion, using its own information,

offer such products and/or services for sale and modify them or discontinue sale at any time. Furthermore, both parties acknowledge and agree that the exchange of information under this Agreement shall not commit or bind either party to any present or future contractual relationship (except as specifically stated herein), nor shall the exchange of information be construed as an inducement to act or not to act in any given manner.

8. Neither party shall be liable to the other in any manner whatsoever for any decisions, obligations, costs or expenses incurred, changes in business practices, plans, organization, products, services, or otherwise, based on either party's decision to use or rely on any information exchanged under this Agreement.
9. If there is a breach or threatened breach of any provision of this Agreement, it is agreed and understood that Discloser shall have no adequate remedy in money or other damages and accordingly shall be entitled to injunctive relief; provided however, no specification in this Agreement of any particular remedy shall be construed as a waiver or prohibition of any other remedies in the event of a breach or threatened breach of this Agreement.
10. This Agreement states the entire agreement between the parties concerning the disclosure of Confidential Information and supersedes any prior agreements, understandings, or representations with respect thereto. Any addition or modification to this Agreement must be made in writing and signed by authorized representatives of both parties. This Agreement is made under and shall be construed according to the laws of the State of Colorado, U.S.A. In the event that this agreement is breached, any and all disputes must be settled in a court of competent jurisdiction in the State of Colorado, U.S.A.
11. If any of the provisions of this Agreement are found to be unenforceable, the remainder shall be enforced as fully as possible and the unenforceable provision(s) shall be deemed modified to the limited extent required to permit enforcement of the Agreement as a whole.

WHEREFORE, the parties acknowledge that they have read and understand this Agreement and voluntarily accept the duties and obligations set forth herein.

Recipient of Confidential Information: _____

Name (Print or Type): _____

Company: _____

Title: _____

Address: _____

City, State & Zip: _____

Signature: _____

Date: _____

Discloser of Confidential Information: Lake County Board of County Commissioners

Name (Print or Type): Michael Bordogna

Title: Board of Commissioners Chairman

Address: 505 Harrison Avenue

City, State & Zip: Leadville, CO 80461

Signature: _____

Date: _____