



THIS CONTRACT is hereby made, entered into, and effective as of October 01, 2023, by and between GUILFORD COUNTY, a body politic and corporate of the State of North Carolina, hereinafter referred to as the “COUNTY,” and Dynamic Quest, LLC, hereinafter referred to as the “CONTRACTOR,” and also collectively referred to as the “Parties.”

W I T N E S S E T H:

WHEREAS, for the purpose and subject to the terms and conditions hereinafter set forth, the COUNTY hereby contracts for the items, goods, service or services of the CONTRACTOR and the CONTRACTOR agrees to provide the items, goods, service or services to the COUNTY in accordance with the terms of this Agreement.

WHEREAS, the COUNTY is in need of IT Ticketing, Monitoring and After Hours Call Center - BID 20145, and

WHEREAS, the CONTRACTOR has submitted a proposal to provide such goods and/or services.

NOW, THEREFORE, in consideration of promises mutually exchanged the Parties agree as follows:

- 1. GOODS AND/OR SERVICES.** CONTRACTOR will provide the goods and/or services as set forth in the Specifications (Attachment A) and Proposal (Attachment B), attached hereto and incorporated herein by reference. All items and/or services shall be provided in a competent, workmanlike and professional manner acceptable to the COUNTY. Should there be any discrepancy between the CONTRACTOR'S Proposal (Attachment B) and the Specifications (Attachment A) and/or the Contract, the Contract and/or the Specifications (Attachment A) shall prevail and control.
- 2. PAYMENT AND PRICING.** As full compensation for the CONTRACTOR'S delivery of the goods and/or services, the COUNTY agrees to pay the amounts for the goods and/or services as set out herein and in Attachment B, which is attached hereto and incorporated herein by reference. Payment will be made by the COUNTY to CONTRACTOR within thirty (30) days of receipt of a correct invoice and proper documentation that the goods and/or services have been delivered or provided in accordance with this Contract.
- 3. MAXIMUM EXPOSURE CONTRACT.** The maximum financial exposure to the COUNTY under this Contract will not exceed \$294,517.20. Payment will be made only from budgeted funds in accordance with N.C.G.S. Chapter 159.
- 4. APPROPRIATION.** This Contract is subject to annual appropriation of funds by the GUILFORD COUNTY Board of Commissioners or other funding source, pursuant to N.C.G.S. Chapter §153A-13.
- 5. TERM.** Unless terminated as provided herein, this Contract shall be in effect for Thirty-six (36) months, beginning October 01, 2023, and ending September 30, 2026, with the option to extend for two (2) additional one (1) year renewals at the same pricing and terms and conditions upon mutual written agreement of both Parties.

6. AMENDMENTS. The terms of this Agreement may only be modified or revised with a written Contract executed by both Parties.

7. TERMINATION.

TERMINATION WITHOUT CAUSE.

COUNTY may terminate this Contract without cause or penalty upon serving a 180 day written notice to the CONTRACTOR. Subject to this Contract's provisions regarding breach, all construction and repair work provided and accepted as of the date of termination will be paid; similarly, amounts paid in advance, if any, for which work has not been provided and accepted by COUNTY will be promptly refunded to COUNTY by CONTRACTOR within thirty (30) days of date of termination of this Contract.

TERMINATION FOR CAUSE.

If, through any cause, the CONTRACTOR shall fail to fulfill its obligations under this contract in a timely and proper manner, the COUNTY shall have the right to terminate this Contract by giving written notice to the CONTRACTOR and specifying the effective date thereof. In that event, all finished or unfinished deliverable items prepared by the CONTRACTOR under this contract shall, at the option of the COUNTY, become its property and the CONTRACTOR shall be entitled to receive just and equitable compensation for any satisfactory work completed on such materials, minus any payment or compensation previously made. Notwithstanding the foregoing provision, the CONTRACTOR shall not be relieved of liability to the COUNTY for damages sustained by the COUNTY by virtue of the CONTRACTOR'S breach of this Agreement, and the COUNTY may withhold any payment due the CONTRACTOR for the purpose of setoff until such time as the exact amount of damages due the COUNTY from such breach can be determined. In case of default by the CONTRACTOR, without limiting any other remedies for breach available to it, the COUNTY may procure the contracts services from other sources and hold the CONTRACTOR responsible for any excess cost occasioned thereby. The filing of a petition for bankruptcy by the CONTRACTOR shall be an act of default under this Contract.

8. BREACH. If, through any cause, CONTRACTOR or COUNTY ("the breaching party") shall fail to fulfill its obligations under this Contract in a timely and/or proper manner ("breach"), either in whole or in part, and such breach has continued for a period of more than ten (10) days after the other party ("the non-breaching party") has notified the breaching party of such breach, in addition to the right to terminate the Contract upon notice to the breaching party, the non-breaching party shall have all legal, equitable, and administrative rights available under applicable law. Without limiting other remedies, where COUNTY is the non-breaching party COUNTY may: Withhold any payment due CONTRACTOR for the purpose of setoff until such time as the exact amount of damages due COUNTY from such breach can be reasonably determined (at which time that amount shall be deducted from any payment(s) otherwise due to CONTRACTOR) and/or procure the contracted for services or goods from other sources and hold CONTRACTOR responsible for any excess cost occasioned thereby. The filing of a petition for bankruptcy by CONTRACTOR shall constitute an act of breach under this Contract.

9. EQUAL EMPLOYMENT OPPORTUNITIES - AFFIRMATIVE ACTION.

GUILFORD COUNTY and the awarded Vendor shall comply with Equal Employment Opportunities (EEO) requirements, and to take affirmative action to ensure that all individuals have an equal opportunity for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, or veteran status under the Guilford County EEO Plan, as amended, implemented pursuant to 41 CFR Part 60-2.10(a)(3), 41 CFR §60-741.44(a) and 41 CFR §60-300.44(a), and in accordance with the following laws, as amended: Title VII and Title IX of the Civil Rights Act of 1964; The Equal Pay Act of 1963; Executive Order 11246; the Age Discrimination in Employment Act of 1967; the Rehabilitation Act of 1973, as amended (Section 503); the Americans with Disabilities Act of 1990; the Vietnam Era Veterans' Readjustment Assistance Act of 1974 (VEVRAA); the Civil Rights Restoration Act of 1988; NC General Statutes Chapters 116 and 126 and Title II of the Genetic Information Nondiscrimination Act of 2008, the North Carolina Equal Employment Opportunity Policy effective June 1, 2015, along with all other applicable federal and state laws governing equal employment opportunities.

10. FEDERAL FUNDING – UNIFORM GUIDANCE. The Parties agree that when utilizing federal funding in the performance of this Agreement, the Parties shall comply with all applicable provisions of 2 C.F.R. §200.326 and 2 C.F.R. Part 200, Appendix II, (Uniform Guidance), including, but not limited to: The Equal Employment Opportunity Clause (41 C.F.R. Part 60); Davis-Bacon Act (40 U.S.C. 3141-3148); Copeland “Anti-Kickback” Act (40 U.S.C. §3145, as supplemented by Department of Labor (DOL) regulations, 29 C.F.R. Part 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”); Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708, as supplemented by DOL regulations at 29 C.F.R., Part 5. See 2 C.F.R. Part 200, Appendix II(E); Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act, as amended (33 U.S.C. 1251-1387); Debarment and Suspension (Executive Orders 12549(1986) and 12689(1989) at 2 C.F.R. Part 180 and the DHS’ regulations at 2 C.F.R. Part 3000 (Nonprocurement Debarment and Suspension); Byrd Anti-Lobbying Amendment (31 U.S.C. 1352); Procurement of Recovered Materials (2 C.F.R. Part 200, Appendix II(J) and §200.322); Rights To Inventions by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements (37 C.F.R. Part 401); Record Retention Requirements (2 C.F.R. §200-324); and subsequent amendments, which are incorporated herein by reference.

11. NOTICES. All notices pursuant to this Agreement shall be in writing and delivered personally or mailed by certified mail, registered mail, postage prepaid, with return receipt requested, at the addresses appearing below, but each Party may change such address by written notice in accordance with this paragraph. Notices delivered personally will be deemed communicated as of actual receipt. Mailed notices will be deemed communicated as of three (3) days after mailing.

Michael Halford, Guilford County Manager
GUILFORD COUNTY
P.O. Box 3427 (zip code 27402)
301 West Market Street
Greensboro, NC 27401

Dynamic Quest, LLC
Mailing Address: 4821 Koger Blvd.
City,State,Zip: Greensboro, NC 27407

12. INDEPENDENT CONTRACTOR/INDEMNIFICATION CONTRACTOR shall operate as an independent contractor for all purposes. Nothing in this Agreement shall be interpreted or construed as creating or establishing the relationship of employer and employee between the COUNTY and either the CONTRACTOR or any employee or agent of CONTRACTOR. CONTRACTOR is an independent contractor and not an employee, agent, joint venture or partner of the COUNTY. The Parties agree to each be solely responsible for their own acts or omissions in the performance of each of their individual duties hereunder, and shall be financially and legally responsible for all liabilities, costs, damages, expenses and attorney fees resulting from, or attributable to any and all of their individual acts or omissions to the extent allowable by law.

13. ASSUMPTION. If CONTRACTOR should undergo merger, acquisition, bankruptcy or any change in their ownership or their name for any reason, CONTRACTOR must immediately notify GUILFORD COUNTY in writing of these changes and provide the COUNTY with legal documentation supporting these changes, such as an Assumption Agreement, Bill of Sale, Articles of Incorporation, Articles of Amendment, sales contract, merger documents, etc. Further, CONTRACTOR will submit the name and address of the assuming CONTRACTOR’S registered agent for service of process and/or all notices required under this Contract.

14. SEVERABILITY. If any provision of this Contract is held unenforceable, then such provision will be modified to reflect the Parties' intention. All remaining provisions of this Contract shall remain in full force and effect.

15. FORCE MAJEURE. Neither Party shall be liable to the other Party for any failure or delay caused by events beyond such Party's control and not due to its own negligence, provided that such Party uses commercially reasonable efforts to resume performance as soon as reasonably practicable. The non-performing Party shall notify the other Party of the force majeure event within twenty-four (24) hours of the onset thereof. In the event that a force majeure event precludes CONTRACTOR from performing services and/or providing goods for a period of ten (10) consecutive business days, the COUNTY shall have the right to: (a) procure replacement goods and/or services from an alternative source and/or (b) terminate the Contract or portion(s) of Contract upon written notice to CONTRACTOR.

16. HEADINGS/TITLES/WORDING. Inclusion of titles of paragraphs or section headings, capitalization of certain words or phrases and/or bold face typestyle of certain words or phrases in this Contract are for convenience purposes only and shall not be used to interpret or construe the provisions of this Agreement. The terms "Contract" and "Agreement" have the same meaning and may be used interchangeably throughout this document. The terms "Attachment" and "Exhibit" have the same meaning and may be used interchangeably throughout this document.

17. GUILFORD COUNTY LIABILITY INSURANCE REQUIREMENTS.

WORKERS COMPENSATION: CONTRACTOR agrees to maintain coverage to apply for all employees for statutory limits in compliance with the applicable state and federal laws. The policy must include employer's liability with limits of at least \$1,000,000.00 for each accident, \$1,000,000.00 for each employee, with at least a \$1,000,000.00 aggregate policy limit.

COMMERCIAL PROFESSIONAL LIABILITY: CONTRACTOR does hereby agree to maintain limits of at least \$1,000,000.00 per occurrence, per location, single limit for bodily injury liability and property damage liability, with at least a \$2,000,000.00 aggregate limit, per location. This shall include premises and/or operations, independent contractors, products and/or completed operations, broad form property damage and explosion, collapse and underground damage coverage, and a contractual liability endorsement.

BUSINESS AUTO LIABILITY: CONTRACTOR does hereby agree to maintain limits of at least \$1,000,000.00 per accident combined single limit for bodily injury liability and property damage. This should include owned vehicles, plus hired and non-owned vehicles.

COMMERCIAL GENERAL LIABILITY: CONTRACTOR does hereby agree to maintain limits of at least \$1,000,000.00 per occurrence, per location, single limit for bodily injury liability and property damage liability, with a \$2,000,000.00 aggregate limit, per location. This shall include premises and/or operations, independent contractors, products and/or completed operations, broad form property damage and explosion, collapse and underground damage coverage, and a contractual liability endorsement.

UNDERWRITING, ADDITIONAL INSURED, AND CANCELLATION NOTICE REQUIREMENTS: All insurance shall be written by companies with an AM Best rating "A" or higher. GUILFORD COUNTY shall be named as an additional insured on CONTRACTOR insurance policies, which shall be primary and not contributory to any other insurance that may be available to the COUNTY. Such certificates shall require that the policies shall not be canceled or reduced in coverage until thirty (30) days written notice of such cancellation or reduction has been received by CONTRACTOR and GUILFORD COUNTY.

MAINTENANCE OF INSURANCE COVERAGE AND RENEWAL DOCUMENTATION: CONTRACTOR original insurance policies or certified copies of policies may be required by COUNTY at any time. Current, valid insurance policies meeting the requirements stated herein shall be maintained for the duration of the Agreement. Renewed policies shall be sent to the COUNTY at the above address thirty (30) days prior to any expiration date.

Upon the COUNTY'S offer of award of this Agreement, CONTRACTOR will provide Certificates of Insurance for meeting the required insurance provisions. The Certificate of Liability shall state, "Guilford County is added as an additional insured as evidenced by the endorsement attached to this Certificate." CONTRACTOR will provide copies of insurance certificate(s) Guilford County Purchasing with their award package.

All insurance documents required under this Contract shall be forwarded to:

GUILFORD COUNTY

Attention: Risk Management

301 West Market Street

Greensboro, NC 27401

Reference: GUILFORD COUNTY CONTRACT NO. **90005604**

With CONTRACTOR'S NAME: Dynamic Quest, LLC

In the event CONTRACTOR fails to maintain and keep in force for the duration of this Contract the insurance required herein, the COUNTY may cancel and terminate this Contract without notice.

18. ENTIRE AGREEMENT. This Contract, including the Exhibits and/or Attachments, if any, sets forth the entire Agreement between the Parties. All prior conversations or writings between the Parties hereto or their representatives are merged within and extinguished. This Contract shall not be modified except by a writing subscribed to by all the Parties.

19. JURISDICTION. The Parties agree that this Contract is subject to the jurisdiction and laws of the State of North Carolina. The CONTRACTOR will comply with bid restrictions, if any, and applicable laws, including N.C.G.S. §143-129(j) regarding E-Verify. Any controversies arising out of this Contract shall be governed by and construed in accordance with the laws of the State of North Carolina. An Affidavit Regarding E-Verify is attached hereto and incorporated herein by reference as Attachment B.

(The remainder of this page is intentionally left blank.
This Contract continues with signatures on the following page.)

WITNESS the following signatures and seals all pursuant to authority duly granted, effective as of the day and year first above written.

GUILFORD COUNTY

ATTEST:

Jason Jones Date
Assistant Guilford County Manager

Robin B. Keller Date
Guilford County Clerk to Board

Dynamic Quest, LLC

ATTEST:

Date
Title: _____
Print Name: _____

Date
Witness
Print Name: _____

This instrument has been preaudited in the manner required by the Local Government Budget and Fiscal Control Act.

Donald Warn Date
Guilford County Chief Financial Officer

Guilford County Department Director / Designee



Guilford County
STATE of NORTH CAROLINA

Date: July 7, 2023
To: Guilford County Board of Commissioners
From: MWBE Program Deputy Director
Subject: MWBE Goals and Good Faith Efforts Review
Project #: 20145
Project Name: GC IT Ticketing, Monitoring and After-Hours Call Center

MWBE PROGRAM OFFICE GOALS REVIEW

Per NC GS 143-128.2. Minority Participation goals., Guilford County has adopted the state minority business participation goal of 10%. Guilford County shall establish a 10% minority goal on all projects greater than \$30,000.

On February 2017, the Guilford County Board of Commissioners established an aspirational MWBE participation goal of fifteen percent (15%), as recorded in the approved meeting minutes. Guilford County encourages each contractor to meet or exceed the aspirational goals in recruiting MWBE providers.

The following goals were established for the GC It Ticketing, Monitoring, and After-Hours Call Center project. The MWBE Director has waived the goal for this project per the MWBE Administrative Manual, Section 8.26.3 "Exempt Contracts-No Subcontracting Opportunities".

Established Goal	Aspirational Goal	Vendor Committed Goal
0%	15%	0.00%

The following goal(s) were committed to by Dynamic Quest, LLC on the contract amount of \$262,042.20 for 36 months of service.

Subcontractor Name	Work Scope	NC HUB Certification Type	NC HUB Ethnicity	Percent Committed	Amount Committed
N/A	N/A	N/A	N/A	0.00%	\$0.00

GOOD FAITH EFFORTS REVIEW

In accordance with NC GS 143-128.2(f), Minority business participation goals., and NC GS 143-131(b), a review of good faith efforts where the established goal has been met or exceeded is not required. The MWBE Director has waived the goal for this project per the MWBE Administrative Manual, Section 8.26.3 "Exempt Contracts-No Subcontracting Opportunities"; as a result, a Good Faith Efforts Review is not required.

The MWBE Department verifies that this contract complies with MWBE requirements set forth in the solicitation documents and the MWBE Policy and Administrative Manual and furthermore recommends this contract for award.



Request for Proposals

For

**Guilford County Information Technology
Ticketing, Monitoring and After Hours Call Center**

Bid Number: 20145
(REBID #1)

Commodity Code(s): 20888

Guilford County Purchasing Department
Greene Street Building, Basement-Suite 072
201 South Greene Street
Greensboro, NC 27402

PROPOSAL SCHEDULE

(Note: The dates below are subject to change)

Request for Proposal
for

Guilford County Information Technology Ticketing, Monitoring and After Hours Call Center

Bid Number 20145
(REBID #1)

Advertisement Date	May 24, 2023
Mandatory Pre-Proposal ZoomGov Meeting	May 31, 2023, at 10:00 A.M., Eastern Time
Last Day for Questions	June 6, 2023, at 2:00 P.M., Eastern Time
Proposal Due Date	June 15, 2023, at 2:00 P.M., Eastern Time

I. Introduction

Guilford County Purchasing Department is soliciting proposals from qualified firms to provide monitoring for servers for up/down status, disk space full, RAM, CPU and other resources as required such as SQL services. We also will need switches and Access Points monitored for up/down conditions based on a parent/child hierarchy. The County also requires after-hours answering service for critical calls. The County will also entertain bids for a ticketing system that the county can use. The County will require two separate prices for the above services: one for monitoring only and the other to include monitoring along with a ticketing system. Guilford County invites all interested and qualified firms who meet the requirements below to submit a response to this RFP.

II. General Information

A Mandatory Pre-Proposal ZoomGov Meeting will be held on, Wednesday May 31, 2023, at 10:00 A.M., as instructed below. You may join the ZoomGov Meeting from your computer, tablet or smartphone.

Failure to attend the Mandatory Pre-Proposal Meeting will result in a Provider being deemed non-responsive.

For best results, use Chrome as your web Brower:

Please join my meeting from your computer, tablet or smartphone

<https://www.zoomgov.com/j/1611794286?pwd=enJLc0NhbVc2RmVTRFZVWXk3c1lhZz09>

Meeting ID: 161 179 4286

Passcode: 377750

One tap mobile

+16692545252,,1611794286# US (San Jose)

+16468287666,,1611794286# US (New York)

Dial by your location

+1 669 254 5252 US (San Jose)

+1 646 828 7666 US (New York)

+1 646 964 1167 US (US Spanish Line)

+1 415 449 4000 US (US Spanish Line)

+1 551 285 1373 US

+1 669 216 1590 US (San Jose)

Meeting ID: 161 179 4286

Find your local number: <https://www.zoomgov.com/u/abnwfil3kS>

Join by SIP

1611794286@sip.zoomgov.com

Join by H.323

161.199.138.10 (US West)

161.199.136.10 (US East)

Meeting ID: 161 179 4286

Passcode: 377750

Terms of Contract

The selected Provider will enter into a contract with the County as outlined in this RFP. The initial contract will be for three (3) years with the option to renew for two (2) additional one (1) year renewals for a total contract period of up to five (5) years.

A. Causes for Cancellation and/or Termination

1. That the contract was secured by a fraudulent act, statement, or material fact or that a fact concerning the firm was not disclosed at the time of contract award, if known and would have caused the refusal to enter into a contract by the County.
2. The Provider has not complied with all the provisions and requirements set forth in the Request for Proposal or the contract with the County. If non-compliance occurs, contract may be revoked and will not be reinstated during the current contract cycle.
3. The Provider has violated any of the regulations established by the Federal and State laws.

B. No bid deposit or performance bonds are required

III. Bid Requirements for Electronic Events

1. All Respondents, who plan to submit a proposal must register in the Guilford County's Vendor Self Service (VSS) System. Instructions to register as a Vendor, update registration and submit bids are available at: <https://www.guilfordcountync.gov/our-county/purchasing/vendor-self-service-vss-program>.
2. Electronic responses should be made through Guilford County's Vendor Self Service automated bidding system at: <https://guilfordcountync.munisselfservice.com> . Click on Vendor Self Service and use the arrow button in the top righthand corner to Login and submit your bid response. Click on the Bid Number to open it, then Click on Create Bid and follow the instructions for each tab. All responses must be submitted electronically by the event date and close time. There will be **NO EXCEPTIONS**. The system cannot accept late submittals.
3. All questions pertaining to this RFP must be emailed to the Guilford County Purchasing Department at DG_Purchasing@guilfordcountync.gov in accordance with this event schedule. The bid number and title of the project must be referenced in the email. Each question asked will be answered for all Respondents to view by way of an Addendum and posted in the automated bidding system. No question will be considered after the Q&A close date and time. **NO EXCEPTIONS**. Please note it is the Respondent's responsibility to review all questions, answers and attachments prior to submitting their response.
4. Respondents are strongly encouraged to submit their proposal with all required documentation at least twenty-four (24) hours in advance. The County will not be responsible for any technical difficulties that may occur and result in the inability to submit.
5. Respondents are responsible for checking the event for any addendums prior to completion and submission of their response. Addendum acknowledgement and requirements, if any, must be included in each submittal.
6. To complete the items portion of a submittal in Vendor Self Service, open the items tab to enter pricing for each line. Use the provided line description, unit of measure and quantity to complete the entries for each line. Upload all additional documentation required in the RFP document as an attachment(s) to your response.
7. To complete an electronic submittal, be **sure to click the "Submit Bid" button**. Your response will not be part of the submitted responses until submitted via the "Submit Bid" button.
8. To receive future notification, you must be registered as a Vendor in the Guilford County's Vendor Self Service System under Commodity Codd 20888. Please note, Vendors registered under the selected commodity code prior to the opening of this event will receive electronic notification(s) of the activity regarding changes made to the event; however, it is your responsibility to view the event for changes and updates.

IV. Minority and Women Business Enterprise (MWBE) Requirements

One primary responsibility of the County is the proper use of public revenue to purchase the various items, services, construction and repairs needed to operate. All expenditures of County funds must be in accordance with the North Carolina laws. The responsibilities of auditing and compliance with this law is that of the awarding authority, which in this case is the County.

On March 5, 1990, the County established its verifiable minority participation goal of ten (10) percent. In February 2017, Guilford County Board of Commissioners established a standing aspirational MWBE participation goal of fifteen percent (15) percent, as recorded in the approved meeting minutes. .

“A subcontracting goal waiver has been granted by the MWBE Department for this Bid.”

A minority business is defined as ownership of 51% or more by a minority. To count towards an established Subcontracting goal or Prime goal, a firm must be certified with NC HUB as an MBE or WBE. Minorities are officially defined as:

- (a) Black, that is, a person having origins in any of the black racial groups in Africa;
- (b) Hispanic, that is, a person of Spanish or Portuguese culture with origins in Mexico, in South or Central America, or the Caribbean Islands, regardless of race;
- (c) Asian American, that is, a person with origins in any of the original peoples of the Far East, Southeast Asia and Asia, the Indian subcontinent, or the Pacific Islands;
- (d) American Indian, that is, a person having origins in any of the original Indian peoples of North America; or
- (e) Female.

V. Evaluation and Selection Process

An Evaluation Committee will have responsibility for reviewing and evaluating all proposals and required documents submitted in response to this RFP. All proposals properly submitted and received will be evaluated against the award criteria outlined in this RFP. The absence of required information may result in exclusion of the proposal from further analysis or evaluation.

The County reserves the right to reject all proposals or waive technicalities in order to award a contract, which may be determined to be in the best interest of the County. The County also reserves the right to make the award in whole or part. The County reserves the right to include outside consultants to assist in the evaluation process.

VII. Award Criteria

It is the intent of Guilford County to make an award to a single Provider deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in this RFP. Price shall be considered but shall not be the sole determining factor. Once the proposals are ranked and the most qualified Provider(s) are determined, the County may conduct further negotiations, and/or request presentations from Provider(s) to further assist in the clarification of information and selection process. ***An award of a bid is not an acceptance of contract terms provided by Vendor unless expressly accepted by County.***

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The Evaluation Committee will be guided by the following point system, which has 100 points as the maximum total:

- Experience will be based on years in the industry
- Technical work requirements will be based on skill set to configure monitoring and ticketing system
- Cost will be based on overall cost of proposal and the breakdown of the cost
- Staffing will be based on the number of full-time technical staff resources disclosed in the RFP
- MWBE will be based on the documentation submitted. 10 points will be awarded to a firm that is certified with NC HUB.

Category	Points
Experience/Qualifications/References	0 to 30
Technical/Work Requirements	0 to 30
Cost Proposal/Pricing	0 to 20
Staffing Requirements	0 to 10
MWBE Requirements	0 to 10
Financial Stability	Pass/Fail
Possible Total	100

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**Guilford County Information Technology
Ticketing, Monitoring and After Hours Call Center**

SCOPE OF WORK

This Bid and Scope of Work cover the requirements for services to be performed and will become an integral part of the contract between Guilford County and the Provider. The Provider must comply with the Scope of Work as outlined. All services shall be provided in a competent, workmanlike and professional manner acceptable to the County.

1.0 **Purpose:** The purpose and intent of the Request for Proposal (RFP) is to solicit proposals from qualified firms to provide Monitoring of Guilford County Servers, service on those servers, Switches and Access points and After-Hours, weekend, and holiday phone answering services. The County will also require pricing for a full ticketing system that will be used by up to 65 Guilford County Staff to enter and work county problem tickets. *These items will be priced as separate items and the County may select one or both services i.e., monitoring only or monitoring and ticketing system.*

2.0 **Work Requirements:**

- Provider must have the ability to provide monitoring of various server types, a fully functional ticketing system that is email capable and provide after-hours phone support that will be able to contact our on-call staff.
- The County is looking for a Provider to provide monitoring of Guilford County's IT infrastructure. Guilford County requires that the Provider remain flexible to changing monitoring needs and assists with changes when requested by Guilford County. The county requires flexibility of changing thresholds, tweaking monitoring services, notifying on-call staff, and reacting to the alerts. As a separate line item, please include the cost to add devices/services to the monitoring service. Also, the response to the RFP must describe the system and tools that will be used in monitoring and how the systems will be monitored.
- Guilford County's current IT infrastructure requiring monitoring service is detailed below:
 - Servers - 250 physical servers (various services will be monitored on each server)
 - Switches - 185 Switches
 - Access Points - 355 AP's
- The initial setup to monitor endpoints and services must be included in the price and all appliances needed to monitor and report information shall be provided by selected vendor.
- Within the monitoring service, the Provider selected must also provide 8 hours of after-hours phone answering service for the following time frames and provide the cost of each additional hour needed over the monthly 8-hour allotment:
 - 5:30 pm to 7:30 am weekdays
 - 5:30 pm Friday through 7:30 am Monday
 - All Guilford County holidays
- Awarded Provider must place calls to Guilford County emergency on-call staff when requested by caller or any time a system is down.
- The County request that the Provider provide a ticketing system that the County can use as their primary help desk ticketing system. The County would require an email address that staff could email to automatically create and route a ticket to our help desk / responsible group. The ticketing system should include approximately 65 read/write access licenses for staff to process tickets. As a part of this RFP, we request the name of the ticketing system be disclosed.

- The County requires the bid price to include the setup of Guilford County staff and department groups within the ticketing system database and training for all users who create/modify tickets. A list of ticketing system users/groups will be provided by Guilford County and will be updated as the County experiences staff changes. Ticketing system updates/changes shall be included in the price.
- Provider shall note in their RFP response the number of technical staff members they have within their organization supporting the monitoring and ticketing systems.
- No subcontractors may be used in the monitoring or ticketing system proposal.

3.0 **Schedule/Timelines:** Desired go live date 9/28/2023

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QUALIFICATIONS AND SUBMISSION REQUIREMENTS

Failure to return all required supplemental information and attachments may result in a Provider being deemed-non-responsive.

In order to facilitate the analysis of responses to this RFP, all Respondents are required to prepare their proposals in accordance with the instructions outlined in this section. To be considered for selection, upload your proposed package into the County's Vendor Self Service System and submit all required supplemental information electronically. Proposals should be prepared as simple as possible and provide a straightforward, concise description of the Respondents' capabilities to satisfy the requirements of the RFP. All pages in your response shall be properly formatted and provide the following basic information:

Tab 1: Cost Proposal and Attachments

To complete the Items portion of a submittal in Vendor Self Service, open the Items tab to enter pricing for each line. In addition, be sure to download and complete the **Cost Proposal Form - Attachment 1** back in the system to your online response. Should there be any discrepancy between the Cost Proposal Form-Attachment 1 and the submission of pricing entered in the items portion of Guilford County's Vendor Self Service automated bidding system, the online submission of pricing shall prevail and control. Therefore, please review your pricing information carefully prior to submission.

Tab 2: Executive Summary

This section of the response to the RFP should be limited to a brief narrative highlighting the Provider's proposal. Within this section, the Provider should highlight briefly their abilities and inabilities upon the requirements requested.

Tab 3: Provider's Qualifications

Complete the **Provider Qualifications Form - Attachment 2** to provide specific information as requested and upload as an attachment to your response.

Tab 4: Proposed Services to be Provided

The Provider shall present, in detail, features and capabilities of their proposed services to be provided. The Provider should state what implementation services will be provided, processes, control points and time frames for the on-going services. In addition, please describe all services that their company performs. If other ancillary services are available that may be deemed pertinent to the process, please describe in full detail.

Tab 5: References

Utilize the **References Form – Attachment 3** to provide a listing of references to include phone numbers and contact names.

Tab 6: MWBE Participation Requirements

Respondents are required to submit information about participating MWBEs on the MWBE Affidavit forms provided with this RFP. Utilize the **MWBE Affidavit Forms - Attachment 4**

Documents to provide with the bid proposal – Under North Carolina General Statutes (N.C. GS 143-128.2 (c) the undersigned bidder shall identify **on its bid** (Identification of Minority Business Participation Form) the minority businesses that it will use on the project with the total dollar value of the contract that will be performed by the minority businesses. **Also** list the good faith efforts (**Affidavit A**) made to solicit minority participation in the bid effort **OR** (**Affidavit B**) the Provider's statement of the intent to self-perform all work under the contract and sign and notarize the form.

NOTE: A Provider that performs all the work with its own workforce shall submit an Affidavit (B) to that effect **in lieu of Affidavit (A) required above.** The Provider's **intent to perform contract with own**

workforce does not require the Provider to make good faith efforts and the self-performing Provider will not need to submit additional affidavits after the bid opening.

The Minority Business Participation Form must still be signed, notarized and submitted in lieu of Affidavit A even there is zero participation.

Documents to provide after the bid proposal evaluation - Upon notification of being recommended as the most qualified firm for award of a contract, the Provider, if they are not self-performing all of the work, must submit the following to the MWBE Director within 72 hours of the notification:

An Affidavit (C) that includes a description of the portion of work to be executed by minority businesses, expressed as a percentage of the total contract price, which is equal to or more than the established goal of ten (10) percent and documented evidence of all good faith efforts made to meet the ten (10) percent goal and Affidavit D is not necessary **OR** if less than the 10% goal, Affidavit (D) of the Provider's good faith effort to meet the ten (10) percent goal.

The document must include evidence of all good faith efforts that were implemented including those identified on Affidavit A. Include any advertisements, solicitation phone, email and/or fax logs, and other specific actions demonstrating recruitment and selection of minority businesses for participation in the contract. Because faxing may be less reliable than email, solicitation outreach via fax should include a follow up phone call to the potential subcontractor.

Tab 7: Other Bid Event Forms

Please download to complete, sign and date the attached forms. Be sure to upload the forms back in the system to your online response. If no Addendum was issued, please indicate N/A for Not Applicable on the Addendum form.

- W-9 Form - **Attachment 5**
- Addendum Acknowledgement Form - **Attachment 6**
- Non-Collusion Affidavit - **Attachment 7**
- Affidavit of Compliance (E-Verify) - **Attachment 8**

Tab 8: Other Attachments

Please references the following attachments for *information purpose only*:

- Basic Insurance Requirements
 - Sample Contract
- (Note: An award of a bid is not an acceptance of the contract terms provided by vendor unless expressly accepted by County)**

[The reminder of this page has been intentionally left blank]

Addendum #1: (Bid 20145 – REBID #1) Mandatory ZoomGov Meeting
Guilford County Information Technology Ticking, Monitoring and After Hours Call Center

Online ZoomGov Meeting, May 31, 2023 @ 10:00 AM

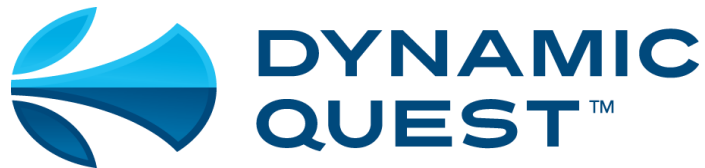
Name	Company	Email
Christol Murphy	Guilford County Purchasing	cmurphy@guilfordcountync.gov
Chrystal Braswell	Guilford County Purchasing	cbraswell3@guilfordcountync.gov
Williette Moore	Guilford County Purchasing	wmoore2@guilfordcountync.gov
Olga Wright	Guilford County Purchasing	owright@guilfordcountync.gov
Debra Keift	Guilford County Purchasing	dkeift@guilfordcountync.gov
Bridget Lindsey	Guilford County Information Technology	blindsa@guilfordcountync.gov
Jeff Solomon	Guilford County Information Technology	jsolomon@guilfordcountync.gov
Mark Sprinkle	Guilford County Information Technology	msprink@guilfordcountync.gov
Randy Moye	Guilford County Information Technology	rmoye@guilfordcountync.gov
James Kurfees	Guilford County Information Technology	jkurfees@guilfordcountync.gov
Teri Williams	Guilford County Information Technology	twilliams2@guilfordcountync.gov

Vactronia Russell	VDC Technologies	russellv@vdcstechs.com
Johnny Largin	Complete Works, Inc.	jl@completeworksinc.com
Devonte Hamilton	Protech Systems	dhamilton@protechllc.com
Phan Nueman	Protech Systems	pnueman@protechllc.com
Brandon Scott	Protech Systems	bscott@protechllc.com
Jessica Peters	Dynamic Quest	jessica.peters@dynamicquest.com
Phanuel (Pan) Neuman	Protech Systems	pnueman@protechllc.com
Jason Loftin	HitsTech	jloftin@hitstech.net
Kenneth Craven	Dynamic Quest	kenneth.craven@dynamicquest.com
Elizabeth Nelson-Cameron	GenTech	ecameron40@gmail.com
Nelson Simmons	GenTech	nsimos81@gmail.com
Michael Kilby	HitsTech	mkilby@hitstech.net
Avish Arora	22 nd Century Technologies, Inc.	sledbids@tscti.com

Parul Sharma	Abacus Service Corporation	parul@abacusservice.com
Nathiel Ikechi	Reliable Technology, LLC.	nikechi@cmitwexford.com
Joseph Robbins	Complete Works	jrobbins@visibleview.net

Addendum #2: (Bid 20145 – REBID #1) Questions from Bidders
Guilford County Information Technology Ticking, Monitoring & After Hours Call Center

1. Whether companies from Outside USA can apply for this? (Like, from India or Canada)? **Yes**
2. Whether we need to come over there for meetings? **There is no need to come into our offices for regular meetings. We can do all meetings via Microsoft Teams or Zoom.**
3. Can we perform the tasks (related to RFP) outside USA? (Like, from India or Canada)? **All task/work must be performed in the USA.**
4. Can we submit the proposals via email? **No. All electronic responses must be submitted through Guilford County's Vendor Self Service (VSS) automated bidding system at: <https://guilfordcountync.munisselfservice.com>**



Response to

Guilford County Information Technology
Ticketing, Monitoring and After-Hours Call Center RFP

Prepared by
Jessica Peters
Inside Sales Representative
Dynamic Quest

June 14, 2023

Guilford County
Attention: Mark Sprinkle
P.O. Box 3427
Greensboro, NC 27402

Dear Mark Sprinkle,

Our team is excited to respond to the Request for Proposal #20145. The following information is our submission to continue to support and partner with Guilford County. As a partner, we believe our solutions have been well positioned to support Guilford County's needs and welcome the opportunity to respond to this RFP with information on our firm for further review.

Dynamic Quest is a full featured IT services company, providing a comprehensive range of technology services, strategically deployed to help clients achieve organizational goals worldwide. Dynamic Quest was founded in 2000 and has been growing rapidly over the past twenty-two years. Serving hundreds of businesses, non-profits and organizations, we have earned a remarkable client satisfaction retention rate. Our success is due to the strength of our team, the breadth of the services we offer, our flexibility in responding to client needs, and our focus on strategic support (in contrast to just tactical break-fix IT alone).

Dynamic Quest appreciates the opportunity to respond to the Request for Proposal and to outline in detail our solution to provide managed IT support. We welcome any questions you may have and look forward to talking more soon.

Sincerely,

Jessica Peters

Inside Sales Representative

Dynamic Quest



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Dynamic Quest

Cost Proposal

Monthly Recurring

Product	Quantity	Recurring Amount	Recurring Total
Network Monitoring -per device	790	\$8.28	\$6,541.20
Network Monitoring-Collector-per	1	\$23.75	\$23.75
Support Plan Monthly Support Hours	8	\$89.25	\$714.00
Ticketing License	65	\$13.00	\$845.00
Recurring Total:			\$8,123.95

One-Time

Product	Quantity	Unit Sell Price	Extended Price
Network Monitoring Install Per Device	411	\$5.00	\$2,055.00

See attached quotes for more details

Executive Summary

With decades of experience, Dynamic Quest has served as a managed services leader, and we have established ourselves as a provider with superior technology solutions and unparalleled customer service.

Dynamic Quest has been excited to be a local partner and has provided Monitoring and Help Desk Support services to Guilford County over the last six years. This executive summary highlights the proposal for network monitoring, after-hours support and implementing a ticketing system.

Dynamic Quest provides 24x7x365 monitoring through our locally staffed support center in Greensboro, NC. Dynamic Quest not only provides standard monitoring but will also assist in changing the monitoring needs when requested by Guilford County. The flexibility of changing thresholds, tweaking the services being monitored and reacting to the alerts 24X7 delivers more than just a monitoring service. The Dynamic Quest support center provides 24x7x365 help desk support. Monitoring Costs are based on 790 devices.

- Servers - 250 physical servers (various services will be monitored on each server)
- Switches - 185 Switches
- Access Points - 355 AP's

In addition to network monitoring this proposal includes 8 hours of after-hours support per month and will include the time frames requested by Guilford County outlined below.

- 5:30 pm to 7:30 am weekdays
- 5:30 pm Friday through 7:30 am Monday
- All Guilford County holiday

The ticketing system being proposed is AutoTask and the interface for clients to interact with the ticketing system is called TaskFire. TaskFire is an intuitive task management application designed for end users to enhance productivity and streamline their workflow. This proposal includes 65 TaskFire licenses as requested by Guilford County.

Dynamic Quest Overview

About Dynamic Quest

With decades of experience, Dynamic Quest has served as a managed services leader and we have established ourselves as a provider with superior technology solutions and unparalleled customer service.

Ownership Structure

Our company is composed a main organization structure in the United States that owns both the US business unit as well as our Philippines business unit. Both business units are completely owned by Dynamic Quest and not outsourced to a third party.

Employees

178 full-time employees – 70% of positions are technical or engineering.

Office Locations

- Greensboro, North Carolina (HQ)
- Raleigh, North Carolina
- Atlanta, Georgia
- Valdosta, Georgia
- Macon, Georgia
- Pooler, Georgia
- Birmingham, AL
- Jacksonville, Florida
- Philippines

Dynamic Quest Experience

Dynamic Quest provides services to over 300 active clients and a total of 900 clients using services as needed. The clients are located globally with the concentration in the United States and the Southeast.

Of the above client, over 200 of the businesses employ remote workers and roaming workers which are supported by the 24x7x365 Service Desk with support covering levels 1,2, and 3.

Our engineers are experienced with different business systems and network configurations. We work with the application vendors for licensing, administration and configurations as needed.

Workstation Platforms

- Windows 7, 8, 10
- Mac
- Thin Clients

Virtualization Platforms

- VMWare
- Microsoft Hyper V
- Citrix XenServer
- Citrix XenApp
- VDI/RDS

Server Platforms

- Microsoft Servers (all versions)
- AS/400
- Linux

Backup Solutions

- Azure Site Recovery
- Azure Backup Veeam
- StorageCraft
- Cloud Backups
- AppAssure
- Many Others

Data Management

- Dell Compellent SAN
- EMC SAN
- EqualLogic SAN
- Many Others

Security Technologies

- Endpoint protection
- Information Access Controls
- Security Policies/Procedures
- Security Awareness Training
- SOC Services/SIEM Analysis

Mobile Devices

- Apple IOS
- Android

Application Environments

- Microsoft SQL Server
- Microsoft Sharepoint
- Many Others

Dynamic Quest Certifications

Organization-Level Certifications Include:

- SSAE 116 Datacenter
- DFARS
- GDPR
- HIPAA
- SOC-2 Type-2 Data Center and Services

Personnel Certifications Include:

Microsoft:

Windows Servers, Office365, Exchange, MS-SQL, Azure Cloud, SharePoint, .NET Windows 7,8,10

Dell:

Server, Networking, Client, SAN, Security , Cloud Client Computing, Data Protection

Cisco:

CCNA, CCNP, CCDA Networking

- Cisco CCNA, CCNP, CCDA
- Sonic Firewalls
- Many Others

Citrix:

CCA in XenServer, XenApp and XenDesktop

Partner Certifications Include:

- Cisco Select Certified Partner
- Citrix Certified Partner
- Dell Premier Certified Partner
- EMC Affiliate Certified Partner
- VMWare Premier Certified Partner
- Microsoft Midmarket Solution Provider
- Microsoft Cloud Productivity
- Lenovo Reseller Certified Partner
- OpenDNS Reseller Certified Partner
- UniDesk Certified Partner

Strategic Partnerships

Infrastructure

- Kaseya
- SonicWALL
- Dell
- Cisco

Cloud

- Storage Craft
- Citrix
- Azure
- VMWare

Cybersecurity

- Webroot AV
- Managed Detection and Response
- Rapid Fire Tools
- KnowB4

Backup & Disaster Recovery

- Storage Craft
- Acronis
- Veeam

Proposed Services to be provided:

Please see attached quotes in online portal

Quote – Monitoring and After-Hours Call Center

Quote – Ticketing, Monitoring and After-Hours Call Center

Dynamic Quest – References

Please see Attachment 3 – Provider References for more details.

- Town of Southern Pines
 - Jonathan marley
 - jmarley@southernpines.net
 - 910-692-8235
- Macon Transit Authority
 - Lee Brown
 - lbrown@mta-mac.com
 - 478-803-2500
- City of Perry
 - Robert Smith
 - robert.smith@perry-ga.gov
 - 478-988-2757

MWBE Affidavits – n/a

Other Bid Event Forms

- W-9 Form – Attached
- Addendum Acknowledgement Form - Attached
- Non-Collusion Affidavit – Attached
- Affidavit of Compliance (E-Verify) - Attached

Other Attachments

Attached in the online portal:

Quote – Monitoring and After-Hours Call Center

Quote – Ticketing, Monitoring and After-Hours Call Center

June 14, 2023

Prepared for:

Guilford County

Mark Sprinkle

(336) 641-6960

msprink@guilfordcountync.gov

Ticketing, Monitoring and After Hours Call Center

Prepared by:

Jessica Peters

Account Executive



833.437.8378

dynamicquest.com

Contract-Recurring

⦿ Network Monitoring and Support

Guilford County Network Monitoring Addendum to Master Service Agreement

1. This Addendum is made pursuant to the Master Services Agreement (the “Agreement”) between Guilford County and its affiliates (collectively, “Customer”) and Dynamic Quest, LLC (“Dynamic Quest”).
2. This Addendum incorporates all terms and provisions of the Agreement.
3. Description of Network Monitoring and Support.
 - a. Network Device monitoring, alerting, configuration management, and support with emergency response.
 - b. 24x7x365 Network Device monitoring and alerting with emergency response.
 - c. UNLIMITED 24x7x365 included Reactive Support for problem determination and resolution on Network Devices, when requested.
 - d. Network Device configuration management and backups, when requested.
 - e. Periodic Network Device software and firmware updates, when requested.
 - f. Dynamic Quest-provided equipment and software to implement the Managed Network Services.
 - g. Network Devices are defined as:
 - i. Specific Customer servers, firewalls, switches, routers, and wireless access points mutually agreed upon by Customer and Dynamic Quest.
4. Service Limitations. In addition to other limitations and conditions set forth in this Addendum, the following service and support limitations are expressed:
 - a. Network Device moves, adds and changes are outside the scope of this Addendum.
 - b. Cost of consumables, replacement parts, hardware, software, network upgrades, and associated services are outside the scope of this Addendum. Dynamic Quest will provide consultative specification, sourcing guidance, and/or Time and Material/Project offerings.
 - c. Except as otherwise stated in this Addendum, all Network Device upgrades are outside the scope of this Addendum.
 - d. Manufacturer warranty parts and labor/services are outside the scope of this Addendum.
 - e. Hardware and system support are predicated on the following conditions:
 - i. Hardware is covered under a currently active vendor support contract or warranty and is not designated by the vendor as End of Life.
 - ii. Software and firmware are genuine, currently licensed, and vendor-supported.
 - iii. Network Devices must present a unique network address for monitoring and a browser or vendor-supplied management system for management and support. Network Devices that do not provide a unique network address are outside the scope of this Addendum.
 - iv. Support for any hardware or systems that fail to meet these provisions is strictly at Dynamic Quest’s discretion and may be withdrawn at any time. Should 3rd party vendor support charges be required to resolve any issues, these will be passed on to Customer after first receiving Customer’s authorization to incur them.
5. Customer Responsibilities.
 - a. Customer grants permission for Dynamic Quest to have secure remote access into Customer’s network for management, reporting, alerting, and support functionality.
 - b. Customer will promptly notify Dynamic Quest of any events/incidents that could impact the services defined within this

Addendum and/or any supplemental service needs, and for Dynamic Quest to respond in a timely manner via phone, email, and/or remote access.

- c. Customer agrees that it will inform Dynamic Quest of any modification, installation, or service performed on the Network by individuals not employed by Dynamic Quest to assist Dynamic Quest in providing an efficient and effective Network support response.
- d. Customer is responsible for 3rd party fees for products, software, services, and subscriptions not expressly provided by Dynamic Quest.
- e. As most support tasks can be performed remotely, onsite visits to Customer's facilities will be at Dynamic Quest's sole discretion and may be billed as hourly out of scope.
- f. Customer must designate a reasonable maintenance window for Dynamic Quest to implement software and firmware updates, configuration changes, and Network Device reboots.

6. Service Levels.

- a. Dynamic Quest will respond to Dynamic Quest management system generated alerts and Customer reactive support requests within the following time frames:
 - i. High Priority – Initial Response within 1 actual hour
 - ii. Medium Priority – Initial Response within 2 business hours
 - iii. Standard Priority – Initial Response within 4 business hours
- b. The above priorities reflect our guaranteed response times. Incident support for existing services is provided 24 hours per day, 7 days per week, and 365 days per year. For purposes of service level calculation "Standard" and "Medium" priority tickets response times are based on an 8am to 5pm Monday through Friday (non-holiday) business day.
- c. Chargeable Support requests for items outside of the scope of this engagement will be billed at Customer's established hourly rate or for weekend work at the hourly rate times 1.5. Charges for work outside of the scope of the Addendum will be approved prior to work being performed.

7. Service Requests which are Moves, Adds, and Changes will have an initial response of up to 2 business days. If the Service Request is a high priority, such as-employee terminations, a call must be made to the Support Center to increase the priority.

Monthly Support Plan

MONTHLY SUPPORT PLAN

ADDENDUM TO MASTER SERVICE AGREEMENT

Client has requested a monthly support plan for 8 hours of after-hours phone answering service for the following time frames;

- 5:30 PM to 7:30 AM weekdays
- 5:30 PM Friday through 7:30 AM Monday
- All Guilford County holidays

, Dynamic Quest engineer's will provide IT support to client based on a set number of hours per month.

PROPOSED SCOPE OF SERVICES

Areas of Support

The areas of Support will cover most of the day-to-day operations of the environment. These areas may include the following as well as other potential areas of support as applicable or requested by client.

- Server support
- Firewall Support
- Network hardware support
- Virus, Spam, and Spyware protection
- End-User PC and Mac support (If required but not the primary focus)
- General troubleshooting
- Security support and configuration
- Wireless support
- Consulting and planning
- Help Desk support and tracking

Support hours will be utilized for any break/fix issues. Break/fix is usually unscheduled and Dynamic Quest will respond based on the priority issued by the client.

- For issues discovered during support, DQ will seek prior approval to work the issue and will provide the client approver with an estimate of hours to work issue.
- Break/Fix issues submitted by client will be assumed to have prior approval to work until resolved or until it isn't cost effective to continue troubleshooting.
- Dynamic Quest will dispatch an engineer to client's location only when the issue cannot be resolved remotely, this determination is at the discretion of DQ. Onsite time in such instances will be billed 1 hour minimum.

The total package hours will contain the agreed upon hours for monthly support. If hours are exceeded, the hours used will be charged and added to the monthly invoice. If there are unused hours at the end of the month, these hours will not roll over.

Service Levels.

Dynamic Quest will respond to Dynamic Quest management system generated alerts and Customer reactive support requests within the following timeframes:

- i. High Priority – Initial Response within 1 hours
- ii. Business hour Medium Priority – Initial Response within 2 business hours
- iii. Business hours Standard Priority– Initial Response within 4 Business hours

Onsite Resources

Client's that require onsite support will be billed travel time at half the standard hourly rate. Locations that will be deemed cost prohibitive due to travel time for onsite support, Dynamic Quest will subcontract locally in that market and the subcontractor management as well as billing will be the sole responsibility of Dynamic Quest. Onsite resources that are subcontracted may incur additional fees for hourly labor, response times, and travel time.

3 Year Services Pricing

Description	SRP	Recurring	Qty	Ext. Recurring
Network Monitoring -per device Servers - 250 physical servers (various services will be monitored on each server) Switches - 185 Switches Access Points - 355 AP's	\$15.00	\$8.28	790	\$6,541.20
Network Monitoring-Collector-per	\$25.00	\$23.75	1	\$23.75
Support Plan Monthly Support Hours 8 hours of after-hours phone answering service for the following time frames: <ul style="list-style-type: none"> • 5:30 pm to 7:30 am weekdays • 5:30 pm Friday through 7:30 am Monday • All Guilford County holidays 	\$130.00	\$89.25	8	\$714.00
Taskfire License	\$0.00	\$13.00	65	\$845.00
Monthly Subtotal:				\$8,123.95

Non-Recurring

Description	Price	Qty	Ext. Price
Network Monitoring-Install per device Installation will only be charged for devices that have been added since last agreement. Previous agreement had 379 monitored devices, installation will need to be done on 411 devices	\$5.00	411	\$2,055.00
Subtotal:			\$2,055.00

Ticketing, Monitoring and After Hours Call Center

Prepared by:

Dynamic Quest-GSO

Jessica Peters
833-437-8378
jessica.peters@dynamicquest.com

Prepared for:

Guilford County

201 W. Market Street
Greensboro, NC
Mark Sprinkle
(336) 641-6960
msprink@guilfordcountync.gov

Quote Information:

Quote #: 009071

Version: 1
Delivery Date: 06/14/2023
Expiration Date: 07/31/2023

Quote Summary

Description	Amount
Non-Recurring	\$2,055.00
Total:	\$2,055.00

Monthly Expenses Summary

Description	Amount
3 Year Services Pricing	\$8,123.95
Monthly Total:	\$8,123.95

All pricing is list pricing and does not include taxes and shipping, (where applicable and where not noted in the quote). these charges will be applied to the invoice for payment.

THIS IS AN ADDENDUM TO THE MASTER SERVICE AGREEMENT. THE PARTIES HAVE READ THIS AGREEMENT, UNDERSTAND IT, AND BY SIGNING BELOW AGREE TO BE BOUND BY IT. EACH PARTY REPRESENTS THAT THE INDIVIDUAL SIGNING ON ITS BEHALF HAS FULL AUTHORITY TO BIND SUCH PARTY.

Dynamic Quest-GSO

Guilford County

Signature: _____

Signature: _____

Name: Cliff Bean

Name: Jason Jones

Title: Director of Sales

Date: _____

Date: 06/14/2023



COST PROPOSAL FORM

In accordance with the attached instructions, terms, conditions, and Scope of Services we submit the following proposal to the Guilford County.

TOTAL PROPOSED COST

Monitoring IT infrastructure and devices per month and after hours call answering	\$ <u>7,278.95</u>
Price of monitoring per device added over initial count	\$ <u>8.28</u>
IT Helpdesk Ticket System/65 users per month	\$ <u>845.00</u>
Cost of each additional hour after the 8-hour monthly allotment for after-hours calls	\$ <u>89.25</u>
Name of Ticketing System must be included: <u>Autotask</u>	

Should there be any discrepancy between this Cost Proposal Form and the submission of pricing entered in the Items portion of Guilford County's Vendor Self Service automated bidding system, the online submission of pricing shall prevail and control.

I certify that the contents of this proposal are known to no one outside the firm, and to the best of my knowledge all requirements have been complied with.

Date: 6/14/2023

Authorized Signature: Jessica Peters

Jessica Peters
Name

Inside Sales Representative
Title

Dynamic Quest
Firm Name

ADDENDUM ACKNOWLEDGEMENT

Guilford County Information Technology
Ticketing, Monitoring and After Hours Call Center
Title of Project

20145 (REBID #1)
Bid Number

Receipt of the following Addendum is acknowledged:

- Addendum no. 1 Date 5/31/2023
- Addendum no. 2 Date 6/1/2023
- Addendum no. _____ Date _____
- Addendum no. _____ Date _____
- Addendum no. _____ Date _____

Signature: Jessie Prew Date: 6/14/2023
Title Inside Sales Representative
Dynamic Quest
Name of Firm

NON-COLLUSION AFFIDAVIT

STATE OF (North Carolina)

) SS.

COUNTY OF (Guilford)

I, Jessica Peters

of Dynamic

Guest, in the County of Guilford and the State of

North Carolina

of full age, being duly sworn according to law on my

oath depose and say that:

I am Inside Sales Representative

Dynamic Guest, making the Proposal for the

above-named authority.

My submission of a response to this event certifies that I agree to the non-collusion agreement

contained below:

1. The submitter of this document is acting as an agent for their company who is the respondent that has submitted the attached bid response.
2. The undersigned person is fully informed concerning the preparation and contents of the attached response and of all pertinent circumstances related to it and is authorized to sign this affidavit. This affidavit is given under penalty of perjury as provided by law.
3. Such bid response is genuine and is not collusive or sham in anyway whatsoever.
4. Neither the person responding nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including the signer of this affidavit, have in any way colluded, conspired, connived or agreed, directly or indirectly, with any other respondent, firm or person to submit collusive or sham response in connection with the contract for which the attached response has been submitted or to refrain from responding in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other responder, firm or person to fix the price, or cost to secure through collusion, conspiracy, collusion, or unlawful agreement any advantage against the Board of County Commissioners, Guilford County or any person interested in the proposed contract.
5. The price or prices quoted in the attached response are fair and proper and are not derived by any collusion, conspiracy, connivance or lawful agreement and on the part of the respondent or any of its agents, representatives, owners, employees, or parties in interest.

Dynamic Guest

(Name of Contractor)

Inside Sales

Jessica Peters

Signature

(Type or Print Name)

Title

Date

Jessica Peters Representative 6/13/2023

Subscribed and sworn to before me on this 13 day of June, 2023

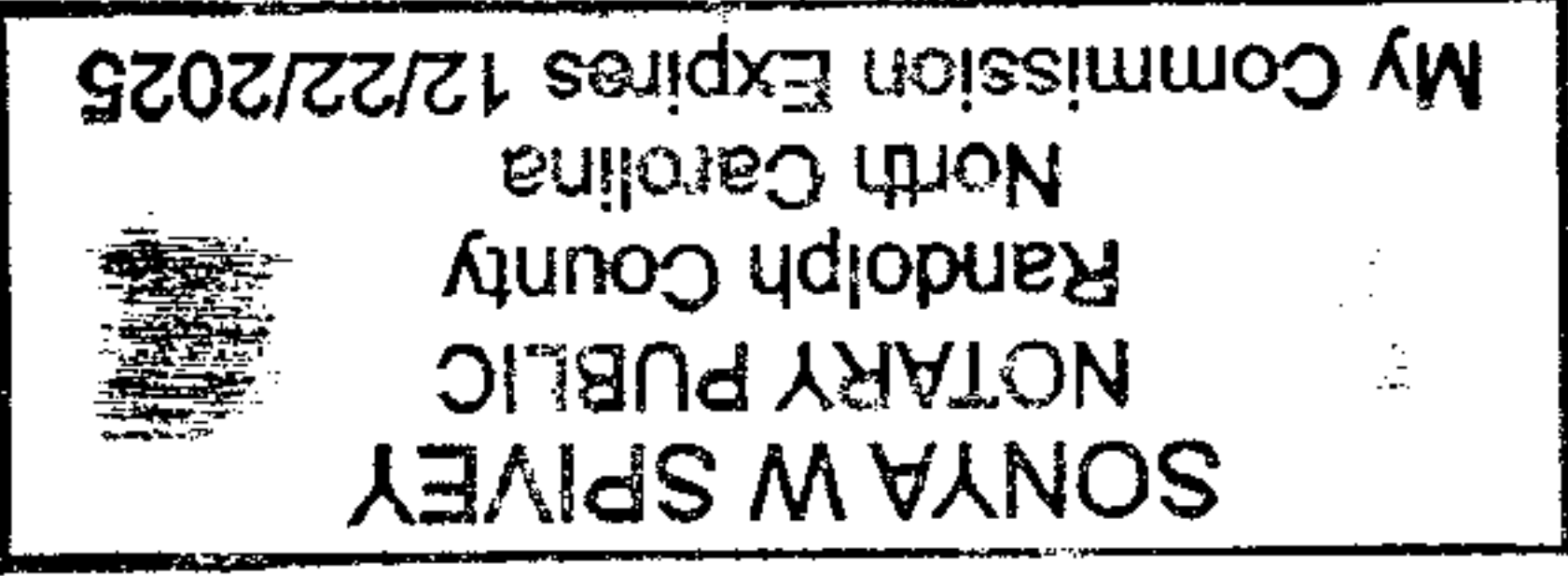
Sonya W Spivey

(Type or Print Name)

Signature

Notary Public of the State of North Carolina My

Commission expires December 22, 2025



STATE OF NORTH CAROLINA
COUNTY OF GUILFORD

AFFIDAVIT

I, Dennis Roberts (the individual attesting below), being duly authorized by and on behalf of
Dynamic Quest (the responding entity hereinafter "Employer") after first being duly sworn hereby
swears or affirms as follows:

1. Employer understands that E-Verify is the federal E-Verify program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law in accordance with NCGS §64-25(5).
2. Employer understands that Employers Must Use E-Verify. Each employer, after hiring an employee to work in the United States, shall verify the work authorization of the employee through E-Verify in accordance with NCGS§64-26(a).
3. Employer is a person, business entity, or other organization that transacts business in this State and that employs 25 or more employees in this State. Mark "Yes" or "No":
 - a. YES X; or,
 - b. NO _____
4. Employer's subcontractors comply with E-Verify, and if Employer is awarded a contract for this project Employer will ensure compliance with E-Verify by any subcontractors subsequently hired by Employer.

This 2 day of June, 2023.

DocuSigned by:
Dennis Roberts
Signature of Affiant 6A4DC86710934D1...

Print or Type Name: Sonya Spivey State of
North Carolina County of Guilford

Signed and sworn to (or affirmed) before me, this the 2
day of June, 2023.

My Commission Expires:

12/22/2025 Sonya W Spivey
Notary Public

(Affix Official/Notarial Seal)

SONYA W SPIVEY
NOTARY PUBLIC
Randolph County
North Carolina
My Commission Expires 12/22/2025

GUILFORD COUNTY, NORTH CAROLINA

Request for Helpdesk & Monitoring Services Provider QUALIFICATIONS

Information about the Supplier

- I. Firm Name _____
- II. Legal Name (if different) _____
- III. Years in Business _____
- IV. Number of years providing similar services _____
- V. Contact Person _____
- VI. Full Mailing Address _____
- VII. Telephone Number _____
- VIII. Fax Number _____
- IX. Email address of contact person _____
- X. Number of full time employees _____
- XI. Name and experience of proposed point of contact for this project

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

Go to www.irs.gov/FormW9 for instructions and the latest information.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
Dynamic Quest LLC

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

Individual/sole proprietor or single-member LLC

C Corporation

S Corporation

Partnership

Trust/estate

Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ **C**

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.
4821 Koger Blvd.

6 City, state, and ZIP code
Greensboro, NC 27407

7 List account number(s) here (optional)

Requester's name and address (optional)

Print or type. See Specific Instructions on page 3.

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

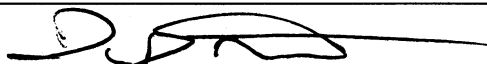
Social security number									
			-						
or									
Employer identification number									
5	6	-	2	1	8	4	9	8	1

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here Signature of U.S. person ▶  Date ▶ **1/8/2020**

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.