



Request for Quotations

RFQ#: AGOITS090716

One (1) – Exchange/Systems Administrator

Overview

The Ohio Attorney General’s Office (“AGO”) is seeking quote submissions from Ohio State Term Schedule (“STS”) vendors in response to this Request for Quotations (“RFQ”) to secure one (1) Systems Administrator at or below STS rates.

Ohio Attorney General Mike DeWine is an elected official who is the lawyer for the State of Ohio and its agencies, boards and commissions. The AGO has about 1,600 employees, who are served by an Information Technology Services section (“ITS Section”) of close to 100 employees.

Purpose

The AGO ITS Section is responsible for managing applications on multiple servers in many environments. This involves monitoring all environments, ensuring stability of servers, and working in a team environment to accomplish a variety of tasks. The purpose of this RFQ is to secure a skilled Exchange/Systems Administrator for the AGO’s Systems team to provide professional support to our myriad applications.

Terms and Conditions

The selected vendor may not report to the AGO and no work may commence until an AGO contract has been fully executed, background checks are completed and approved for all vendor employees, and a purchase order is issued to the vendor. Note that the contracting, background check, and purchase order processes may take up to six weeks in total to complete. The comprehensive background check may include a drug test and/or a polygraph examination.

Once the selected vendor(s) reports to the AGO, all work will be conducted in accordance with AGO policies, procedures, coding standards, and best practices as instructed by the ITS Section. Additionally, the selected vendor(s) will be required to sign various AGO forms and/or agree to comply with certain requirements prior to commencement of work (e.g. signing a nondisclosure statement, signing a computer usage, network access, internet usage and social media policy acknowledgement, agree to comply with the requirements of IRS Publication 1075, signing an equipment release).

The AGO is subject to the requirements of the Ohio Public Records Act, located at Ohio Revised Code Section 149.43. Accordingly, vendors must understand that information and other materials submitted in response to this RFQ or in connection with any contract as a result of this RFQ may be subject to disclosure as a public record.

During the term of any contract resulting from this RFQ, the vendor shall be engaged by the

AGO solely on an independent contractor basis, and the vendor shall therefore be responsible for all the vendor's business expenses, including, but not limited to, employees' wages and salaries, insurance of every type and description, and all business and personal taxes, including income and Social Security taxes and contributions for Workers' Compensation and Unemployment Compensation coverage, if any.

Vendor Quote Submission and Selection Process

All responses to this RFQ must include the information listed below to ensure the quote submission and proposed candidate(s) are considered for this opportunity. Any material deviation from the format or information below may result in rejection of a response.

- Quote letter on company letterhead
 - Signed by an authorized individual
 - Contact person
 - Business address
 - Contact business phone number
 - Contact email address
 - STS number
 - STS "Goods and Services" line item and description
 - STS list price
 - STS discounted price for AGO
 - Acknowledgment of project scope and duration
- Candidate's resume
- Candidate's summary of qualifications
- Name, phone number, and address for at least two work references

All responses must be submitted **before 1:00 p.m., Friday September 30, 2016** via email to: AGO-ITSProcurement@OhioAttorneyGeneral.gov .

STS vendors are encouraged to submit multiple candidates for consideration. Vendors may submit individual responses or choose to submit a total response for a team, or submit both. The AGO has the discretion to reject responses that are not in the best interest of the AGO, or to rescind the RFQ. The AGO may waive minor defects and/or request clarifications in the responses that do not materially deviate from the specifications or otherwise create an unfair competitive advantage.

Candidates should expect to have one or more interviews conducted via phone, Skype, MS Lync, or in person to ensure that the candidates have the proper skill set and an understanding of the project.

The AGO will not be liable for any costs incurred by a vendor in responding to this RFQ, regardless of whether the AGO awards any contract(s) through this process, decides to cancel this RFQ for any reason, or issues another RFQ if it is deemed to be in the best interest of the AGO to do so.

The contract will be awarded to the vendor that offers the best value, based on a combination of qualifications and price. The contract will not necessarily be awarded to the lowest price proposal.

Calendar of Events

- RFQ issued date: Thursday September 22, 2016
- Response due date: Friday September 30, by 1:00 p.m., 2016
- Estimated Interview dates: Monday October 11 – Friday October 14, 2016
- Estimated selection date: Tuesday October 18, 2016
- Estimated start date: Tuesday November 1, 2016
- Estimated Initial Contract : Tuesday November 1, 2016 – June 30, 2017

Communication and Inquiries

From the release date of this RFQ through the date of vendor(s) selection, all vendor communication and questions regarding this RFQ must be made via email using: AGO-ITSProcurement@OhioAttorneyGeneral.gov.

Work Location

All work performed under a contract awarded pursuant to this RFQ will be conducted at 150 E. Gay Street, Columbus, Ohio. The vendor shall not be reimbursed for travel, lodging or any other expenses incurred in the performance of the work under the contract.

The successful candidates will work within the AGO's ITS Section and report to a manager in the Systems and Infrastructure group.

Required System Administrator Skillset

Potential candidates must have at least 5 years professional experience. Candidates must have the following skillsets and be able to manage the following tasks:

- Expertise in Windows Exchange email support.
- Experience working in a 24X7 environments and providing on-call support.
- Strong interpersonal skills.
- Bachelor's/Master's degree in Computer Science or equivalent.
- As part of a team, help provide resolutions for complex support issues.
- Ability to quickly learn about and develop a level of competence with new products, tools, techniques and methodologies.
- Ability to evaluate information gathered from all sources as well as vet and transfer high-level information into required details.
- Excellent verbal and written communication skills, with the ability to interact professionally with a diverse group including, but not limited to, executives, managers, and subject matter experts.
- Collaborate with project teams and help establish a technical vision.
- Strong time management skills.
- The successful candidate should be confident, self-motivated, and comfortable with teaching others.

Tasks:

- Continuously monitor the environment and proactively address or create plans to address risk and anticipated issues due to infrastructure upgrades, security patches, updates to other integrated applications, etc.
- Manage servers and troubleshoot applications. Assist in planning, designing, support and documentation.
- Manage user accounts and privileges in Active Directory.
- Monitor and ensure systems and services are operating at a high level to ensure business functions.
- Monitor system and application logs for issues and remediate as necessary.
- Continuously monitor the environment and proactively address or create plans to address risk and anticipated issues due to infrastructure upgrades, security patches, updates to other integrated applications, etc.
- Apply OS patches and upgrades on a regular basis.
- Install new software releases and evaluate and install patches to resolve problems.
- Develop and maintain installation and configuration procedures.

The successful candidates will be part of a team working under the direction of the ITS Section and be required to interact with additional ITS Section staff, other AGO staff and AGO business partners on an as needed basis.