



**QUALITY WATER  
QUALITY SERVICE**

**REQUEST FOR PROPOSALS**

**June 2014**

**IT INFRASTRUCTURE SUPPORT & MANAGED SERVICES**

**CLAYTON COUNTY WATER AUTHORITY  
1600 Battle Creek Road, Morrow, Georgia 30260**

**Proposal Opening: Tuesday, July 15, 2014 at 2:00 p.m. (local time)  
1600 Battle Creek Road, Morrow, GA 30260**

**Non-Mandatory Pre-Proposal Conference Call: Tuesday, June 24, 2014 at 2:00 p.m. (local time)**

## **Table of Contents**

---

<b>Division 1</b>	<b>Project Description</b>	
Section 1	Request for Proposals .....	1-1.1
Section 2	General Overview .....	1-2.1
2.1	Objective .....	1-2.1
2.2	Scope of Services .....	1-2.1
2.3	Proposal Submission .....	1-2.3
2.4	Proposal Requirements .....	1-2.3
2.5	Proposal Format .....	1-2.3
2.6	Proposal Schedule .....	1-2.3
2.7	Addenda .....	1-2.8
2.8	Proposal Preparation Costs .....	1-2.9
2.9	Proposal Evaluation Criteria .....	1-2.9
2.10	Special Provisions .....	1-2.10
<b>Division 2</b>	<b>Proposal Submittals</b>	
Section 1	Instructions to Proposers .....	2-1.1
Section 2	Risk Management Requirements .....	2-2.1
Section 3	Hold Harmless Agreement .....	2-3.1
Section 4	Required Proposal Forms .....	2-4.1
Section 5	Cost Proposal Form .....	2-5.1
Section 6	Georgia Bid Bond (Not Required)	
Section 7	Partnership Certificate .....	2-7.1
Section 8	Proposer Qualification Information .....	2-8.1
Section 9	Contractor Affidavit & Agreement .....	2-9.1
<b>Division 3</b>	<b>Contract Forms</b>	
Section 1	Master Service Agreement Form .....	3-1.1
Section 2	Performance Bond (Not Required)	
Section 3	Payment Bond (Not Required)	
Section 4	Non-Collusion Certificate .....	3-4.1
<b>Division 4</b>	<b>Specifications</b>	
Section 1	IT Infrastructure Support .....	4-1.1
Section 2	Sharepoint Support .....	4-2.1

**END OF SECTION**

## **Division 1**

## **Project Overview**

### **Section 1: Request for Proposals**

Clayton County Water Authority  
1600 Battle Creek Road  
Morrow, Georgia 30260

**Name of Project: IT Infrastructure Support & Managed Services.**

The Clayton County Water Authority will open sealed proposals from contractors at its office located at 1600 Battle Creek Road, Morrow, Georgia 30260 on **Tuesday, July 15, 2014 at 2:00 p.m. (local time)** for **IT Infrastructure Support & Managed Services**. Any proposals received after the specified time will not be considered.

A Non-Mandatory Pre-Proposal Conference Call will be held on **Tuesday, June 24, 2014 at 2:00 p.m. (local time)**. Vendors interested in participating in the conference call meeting should email our Procurement Department at **ccwa\_procurement@ccwa.us** no later than Tuesday, June 24, 2014 by noon. The email needs to include the participant's phone number and CCWA will provide call in instructions.

In an effort to promote responsible environmental practices the proposal package is available in electronic (Adobe PDF) format and can be requested by calling **770-960-5223**, M-F, 8:00 am - 5:00 pm or by e-mail to **CCWA\_Procurement@ccwa.us**. Proposers will need to provide contact information and an email address and any file size transfer limits to insure email transmittals can be made. A hardcopy proposal package can also be requested at a cost of \$25.

Clayton County Water Authority  
Walter Marie Barber, Chairperson

## **Division 1**

## **Project Description**

### **Section 2: General Overview**

#### **2.1 Objective**

The purpose of this Request for Proposal (RFP) is to enable CCWA to select proposers which can provide the best solution and services and possess highly qualified and reliable personnel that specialize in Monitoring and Managed Services for IT Infrastructure and Sharepoint. In addition, we want to find an experienced, reliable proposer to provide the Clayton County Water Authority (CCWA) with professional services on a supplemental project basis. Specific project assignments will be assigned on an as-needed basis.

Proposers must be an approved Business Partner in the area(s) you are proposing on (Cisco, Vmware, IBM, Microsoft) to be considered responsive for this RFP.

Proposers must be United States based companies, with headquarters physically located within the Continental United States. Not less than 70% of the personnel resources of proposers to be assigned to these tasks must all be physically located within the Continental United States. All management personnel of proposers to be assigned to these tasks must be physically located within the Continental United States.

The initial term of this contract will be for twelve (12) months, with the option to extend up to four (12) twelve months renewal terms with no changes in price, terms, and conditions, by written mutual consent by the Proposer and CCWA.

CCWA will issue a Master Service Agreement with all awarded proposers followed by the issuance of a Statement of Work for each authorized task or project. A copy of our Master Service Agreement and Statement of Work template is included in this RFP.

#### **2.2 Scope of Services**

The scope of services for this contract is to perform the following services:

- I) IT Infrastructure Support, Monitoring & Managed Services as directed by CCWA.

Services to include project management, server administration (windows), Enterprise Backup and Recovery systems, system architecture, technical expertise, detailed design document development, procedures documentation and other IT infrastructure functions for the following areas:

## **Division 1**

## **Project Description**

### **Section 2: General Overview**

- Network Support  
This could include Cisco device configuration, network troubleshooting, physical wiring, network design, and other normal support functions. Must be Cisco certified.
- VMware Support  
This could include Host configuration, troubleshooting, system design, SRM support, best practices advisory, datastore support, and other normal support functions.
- Windows Support  
This could include Server configuration, troubleshooting, system design, best practices advisory, system setup assistance (Sharepoint, SQL, System Center, BizTalk....), and other normal support functions.
- Hardware Support  
This could include disk configuration, peripheral installation/configuration, resources evaluation and recommendation, troubleshooting, and other normal support functions. Must be IBM certified (V7000, IBM System X Servers).

*While it's CCWA's preference that one vendor provide all of these services, CCWA will entertain proposals that only address a portion of these infrastructure areas such as separating system monitoring from project-based work and by separating into the sub-segments (Network, VMware, Windows, Hardware).*

#### II) Sharepoint Programming, Monitoring, Maintenance, and Support.

Solutions to provide SharePoint Programming, Remote Monitoring services and Production Support with the potential to have the SharePoint environment hosted by a 3rd party provider as well.

The selected partner will work with CCWA IT business personnel by providing implementation services, project management, best business practice expertise and technical subject matter expertise in performing these services.

**For detailed specifications for the appropriate areas please refer to Division 4 – Specifications, pages 4-1.1 through 4-2.6 of these proposal documents.**

## **Division 1**

## **Project Description**

### **Section 2: General Overview**

#### **2.3 Proposal Submission**

One (1) original and five (5) bound copies, and one (1) electronic submission in pdf format of the Proposal (**excluding the cost proposal form\***) shall be submitted in a sealed container, and delivered by hand, courier service, or via the United States Postal Service to *Clayton County Water Authority, 1600 Battle Creek Road, Morrow, Georgia, 30260*. No facsimiles will be accepted. At the time specified for the Proposal Opening, the sealed containers shall be publicly opened, but only the names of the Contractors shall be read aloud.

***\* One original paper copy of the cost proposal form must be submitted in a separate sealed envelope and placed within the sealed submittal package. The cost proposal envelopes will NOT be opened until all evaluations and references are completed for all proposers.***

#### **2.4 Proposal Requirements**

The awarded proposer along with designated Clayton County Water Authority personnel will be responsible for managing the tasks under this RFP.

#### **2.5 Proposal Format:**

All proposals should include the information outlined below and be tabbed to denote the sections as noted:

##### **1. Executive Summary**

A one page letter of introduction and interest on letterhead. Provide the full name and address of the organization and the branch or office that will perform the work. Include telephone number, point of contact and official signature of an authorized company representative. Indicate whether you operate as a single proprietorship, partnership, or corporation. Include the State(s) in which you are incorporated and/or licensed to operate.

This part of the response to the RFP should be limited to a brief narrative highlighting the proposer's Proposal. The summary should contain as little technical jargon as possible, and should be oriented toward non-technical personnel.

The proposer will provide a profile of its organization and all other companies who will be providing products or services through a subcontracting arrangement with the proposer.

## **Division 1**

## **Project Description**

### **Section 2: General Overview**

#### **2. Qualifications/Experience/Service Level**

The proposer shall provide the following information:

1. Size of Company and base of operations, include operations outside of US, if any.
2. Organization Management Overview.
3. Ownership.
4. Number of offices / locations.
5. Number of employees.
6. Experience in the Utilities Industry.
7. Amount of experience that includes the array of Windows server and network technology.
8. Number of Clients for Web Managed Services.
9. Availability of resources – lead time required to have resource work on CCWA projects and support.
10. Average years' experience of the consultants you intend to assign to service the CCWA IT infrastructure.
11. Microsoft Certification: (Yes/No) - Certification level.
12. Cisco Certification: (Yes/No) - Certification level.
13. VMWare Certification: (Yes/No) - Certification level.
14. Citrix Certification: (Yes/No) - Certification level.
15. Microsoft partner Certification: (Yes/No) Certification level.
16. SharePoint Certification: (Yes/No) Certification level.
17. Significant Awards from Microsoft or other vendors.
18. Any additional information that would be pertinent.
19. Experience with: Windows Server OS.
20. Experience with Cisco switches and firewalls.
21. Experience with VPN clients.
22. Experience with VMWare modules.
23. Experience with Citrix servers and clients.
24. Experience with enterprise Microsoft products – list vendor and version.
25. Experience with other systems.
26. Practice areas – what packages do you consult on (Scope of Services Available).
27. IT vendor staff certifications should include MCSE, MCSA, MCITP, MCTS, CCNA, CCDP, and CCNP. MCSM, CCDE, CCIE Data Center, CCIE Security, CCIE R&S, CCIE Ops, CCIE Wireless, and CCIE SAN (expert) certifications are a plus.

## **Division 1**

## **Project Description**

### **Section 2: General Overview**

#### Sharepoint Support proposals shall also include:

Please provide the composition of your technology team and include resumes for each individual that you propose to work with CCWA managed services including individuals that will be part of the reporting structure. Also provide the number of full time SharePoint Administrative resources that you have.

A summary of staff expertise, which includes the following:

1. SharePoint 2010 including SharePoint Designer.
2. ASP.NET.
3. Classic ASP (we have some applications that were not converted to ASP.NET).
4. CSharp (a.k.a. C#).
5. Windows Server 2012, 2008 and older versions.
6. MSSQL Server 2008 and older versions.
7. Knowledge of SSL, HTTP and HTTPS.
8. Understand security certificates.
9. Know how to remote into assigned servers.
10. Be able to debug based on different Internet browsers.

### 3. Project Understanding and Approach

#### IT Infrastructure Support Services:

- A. Provide an Outline of your technical expertise and experience with all aspects of Windows server and network technology. Define how requirements will be gathered from existing IT infrastructure and business department staff, how it will be documented; describe the specific steps and deliverables. Also define the milestone/approval process.
- B. Provide a description of administrative capabilities to support the cost tracking of implementation services.
- C. Provide CCWA with the methodology that respondent will dutifully follow for the specified project or support, as well as any impacts related to the potential upgrade of the IT infrastructure.
- D. Provide CCWA with the Contact Process/Escalation Process to obtain Services. Specifically, respondent must reply what process would be



## **Division 1**

## **Project Description**

### **Section 2: General Overview**

followed in order to obtain Services, as well as definition of escalation should services not be delivered in a timely or effective manner.

- E. Provide CCWA definition of Testing Processes. CCWA needs to know how changes will be made, unit tested, and delivered to ensure that required changes are delivered successfully the first time, according to agreed-upon requirements.
- F. Please explain how your company identifies risks and mitigation strategies. Describe the Critical Success Factors (CSF) that makes the servicing/request successful and include the kind of safeguards do you put in place to guarantee success.
- G. Please explain your knowledge transfer strategy.
- H. Please provide the specific Resource Fee Structure that is going to be charged to CCWA per resource or area. Include a brief description of the resources general roles and responsibilities. It is our expectation that this will be presented as a monthly fee to CCWA for managed services. Support services should be proposed via the fee/rate schedule listed.

#### Sharepoint Support Services:

- A. Provide Outline of the vendors Solution Development Life Cycle (SDLC) with specific emphasis on the Requirements/Design Process. Define how requirements will be gathered from the business, how it will be documented, what the specific steps and deliverables. Also define milestone/approval process.
- B. Provide a description of administrative capabilities to support the cost tracking of implementation services.
- C. Provide CCWA with the methodology that respondent will dutifully follow for the migration to these products.
- D. Provide CCWA with the respondent's company information - for example (but not limited to) the company size, industrial track record, financial stability, how long in business and capacity to provide the managerial, technical and physical resources to deliver the required services over the required time period. Please also provide information on how the respondent has provided services to companies of similar size and geographic dispersion (US and Canada) as CCWA.

## **Division 1**

## **Project Description**

### **Section 2: General Overview**

- E. Provide CCWA with the Contact Process/Escalation Process to obtain Services. Specifically, respondent must reply what process would be followed in order to obtain Services, as well definition of escalation should services not be delivered in a timely or effective manner.
- F. Provide CCWA definition of Code Management and Unit Testing Processes (if required). CCWA needs to know how Code is going to be managed, unit tested and delivered to ensure that required changes are delivered first time right, according to agreed-on requirements.
- G. Please explain how your company identifies risks and mitigation strategies. Describe the Critical Success Factors (CSF) that makes the servicing/request successful and include the kind of safeguards do you put in place to guarantee success.
- H. Please explain your knowledge transfer strategy.
- I. Please provide the specific Fee Structure that is going to be charged to CCWA for the services. Include a brief description of the resources general roles and responsibilities. It is our expectation that this will be presented as a monthly fee to CCWA for managed services. Support services should be proposed via the fee/rate schedule listed.

#### **4. References**

Proposers must provide at least three project references that are similar in size and complexity of the Clayton County Water Authority that have used the proposed services.

Information should minimally include:

- Brief project scope of work
- Client Name, address, phone number, e-mail and contact person
- Primary site address and number of remote sites, if applicable
- Start and end date of project
- Firm's project manager and key personnel
- Constructed cost

Provide a matrix of recent projects. This shall show the list of projects and applicable project experience. Additionally the matrix will include the firm's key personnel for the project. References must be provided and will be contacted.

## **Division 1**

## **Project Description**

### **Section 2: General Overview**

#### 5. Financial Viability

Include the most recent two years of financial data, including:

- Audited Financial Statement.
- Balance Sheet.
- Dun & Bradstreet Report.

#### 6. Cost Proposals

***One paper original of the cost proposal form must be submitted in a separate sealed envelope and placed within the sealed submittal package. The cost proposal envelopes will NOT be opened until all evaluations and references are completed for all proposers.***

Cost proposal shall include a rate table, equipment markup percentage, and subcontractor markup percentage for the project. The rates for key project personnel on the organization charts shall be identified on the rate table. On the monthly invoice the firm will be required to provide copies of the invoices for material supplied to substantiate the equipment markup.

CCWA reserves the right to negotiate cost with any and all Proposers that may be awarded work under this Request for Proposal. Such negotiations are at the sole discretion of the CCWA.

The fee/rate schedule shall be all-inclusive, including but not limited to travel, overhead and administrative costs.

### **2.6 Proposal Schedule**

Non-Mandatory Pre-Conference Call – 2:00 PM	Tuesday, June 24, 2014
Deadline for questions - 2:00 PM	Tuesday, July 01, 2014
Issue Last Addendum - 2:00 PM	Monday, July 07, 2014
Proposal Opening - 2:00 PM	Tuesday, July 15, 2014
Monthly Board Meeting	Thursday, September 04, 2014
Complete execution of agreements	Monday, September 29, 2014
Contractor Kick Off Meeting	Monday, October 13, 2014

All times listed are local time.

## **Division 1**

## **Project Description**

### **Section 2: General Overview**

#### **2.7 Addenda**

Proposers may ask questions regarding this Contract prior to the proposal opening. To be considered, all questions must be received in writing either by fax (770-960-5229) or by email to **CCWA\_Procurement@ccwa.us** by **2:00 p.m. (local time) on Tuesday, July 01, 2014**. Any and all responses to proposer's questions will be issued in the form of an Addenda by fax or email. All addenda issued shall become part of the Proposal Documents.

#### **2.8 Proposal Preparation Costs**

Costs for developing proposals are entirely the responsibility of the Proposer and shall not be chargeable to the Clayton County Water Authority.

#### **2.9 Proposal Evaluation Criteria**

Proposals will be evaluated by CCWA staff and ranked based on the following criteria items 1-4 below. CCWA staff will then evaluate the cost submission portion of the proposals. Ranking of proposals and proposed contract award will be made at the sole discretion of the CCWA.

<b>Item</b>	<b>Evaluation Criteria</b>	<b>Points</b>
1	<b>Qualifications/Experience/Service Level</b>	35
2	<b>Project Understanding and Approach</b>	35
3	<b>References</b>	20
4	<b>Financial Viability</b>	20
5	<b>Cost Proposal <sup>(1)</sup></b>	30
	<b>Total Points</b>	140

<sup>(1)</sup> **Cost Proposal Form.** *The Cost Proposal Form must be submitted in a separate sealed envelope, and placed within the completed sealed RFP submittal package. No other references or mentioning of costs should be included in any other section of your submitted proposal. The Cost Proposal Form is to be opened after the first initial Evaluation of the proposal.*

## **Division 1**

## **Project Description**

### **Section 2: General Overview**

#### **2.10 Special Provisions**

No work will be assigned to subcontractors without the written approval of the CCWA.

The Contractor shall provide the necessary insurance and other requirements as per attached "Risk Management Requirements".

I have read and understand the scope of work, conditions, and requirements. I also understand, and have provided, all documentation required to be included for the CCWA's evaluation of criteria in this Request for Proposal. Omission of any part of the requested documentation may result in the disqualification of the proposal by the CCWA.

Proposer is submitting a proposal for: (Please select all that apply)

- IT Infrastructure:
  - Network Support
  - VMware Support
  - Windows Support
  - Hardware Support
- Sharepoint Programming, Monitoring, Maintenance & Support
- Both

Signed: \_\_\_\_\_

Name (Printed): \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

Date: \_\_\_\_\_

**END OF SECTION**

## **Division 2**

## **Proposal Submittals**

### **Section 1: Instructions to Proposers**

These instructions are to be followed by every entity proposing to provide the Clayton County Water Authority (CCWA) with goods and/or services. These instructions constitute an integral part of the proposal, and any Proposer agrees that tender of a proposal constitutes acknowledgment and acceptance of its obligation to adhere to these instructions, which are to be incorporated into and considered part of any contract the Proposer ultimately executes with the CCWA.

1. If there is any question whatsoever regarding any portion of the specifications, it shall be the Proposer's responsibility to seek clarification immediately from the CCWA, as early as possible prior to the proposal opening. Regarding public works projects, requests for interpretations of specifications must be made in writing to the department proposing out the project not later than five (5) days prior to receipt of proposals.
2. Unless it is otherwise stated in the proposal documents, it shall be the responsibility of the proposer to inform itself as to all conditions of the work site and to make and take account thereof in calculating and submitting its proposal. Documents may be made available by the CCWA during the proposal process; no warranty of accuracy is made in regard to these documents, and it is the responsibility of the proposer to make its own investigations as to the nature of the work and the conditions under which it shall be performed, and to make its own independent assumptions as to these matters. The burden of anticipating unforeseen circumstances, either hidden or latent, and the conditions of the work site and all related circumstances, and the cost of accommodating therefore should unanticipated circumstances be later encountered shall rest upon the proposer.
3. Pre-proposal meeting or any other information session will be held at the location as indicated in the solicitation. Unless indicated otherwise, attendance is not mandatory; although proposers are strongly encouraged to attend. However, in the event the meeting is mandatory, then a representative of the proposer must attend the meeting in its entirety to be considered eligible for solicitation award. Late entry to the meeting will not be allowed.
4. In the event that, after the acceptance of a proposal by the Board of Directors of the CCWA, any unsuccessful proposer wishes to contest such action, a written "Notice of Contest" must be filed with the General Manager no later than close of business on the 5th business day after the selection of successful proposer by the Board. Failure to timely file such notice shall forever preclude the filing of a contest of the award, or any civil action in the courts of the State of Georgia or of the United States.

## **Division 2**

## **Proposal Submittals**

### **Section 1: Instructions to Proposers**

5. Information submitted by the Proposer in the proposal process shall be subject to disclosure after proposal award in accordance with the Georgia Open Records Act. Proprietary information must be identified and be accompanied by a signed affidavit outlining the redacted information. Entire proposals may not be deemed proprietary.
6. Proposals must be made on the enclosed Proposal Form. Unless otherwise requested, one (1) original and at least two (2) copies of the Proposal Form need to be submitted, and these copies must be typewritten or printed in ink. All copies of any Proposal Forms must be signed in ink by the person or persons authorized to sign the Proposal Form. The person signing the Proposal Form must initial any changes or corrections.
7. The name of the person, firm, or corporation making the proposal must be printed in ink, along with the Proposer's signature, on all separate sheets of the Proposal Form. If a proposal is made by an individual, his name and post office address must be shown. If made by a firm, or partnership, the name and the post office address of each member of the firm or partnership must be shown. If made by a Corporation, the person or persons signing the proposal must show the name of the State under the laws of which the Corporation is chartered and his, or their, authority for signing same. The names, titles and addresses of the President, Secretary and the Treasurer and the corporate authority for doing business in this state shall be listed and returned with the Proposal Form.
8. All proposals must be hand delivered, delivered by courier service, or mailed via the United States Postal Service. No facsimiles will be accepted. The person, firm, or corporation making the proposal shall submit it in a sealed envelope on or before the date and time specified in the proposal package. The envelope shall be marked "**Sealed Proposal**" and carry the proposal title, Contractor's License Number and date and time of opening as set forth in the proposal package. The envelope shall also bear the name of the party making the proposal and the party's address. Address proposals to *Clayton County Water Authority, 1600 Battle Creek Road, Morrow, Georgia, 30260*. Even if a proposal is not submitted, the Proposal Form should be returned signed and with an explanation, otherwise the result will be deletion from the mailing list.
9. If published price books are a part of your proposal, one price book must be included with your Proposal Form, and the successful Proposer is required to furnish additional current price books after award of the proposal.

## **Division 2**

## **Proposal Submittals**

### **Section 1: Instructions to Proposers**

10. Alterations to the documents are strictly prohibited and shall result in automatic disqualification of the Contractor's proposal. If there are "exceptions" to the specifications or comments to any of the solicitation requirements or other language, then the proposer may ask questions regarding those requirements or submit additional documentation as to the variation from the specifications, but may not alter any of the language contained in the solicitation.
11. In the case of goods, the person, firm or corporation making the proposal may propose all items. All items may be considered separately, at the discretion of the CCWA.
12. Proposers for construction contracts where the laws of Georgia or the United States of America require a license in order to perform such construction must list the license number and class on the face of the proposal envelope and must enclose copies of any required license with the proposal.
13. When public work is let out for proposal, no person shall prevent or attempt to prevent competition in such proposal. Such Proposers must make an oath filed with the officer who makes payments under the contract that they have not prevented or attempted to prevent competition in the proposal process. Such oath must be signed by: if a partnership, all partners and any officer or agent or other person who acted on the partnership's behalf during the proposal process; if a corporation, all officers, agents, or other persons who acted for the corporation in the proposal process.
14. Proposals shall not be withdrawn or cancelled by the proposer past the proposal opening date and time. The proposer may make modifications/corrections to the proposal by submitting a corrected seal proposal but only if the change is prior to the proposal opening. The corrected document should be clearly marked that it supersedes the proposal originally submitted. No modification or corrections will be allowed subsequent to the proposal opening.
15. By tendering a proposal, a Proposer agrees to leave the proposal open for acceptance by the CCWA for ninety (90) days after the date set for the opening thereof.
16. By tendering a proposal, the Proposer certifies that the Proposer has carefully examined these instructions and the terms and specifications applicable to and made a part of the proposal. The Proposer further certifies that the prices shown in any schedule of items on which the Proposer is proposing are in accordance with the conditions, terms and specifications of the proposal and that they are aware that any exception taken thereto may



## **Division 2**

## **Proposal Submittals**

### **Section 1: Instructions to Proposers**

- disqualify the proposal. Proposers are required to inform themselves fully as to the availability of materials and the conditions relating to construction and labor under which any work will be or is now being performed. No error or misjudgment nor any lack of information on local conditions, general laws or regulations on the part of the Proposer shall merit withdrawal of the proposal.
17. Copies of all communication pertaining to proposals must be sent to the Contracts, Compliance and Risk Management Section.
  18. The purpose of this proposal is to establish contract prices. Unit price extension and net total must be shown if applicable. Cash discounts should be indicated separately. The CCWA is exempt from federal or state sales taxes; do not include such amounts in the proposal. Exemption certificates are furnished upon request.
  19. Proposers are hereby notified and agree by submission of a Proposal Form that if additional items not listed in the Proposal Form become necessary and require unit prices not established by the Proposal Form, the unit prices of such items shall be negotiated and shall be directly proportional to the established unit prices of similar items in the Proposal Form.
  20. All prices on goods shall be for delivery, our destination, f.o.b. freight prepaid Jonesboro, Georgia, and/or Morrow, Georgia, unless otherwise shown. Any deliveries shall be made as needed and requested throughout the contract period.
  21. Quantities when shown are estimates only, based on anticipated needs. The CCWA reserves the right to purchase more or less based on actual need at contract price. If a Proposer intends to offer minimum or maximum shipment quantities, such intent and such quantities should be specified on the Proposal Form. Otherwise, none will be assumed.
  22. The time for completion of the work is stated in the Proposal Form. Failure to complete the work within this period shall result in payment to the CCWA of liquidated damages in an amount provided for by contract for each calendar day in excess of the Contract time.
  23. The Proposer must employ such methods and means in carrying out the work as will not cause any interruption of or interference with any other Proposer.
  24. The successful Proposer must comply with the applicable Risk Management Requirements and the Hold Harmless Agreement prior to beginning performance.

## **Division 2**

## **Proposal Submittals**

### **Section 1: Instructions to Proposers**

25. The Contract between the CCWA and the Proposer shall be executed on a form provided by CCWA and will be subject to all requirements of the contract documents (which include but may not be limited to the Contract, these instructions, any Purchase Orders, the Risk Management Requirements, and the Hold Harmless Agreement), and shall form a binding contract between the contracting parties.
26. Failure to execute the Contract, any required Surety Performance and Payment Bonds, or to furnish any required satisfactory proof of carriage of required insurance within ten (10) days from the date of notice of award of the Contract shall be just cause for the annulment of the award and for forfeiture of the proposal guaranty to the CCWA, not as a penalty, but in liquidation of damages sustained. At the discretion of the CCWA, the award may then be made to the next lowest responsible proposer, or the work may be re-advertised or constructed by the CCWA.
27. Any Contract and Contract Bonds shall be executed in quadruplicate.
28. Award of this proposal shall be by action of the CCWA Board at its regular monthly meeting.
29. The CCWA reserves the right, with or without notice or cause, to accept any proposal regardless of the amount thereof; to reject any proposal, or any number of proposals; to negotiate with any Proposer for a reduction of or alterations in its proposal; to reject all proposals and to call for additional proposals upon the same or different invitations to proposal, plans or specifications; to be sole judge, in its discretion, on all questions as to whether or not a proposal complies with the invitation to proposal, the plans or the specifications, and as to the solvency and sufficiency of any and all sureties on all bonds.
30. The apparent low proposal for goods shall be considered to be the lowest aggregate total price of specified products at their unit prices times the estimated required quantities of these specified products.
31. While price is the prime criteria, and the CCWA intends to purchase at the lowest responsible proposal available, price shall not be the sole criteria utilized by the CCWA in evaluating the proposal package submitted. The following criteria shall also be utilized by the CCWA in determining the lowest responsible proposal:
  - a. Ability of proposer to perform in the time frame needed by the CCWA.
  - b. Reputation of the proposer in its industry.
  - c. Reasonableness of the proposal in relation to anticipated costs.

## **Division 2**

## **Proposal Submittals**

### **Section 1: Instructions to Proposers**

- d. Ongoing relationships with the CCWA based on above-average prior performance of work with the Authority.
  - e. Preference for local proposers where there is no significant variance in price or service.
32. Proposers are notified that the Authority reserves the right except in the case of public works contracts to include among the factors considered in awarding the contract the proximity of each Proposer's place of business to any affected Authority facility. The Authority further reserves the right to award the contract to a Proposer other than the Proposer offering the lowest price where: (a) the difference in price between the low Proposer and the preferred Proposer is nominal; and (b) the Authority's Board determines that the preferred proposal provides the most cost effective option due to the closer proximity of the preferred Proposer's place of business to the affected Authority facility or facilities. In such a situation, by responding to this proposal, the Proposer waives any cause of action against the Authority for frustration of proposal or under any similar legal theory; furthermore, the Proposer agrees to pay all costs and expenses, including but not limited to attorney fees, incurred by the Authority in defending against any such claim.
33. It is the policy of the Clayton County Water Authority (CCWA) to promote award of sub-agreements for goods and/or services to qualified minority and women-owned businesses. Proposers are encouraged to solicit minority and women-owned businesses whenever they are potential sources.
34. Proposers are encouraged to utilize the services and assistance of the U.S. Small Business Administration (SBA), and the office of the Department of Commerce Minority Business Development Agency (MBDA). These agencies can provide assistance in securing the names of qualified minority and women-owned businesses.

The Georgia Department of Transportation (DOT) has established a list of qualified Disadvantaged Business Enterprises. Information is available online under the tab for "Directories", link for "UCP Directory - Excel" at:

<http://www.dot.ga.gov/doingbusiness/dbepPrograms/Pages/default.aspx>.

The successful Bidder will be asked to provide, along with his Request for Payment each month a list of qualified MBE/WBE businesses utilized on this Project.

## **Division 2**

## **Proposal Submittals**

### **Section 1: Instructions to Proposers**

#### **GEORGIA SECURITY AND IMMIGRATION COMPLIANCE ACT OF 2006**

35. Pursuant to the Georgia Security and Immigration Compliance Act of 2006, the successful Proposer understands and agrees that compliance with the requirements of O.C.G.A.13-10-91 and Georgia Department of Labor Rule 300-10-02 are conditions of this proposal and contract document. The Proposer further agrees that such compliance shall be attested by the Proposer and any of his Subcontractors by execution of the appropriate Affidavit and Agreement included after the Agreement Form of these documents.

**END OF SECTION**

## **Division 2**

## **Proposal Submittals**

### **Section 2: Risk Management Requirements**

The Contractor will provide minimum insurance coverage and limits as per the following:

**Workers' compensation** as required by the State (Statutory) where the work is performed and Employers Liability in the amount of one million (\$1,000,000) Each Per Accident, Per Disease Each Employee and Per Disease Policy Limit. Service Provider shall also indemnify and hold CCWA harmless for any such liability that may attach to CCWA as a "statutory employer" of any of Service Provider's employees, agents or subcontractors. "An Alternate Employer Endorsement" naming the CCWA as a protected Alternate Employer will be added to the Workers' Compensation policy.

**Automobile Liability** insurance covering claims for injuries to persons and/or property arising from the use of motor vehicles, including onsite and offsite operations, owned, non-owned or hired vehicles, with \$1,000,000.00 Combined Single Limit.

**Commercial General Liability**, Occurrence Form, including Contractual Liability, per Project General Aggregate Limit of Liability, losses caused by explosion, collapse and underground (X,C,U perils). CCWA is added as an Additional Insured using ISO Form CG 20-10 extended to include Products/Completed Operations, or an equivalent Blanket Additional Insured endorsement, either form must be acceptable to CCWA. The coverage is primary as to the work of the Service Provider for CCWA and includes separation of insureds (cross liability). Additional Insured status will be certified to CCWA for a period of two (2) years following completion of the Project. The General Liability shall cover claims for or to persons or damage to property arising out of any covered negligent act or omission of Service Provider or of any of its employees, agents, or subcontractors.

Hold harmless Agreement in favor of Authority, a copy of which is attached.

**The insurance coverage and limits identified as follows are minimum requirements:**

\$ 1,000,000	Per Occurrence
\$ 1,000,000	Personal or Advertising Injury
\$ 1,000,000	Fire Damage
\$ 5,000	Medical Payments
\$ 1,000,000	General Aggregate
\$ 1,000,000	Products/Completed Operations Occurrence and Aggregate

## **Division 2**

## **Proposal Submittals**

### **Section 2: Risk Management Requirements**

In the alternative, the Service Provider may substitute claims made policy in the same amounts and for the same coverages, provided that it has full prior acts coverage and a two (2) year Extended Reporting Period included in the current policy.

**Professional liability insurance** to include coverage for CCWA and all Subs, Engineers and Design Consultants, with a minimum annual policy limit of \$1,000,000 per claim and in the aggregate. CCWA may increase the limit requirements where in the opinion of CCWA such increase is desired. The policy shall contain a two (2) year Extended Reporting Period or the Service Provider will furnish CCWA evidence of continuing coverage for that same period of time after completion. The Retro-active date under the policy will predate any work for CCWA. Sixty (60) days prior written notice of cancellation or non-renewal shall be given to CCWA in the event of termination or non-renewal. CCWA may elect to obtain a PROJECT or CCWA's policy on a primary or excess basis. The Service Provider will amend their PRACTICE policy to provide primary or excess coverage to increase the combined limits of coverage. Deductibles included in the policies will be the responsibility of the Service Provider.

Service Provider will furnish a Certificate of Insurance to CCWA for coverages (1) Workers' Compensation/Employers Liability; (2) Automobile Liability; (3) Commercial General liability; and (4) Professional Liability. The certificates will include a copy of the endorsement on each policy, which requires written notice to CCWA in the event of termination or non-renewal of at least sixty (60) days.

The certificates for the Commercial General Liability will also include a copy of the endorsement naming CCWA as an Additional Insured, providing primary coverage for Operations and Products/Completed Operations.

**Waiver of Subrogation** - Service Provider waives subrogation against CCWA as to Workers' Compensation including Employment Practices Liability, Automobile and Commercial General Liability Policies.

Each and every policy required by this contract shall be with a company that is rated by Best as A- or better. Further, CCWA shall not be responsible for any deductibles established by such policies.

**END OF SECTION**

## **Division 2**

## **Proposal Submittals**

### **Section 3: Hold Harmless Agreement**

To the fullest extent permitted by law, the Contractor shall indemnify and hold harmless the Clayton County Water Authority (the "Owner"), and its employees from and against claims, damages, losses and expenses, including but not limited to attorney's fees, arising out of or resulting from performance of the Work, provided that such claim, damage, loss or expense is attributable to bodily injury, sickness, disease or death, or to injury to or destruction of tangible property (other than the Work itself) including loss of use resulting thereof, but only to the extent caused in whole or in part by negligent acts or omissions of the Contractor, a Subcontractor, anyone directly or indirectly employed by them or anyone for whose acts they may be liable, regardless of whether or not such claim, damage, loss or expense is caused in part by a party indemnified hereunder. Such obligation shall not be construed to negate, abridge, or reduce other rights or obligations of indemnity, which would otherwise exist as to a party or person described in the paragraph.

In claims against any person or entity indemnified under this paragraph by an employee of the Contractor, a Subcontractor, anyone directly or indirectly employed by them or anyone for whose acts they may be liable, the indemnification obligation under this paragraph shall not be limited by a limitation on amount or type of damages, compensation or benefits payable by or for the Contractor or Subcontractor under worker's or workmen's compensation acts, disability benefit acts or other employee benefit acts.

Before the start of any work, the Contractor shall furnish to the Owner:

1. Certificates of Insurance in companies and with limits acceptable to the Owner, covering:
  - a) Workmen's Compensation Insurance
  - b) Commercial General and Automobile Liability Insurance covering all operations and automobiles; including Contractor's Protective Coverage for any Subcontractor's operations.
  - c) An endorsement incorporating the Hold Harmless Agreement assumed by the Contractor under the terms of this Contract.
  - d) These certificates to contain:
    1. Name of Insurance Company.
    2. Policy Number.
    3. Policy inception and expiration dates.
    4. Name and address of insured.
    5. Name and address of agent.
    6. Limits of Liability.

## **Division 2**

## **Proposal Submittals**

### **Section 3: Hold Harmless Agreement**

7. Type of Insurance coverage.
  8. Any amendment that expands or reduces standard Insurance Service Office (ISO) policy coverage.
  9. Statement that the policy applies to the project number or job concerned.
  10. Attach copy of Endorsement that shows that each of the policies have been amended to provide thirty (30) day notice to certificate holders prior to termination or non-renewal and that the General Liability Policy has been endorsed to show certificate holder as additional insured.
2. Endorsement incorporating the Hold Harmless Agreement assumed by the Contractor under the terms of this contract.

**The Contractor shall be wholly responsible for securing Certificates of Insurance coverage as set forth above from all Subcontractors who are engaged in this work.**

**END OF SECTION**



## **Division 2**

## **Proposal Submittals**

### **Section 4: Required Proposal Forms**

The following forms must be submitted with the proposals:

- A) Cost Proposal Form – This must be submitted in a separate sealed envelope and placed within the completed sealed RFP submittal package.
- B) Partnership Certificate. If this form does not apply to your company, please write “Non-Applicable” or “N/A” and submit with your proposal package.
- C) Proposer Qualification Information, including References.
- D) Georgia Security and Immigration Compliance Act of 2006 (2-9.1)
- E) Contractor Affidavit and Agreement (2-9.2)
- F) Sub-Contractor Affidavit (2-9.3)

If a Contractor/Subcontractor will not be performing any services under this contract, the Contractor/company submitting the proposal **MUST** also complete, sign, date, and have both Affidavit forms notarized, and make proper notation of "N/A" - Not Applicable.

Clayton County Water Authority (CCWA) cannot consider any proposal which does not include the completed affidavits. It is not the intent of this notice to provide detailed information or legal advice concerning the Georgia Security & Immigration Compliance Act of 2006, as amended on May 11, 2009. All Proposers intending to do business with CCWA are responsible for independently apprising themselves and complying with the requirements of that law and its effect on CCWA procurements and their participation in those procurements.

- G) Division 1 – Section 2: General Overview:  
Special Provisions Form on page 1-2.11.

**END OF SECTION**

**Division 2**

**Proposal Submittals**

**Section 5: Cost Proposal Form**

Proposal of \_\_\_\_\_  
Hereinafter "Proposer"), organized and existing under the laws of the State of \_\_\_\_\_, doing business as \_\_\_\_\_  
(insert "a corporation," "a partnership," or "an individual" or such other business entity designation as is applicable).

To the Clayton County Water Authority (hereinafter "Owner").

In compliance with the Request for Proposals, Proposer hereby proposes to provide with **IT Infrastructure Support & Managed Services** in strict accordance with this Contract Documents as enumerated in the Request for Proposals, within the time set forth therein, and at the prices stated below.

By submission of this proposal, Proposer certifies, and in the case of joint proposal each party thereto certifies as to the party's own organization that this proposal has been arrived at independently, without consultation, communication, or agreement as to any matter relating to this proposal with any other Proposer or with any competitor. Proposer also certifies compliance with the Instructions to Proposers.

In submitting this proposal, Proposer certifies that he/she is qualified to do business in the State of Georgia as required by laws, rules, and regulations or, if allowed by statute, covenants to obtain such qualification prior to contract award.

**CONTRACT EXECUTION:**

The undersigned proposer agrees, if this proposal is accepted, to enter into an Agreement with OWNER on the form included in the Documents to perform and furnish Work as specified or indicated in the Documents for the Contract Price derived from the proposal and within the times indicated herein and in accordance with the other terms and conditions of the Documents.

Proposer accepts the terms and conditions of the Documents.

**INSURANCE:**

Proposer further agrees that proposal amount(s) stated herein includes specific consideration for the specified insurance coverages.

**Division 2**

**Proposal Submittals**

**Section 5: Cost Proposal Form**

**TERM OF CONTRACT:**

This Agreement shall commence on the date it is executed by CCWA or the proposer, whichever is later, and shall continue in full force for a period of one year. The services will be contracted for an initial period of one (1) year, with four one-year renewal options at the election of CCWA.

**PRICE:**

Costs as listed on the RFP Proposal Pages shall remain firm throughout the contract period.

**PAYMENT:**

CCWA shall make payments net 30 days after receipt of services and an invoice.

**ADDENDA:**

Proposer acknowledges receipt of the following Addenda:

---

---

**Division 2**

**Proposal Submittals**

**Section 5: Cost Proposal Form**

**This Form must be provided in a separate sealed envelope, and placed within the completed sealed RFP submittal package.**

**I. IT INFRASTRUCTURE SUPPORT – COST PROPOSAL**

The fee/rate schedule shall be all-inclusive, including but not limited to travel, overhead and administrative costs.

<b>Monthly IT Infrastructure Support Managed Services:</b>	<b>Proposed Monthly Rate</b>
Proposed cost	\$ _____
<b>Total cost estimate/rates for IT Infrastructure Support:</b>	<b>Proposed Hourly Rate</b>
Project Manager	\$ _____
Server Engineer	\$ _____
Network Engineer	\$ _____
Trainer	\$ _____

**II. SHAREPOINT SUPPORT – COST PROPOSAL**

The fee/rate schedule shall be all-inclusive, including but not limited to travel, overhead and administrative costs.

<b>Monthly Sharepoint Support Managed Services:</b>	<b>Proposed Monthly Rate</b>
Proposed cost	\$ _____
<b>Total cost estimate/rates for Sharepoint Support Managed Services:</b>	<b>Proposed Hourly Rate</b>
Project Manager	\$ _____
Server Engineer	\$ _____
Network Engineer	\$ _____
Trainer	\$ _____

**Submitted by:**

---

(COMPANY NAME OF PROPOSER)

**Division 2**

**Proposal Submittals**

**Section 5: Cost Proposal Form**

I have read and understand the requirements of this request for proposal and agree to provide the required services in accordance with this proposal and all attachments, exhibit(s), etc.

**Submitted by:**

\_\_\_\_\_  
(COMPANY NAME OF PROPOSER)

\_\_\_\_\_  
By: (OFFICER NAME)

\_\_\_\_\_  
(SIGNATURE)

\_\_\_\_\_  
(TITLE) (DATE)

\_\_\_\_\_  
(COMPANY ADDRESS)

\_\_\_\_\_  
(CITY, STATE, ZIP CODE)

PHONE NUMBER: \_\_\_\_\_

FAX NUMBER: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

WEBSITE: \_\_\_\_\_

DATE: \_\_\_\_\_

**END OF SECTION**

**Division 2**

**Proposal Submittals**

**Section 7: Partnership Certificate**

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

On this \_\_\_\_\_ day of \_\_\_\_\_, 2014, before me personally appeared \_\_\_\_\_ known to me to be the person who executed the above instrument, who, being by me first duly sworn, did expose and say that he/she is a general partner in the firm of \_\_\_\_\_ and that said firm consists of himself/herself and \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

and that he/she executed the foregoing instrument on behalf of said firm for the uses and purposes stated therein and that no one except the above named members of the firm have any financial interest whatsoever in said proposed Contract.

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Title

Sworn to and subscribed before me this \_\_\_\_\_  
day of \_\_\_\_\_, 2014.

\_\_\_\_\_  
Notary Public

My Commission Expires: \_\_\_\_\_

**END OF SECTION**

**Division 2**

**Proposal Submittals**

**Section 8: Proposer Qualification Information**

COMPANY NAME OF PROPOSER: \_\_\_\_\_

\_\_\_\_\_

NUMBER OF YEARS IN BUSINESS \_\_\_\_\_

BUSINESS ADDRESS OF COMPANY: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_

FAX NUMBER: \_\_\_\_\_

POINT OF CONTACT NAME: \_\_\_\_\_

POINT OF CONTACT EMAIL ADDRESS: \_\_\_\_\_

COMPANY TAX ID NUMBER: \_\_\_\_\_

COMPANY WEBSITE: \_\_\_\_\_

- ENTITY TYPE:       Individual/Sole Proprietor     Employee Owned Company  
 Privately Held Corporation/LLC     Partnership  
 Publicly Owned Company     Attorney  
 Other (specify): \_\_\_\_\_

NAME OF PRINCIPAL OFFICERS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Division 2**

**Proposal Submittals**

**Section 8: Proposer Qualification Information**

**REFERENCES**

**IT Infrastructure Support**

List of at least 3 references (with contact information) to include:

- (a) List of Utility customers
- (b) A customer in the Utilities Industry servicing water, reclamation and storm water.
- (c) A customer in the Utilities Industry with moderate modification and interfaces.
- (d) A customer in the Utilities Industry with one or more of the services being requested within this proposal.

OWNER: \_\_\_\_\_  
CONTACT NAME: \_\_\_\_\_  
PHONE NUMBER: \_\_\_\_\_  
DATE COMPLETED: \_\_\_\_\_

OWNER: \_\_\_\_\_  
CONTACT NAME: \_\_\_\_\_  
PHONE NUMBER: \_\_\_\_\_  
DATE COMPLETED: \_\_\_\_\_

OWNER: \_\_\_\_\_  
CONTACT NAME: \_\_\_\_\_  
PHONE NUMBER: \_\_\_\_\_  
DATE COMPLETED: \_\_\_\_\_



**Division 2**

**Proposal Submittals**

**Section 8: Proposer Qualification Information**

**REFERENCES**

**Sharepoint Support**

List of at least 3 references (with contact information) to include:

- (a) List of Utility customers
- (b) A customer in the Utilities Industry servicing water, reclamation and storm water.
- (c) A customer in the Utilities Industry with one or more of the services being requested within this proposal.

OWNER: \_\_\_\_\_  
CONTACT NAME: \_\_\_\_\_  
PHONE NUMBER: \_\_\_\_\_  
DATE COMPLETED: \_\_\_\_\_

OWNER: \_\_\_\_\_  
CONTACT NAME: \_\_\_\_\_  
PHONE NUMBER: \_\_\_\_\_  
DATE COMPLETED: \_\_\_\_\_

OWNER: \_\_\_\_\_  
CONTACT NAME: \_\_\_\_\_  
PHONE NUMBER: \_\_\_\_\_  
DATE COMPLETED: \_\_\_\_\_

**END OF SECTION**

**Division 2**

**Proposal Submittals**

**Section 9: Contractor Affidavit and Agreement**

**GEORGIA SECURITY AND IMMIGRATION COMPLIANCE ACT OF 2006**

- A. Pursuant to the Georgia Security and Immigration Compliance Act of 2006, the Contractor understands and agrees that compliance with the requirements of O.C.G.A. § 13-10-91 and Georgia Department of Labor Rule 300-10-.02 are conditions of this Agreement. The Contractor further agrees that such compliance shall be attested by the Contractor through execution of the contractor affidavit required by Georgia Department of Labor Rule 300-10-1-.07, or a substantially similar contractor affidavit. The Contractor's fully executed affidavit is attached hereto as Exhibit \_\_\_\_ and is incorporated into this Agreement by reference herein.
  
- B. By initialing in the appropriate line below, the Contractor certifies that the following employee-number category as identified in O.C.G.A. § 13-10-91 is applicable to the Contractor:
  - 1. \_\_\_\_\_ 500 or more employees;
  - 2. \_\_\_\_\_ 100 or more employees;
  - 3. \_\_\_\_\_ Fewer than 100 employees.
  
- C. The Contractor understands and agrees that, in the event the Contractor employs or contracts with any subcontractor or subcontractors in connection with this Agreement, the Contractor shall:
  - 1. Secure from each such subcontractor an indication of the employee-number category as identified in O.C.G.A. § 13-10-91 that is applicable to the subcontractor;
  - 2. Secure from each such subcontractor an attestation of the subcontractor's compliance with O.C.G.A. § 13-10-91 and Georgia Department of Labor Rule 300-10-1-.02 by causing each such subcontractor to execute the subcontractor affidavit required by Georgia Department of Labor Rule 300-10-1-.08, or a substantially similar subcontractor affidavit. The Contractor further understands and agrees that the Contractor shall require the executed subcontractor affidavit to become a part of the agreement between the Contractor and each such subcontractor. The Contractor agrees to maintain records of each subcontractor attestation required hereunder for inspection by the Clayton County Water Authority at any time."

**Contractor:** \_\_\_\_\_

**Authorized Signature:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Division 2**

**Proposal Submittals**

**Section 9: Contractor Affidavit and Agreement**

**CONTRACTOR AFFIDAVIT AND AGREEMENT**

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. 13-10-91, stating affirmatively that the individual, firm, or corporation which is contracting with the Clayton County Water Authority has registered with, is participating in, uses, and will continue to use for the duration of the contract, the federal work authorization program - EEV/Basic Pilot Program operated by the U. S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security, in conjunction with the Social Security Administration (SSA), commonly known as E-Verify, in accordance with the applicability provisions established in O.C.G.A. 13-10-91.

The undersigned further agrees that, in connection with the physical performance of services pursuant to this contract with the Clayton County Water Authority, the contractor will only employ or contract with subcontractor(s), who can present a similar affidavit verifying the subcontractor's compliance with O.C.G.A. 13-10-91. Contractor further agrees to maintain records of such compliance and provide a copy of each such verification to the Clayton County Water Authority within five days of the subcontractor(s) presenting such affidavit(s) to the contractor.

\_\_\_\_\_  
EEV / Basic Pilot Program\* User Identification Number  
Enter four to six digit numbers

\_\_\_\_\_  
BY: Authorized Officer or Agent

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title of Authorized Officer or Agent of Contractor

\_\_\_\_\_  
Printed Name of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS

THE \_\_\_\_\_ DAY OF \_\_\_\_\_, 2014.

\_\_\_\_\_  
Notary Public

\_\_\_\_\_  
My Commission Expires

**Division 2**

**Proposal Submittals**

**Section 9: Contractor Affidavit and Agreement**

**SUBCONTRACTOR AFFIDAVIT**

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract with \_\_\_\_\_ on behalf of the Clayton County Water Authority has registered with, is participating in, uses, and will continue to use for the duration of the contract the federal work authorization program - EEV/Basic Pilot Program operated by the U. S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security, in conjunction with the Social Security Administration (SSA), commonly known as E-Verify, in accordance with the applicability provisions and deadlines established in O.C.G.A. 13-10-91.

The undersigned further agrees that, in connection with the physical performance of services pursuant to this contract with \_\_\_\_\_ on behalf of the Clayton County Water Authority, the subcontractor will only employ or contract with sub-subcontractor(s), who can present a similar affidavit verifying the sub-subcontractor's compliance with O.C.G.A. 13-10-91. The undersigned further agrees that the Subcontractor will maintain records of such compliance and provide a copy of each such verification to the Contractor within five days of the sub-subcontractor(s) presenting such affidavit(s) to the Sub-contractor.

\_\_\_\_\_  
EEV / Basic Pilot Program\* User Identification Number  
Enter four to six digit numbers

\_\_\_\_\_  
BY: Authorized Officer or Agent  
Subcontractor Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title of Authorized Officer or Agent of Subcontractor

\_\_\_\_\_  
Printed Name of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS  
THE \_\_\_\_\_ DAY OF \_\_\_\_\_, 2014.

\_\_\_\_\_  
Notary Public

\_\_\_\_\_  
My Commission Expires

**END OF SECTION**

**Division 3**

**Contract Documents**

**Section 1: Master Service Agreement Form**

**MASTER SERVICE AGREEMENT**

**FOR**

**IT Infrastructure Support & Managed Services**

This AGREEMENT is between \_\_\_\_\_ ("Service Provider"), and **CLAYTON COUNTY WATER AUTHORITY** ("CCWA") (hereinafter referred to collectively as the "Parties") for such Projects as may be identified in written Statements of Work executed by CCWA and Service Provider in accordance with the provisions of Paragraph 1.2 herein below. When used herein, the term, "Project" shall refer to and include any Project or Statement of Work so identified.

**ARTICLE 1. SCOPE OF SERVICES**

**1.1.1 Services Provided**

Service Provider is a \_\_\_\_\_ [insert type of company: limited liability company, corporation, partnership, etc.] \_\_\_\_\_ organized and validly existing under the laws of the State of Georgia. CCWA from time to time may wish to engage Service Provider to provide work, direction of work, technical information, technical consulting, software programming and development, software maintenance and support services, graphic design, implementation, training, project planning, management and administration, and other related technical services (the "Services") on various Projects identified further in Statements of Work as provided in Paragraph 1.2 below.

**1.1.2 Issuance of Statements of Work**

CCWA may issue a Statement of Work for on-demand Services in a form generally shown as the form attached hereto as Attachment "A" to this AGREEMENT. Each Statement of Work shall set forth in detail a specific description of all Services to be performed; a proposed schedule for providing such Services; the personnel assigned to that Statement of Work; the name of CCWA and Service Provider's Project Managers; the work location; the proposed basis for compensation to the Service Provider for such Services in accordance with provisions of Article 2 herein below; and any other terms and conditions as the parties may agree upon. Each Statement of Work shall also include confirmation of the insurance coverages required by this AGREEMENT. Each Statement of Work shall be executed by a duly authorized representative of Service Provider, and, upon execution by CCWA, the Statement of Work shall constitute an agreement by and between CCWA and Service Provider for the performance of the identified Services and for the payment for same. Each Statement of Work shall be numbered to facilitate identification.

## **Division 3**

## **Contract Documents**

### **Section 1: Master Service Agreement Form**

#### **1.2 Incorporation of Terms and Conditions of this Agreement**

UNLESS OTHERWISE SPECIFICALLY SET FORTH IN WRITING IN A STATEMENT OF WORK, ALL TERMS AND CONDITIONS OF THIS AGREEMENT ARE INCORPORATED IN ALL LISTED STATEMENTS OF WORK OR ANY SUBSEQUENT STATEMENT OF WORK EXECUTED BY THE PARTIES BY REFERENCE AS IF RESTATED VERBATIM THEREIN. IN THE EVENT OF ANY CONFLICT BETWEEN THE TERMS AND CONDITIONS OF ANY STATEMENT OF WORK AND THE TERMS AND CONDITIONS OF THIS AGREEMENT, THE TERMS AND CONDITIONS OF THIS AGREEMENT SHALL CONTROL.

#### **ARTICLE 2. COMPENSATION**

For Services performed by Service Provider pursuant to a duly executed Statement of Work, CCWA shall pay Service Provider as follows:

- Such COST REIMBURSABLE – PER DIEM (TIME AND EXPENSE) COMPENSATION as set forth in the form attached hereto as Attachment “B”; OR
- Such FIXED PRICE sum for completion of the Services as set forth in the form attached hereto as Attachment “B.”

In the event the Parties are unable to agree as to the appropriate method of compensation, Service Provider shall be compensated based upon COST REIMBURSABLE - PER DIEM (TIME AND EXPENSE) as set forth in the attached Attachment "B." Unless otherwise agreed by the parties in writing, any labor utilized by Service Provider from any affiliated company of Service Provider shall be billed to CCWA in accordance with the terms and conditions of Attachment "B." Use of such labor from affiliated companies shall not change or diminish the duties or liabilities of Service Provider as set forth in this AGREEMENT.

#### **ARTICLE 3. TERMS OF PAYMENT**

CCWA will pay Service Provider as follows:

##### **3.1 Invoices and Time of Payment**

Service Provider will issue monthly invoices in conformity with all requirements of this AGREEMENT, the Statements of Work, and Attachment “B.” Such invoices shall be supported by such documentation and other data as CCWA may require. Properly submitted invoices are due and payable within 30 days of receipt. The consultants shall provide weekly timesheets to be signed by CCWA, including a weekly written status report describing consultant’s activities and accomplishments during the reporting period. The project manager should collate all approved timesheets from the

## **Division 3**

## **Contract Documents**

### **Section 1: Master Service Agreement Form**

consultants and provide a bi-weekly summary report to CCWA of the billable hours of all consultants. The Consultant shall be paid the hours reflected on the bi-weekly summary report upon accomplishment of set milestones as agreed upon by the Consultant and CCWA. The Consultant should provide respective criteria per milestone that will constitute successful delivery and completion of the milestone. CCWA has the right to refuse payment if the milestones were not met successfully based on identified criteria. Each vendor invoice will contain a mutually-agreeable, unique and consistent identification number that is directly related to the project or service rendered.

#### **3.2 Interest**

**3.2.1** In the event of a disputed billing, the disputed portion may be withheld from payment, and CCWA shall pay any undisputed portion. CCWA will exercise reasonableness in disputing any bill or portion thereof. No interest will accrue on any disputed portion of the billing until mutually resolved.

**3.2.2** If CCWA fails to make payment in full within 30 calendar days of the date due for any undisputed billing, Service Provider shall notify CCWA in writing of CCWA's delinquency. If CCWA has not remedied this delinquency by the 30th calendar day after receiving that initial notice from Service Provider, then Service Provider may, after giving another 7 days' advance written notice to CCWA, suspend Services under this AGREEMENT until it is paid in full for any such billing, including interest. In the event of suspension of Services on account of non-payment, Service Provider will have no liability to CCWA for delays or damages caused because of such suspension.

### **ARTICLE 4. OBLIGATIONS OF SERVICE PROVIDER**

#### **4.1 Maintenance Obligations of Service Provider**

**4.1.1** Basic System Support: Service Provider will receive and track problems from CCWA via telephone, email, or onsite visits. Service Provider will use commercially reasonable efforts to provide CCWA with support services related to the Services (or any hardware, software, program, or other product provided to or designed for CCWA by Service Provider as a part of said Services) consisting of telephone assistance, email, remote access (VPN, Webex, etc.), and access twenty-four hours a day, seven days a week, hereinafter referred to as the "Principal Period of Maintenance" (PPM).

**4.1.2** Malfunction Correction: Correction of a malfunction with Services (or any hardware, software, program, or other product provided to or designed for CCWA by Service Provider as a part of said Services) at Service Provider's sole discretion, consists of any of the following: (i) updates to Services that may incorporate corrections of any substantial defects, fixes of any minor bugs, and enhancements to Services, (ii) a modification to the instructions or procedures for using Services, (iii) other remedial action that may be reasonable and equitable to both parties.

## **Division 3**

## **Contract Documents**

### **Section 1: Master Service Agreement Form**

**4.1.3 Telephone Support:** During the PPM, Service Provider shall respond to telephonic questions from CCWA's personnel regarding product operation.

**4.1.4 Remote Support:** Service Provider requires that a remote connection configured in conjunction with a mutually agreed upon remote control software be provided and maintained for remote support of the system.

**4.1.5 On-site Support:** On-site support may be provided as part of the AGREEMENT if, after exhausting all other reasonable methods of diagnostics, Service Provider deems that a site visit is necessary to facilitate a mutual resolution of a documented system malfunction.

**4.1.6 Support not included:** Problems with the Services (or any hardware, software, program, or other product provided to or designed for CCWA by Service Provider as a part of said Services) caused by CCWA's negligence, abuse or misapplication, or by any use other than as is specified in the applicable user documentation, or other causes beyond the control of Service Provider, may not be addressed or corrected by Service Provider.

### **4.2 Service Provider's Insurance**

The insurance coverage and limits identified in this AGREEMENT are minimums. The coverage and limits will be reviewed and confirmed or amended by the insurance requirements specified in each "Statement of Work." Service Provider will maintain throughout this AGREEMENT the following insurance:

**4.2.1 Workers' compensation** as required by the State (Statutory) where the work is performed and Employers Liability in the amount of one million (\$1,000,000) Each Per Accident, Per Disease Each Employee and Per Disease Policy Limit. Service Provider shall also indemnify and hold CCWA harmless for any such liability that may attach to CCWA as a "statutory employer" of any of Service Provider's employees, agents or subcontractors. "An Alternate Employer Endorsement" naming the CCWA as a protected Alternate Employer will be added to the Workers' Compensation policy.

**4.2.2 Automobile Liability** insurance covering claims for injuries to persons and/or property arising from the use of motor vehicles, including onsite and offsite operations, owned, non-owned or hired vehicles, with \$1,000,000.00 Combined Single Limit.

**4.2.3 Commercial General Liability, Occurrence Form**, including Contractual Liability, per Project General Aggregate Limit of Liability, losses caused by explosion, collapse and underground (X,C,U perils). CCWA is added as an Additional Insured using ISO Form CG 20-10 extended to include Products/Completed Operations, or an equivalent Blanket Additional Insured endorsement, either form must be acceptable to CCWA. The coverage is primary as to the work of the Service Provider for CCWA and includes separation of insureds (cross liability). Additional Insured status will be certified to



## **Division 3**

## **Contract Documents**

### **Section 1: Master Service Agreement Form**

CCWA for a period of two (2) years following completion of the Project. The General Liability shall cover claims for or to persons or damage to property arising out of any covered negligent act or omission of Service Provider or of any of its employees, agents, or subcontractors.

The limits of coverage shall be:

\$ 1,000,000	Per Occurrence
\$ 1,000,000	Personal or Advertising Injury
\$ 1,000,000	Fire Damage
\$ 5,000	Medical Payments
\$ 1,000,000	General Aggregate
\$ 1,000,000	Products/Completed Operations Occurrence and Aggregate

In the alternative, the Service Provider may substitute claims made policy in the same amounts and for the same coverages, provided that it has full prior acts coverage and a two (2) year Extended Reporting Period included in the current policy.

**4.2.4** Professional liability insurance to include coverage for CCWA and all Subs, Engineers and Design Consultants, with a minimum annual policy limit of \$1,000,000 per claim and in the aggregate. CCWA may increase the limit requirements where in the opinion of CCWA such increase is desired. The policy shall contain a two (2) year Extended Reporting Period or the Service Provider will furnish CCWA evidence of continuing coverage for that same period of time after completion. The Retro-active date under the policy will predate any work for CCWA. Sixty (60) days prior written notice of cancellation or non-renewal shall be given to CCWA in the event of termination or non-renewal. CCWA may elect to obtain a PROJECT or CCWA's policy on a primary or excess basis. The Service Provider will amend their PRACTICE policy to provide primary or excess coverage to increase the combined limits of coverage. Deductibles included in the policies will be the responsibility of the Service Provider.

**4.2.5** Service Provider will furnish a Certificate of Insurance to CCWA for coverages (1) Workers' Compensation/Employers Liability; (2) Automobile Liability; (3) Commercial General liability; and (4) Professional Liability. The certificates will include a copy of the endorsement on each policy, which requires written notice to CCWA in the event of termination or non-renewal of at least sixty (60) days.

The certificates for the Commercial General Liability will also include a copy of the endorsement naming CCWA as an Additional Insured, providing primary coverage for Operations and Products/Completed Operations.

**4.2.6** Waiver of Subrogation - Service Provider waives subrogation against CCWA as to Workers' Compensation including Employment Practices Liability, Automobile and Commercial General Liability Policies.

## **Division 3**

## **Contract Documents**

### **Section 1: Master Service Agreement Form**

**4.2.7** Each and every policy required by this contract shall be with a company that is rated by Best as A- or better. Further, CCWA shall not be responsible for any deductibles established by such policies.

### **4.3 Status Reports; Status Meetings**

**4.3.1** Unless otherwise agreed to by the parties hereto, Service Provider shall submit to CCWA's designee every week, or at such other convenient intervals as Service Provider and CCWA may determine during the term of each Statement of Work, written status reports describing Service Provider's activities and accomplishments during the preceding report period.

The status reports will include the following:

- a. Current status and progress since last report.
- b. Identification of actual and anticipated problem areas.
- c. Planned activities for the succeeding report period.

**4.3.2** If CCWA so requests, Service Provider shall hold status meetings with CCWA's management in order to review the status of Service Provider's activities. Such meetings will be conducted at such locations as are mutually agreed to by CCWA and Service Provider.

## **ARTICLE 5. OBLIGATIONS OF CCWA**

### **5.1 System Matters**

**5.1.1** CCWA understands and agrees that proper operation of systems is dependent on their having a properly configured computer and operating system, a compatible data/image format conforming to commonly accepted industry standards, properly connected and compatible input cables, and adherence to minimum system configurations.

**5.1.2** CCWA agrees to ensure that they perform regular system backups.

**5.1.3** Subject to CCWA's reasonable security requirements, CCWA agrees to provide Service Provider with access to and use of all information and system facilities, including user IDs and passwords, as reasonably determined necessary by Service Provider to provide timely support pursuant to the terms herein.

**5.1.4** Existing Hardware/Software must be in good working condition on the commencement date of Service Provider and throughout the coverage period.

## **Division 3**

## **Contract Documents**

### **Section 1: Master Service Agreement Form**

#### **5.2 Working Space**

Unless otherwise agreed in a particular Statement of Work, CCWA is solely responsible for obtaining and maintaining computer equipment and facilities which are adequate for its data processing needs and for the Services and programs to be provided by Service Provider. CCWA will provide Service Provider's personnel with computer system time and facilities including, but not limited to: CCWA or time-shared data processing facilities, service bureau facilities, data preparation services, work space, desks, and incidental supplies on a "no cost to Service Provider" basis. CCWA shall also provide heat, light, ventilation, telephone and electric current outlets for use by Service Provider's personnel during maintenance and other activities related to the Services. These facilities shall be within a reasonable distance of each product to be serviced. CCWA will also make employees with knowledge relevant to Service Provider's Services available to Service Provider and will cooperate with Service Provider in its rendition of Services hereunder.

#### **5.3 Prompt Notice**

CCWA will give prompt written notice to Service Provider whenever CCWA observes or becomes aware of any development that affects the scope or timing of Service Provider's Services, or of any defect in the work of Service Provider or its authorized contractors. CCWA shall have no affirmative duty to examine Service Provider's delivery of services for the purposes of observing or becoming aware of such developments or defects.

#### **5.4 CCWA's Insurance**

**5.4.1** CCWA will maintain property insurance on all pre-existing physical facilities associated in any way with the Project.

**5.4.2** CCWA shall be responsible for purchasing and maintaining CCWA'S usual liability insurance, if any.

#### **5.5 Litigation Assistance**

The Scope of Services does not include costs of Service Provider for required or requested assistance to support, prepare, document, bring, defend, or assist in litigation undertaken or defended by CCWA unless any litigation or claim concerns the adequacy or fitness of any work product furnished, or services performed, by Service Provider in which event Service Provider will provide at its own cost and expense such assistance as may be necessary to defend any such litigation or claim. All other such Services required or requested of Service Provider by CCWA, except for suits or claims between the parties to this AGREEMENT and except as provided hereinabove, will be reimbursed as mutually agreed.

## **Division 3**

## **Contract Documents**

### **Section 1: Master Service Agreement Form**

#### **5.6 Changes**

CCWA may make or approve changes within the general Scope of Services in this AGREEMENT. If such changes affect Service Provider's cost of or time required for performance of the Services, an equitable adjustment will be made through an amendment to this AGREEMENT. If the parties are unable to agree with respect to any compensation due Service Provider for any extra work ordered by CCWA, Service Provider shall be paid in accordance with the COST REIMBURSABLE-PER DIEM (TIME AND EXPENSE) as set forth in Attachment "B."

### **ARTICLE 6. PERSONNEL**

**6.1** CCWA and Service Provider will designate for each Statement of Work one qualified member of its staff who will operate as the main interface between CCWA and Service Provider for that Statement of Work. CCWA's designee shall have authority to act on CCWA's behalf in respect of such Statement of Work and will provide information and answer any questions concerning the Services to be performed by Service Provider personnel as contemplated by such Statement of Work.

**6.2** CCWA shall have the right to interview and otherwise evaluate all Service Provider personnel assigned to perform Services under any Statement of Work and to accept or reject any individual(s) based upon the experience of the individual(s). CCWA shall have the right to require Service Provider to submit to CCWA's standard drug testing at CCWA's expense prior to employment if the term of the Statement of Work exceeds thirty (30) days. In the event that any of the Service Provider's personnel performing Services under any Statement of Work are found to be unacceptable to CCWA for cause, including, but not limited to, a reasonable belief that he or she is not qualified to perform or is not performing the Services as required in the Statement of Work, CCWA shall notify Service Provider of such fact in writing, setting forth such cause. Service Provider shall immediately remove said employee from performing Services under the Statement of Work and, if requested by CCWA, shall immediately provide a qualified replacement. CCWA is the sole judge as to performance capability but shall exercise its discretion reasonably.

**6.3** Service Provider agrees to use its best efforts to insure the continuity of Service Provider personnel assigned to perform Services under any Statement of Work. Service Provider will not remove any of its personnel from work under a particular Statement of Work without CCWA's consent. In the event that any of Service Provider's personnel are removed before completion of Services under a Statement of Work, Service Provider shall immediately supply a replacement acceptable to CCWA. The fees to be paid by CCWA under this AGREEMENT shall be adjusted so that CCWA is not charged for any duplicative Services incurred because of the change.

## **Division 3**

## **Contract Documents**

### **Section 1: Master Service Agreement Form**

**6.4** The assignment of additional personnel to work pursuant to a Statement of Work hereunder shall be made by mutual written agreement between the Parties and shall in no way alter or cancel any other applicable terms and conditions of this AGREEMENT.

**6.5** Service Provider, in performance of this AGREEMENT and the Statements of Work contemplated hereby, is acting as an independent contractor. Any personnel to be supplied by Service Provider hereunder are not CCWA employees or agents. Service Provider shall be solely responsible for the payment of compensation of Service Provider personnel assigned to perform Services hereunder, and such personnel shall be informed that they are not entitled to the provisions of any CCWA employee benefits. CCWA shall not be responsible for payment of workmen's compensation, disability or other similar benefits, unemployment or other similar insurance or for withholding, income, or other similar taxes or social security for Service Provider personnel, but such responsibility shall be solely that of Service Provider. Service Provider shall indemnify and defend CCWA from any and all claims made and costs and expenses incurred (including reasonable attorneys' fees) on account of or otherwise related to any of Service Provider's obligations under this Section.

**6.6** Service Provider's personnel will be instructed in and shall comply with CCWA's security regulations applicable to each location. Service Provider's personnel, when deemed appropriate by CCWA, will be issued visitor identification cards and each such card will be surrendered by Service Provider's personnel upon demand by CCWA or upon termination of this AGREEMENT and/or the applicable Statement of Work pursuant to which Services are being performed.

## **ARTICLE 7. ACCEPTANCE OF SERVICES AND WARRANTY**

### **7.1 Acceptance of Services**

All Services and Work Product (as defined in Section 7.2 below) completed by Service Provider shall be delivered to CCWA and subject to CCWA's review and approval. CCWA must review and accept or reject Services and Work Product within 90 days of the date on which said Services or Work Product are delivered to CCWA. If such Services or Work Product do not comply with the requirements of the AGREEMENT and are rejected by CCWA, CCWA must notify Service Provider in writing of its rejection within this 90 day period. Upon receiving notification of the rejection of its Services or Work Product, Service Provider must correct the deficiencies in its Services or Work Product within 30 days (or such other reasonable timeframe as is agreed upon in writing by both parties) of receiving notice of the rejection from CCWA at no additional cost to CCWA. Unless otherwise agreed to by express written statement in agreement, CCWA's review and approval of Services and Work Product provided by Service Provider shall in no way or manner be deemed to relieve or lessen Service Provider's responsibility under the AGREEMENT for the professional quality, technical accuracy, and completeness of such Services or Work Product, nor shall CCWA's failure to so review the Services or Work Product impair CCWA's right to reject or revoke its

## **Division 3**

## **Contract Documents**

### **Section 1: Master Service Agreement Form**

acceptance of nonconforming Services or Work Product, or to avail itself of any other remedies to which CCWA may be entitled.

#### **7.2 Intellectual Property Rights**

Under the AGREEMENT, title to and ownership of all computer software, programming code and associated documentation prepared or created by Service Provider pursuant to any Statement of Work ("Work Product"), including without limitation all copyrights or patent rights, licenses or other intellectual property rights therein (including derivative works), shall unless specifically agreed otherwise, be considered a work for hire and ownership shall be vested in CCWA. Service Provider shall assign right, title, and interest in the foregoing to CCWA, and further agrees to execute, at CCWA's request and expense, all documentation necessary to perfect title therein in CCWA. Service Provider agrees to assist CCWA, at CCWA's request and expense, in every reasonable way, in obtaining, maintaining, and enforcing patent and other intellectual property protection on the subject matter covered by this clause. If the AGREEMENT provides CCWA the right to terminate for Service Provider's default or otherwise, CCWA shall be entitled to the ownership of all Work Product even if not fully completed at the time of termination. Upon any such termination, Service Provider shall be required to transfer all right, title and interest in all such work-in-progress to CCWA. If CCWA enters into an agreement in which the parties hereto agree that the Work Product is not work for hire and Service Provider is to retain all ownership interest therein, then Service Provider shall grant to CCWA and its affiliates at a minimum and as part of Service Provider's compensation pursuant to Article 2 above, a fully paid-up, transferable, nonexclusive license to use (and copy for archival purposes) all Work Product. In the event that the source code for any computer program is not provided as part of the Work Product, then at CCWA's request the Service Provider shall commit to escrow the source code for CCWA's use in the event Service Provider ceases to support and maintain the software.

#### **7.3 Final Acceptance**

Final acceptance of the Services and Work Product for purposes of the AGREEMENT shall be the date upon which CCWA confirms that all Services and Work Product have been completed and tested and function in accordance with the terms of the AGREEMENT ("Final Acceptance").

#### **7.4 Standard of Care and Warranty**

Service Provider warrants for the period of time set forth in the Statement of Work from the date of Final Acceptance that Services will conform substantially to the professional and technical standards of the industry of which Service Provider is a part. If Services do not substantially conform to these standards, CCWA may require Service Provider to re-perform Services. Service Provider shall be required to remedy any defects in the warranties provided without additional compensation. Service Provider shall correct defects, errors or other nonconformities by, among other things, making additions,

## **Division 3**

## **Contract Documents**

### **Section 1: Master Service Agreement Form**

modifications or adjustments to the software as may be necessary to keep the software in operating order in conformity with the warranties provided.

### **ARTICLE 8. DISPUTE PROCESS**

The procedures specified herein shall be the sole and exclusive procedures for the resolution of general and billing disputes between the Parties arising out of or relating to this AGREEMENT. The Parties will participate in good faith in the procedures specified herein.

#### **8.1 General**

**8.1.1** The procedures specified herein shall be the sole and exclusive procedures for the resolution of disputes between the Parties arising out of or relating to this AGREEMENT. The Parties will participate in good faith in the procedures specified in this Section.

**8.1.2** All applicable statutes of limitation and defenses based upon the passage of time shall be tolled while the procedures specified in this Section are pending. The Parties will take such action, if any, required to effectuate such tolling.

**8.1.3** In the event of any dispute under this AGREEMENT which cannot be readily resolved, it shall be referred to the appropriate executives of the Parties for negotiation and resolution as described below.

**8.1.4** If the dispute has not been resolved by negotiation or mediation as provided herein within sixty (60) days of the initiation of such mediation procedure, either party may initiate litigation upon ten (10) days' written notice to the other party; provided, however, that if CCWA or Service Provider has requested the other to participate in a nonbinding procedure, as provided for under this Section, and the other has failed to participate, the requesting party may initiate litigation before expiration of the above period.

#### **8.2 Disputes**

**8.2.1** Disputes, as defined herein and under the AGREEMENT, include disagreements, claims, counterclaims, matters in question, and differences of opinion between the Parties, regarding the Services and/or Work Product and modifications or changes to the Services and/or Work Product. Disputes may involve interpretation of the AGREEMENT, acceptability of the Services and/or Work Product, costs and/or time for performance.

## **Division 3**

## **Contract Documents**

### **Section 1: Master Service Agreement Form**

**8.2.2** Disputes may also involve other subjects as mutually agreed by the Parties.

### **8.3 Payment Disputes**

**8.3.1** If a dispute arises between the Parties, the dispute shall be submitted to an appropriate panel assembled by the General Manager of the CCWA no later than forty-five (45) days after receipt of the disputed payment. CCWA shall render a final decision on the disputed payment within sixty (60) days after receipt of the invoice.

**8.3.2** If the dispute is decided in favor of CCWA, interest shall begin to accrue fifteen (15) days after the decision is announced.

**8.3.3** If the dispute is decided in favor of Service Provider, interest shall accrue as of the original date the payment became due.

**8.3.4** The panel's final decision can be taken as a contract dispute through the process outlined below.

### **8.4 Step Negotiations**

Either CCWA or Service Provider may give the other party written notice of any dispute not resolved in the normal course of business. Executives, Directors, or Managers of both Parties at levels one step above the project personnel who have not previously been involved in the dispute shall meet at a mutually acceptable time and place within ten (10) days after delivery of such notice and thereafter as often as they reasonably deem necessary, to exchange relevant information and to attempt to resolve the dispute. If the matter has not been resolved by these persons within thirty (30) days of the disputing party's notice, or if the Parties fail to meet within ten (10) days, the dispute shall be referred to senior executives of both Parties who have authority to settle the dispute and who shall likewise meet to attempt to resolve the dispute. If the matter has not been resolved within thirty (30) days from the referral of the dispute to senior executives, or if no meeting of senior executives has taken place within fifteen (15) days after such referral, either CCWA or Service Provider may initiate mediation as provided hereinafter. All negotiations pursuant to this Section shall be confidential and shall be treated as compromise and settlement negotiations for purposes of the Federal Rules of Evidence and state rules of evidence.

### **8.5 Mediation**

**8.5.1** If the dispute has not been resolved by negotiation as provided herein, the Parties shall endeavor to settle the dispute by mediation. CCWA or Service Provider may initiate a mediation proceeding by a request in writing to the other party. Thereupon, both Parties will be obligated to engage in mediation. The proceeding will be conducted in accordance with the then current Center for Public Resources ("CPR") Model Procedure for Mediation of Business Dispute or other mutually agreed upon procedures, with the following exceptions:



## **Division 3**

## **Contract Documents**

### **Section 1: Master Service Agreement Form**

- a. If the Parties have not agreed within thirty (30) days of the request for mediation on the selection of a mediator willing to serve, the CPR, upon the request of either CCWA or Service Provider, shall appoint a member of the CPR Panel of Neutrals as the mediator; and
- b. Efforts to reach a settlement will continue until the conclusion of the proceeding, which is deemed to occur when: a) a written settlement is reached, or b) the mediator concludes and informs the Parties in writing that further efforts would not be useful, or c) the Parties agree in writing that an impasse has been reached. Neither CCWA nor Service Provider may withdraw before the conclusion of the proceeding.

**8.5.2** The Parties regard the aforesaid obligation to mediate as an essential provision of this AGREEMENT and one that is legally binding on them. In case of a violation of such obligation by either party, the other may bring an action to seek enforcement of such obligation in the Superior Court of Clayton County, Georgia.

### **8.6 Litigation**

**8.6.1** If the dispute has not been resolved by negotiation or mediation as provided herein within sixty (60) days of the initiation of such mediation procedure, either CCWA or Service Provider may initiate litigation upon ten (10) days written notice to the other party; provided, however, that if CCWA or Service Provider has requested the other party to participate in a nonbinding procedure, as provided for under this Section, and the other has failed to participate, the requesting party may initiate litigation before expiration of the above period.

**8.6.2** All applicable statutes of limitation and defenses based upon the passage of time shall be tolled while the procedures specified in this Section are pending. The Parties will take such action, if any, required to effectuate such tolling.

**8.6.3** Claims, counterclaim, disputes, and other matters in question between CCWA and Service Provider that are not resolved will be decided in the Superior Court of Clayton County, Georgia, which shall have exclusive jurisdiction and venue over all matters in question between CCWA and Service Provider.

## **ARTICLE 9. GENERAL LEGAL PROVISIONS**

### **9.1 Authorization to Proceed**

Execution of this AGREEMENT by CCWA, and execution by CCWA of each applicable Statement of Work, will be authorization for Service Provider to proceed with the work, unless otherwise provided for in writing.

## **Division 3**

## **Contract Documents**

### **Section 1: Master Service Agreement Form**

#### **9.2 Force Majeure**

Service Provider is not responsible for damages or delay in performance caused by Acts of God, strikes, lockouts, accidents, or other events beyond the control of Service Provider. In any such event, Service Provider's contract price and schedule shall be equitably adjusted if applicable.

#### **9.3 Termination**

**9.3.1** This AGREEMENT, or any discrete Statement of Work arising here from, may be terminated without cause for convenience on 30 calendar days' written notice from either party. This AGREEMENT, or any discrete Statement of Work arising here from, may be terminated for cause if either party fails substantially to perform through no fault of the other and does not commence correction of such nonperformance within 5 calendar days of written notice and diligently complete the correction thereafter (except as modified by the provisions of Section 3.2).

**9.3.2** Upon termination for convenience, Service Provider will be paid for all authorized services performed up to the termination date.

#### **9.4 Suspension, Delay, or Interruption of Work**

CCWA may suspend, delay, or interrupt the Services of Service Provider for the convenience of CCWA. In such event, Service Provider's contract price and schedule shall be equitably adjusted if appropriate.

#### **9.5 No Third-Party Beneficiaries**

This AGREEMENT gives no rights or benefits to anyone other than CCWA and Service Provider and has no third party beneficiaries.

#### **9.6 Indemnification**

**9.6.1** Service Provider agrees to indemnify CCWA for any claims, damages, losses, and costs, including, but not limited to, attorney's fees and litigation costs, arising out of claims by third parties for delay, property damage or bodily injury, including death, or other losses, to the extent caused by the breach of the Service Provider's duties hereunder or by the negligence or willful misconduct of Service Provider, Service Provider's employees, affiliated corporations, and subcontractors in connection with the Services performed under Statements of Work issued hereunder.

**9.6.2** CCWA agrees to indemnify Service Provider from any claims, damages, losses, and costs, including, but not limited to, attorney's fees and litigation costs, arising out of claims by third parties for property damage or bodily injury, including death, to the proportionate extent caused by the negligence or willful misconduct of CCWA, or its

## **Division 3**

## **Contract Documents**

### **Section 1: Master Service Agreement Form**

employees or contractors in connection with the Services performed under Statements of Work issued hereunder.

**9.6.3** Service Provider agrees and acknowledges that it is fully and completely liable and responsible to CCWA for the performance of its consultants, subcontractors, employees, agents, representatives, and others under contract with Service Provider, or hired by Service Provider, in connection with any services performed for CCWA.

### **9.7 Assignment**

This is a personal services agreement. Service Provider shall not have the power to nor will it assign any of the duties or rights or any claim arising out of or related to this AGREEMENT, whether arising in tort, contract or otherwise, without the written consent of CCWA. Any unauthorized assignment is void and unenforceable. These conditions and the entire AGREEMENT are binding on the heirs, successors, and assigns of the parties hereto.

### **9.8 Jurisdiction**

The substantive law of the State of Georgia shall govern the validity of this AGREEMENT, its interpretation and performance, and any other claims related to it.

### **9.9 Severability and Survival**

**9.9.1** If any of the provisions contained in this AGREEMENT are held for any reason to be invalid, illegal, or unenforceable, the enforceability of the remaining provisions shall not be impaired thereby.

**9.9.2** The indemnities and other express representations shall survive termination of this AGREEMENT for any cause.

### **9.10 Development and Confidentiality**

**9.10.1** Under this AGREEMENT, Service Provider may develop programs, hardware, and/or software that are of a confidential nature in performing the work authorized by Statements of Work. CCWA may use products developed pursuant to the work authorized by the Statements of Work for its internal business use. CCWA may also make copies and integrate these products into other programs for its internal business use. CCWA's alteration and use of any products shall be at CCWA's sole risk.

**9.10.2** Confidential information under this provision shall mean all information disclosed by either party assigned hereunder, which relates to past, present and future research, development and business activities except such information as is previously known to or is publicly disclosed to either prior to or subsequent to this AGREEMENT. The Parties shall hold all such information in trust and confidence, except as may be authorized by

## **Division 3**

## **Contract Documents**

### **Section 1: Master Service Agreement Form**

either party in writing to support this obligation of confidence. Service Provider entrusts the confidentiality in the interest of the CCWA.

**9.10.3** Notwithstanding any other provision set forth herein, information subject to disclosure under the Georgia Open Records Act, O.C.G.A. § 50-18-70, et seq., or subject to disclosure under any other law or order of court, shall not be deemed confidential for purposes of this AGREEMENT.

#### **9.11 Duration of Contract**

**9.11.1** The AGREEMENT shall terminate absolutely and without further obligation on the part of the CCWA on \_\_\_\_\_, \_\_\_\_\_.

**9.11.2** The AGREEMENT may be renewed by mutual agreement of CCWA and Service Provider upon the execution of a written amendment hereto. Said amendment shall establish a new date for termination.

**9.11.3** Notwithstanding Sections 9.11.1 and 9.11.2, the AGREEMENT shall terminate immediately and absolutely at such time as appropriated and otherwise unobligated funds are no longer available to satisfy the obligations of the CCWA under the AGREEMENT.

#### **9.12 Title to Supplies**

If applicable, title to any supplies, materials, equipment, or other personal property acquired by Service Provider in order to carry out the Services shall remain with the Service Provider until fully paid for by the CCWA.

### **ARTICLE 10. ATTACHMENTS, SCHEDULES AND SIGNATURES**

This AGREEMENT, including its attachments and schedules, constitutes the entire AGREEMENT between the Parties, and supersedes all prior written or oral understandings between the Parties, and may only be changed by a written amendment executed by both Parties. The following attachments and schedules are hereby made a part of this AGREEMENT:

- Attachment A - Scope of Services form
- Attachment B - COST REIMBURSABLE-PER DIEM (TIME AND EXPENSE) or FIXED PRICE Compensation provisions

**[SIGNATURES CONTAINED ON FOLLOWING PAGE]**

**Division 3**

**Contract Documents**

**Section 1: Master Service Agreement Form**

IN WITNESS WHEREOF, the parties execute below:

For CLAYTON COUNTY WATER AUTHORITY

Signature \_\_\_\_\_

Name (printed) \_\_\_\_\_

Title \_\_\_\_\_

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2014

Attest: \_\_\_\_\_

Affix Seal

For [insert Service Provider's name] \_\_\_\_\_

Signature \_\_\_\_\_

Name (printed) \_\_\_\_\_

Title \_\_\_\_\_

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2014

Attest: \_\_\_\_\_

Affix Seal

**Division 3**

**Contract Documents**

**Section 1: Master Service Agreement Form**

**ATTACHMENT A**

**Statement of Work No. \_\_\_\_\_**

This attachment is to the AGREEMENT between \_\_\_\_\_, ("Service Provider"), and CLAYTON COUNTY WATER AUTHORITY ("CCWA"), for a PROJECT generally described as: **IT Infrastructure Support & Managed Services** as executed on the \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_. All terms and conditions of said AGREEMENT are incorporated herein by reference.

The purpose of this Statement of Work is as follows:

**ARTICLE 1. SCOPE OF SERVICES**

Service Provider agrees to furnish CCWA the following specific services:

---

---

---

---

**ARTICLE 2. COMPENSATION**

Compensation by CCWA to Service Provider will be as follows:

Compensation for the Scope of Services outlined in Article 1 shall be in accordance with the terms specified in this Attachment; or Compensation provisions shall be in accordance with the Cost Reimbursable - Per Diem (Time & Expense) method or Fixed Price method described in Attachment B to the AGREEMENT.

---

---

Pursuant to the Budget Provisions of Attachment B to the AGREEMENT, Service Provider estimates the total budget for completion of the Services described in this Statement of Work to be: \_\_\_\_\_

---

**ARTICLE 3. INSURANCE**

The insurance coverages required for this "Statement of Work" are shown on the attached insurance exhibit.

**Division 3**

**Contract Documents**

**Section 1: Master Service Agreement Form**

**ARTICLE 4. WARRANTIES**

Except as provided in this Article, there are no express or implied warranties, including implied warranties of merchantability and fitness for a particular purpose respecting this AGREEMENT, Service Provider's Services or any software developed by Service Provider during the course of its performance under this AGREEMENT or any Statement of Work except for the following:

---

---

---

---

Service Provider warrants that it is in compliance with applicable federal and state statutes, regulations and executive orders relating to Equal Employment Opportunity and Affirmative Action, and that the Services and Work Product to be provided hereunder will be performed in a professional manner according to generally accepted standards and practices.

Service Provider shall be required to warrant that the Services and Work Product, on the date of Final Acceptance and for a period of a minimum of ninety (90) days thereafter, shall be:

- free from programming errors and shall conform to the requirements set forth in this Statement of Work by CCWA; and
- free from intentional viruses or other intentional programming defects.

Prohibited "intentional programming defects" shall be deemed to include, but are not limited to, features such as "backdoor shutdown mechanisms," "time bombs," "automatic unauthorized connection to outside systems" programming that responds to or provides information to outside systems, "pinging" and features that can "retire," "shut down," "cripple" or "stop" the software.

Service Provider shall be required to remedy any defects in the warranties provided without additional compensation. Service Provider shall correct defects, errors or other nonconformities by, among other things, making additions, modifications or adjustments to the software as may be necessary to keep the software in operating order in conformity with the warranties provided.

**Division 3**

**Contract Documents**

**Section 1: Master Service Agreement Form**

**PROJECT MANAGERS**

CCWA: \_\_\_\_\_

Service Provider: \_\_\_\_\_

**SERVICE PROVIDER PERSONNEL**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**OTHER PROVISIONS**

The following provisions shall apply to this Statement of Work:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

This Statement of Work will become a part of the referenced AGREEMENT when executed by CCWA and Service Provider.

**SIGNATURES ON NEXT PAGE**



**Division 3**

**Contract Documents**

**Section 1: Master Service Agreement Form**

IN WITNESS WHEREOF, the parties execute below:

For CLAYTON COUNTY WATER AUTHORITY

Signature \_\_\_\_\_

Name (printed) \_\_\_\_\_

Title \_\_\_\_\_

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2014

Attest: \_\_\_\_\_

For [insert Service Provider's name] \_\_\_\_\_

Signature \_\_\_\_\_

Name (printed) \_\_\_\_\_

Title \_\_\_\_\_

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2014

Attest: \_\_\_\_\_

Secretary for \_\_\_\_\_

Seal: \_\_\_\_\_

**Division 3**

**Contract Forms**

**Section 1: Master Service Agreement Form**

**ATTACHMENT B — COMPENSATION**

This attachment is to the AGREEMENT between \_\_\_\_\_, ("Service Provider"), and CLAYTON COUNTY WATER AUTHORITY ("CCWA"), for a PROJECT generally described as: **IT Infrastructure Support & Managed Services** as executed on the \_\_\_ day of \_\_\_\_\_, 20\_\_\_. All terms and conditions of said AGREEMENT and STATEMENT OF WORK NO. \_\_\_\_\_ are incorporated herein by reference.

The purpose of this Attachment is to define the manner of compensation of Service Provider by CCWA regarding the above-mentioned Project.

**ARTICLE I. COST REIMBURSABLE - PER DIEM COMPENSATION**

Under the Cost Reimbursable-Per Diem Compensation method, payment by CCWA to Service Provider will be as follows:

**A. COST REIMBURSABLE-PER DIEM (TIME AND EXPENSE)**

For Services enumerated in ARTICLE 1, Service Provider shall be paid Service Provider's Per Diem Rates as listed below plus Direct Expenses if Service Provider is not paid a Fixed Price (see Section B below). There shall be no service charge due on sales and use taxes.

Service Provider's Per Diem Rates, for each employee category, will be the rates in effect as the time that each Statement of Work was executed and dated as shown on Attachment A to the AGREEMENT.

Insert Fee/Rate Schedule which is all inclusive for all services.

**B. FIXED PRICE PAYMENT**

In the event CCWA and Service Provider determine not to compensate Service Provider pursuant to the Cost Reimbursable-Per Diem structure described in Section A above, Service Provider shall be paid a Fixed Price by CCWA. The Fixed Price sum shall be considered the total and complete payment for all Services and Work Product rendered by Service Provider pursuant to the Statement of Work from the date said Statement of Work was executed and dated, as shown on Attachment A to the AGREEMENT, through the date of Final Acceptance. There shall be no service charge due on sales and use taxes.

Service Providers' Fixed Price sum shall be as follows:

---

---

**Division 3**

**Contract Forms**

**Section 1: Master Service Agreement Form**

**C. BUDGET**

A budgetary amount, excluding taxes, will be established in the Statement of Work for Services in ARTICLE 1. Service Provider will make reasonable efforts to complete the work within the budget and will keep CCWA informed of progress toward that end so that the budget or work effort can be adjusted if found necessary.

Service Provider is not obligated to incur costs beyond the indicated budgets, as may be adjusted, nor is CCWA obligated to pay Service Provider beyond these limits.

When any budget has been increased, Service Provider's excess costs expended prior to such increase will be allowable to the same extent as if such costs had been incurred after the approved increase provided Service Provider provides written notice to CCWA of such excess costs prior to any approved increase.

**SIGNATURES ON NEXT PAGE**

**Division 3**

**Contract Forms**

**Section 1: Master Service Agreement Form**

IN WITNESS WHEREOF, the parties execute below:

For CLAYTON COUNTY WATER AUTHORITY

Signature \_\_\_\_\_

Name (printed) \_\_\_\_\_

Title \_\_\_\_\_

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2014

Attest: \_\_\_\_\_

Affix Seal

For [insert Service Provider's name] \_\_\_\_\_

Signature \_\_\_\_\_

Name (printed) \_\_\_\_\_

Title \_\_\_\_\_

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2014

Attest: \_\_\_\_\_

Affix Seal

**END OF SECTION**

**Division 3**

**Contract Forms**

**Section 4: Non-Collusion Certificate**

STATE OF \_\_\_\_\_, COUNTY OF \_\_\_\_\_

Personally appeared before the undersigned officer duly authorized by law to administer

Oaths \_\_\_\_\_  
who, after being first duly sworn, depose and say that they are all the officers, agents,  
persons or employees who have acted for or represented \_\_\_\_\_

\_\_\_\_\_ in proposing or procuring the Contract with the Clayton County Water Authority on the  
following Project: **IT Infrastructure Support & Managed Services**, and that said

\_\_\_\_\_ has not by (himself, themselves) or through any persons, officers, agents or employees  
prevented or attempted to prevent by any means whatsoever competition in such  
proposing; or by any means whatsoever prevented or endeavored to prevent anyone  
from making a proposal therefore, or induced or attempted to induce another to  
withdraw a proposal for said work.

ATTEST: By: \_\_\_\_\_  
Company Name of Proposer

By: \_\_\_\_\_ By: \_\_\_\_\_  
Name Name

Title: \_\_\_\_\_ Title: \_\_\_\_\_

Sworn to and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

Notary Public: \_\_\_\_\_

My Commission expires: \_\_\_\_\_

**END OF SECTION**

## **Division 4**

## **Specifications**

### **Section 1: IT Infrastructure Support**

#### **1.1 Background**

CCWA has a small team of highly skilled server and network engineers that support and maintain its Windows server and network infrastructure. The same team also works on small to medium IT projects as time permits. The purpose of this RFP is to supplement this dedicated team, as needed, to work on - and successfully complete - small, medium, and large projects involving Windows servers and the network. These projects range from building new VLANs and expanding CCWA's network to building virtual servers and implementing new monitoring and disaster recovery capabilities. Specific examples and desired technical qualifications are described below. CCWA also, at times, may request contract server and network engineering resources to supplement IT's existing maintenance and support efforts.

CCWA operates two Data Centers (one production and one High Availability/Disaster Recovery (HA/DR) designed to provide production, development, test, storage, backup, security, and disaster recovery services. The data centers house a combination of physical Windows servers, physical IBM Power 6/7 servers and virtual machines. A total of forty ESX hosts operate VMware 5.1 (Enterprise Plus), with approximately four hundred guests. Primary storage is provided by two synchronously replicated IBM V7000 Storage Area Network arrays (SANs) located at each data center. Cisco network switches are utilized at both data centers and throughout CCWA's campuses, along with several older Nortel switches at the HA/DR site. The data centers support a CCWA staff of approximately three hundred seventy five along with a number of contract staff that changes over time.

CCWA has five main campuses and thirteen locations located in the Clayton County area. CCWA supports over four hundred desktop and laptop computers and associated devices. Support includes trouble-shooting hardware and software, providing technical expertise, installing PC software, maintaining Active Directory, maintaining the PC inventory, providing upgrades, maintaining the computer ticketing system, providing primary and secondary support, project support, and other functions.

Examples of potential IT Infrastructure projects are:

- Migrating numerous applications from Windows 2003 server to Windows 2008, R2 or Windows 2012.
- Implementing SCOM, including configuring monitoring consoles for CCWA's network operations center.
- Implementing and/or optimizing Site Recovery Manager (SRM) to provide automated disaster recovery for CCWA's primary VM applications.

## **Division 4**

## **Specifications**

### **Section 1: IT Infrastructure Support**

- Obtaining server specifications and building Windows virtual machines, including creating server documentation.
- Migrating legacy applications and servers to IT standard server OS and databases.
- Coordinating with the IT Applications & Support teams.
- Coordinating with IT Backup & Recovery and SAN staff.
- Providing technical expertise during the development of CCWA project requirements and designs.
- Implementing Active Directory for the DMZ, test and production environments.
- Developing a test network.
- Upgrading CCWA's physical security applications and servers.
- Assessing CCWA's VLAN environment.
- Expanding CCWA's Network Access Control (NAC) system.
- Upgrading CCWA's VPN client.
- Trouble-shooting.
- Developing an Infrastructure Roadmap.
- Evaluating network redundancy and configuration.
- Enhancing CCWA's load balancing environments.
- Reviewing CCWA's server and firewall patching procedures.
- Setting up an external DNS.
- Reviewing CCWA's DHCP configuration.
- Updating CCWA's Citrix environment.
- Upgrading CCWA's email system.
- Evaluate CCWA's network and server cyber-security configuration.
- Evaluating XenDesktop and View.
- Evaluating replacement of IBM Blade Center infrastructure.

The above examples are intended to generally describe the type of work required in this RFP and does not necessarily specify actual projects requested, nor is the list all-inclusive.

#### **1.2 Project Assumption:**

CCWA recognizes that there are different approaches to supporting the Windows server and network environment. In order for CCWA to easily compare RFP responses, the following are assumptions that should be taken into consideration when preparing your responses:

- A. CCWA has limited resources of highly skilled server and network engineers. Nonetheless, CCWA values expertise on assessing alternative ways to configure our systems to maximize their use.

## **Division 4**

## **Specifications**

### **Section 1: IT Infrastructure Support**

- B. CCWA strives to maintain a manageable number of virtual servers as well as adhere to industry best practices and IT department standards.
- C. CCWA recognizes that a vendor may be stronger in some areas of IT infrastructure support than others. If you have specific areas of in-depth experience, we encourage you to discuss these in your proposal. While we would prefer that a single vendor have experience with many aspects of Windows server and network environments, we recognize that may not be possible. Therefore, we require that vendors have working experience with either the Windows server environment or expertise with networks. In addition, expertise in specialized IT technologies is highly desired (e.g., NAC, SRM, wireless, etc.), so please detail your experience in technology – which products have you worked with, and what systems have you used.
- D. Assignments for projects, new functionality, or enhancements may vary based on situations; the role of a vendor may vary from assignment to assignment.

#### 1.3 Requirements

The following are **minimum** requirements for monitoring support to be provided to CCWA. In an attempt to illustrate their appreciation of the type of monitoring services offered and needed, vendors are encouraged to include any additional options to enhance their offering.

##### A. Tier-1 Monitoring/Support – Infrastructure

There must be Tier-1 level support for CCWA. Tier-1 will provide the critical support for CCWA and enable proficient response times with live specialists. Tier-1 also provides support for daily maintenance routines with a live specialist on a 'call back' basis.

1. **Initial Dedicated Onsite Support:** Per CCWA's request, the primary resource will be onsite for the transition phase. Please provide an estimate of the duration of this phase.
2. **Guarantee of estimated hours a month** of offsite/onsite support throughout term, which you will specify the number of guaranteed hours proposed.
3. **Designated Person(s):** Designated technical resources (prequalified by CCWA) will be assigned to the account.
4. **Scheduled Hours:** Defined hours of coverage will be enumerated.
5. **Emergency Onsite Support:** A support technician will be onsite 'no later' than one business day from communicated emergency.



## **Division 4**

## **Specifications**

### **Section 1: IT Infrastructure Support**

6. **Offsite Standard Response:** 30 minute response time for a standard call.
  7. **Offsite Emergency Response:** 15-minute response time for emergencies.
  8. **Upgrade Support:** When and if required, a Technician will be onsite on upgrade initiatives and mock upgrade efforts.
  9. **System Health Support:** CCWA is a 24 by 7 operation with heavy users from 7:00 am to 5 pm and minimal users the rest of the day. Please describe how you would handle system checks to ensure that CCWA's operations are monitored and its health checked to support the 24 x7 operation described above.
  10. **Incident/Request Tracking System:** Please provide detailed description of your Incident/Request Tracking System. Do you have a Service Ticket site that CCWA will be using to enter ticket request? Include procedures for entering requests and/or incidents. Include training to be provided with regards to using the system.
  11. **SYSTEM Monitoring:** What are your system monitoring solutions in place? Are they automated? What types of tools/reporting are in place? How will they be shared with CCWA?
  12. **Reporting:** Please describe the different types of report that you will be providing CCWA. Please attach samples of the reports.
- B. Onsite Support
- Onsite support as required will be provided. Onsite support will be a part of the monthly fees but can be extended. Onsite support must be scheduled by CCWA 2 weeks in advance.
  - Emergency onsite support is available with a one-business day expectation.
- C. High Availability Support
- High availability support is required in emergency situations requiring immediate action from Vendor. The "primary" support specialist from Vendor must be responsible for this support with the secondary on call.
  - High availability includes live response via phone, email, pager, and or onsite support per contract terms.

**Division 4**

**Specifications**

**Section 1: IT Infrastructure Support**

1.7 CCWA Fact Sheet

CCWA ESX Hosts	5 Production, 4 DR
CCWA VMs	93
SAN	IBM v7000
Backup & Recovery	Symantec Backup Exec (LTO3), vsphere Replication w/ SRM
Data Center	2 Datacenters (1 primary, 1 DR)
Switches	30 + Cisco switches
CCWA campuses	13 sites (HQ, Forest Park Payment Center, 3 Water Reclamation Facilities, 3 Water Production Plants, Wetlands Center, 2 NTS sites, Old Casey, Shamrock CUB)
Databases	DB2 & SQL Server
# of PCs	350
Primary Applications	CIS (Northstar), Financial (JD Edwards), GIS (ESRI), CMMS (Cityworks), Email (Exchange), Web, DNS, Active Directory, DHCP, SCADA, Phone (Cisco VoIP), Backup (Symantec), Virtual (VMware)
Total Applications	~170

**END OF SECTION**

## **Division 4**

## **Specifications**

### **Section 2: Sharepoint Support**

#### **2.1 Background**

CCWA has adopted SharePoint, but could use assistance with best practices on SharePoint utilization, and Best Practice on administration. SharePoint has been available since 2012 and is widely utilized for a variety of functions.

#### **2.2. Architecture**

The SharePoint 2010 RTM installation is currently in place on a single production web server and a single test web server. There is only one content database per environment.

#### **2.3 Project Assumption**

The purpose of this Request for Proposal (RFP) is to solicit proposals from qualified companies to provide Programming, Monitoring, Maintenance and Support expertise for CCWA. CCWA may provide their own development, IT Business and Business Unit resources for the systems as needed, however CCWA may request development activities on (project by project) basis.

The scope and start date will be determined by the responses to this RFP and other internal CCWA factors. CCWA would expect the following activities to take place in the manner specified (or in a similar fashion to those listed below):

- A. Incidents are used to track support or break/fix work activities.
- B. Service Requests are used to track requests for Projects, Maintenance and non-break/fix work activities.
- C. Problems are used to track root cause analysis efforts.
- D. Requests for Change are used to approve change requests such as new software installations.

#### **2.4 Monitoring Services**

Automated monitoring of SharePoint System Health as follows:

- A. Storage Space and Quota Limits.
- B. SharePoint Job status.
- C. Creation of Governance Principles via configuring SharePoint.
- D. Adherence to Governance principles.
- E. Trouble Shooting security and access issues.

#### **2.5 Maintenance Services**

Maintenance services are defined as the performance of activities to accomplish the following objectives:

## **Division 4**

## **Specifications**

### **Section 2: Sharepoint Support**

- A. Assisting with the implementation of software patches/updates provided by the CCWA for the SharePoint content and code, Microsoft for the underlying SQL Server database.
- B. Performance of proactive tasks with the intention to ensure the SharePoint environment is in good working order. A maintenance plan should be attached that summarizes the proactive maintenance tasks that will be performed.
- C. Automation of SharePoint Maintenance with processes, jobs, and configurations.
- D. Creation of SharePoint collections as necessary (rare).

Maintenance tasks are tracked using Service Requests within provider's system.

#### **2.6 Support Services**

Support services are defined as re-active response to requests made by CCWA. Support services are typically focused on:

- A. Fixing an issue experienced by an end user,
- B. Assisting an end user in the use of the application,
- C. Making minor enhancements to the environment, or
- D. Assisting CCWA with the definition and planning of a new project.

#### **2.7 Requirements & Qualifications**

The following are **minimum** requirements for external SharePoint Support to be provided to CCWA. In an attempt to illustrate their appreciation of the type of Services offered and needed, vendors are encouraged to include any additional options to enhance their offering. The items listed below are the characteristics that CCWA desires, if you have suggested alternatives, please list them with an explanation as to why they are different from what we have listed.

##### **A. Tier-1 Support**

There must be Tier-1 level support for CCWA. Tier-1 will provide the critical support for CCWA and enable proficient response times with live specialists. Tier-1 also provides support for daily maintenance routines with a live specialist on a 'call back' basis.

1. **Initial Dedicated Onsite Support:** Per CCWA's request, the primary resource will be onsite for the transition phase. Please provide an estimate of the duration of this phase.

## **Division 4**

## **Specifications**

### **Section 2: Sharepoint Support**

2. **Guarantee of estimated hours a month** of offsite/onsite support throughout term – please provide proposed guaranteed number of hours and support for that guarantee level.
3. **Dedicated Person:** Dedicated primary and secondary technical resources (prequalified by CCWA) will be assigned to the account.
4. **Scheduled Hours:** Guaranteed time to speak with primary specialist, up to one hour scheduled time, twice a week (time and day to be pre-determined by CCWA)
5. **Standard Onsite Support:** When required, the primary Support Specialist will be onsite at CCWA.
6. **Emergency Onsite Support:** A technician will be onsite 'no later' than one business day from communicated emergency if issues cannot be resolved remotely.
7. **Offsite Standard Response:** 30 minute response time for a standard call.
8. **Offsite Emergency Response:** 15-minute response time for emergencies.
9. **Upgrade Support:** If/when required, the primary Technician will be onsite on upgrade initiatives and mock upgrade efforts.
10. **Workshop Support:** If/when required, the primary Technician will be onsite to provide needed workshops for CCWA internal employees.
11. **System Health Support:** CCWA is a 24 by 7 operation with heavy users from 7:00 am to 5 pm and minimal users the rest of the day. Please describe how you would handle system checks to ensure that CCWA's operations are monitored and its health checked to support the 24 x7 operation described above.
12. **Incident/Request Tracking System:** Please provide detailed description of your Incident/Request Tracking System. Do you have a Service Ticket site that CCWA will be using to enter ticket request? Include procedures for entering requests and/or incidents. Include training to be provided with regards to using the system.
13. **SYSTEM Monitoring:** What are your system monitoring solutions in place? Are they automated? What types of tools/reporting are in place? How will they be shared with CCWA?
14. **Reporting:** Please describe the different types of report that you will be providing CCWA. Please attach samples of the reports.

## **Division 4**

## **Specifications**

### **Section 2: Sharepoint Support**

#### **B. High Availability Support**

High availability support is required in emergency situations requiring immediate action from Vendor. The “primary” support specialist from Vendor must be responsible for this support with the secondary on call.

High availability includes live response via phone, email, pager, and or onsite support per contract terms.

Emergencies are described as SharePoint services are down.

#### **C. Response times and scheduled hours**

Scheduled time to speak with a SharePoint specialist up to one hour scheduled time, twice a week (time and day to be pre-determined by CCWA). This time is intended to provide weekly overview of outstanding tasks or any unresolved issues from the past week.

- 30 minute response time for a standard call when working remotely. The 30 minute response time does NOT indicate a resolution to the issue(s) but that dedicated work on the request will begin immediately.
- All times will be based upon EST. This allows CCWA to continue business without time changes, which impede performance and effectiveness of issue resolution.
- Hours are based on a 40-hour workweek during normal business hours. Provisions must be available for communication outside normal business hours for the primary and backup SharePoint Support Specialists.

#### **D. Issue Escalation and Warranty**

1. Please define how escalations are handled and the different levels of your escalation process.
2. Please define your solution warranty process.
  - a. How is CCWA acceptance of the solution recognized?
  - b. How are post promotion issues prevented, analyzed and resolved?
  - c. Is there a post promotion warranty period?

#### **E. Other Required Terms**

##### **Penalty Assessment**

Penalty assessments are to be used when Vendor involved does not meet the requirements per contract terms. In the event Vendor does not respond during the standard half hour or emergency 15 minute allotted time to CCWA, Vendor will credit CCWA 2 hours of time.

## **Division 4**

## **Specifications**

### **Section 2: Sharepoint Support**

#### **F. Staffing Technical Experience**

Technology staff shall possess the following qualifications for SharePoint:

- Active Directory
- ASP.NET master page
- Business Data Catalog
- Internet Information Services (IIS)
- Microsoft Exchange Server
- Microsoft .NET Framework
- Simple Mail Transfer Protocol (SMTP)
- Single sign-on (SSO)
- Microsoft SQL Server
- Windows SharePoint Services technology

Responsible for documenting all desired requirements, developing programmatic solutions, testing solutions for accuracy with defined test plan, coordinate the implementation and completion of specifications, system changes and problem correction.

Ability to design detailed functional, technical and program specification oversees the creation of unit test plans and test data and monitor the execution of test procedures.

Ability to create logical and physical data models and design user interfaces.

Experience in structured design, analysis and development techniques, and structured test methodologies.

Working knowledge of quality assurance methodologies.

Good written and oral communication skills; ability to make presentations to both technical and non-technical audiences.

Interface with functional users to define and document functional requirements for application software using structured interviewing techniques.

Define and document system scope, current logical view, general requirements and proposed logical view using structured design and analysis techniques.

**Division 4**

**Specifications**

**Section 2: Sharepoint Support**

Convert system requirements into detailed program specifications appropriate for delegation to programmers.

Evaluate and recommend design and development technology alternatives.

Coordinate the setup of the development and testing environments for the applications to be developed.

Coordinate and participate in testing and evaluation of test results.

Coordinate the implementation, technical writing and user training activities associated with the system changes and new system development efforts.

Perform follow-up validation of corrected deliverables with the user community.

2.8 CCWA Sharepoint Fact Sheet

CCWA Sharepoint Version	2010
CCWA # Users	380
Went Live	October 2011
Archiving	Daily Incremental with Weekly Full (Tape)
Enterprise Server	<ul style="list-style-type: none"> <li>• Yes</li> </ul>
Load Balancing	<ul style="list-style-type: none"> <li>• Not needed – only one server</li> </ul>
Web Server	<ul style="list-style-type: none"> <li>• 1 Production server (DB, App, Web, all on one server)</li> </ul>
Databases	<ul style="list-style-type: none"> <li>• 5G per database</li> </ul>
Database Size	<ul style="list-style-type: none"> <li>• 5 Gb</li> </ul>
Security	<ul style="list-style-type: none"> <li>• Based upon Active Directory authentication</li> </ul>

**END OF SECTION**