



THIS CONTRACT is hereby made, entered into, and effective as of July 01, 2022, by and between GUILFORD COUNTY, a body politic and corporate of the State of North Carolina, hereinafter referred to as the “COUNTY,” and COMPUTER SERVICE PARTNERS INC, 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 PC Equipment Repair & Maintenance-BID 20067, 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 \$344,988.00. Payment will be made only from budgeted funds in accordance with Chapter 159 of the North Carolina General Statutes.

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 three (3) years, beginning July 01, 2022, and ending June 30, 2025, with the option to extend for two (2), 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 six (6) months 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

William Riddick
COMPUTER SERVICE PARTNERS INC
1310 Nowell Road
Raleigh, NC 27607
briddick@cspinc.com

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. **90004321**

With CONTRACTOR'S NAME: COMPUTER SERVICE PARTNERS INC

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:

Michael Halford
Guilford County Manager

Robin B. Keller
Guilford County Clerk to Board

**COMPUTER SERVICE
PARTNERS INC**

ATTEST:

Date _____

Date

Title: _____

Witness

Print Name: _____

Print Name: _____

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

John Barfield
Guilford County Interim Finance Director

Peter Purcell, Guilford County Department Director

Jason Jones, Guilford County Assistant County Manager



Request for Proposals

For

PC Equipment Repair & Maintenance Services

Bid Number: 20067

Commodity Code(s):
28760, 20453, 20568, 20553, 20391

Guilford County Purchasing Department
BB&T Building, Suite 304
201 West Market Street
Greensboro, NC 27401

PROPOSAL SCHEDULE

(Note: The dates below are subject to change)

Request for Proposal
for

PC Equipment Repair & Maintenance Services

Bid Number 20067

Advertisement Date	April 12, 2022
Non-Mandatory Pre-Proposal GoToMeeting	April 19, 2022 at 10:00 A.M., Eastern Time
Last Day for Questions	April 26, 2022 at 2:00 P.M., Eastern Time
Proposal Due Date	May 5, 2022 at 2:00 P.M., Eastern Time

I. Introduction

Guilford County Purchasing Department is soliciting proposals from qualified firms to provide on-site maintenance for Guilford County's personal computer and other equipment as listed in Appendix A, which is attached hereto and incorporated herein by reference. Guilford County is looking for trained, qualified and certified maintenance technicians to provide warranty, non-warranty and scheduled repair maintenance work to keep Guilford County computer equipment in good working order. The County invites all interested and qualified firms who meet the requirements below to submit a response to this RFP.

II. General Information**Pre-Proposal Meeting**

A non-mandatory Pre-Proposal GoToMeeting will be held on Tuesday, April 19, 2022 at 10:00 A.M., as instructed below. You may join the GoToMeeting from your computer, tablet or smartphone.

For best results, use Chrome as your web Brower:

Please join my meeting from your computer, tablet or smartphone.

<https://meet.goto.com/526120573>

You can also dial in using your phone.

(For supported devices, tap a one-touch number below to join instantly.)

United States: +1 (872) 240-3311

- One-touch: [tel:+18722403311,526120573#](tel:+18722403311,526120573)

Access Code: 526-120-573

Get the app now and be ready when your first meeting starts: <https://meet.goto.com/install>

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) ears. Renewal period shall be upon written agreement sixty (60) days prior to contract expiration date and agreed between the County and awarded Provider.

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.
4. Either party may terminate the agreement for any reason without penalty upon one hundred and eighty (180) days written notice to the other party.

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 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 Code 28760, 20453, 20568, 20553 and 20391. 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. Respondents must make good faith efforts to contact minority businesses to allow each an equal opportunity to quote on the particular work involved. Any proposal that does not include MWBE information and documentation may be considered non-responsive.

A minority business is defined as ownership of 51% or more by a minority. 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 single Provider (no sub-contracting without written approval by the County) 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.***

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

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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PROJECT TITLE: Personal Computer Equipment Repair & Maintenance Services
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 maintenance and repair services for Guilford County computer equipment to ensure good working order.

Equipment refers to PCs, laptops, servers, Ethernet equipment, and peripherals; hereafter referred to as Equipment. Peripherals should include, but not be limited to, such things as printers, modems, credit card readers, cash drawers, scanners, auto-adapters, batteries, Ethernet cards, monitors, and docking stations.

- 2.0 **Background:** The Department of Information Technology provides support services for roughly 2,600 PCs throughout its Guilford County locations. When a user has a PC problem, they call the Guilford County Help Desk. A Guilford County technician determines the nature of the problem and will place a call/ticket with the contracted service provider for all hardware issues. This up-front work by our staff allows us to provide a more accurate description of the equipment malfunction, assists the service technician in determining what repair part may be needed to correct the problem, and facilitates restoring the equipment to good working order for County departments. Guilford County's goal is to minimize any disruption in service to its citizens.

Guilford County currently has an Ethernet and wireless network connecting approximately 2600 PCs/laptops and various peripheral equipment in more than 30 +/- different locations. Locations may be added or reduced as the County deems necessary.

3.0 **General Conditions:**

3.1 **Work Requirement:**

Provider shall preform maintenance and repair services for PCs, laptops, servers, Ethernet equipment, and peripherals; hereafter referred to as Equipment. Only trained, qualified and/or certified maintenance technicians totally familiar with the Equipment and its operation shall perform equipment maintenance services. Peripherals should include, but not be limited to, such things as printers, modems, DVD/CD-ROMs, scanners, auto-adapters, batteries, and Ethernet cards.

3.2 **Service Calls:**

The Call Window is defined as the time within which the County may notify Provider that the Equipment covered for maintenance is inoperative and remedial maintenance is required. The Call Window for standard coverage is 7:30 a.m. to 5:30 p.m. Monday through Friday, except for our critical 24-hour, seven-day-per-week operations. These include primarily Emergency Services, Law Enforcement, and network servers. Extended coverage is also required for Equipment used during County elections and for other potential emergency situations. Calls received from persons other than the Guilford County Help Desk should be referred to the Guilford County Help Desk.

3.3 **Response Time:**

Provider shall respond within the Guilford County Ticketing System for maintenance or repair requests received during the call window within two (2) hours of the time the service call is placed and to obtain additional information on the problem prior to on-site repair/maintenance. Provider service personnel must respond on-site within twenty-four (24) hours or one (1) business day from time of the initial call requesting service. Approximately 90% of all service calls must be resolved within three (3) working days.

Provider shall have service personnel on site within one (1) hour from the time the service call is placed for all file servers, critical EMS computer equipment, Elections equipment during the week(s) of all County elections, and Law Enforcement equipment when specified by the Guilford County Help Desk.

Once on site, the Provider will commence to restore the Equipment to good working order and will continue such efforts until the Equipment is satisfactorily repaired. The Provider must update the helpdesk ticket regularly throughout the repair process, and the Provider are also responsible for closing their hardware call within Guilford County Helpdesk software.

3.4 Replacements, Parts, and Labor:

The Provider shall provide sufficient, qualified manpower and parts to meet the service requirements of the County as specified, and the Provider shall bear the cost of parts and labor required to maintain the Equipment. The Provider shall stock the appropriate spare parts (at the awarded Provider location) required to maintain the County's equipment.

Maintenance shall include the replacement of parts and/or machines as necessary. All parts will be furnished on an exchange basis and shall, if under warranty, be new replacements made by the same manufacturer as the part being replaced. If under warranty, no refurbish or substitutions of similar brands are acceptable. Provider may, upon written approval from the County, substitute a higher quality part when items to be replaced have been discontinued by or are no longer available from the manufacturer. Exchanged parts/machines removed during maintenance become the property of the Provider, except for hard drives and grant-funded equipment. Replacement parts/machines become the property of the County.

Where applicable, Provider are to ensure that all County fixed asset tags, for parts/machines being exchanged, are removed and left with the appropriate County department. At this time, all fixed asset tags involved with this procurement are located within the IT Department.

3.5 Preventive Services:

Provider shall provide scheduled preventive maintenance based on the specific needs of the Equipment. Preventive maintenance shall include adjustments, cleaning, and replacement of defective parts.

3.6 Maintenance Log:

Provider shall provide status and tracking information on service requests/disposition of Equipment. Provider shall maintain maintenance and repair log recording for each incident of equipment defect or malfunction. This record should also include the date, time, and duration of all maintenance work performed on the Equipment, a description of the cause for the work (either by description of the defect/malfunction or as a regular maintenance), and diagnostic reports of correction or adjustments. The information in the log shall be aggregated into a management report, which shall be provided on a monthly basis to the Department of Information Technology. As part of the Provider response to this RFP, will include one or more examples of this type of management report.

3.7 Service Inclusion and Limitations:

Services do not include operating supplies and/or electrical work external to the machines. Services does include labor for memory upgrades with Guilford County reimbursing the Provider for the cost of the memory.

3.8 Charges and Adjustments:

Provider shall invoice the County on a monthly basis.

Provider shall maintain all Equipment covered under warranty and be responsible for seeking any reimbursement from the manufacturer under the terms of the warranty. This shall include all Equipment purchased during the term of this agreement.

All Equipment whose warranty expires during the term of this maintenance agreement shall be covered without additional cost to the County.

If Provider can demonstrate, to the County's satisfaction, that an item of Equipment covered under this agreement was damaged because of the negligence of a County employee, and the County determines that the proper recourse is to replace rather than repair the item, the County will provide a replacement part to Provider at no charge.

In the event repairs are not covered under warranty or maintenance, i.e., damaged device, approval must be obtained by designated IT staff member prior to repairs.

4.0 **Schedules/Timelines:**

Standard coverage for equipment repairs and maintenance is 7:30 a.m. to 5:30 p.m. Monday through Friday. Guilford County does have critical 24-hour, seven-day-per-week operations which are included in requested coverage. These include primarily Emergency Services, Law Enforcement, and network servers. Extended coverage is also required for Equipment used during County elections and for other potential emergency situations.

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QUALIFICATIONS AND SUBMISSION REQUIREMENTS

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. Guilford County is requesting a fixed-price proposal. 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 & Questionnaire

Complete the Provider Qualifications and Questionnaire 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 10% and documented evidence of all good faith efforts made to meet the 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 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**)
 - Appendix A: Equipment Listing
 - Appendix B: Location Listing
- (Note: Appendix A and B are provided to assist the Provider in preparing a response)**

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

Addendum #1B: 20067

ATTACH TO BID

Minority Outreach Call Log

Project _____

Prime Contractor: _____

Use additional sheets as are necessary

Company Name Address & Phone		Date	Time	Diversity Category	Trade	Comment	Follow Up
Name:							
Phone #:							
Address:							
State/Zip							
Name:							
Phone #:							
Address:							
State/Zip							
Name:							
Phone #:							
Address:							
State/Zip							
Name:							
Phone #:							
Address:							
State/Zip							
Name:							
Phone #:							
Address:							
State/Zip							
Name:							
Phone #:							
Address:							
State/Zip							

April 27, 2022

Guilford County Purchasing Department
301 West Market Street
Old County Courthouse, B-32
Greensboro, NC 27401

Reference: Bid# 20067

Dear Sir or Madam:

Thank you for the opportunity to submit this proposal to the County of Guilford for PC Equipment Repair & Maintenance Services. As you will note in the response, Computer Service Partners, Inc. ("CSP") hereby commits to satisfy all requirements outlined in your Request for Proposal. We also pledge to abide by all Terms and Conditions stipulated in the RFP.

Founded in 1995, Computer Service Partners, Inc. provides comprehensive IT solutions to organizations throughout North Carolina. These services include Managed Services, Data Center Solutions, Cloud Services, IT Security Solutions, Advanced Technology Networking Solutions, Voice Solutions, IT Help Desk Services, and Infrastructure Maintenance & Support.

Headquartered in Raleigh, CSP has staff of approximately 25 dedicated professionals located throughout NC, including the Triad. Our staff maintains extensive experience, certifications, and strong relationships with our primary business partners including Cisco\Meraki, Lenovo, Microsoft, VMware, and IBM.

As the current provider of these services to Guilford County, CSP is very familiar with optimizing the staff, systems, and procedures necessary to ensure outstanding support is delivered to your end users. We value the relationships we have developed with many of your end users over the years. We hope to have the opportunity to continue our partnership with the County. As a North Carolina based corporation, CSP is focused upon providing comprehensive and quality services for computer equipment throughout North Carolina, with focus on the Triad area.

CSP agrees to provide on-site computer maintenance and repair for the equipment listed in this RFP including all labor, travel, and parts necessary to provide remedial and preventative maintenance to keep the equipment in proper working order. The services will be performed at all County sites and during the normal County operating hours, 7am through 5pm, except for emergency calls which will be facilitated on a Time & Materials basis. CSP commits to adhere to all Service Level Agreements stipulated in the RFP.

CSP is excited by the opportunity to build upon our past relationship with the County. As a service provider to a significant number of state agencies and local governments over the years, we are committed to providing outstanding support to your organization. If have any questions concerning this response, please feel free to contact me at 919.424.2010 or briddick@cspinc.com.

Respectfully Submitted,

William B. Riddick
CEO

Proposed Services to be Provided

Computer Service Partners, Inc. ("CSP") agrees to provide hardware maintenance and repair (the "Services") on the Equipment listed in this RFP. The Services will include all labor, travel, and replacement parts reasonably necessary to keep the equipment in proper working order. Where CSP determines that the equipment requires replacement parts, those parts will be replaced by CSP with new or like new parts of equivalent performance. Except where covered by a manufacturer's warranty, all replacement part costs shall be CSP's responsibility.

CSP will provide services in accordance with Guilford County's stated Scope of Work requirements including maintenance and repair services for Guilford County computer equipment to ensure good working order. Equipment refers to PCs, laptops, servers, Ethernet equipment, and peripherals; hereafter referred to as Equipment. Peripherals should include, but not be limited to, such things as printers, modems, credit card readers, cash drawers, scanners, auto-adapters, batteries, Ethernet cards, monitors, and docking stations.

Other services offered by CSP and available to Guilford County at an additional fee include the following:

I. CRITICAL INFRASTRUCTURE MONITORING & ALERTING

A. Availability

Overall Availability of Servers/Switches/Routers/Firewalls/Wireless Access Points

Active Directory Services

Specified Application Services

Microsoft SQL Services

Print Spooler Operation

Server Service Monitoring & Self-Healing (SMTP, DHCP, DNS, etc)

UPS Monitoring (if UPS with SNMP card)

B. Server Performance

CPU Utilization

RAM Utilization

Disk Space Utilization

Swap/Page File Utilization

C. Problem Detection - Servers, Desktops & Routers/Switches/Firewalls/Wireless Access Points

Windows Services Monitoring for Critical Alerts (servers only)

Customized Rules & Alerts (as specified)

Self Healing Alerts

Data Backup Monitoring & Verification

II. PROACTIVE MANAGEMENT & REMEDIATION

A. Help Desk Services

Dedicated Hotline Number for All Help Desk Services

User Incident and Problem Management

Desktop & Server Remote Control for Problem Resolution

3rd Party Vendor Management

Network Printer Support for End-User Connectivity

Virus/Malware Scan & Removal

Software Support

B. Asset Tracking

Server Inventory (Mfg. & Serial Number)

Network Equipment Configuration Warehousing

Switch, Router, Firewall Inventory (IOS Versions, Mfg. & Serial Number)

Wireless Access Point Inventory (IOS Versions, Mfg. & Serial Number)

Desktop and Notebook Inventory (Mfg. & Serial Number)

Operating Systems Version & Service Pack Levels

Application Software Assets & Versions

C. Patching and OS Updates

Patch Assessment

Server & Workstation Patching

Patch Deployment Failure Alerts & Remediation

Service Packs for Servers & Desktops (as needed to remediate problem)

Cisco Switch/Router/WAP/Firewall IOS Upgrades

D. Network Administration & Documentation

Backup Best Practice Audit

Backup Verification & Remediation

Active Directory Management

Email Administration (Exchange and M365)

DNS Management

Cisco Firewall & Switch Configuration Backups (as applicable)

User Account Add, Change & Administration

Basic MS SQL Maintenance

Scheduled Server Maintenance Scripts (CheckDisk,etc.)

Scheduled Workstation Maintenance Scripts

PDA Email Support (IOS and Android Devices)

Network Printer Server Connectivity

Network Documentation Including Network Diagrams

Firewall and VPN Administration

Wireless Access Point Troubleshooting, Connectivity & Remediation

E. Performance Review

Server Health (CPU, RAM, Disk Space)

Network Performance/Bandwidth Analysis (as needed)

F. Security Management

Anti-Virus System Administration

Email Security Administration

Web Security Administration

Firewall Security Audit

III. REPORTING

System Performance Reports (available upon request)

Electronic Notification Reminders for Scheduled Monthly Patching & Upgrades

Microsoft Windows Patch Summary Reporting (if requested)

Electronic Notifications for Extraordinary Threats

Strategic Business Reviews (quarterly, or as requested)

Inventory/Asset Reports (as needed)

Service Performance Trending (as needed)

IV. OTHER SERVICES AVAILABLE

PC/Server/Printer/Network Equipment Installations, Moves, & Upgrades

Major Operating System or Application Software Upgrades

Smart-hands Support for 3rd Party Vendors Performing Software Upgrades

IP Telephony Voice Services (On-premise and Cloud-based)

Email Security

Web Security, Content Filtering and Reporting

Intrusion Detection & Protection

Penetration Testing

Advanced Security Assessment Audits

Email Archive Solutions

Managed Online Backup of Servers & Desktops

Project Design / Implementation / Management

Business Continuity Planning & Design

IT Training Services

GUILFORD COUNTY, NORTH CAROLINA**Request for PC Equipment Repair & Maintenance Service
Provider QUALIFICATIONS & QUESTIONNAIRE****Information about the Supplier**

- I. Firm Name Computer Service Partners, Inc.
- II. Legal Name (if different) _____
- III. Years in Business 27
- IV. Number of years providing similar services 27
- V. Contact Person William Riddick
- VI. Full Mailing Address 1310 Nowell Road, Raleigh, NC 27607
- VII. Telephone Number 919-424-2010
- VIII. Fax Number 919-424-2070
- IX. Email address of contact person briddick@cspinc.com
- X. Number of full time employees 24
- XI. Name and experience of proposed point of contact for this project

William Riddick
Founder and CEO of Computer Service Partners
Operations lead for this business for 27 years

Please respond to the following requirements #1-15 in the form below, with either “Yes” or “No,” by placing an “X” in the appropriate box for each item. A “Yes” answer must indicate a completely compliant response, with no exceptions or qualifications. The only other alternative is a “No” answer. Please attach a separate sheet for answers that require additional details, especially “NC” answers.

ATTACHMENT B

	REQUIREMENTS	YES	NO
1.	Provider shall designate one person to work with Information Technology management on the procedures to be followed in providing maintenance services.	☒	☐
2.	Provider shall have expertise and experience in maintaining the equipment and shall provide all manuals, diagnostic tools, and other materials required in maintaining the equipment. The awarded Provider’s service staff shall possess all manufacturer-required certifications, including those needed to be qualified to perform warranty work.	☒	☐
3.	Provider shall identify all items they may not or will not cover. Please list on a separate attachment and include in the RFP response as Requirement 3.	☒	☐
4.	Provider shall assume all costs for replacing any items damaged as a result of Provider’s services, including but limited to 100% of the costs of damaged item, parts, freight, labor, and other related cost.	☒	☐
5.	If maintenance services are not completed in accordance with the specifications Provider will compensate Guilford County in a reasonable amount determined by the County in its discretion for any loss, inconvenience, or delay resulting from such failure to meet the specifications.	☒	☐
6.	Provider shall agree for this RFP and the Provider response to be attached as a part of the contract.	☒	☐
7.	Do the Provider have a process for call taking in place? If so, please describe on a separate attachment and include in the RFP response as Requirement 8.	☒	☐
8.	Do the Provider have an escalation process in place? If so, please describe on a separate attachment and include in the RFP response as Requirement 9.	☒	☐
9.	Provider will be responsible for creating monthly performance reports to be distributed to Information Technology team. Include a sample report in reference to Section 3.6 as Requirement 10 in the RFP Response.	☒	☐
10.	Provider will also be responsible for coordination of monthly meetings. Meetings can be face-to-face or conference calls. The first meeting will be onsite.	☒	☐
11.	Provider will have one designated employee assigned to service Guilford County. If no, please provide detailed explanation and include the number and the names of staff that will be servicing the county and why. Include as Requirement 12 in the RFP response.	☒	☐
12.	County wants the final approval rights on employee(s) assigned to work on County equipment.	☒	☐
13.	Will Provider’s employee be onsite at all times? If not, please explain why and list any benefit the County would be gaining (such as price difference between onsite and offsite support, number of hours employee will be onsite. Include as Requirement 14 in the RFP response.	☒	☐
14.	Provider agree to response time requirement listed in Section 3.1.2.	☒	☐
15.	Provider will be responsible for closing all tickets assigned to them within Guilford County helpdesk system.	☒	☐



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

Monthly Cost	\$ <u>9,583.00</u>
Total Yearly Cost	\$ <u>114,996.00</u>

The above Total Proposed Cost should be based on being awarded the entire project. 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: 4/22/22

Authorized Signature:

William B. Riddick

Name

Chief Executive Officer

Title

Computer Service Partners, Inc.

Firm Name

NON-COLLUSION AFFIDAVIT

STATE OF (North Carolina)

COUNTY OF (WAKE)) SS.

I, WILLIAM B. RIDDICK, of the Municipality of RALPH, In the County of WAKE and the State of NORTH CAROLINA, of full age, being duly sworn according to law on my oath depose and say that:

I am CHIEF EXECUTIVE OFFICER, of the firm of COMPUTER SERVICE PARTNERS, INC., 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, connivance 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.

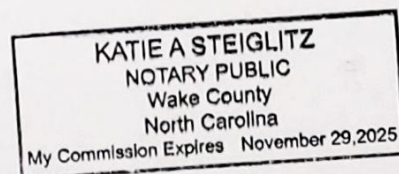
COMPUTER SERVICE PARTNERS, INC.
(Name of Contractor)
William B. Riddick William B. Riddick, CEO 4/28/22
Signature (Type or Print Name) Title Date

Subscribed and sworn to before me on this 28 day of April, 2022.

Katie A Steiglitz Katie A Steiglitz
Signature (Type or Print Name)

Notary Public of the State of North Carolina My

Commission expires November, 2025.



ATTACH TO BID

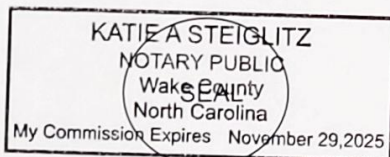
State of North Carolina --AFFIDAVIT B-- Intent to Perform Contract
with Own Workforce.County of GUILFORDAffidavit of COMPUTER SERVICE PARTNERS, INC.
(Name of Bidder)I hereby certify that it is our intent to perform 100% of the work required for the _____
PC EQUIPMENT REPAIR & MAINTENANCE SERVICES (BID# 20067) contract.
(Name of Project)

In making this certification, the Bidder states that the Bidder does not customarily subcontract elements of this type project, and normally performs and has the capability to perform and will perform all elements of the work on this project with his/her own current work forces; and

The Bidder agrees to provide any additional information or documentation requested by the owner in support of the above statement. The Bidder agrees to make a Good Faith Effort to utilize minority suppliers where possible.

The undersigned hereby certifies that he or she has read this certification and is authorized to bind the Bidder to the commitments herein contained.

Date: 4/28/22 Name of Authorized Officer: William B. Riddick
Signature: [Signature]
Title: CEO



State of North Carolina, County of Wake
Subscribed and sworn to before me this 28 day of April 20 22
Notary Public Katie A Steiglitz
My commission expires November 29, 2025

ATTACH TO BID

Identification of HUB Certified/ Minority Business Participation

1. William H. Roddick (CEO of Computer Service Partners, Inc.)
(Name of Bidder)

do hereby certify that on this project, we will use the following HUB Certified/ minority business as construction subcontractors, vendors, suppliers or providers of professional services.

[illegible]

*Minority categories: Black, African American (**B**), Hispanic (**H**), Asian American (**A**) American Indian (**I**), Female (**F**) Socially and Economically Disadvantaged (**D**)

** HUB Certification with the state HUB Office required to be counted toward state participation goals.

The total value of minority business contracting will be (\$) 0

Attachment 6

ADDENDUM ACKNOWLEDGEMENTPC Equipment Repair & Maintenance Service

Title of Project

20067

Bid Number

Receipt of the following Addendum is acknowledged:

Addendum no. ~~ADD~~ 1B Date 4/19/22Addendum no. 1A Date 4/19/22

Addendum no. _____ Date _____

Addendum no. _____ Date _____

Addendum no. _____ Date _____

Signature: [Signature] Date: 4/27/22Title CEOCOMPUTER SERVICE PARTNERS, INC.
Name of Firm

STATE OF NORTH CAROLINA

AFFIDAVIT

COUNTY OF GUILFORD

1. William B. Riddick (the individual attesting below), being duly authorized by and on behalf of
Computer Service Systems, Inc. (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 ☒; 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 28th day of April, 20 22

William B. Riddick

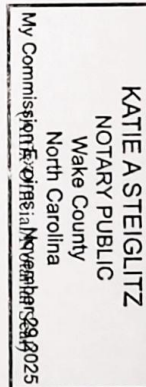
Signature of Affiant

Print or Type Name: William B Riddick State of
North Carolina County of Guilford

Signed and sworn to (or affirmed) before me, this the April
 day of 28, 20 22.

My Commission Expires: November 29, 2025

Katie A Steiglitz
 Notary Public



Requirement 8 – Call Taking Process

Computer Service Partners utilizes an automated and sophisticated Service Management System by Autotask to manage Tickets, including processes for management escalation and reporting.

When Guilford County requires service, CSP can be contacted either via (a) calling (919) 424-2060, (b) sending an email to service@cspinc.com, (c) completing a form on CSP's web site, or (d) via an Autotask web portal that CSP will make available to key Guilford County personnel. A Ticket is then created that includes a description of the problem being reported, location of the equipment, and contact person within the County along with their phone number and email address. Autotask System will automatically generate an email to the contact person confirming the information provided above along with a Ticket number. (Note: CSP can also work with Guilford County staff to "sync" with GC's Ticket Management System.)

The responsible CSP engineer is then notified of the problem details and contact information, typically via a message to his or her PDA. Upon receiving this notification the engineer will contact the end user within one hour and establish an ETA to be onsite generally within one to two hours of receiving the initial call. The engineer will then go on-site to initiate repairs. All of the engineer's activities and time logs are entered into the system as long as the Ticket remains open. Once repairs are completed, the Ticket is closed with a resolution explanation, time logs, and parts used. A notification is automatically generated to the end user confirmed the Ticket is closed.

If agreeable with the County, a Customer Satisfaction Survey is then electronically sent the end user with six simple questions so that CSP can track end user satisfaction, and proactively address any deficiencies.

A summary of all Ticket activity can be provided to the County as a part of the monthly performance reports. Furthermore, the Autotask Portal will provide Guilford County personnel a "real time view" of the status of any open Ticket.

Requirement 9 – Escalation Process

Computer Service Partners has several procedures in place for escalating Tickets that are not closed within agreed upon SLAs with our customers. First of all, CSP's Autotask Service Management System generates automatic notifications to CSP management if issues are not resolved within the SLA guidelines. CSP dispatchers and managers are also monitoring progress and proactively contacting the assigned engineers for updates and feedback. If necessary, the dispatcher engages with CSP management to determine the appropriate supplemental support strategy, if needed.

Furthermore, Guilford County will be provided extensive CSP management contact information to provide a 7x24 escalation path for any issue, independent of systems CSP has in place.

Provider References

Provider shall provide at least three (3) government references that are similar in size and complexity, **having worked on PC Equipment Repair & Maintenance Service projects of similar scope as in the RFP**, that have current contract or held a contract within the three (3) past years.

Reference 1:

- I. Organization Name: Guilford County Information Services
- II. Address: 301 W. Market Street, Greensboro, NC 27402
- III. Type of Business: County Government
- IV. Contact Person: Hemant Desai
- V. Telephone & Fax No: (336) 641-3383
- VI. Email Address (Required): hdesai@guilfordcountync.gov
- VII. Secondary Contact Person: Mark Sprinkle
- VIII. Telephone & Fax No: (336) 641-6960
- IX. Email Address (Required): msprink@guilfordcountync.gov
- X. Dates of Services: 2004-Current
- XI. Description of Services

CSP is Guilford's current contracted provider of Hardware Maintenance Services per this contract. We have experienced a good working relationship with Guilford County for over 18 years. We believe staff who worked with CSP within Guilford County would provide positive references.

Reference 2:

- I. Organization Name: North Carolina Department of Public Safety
- II. Address: 2020 Yonkers Road, Raleigh, NC 27604
- III. Type of Business: State Government
- IV. Contact Person: Tim Bowling
- V. Telephone & Fax No: 919-716-3476
- VI. Email Address (Required): Tim.Bowling@ncdps.gov

- VII. Secondary Contact Person: Sensei Brandy
- VIII. Telephone & Fax No: 919-324-6133
- IX. Email Address (Required): Sensei.Brandy@ncdps.gov
- X. Dates of Services 2004-Present
- XI. Description of Services

This is a support contract for depot service repairs on a T&M basis. The current contract has been in place since 2004. Items supported under this contract primarily includes printers and scanners. We support sites throughout NC, including those in the Triad area.

Reference 3:

- I. Organization Name: Village Realty OBX
- II. Address: 5301 S. Croatan Highway, Nags Head, NC 27959
- III. Type of Business Real Estate / Property Management
- IV. Contact Person: Erik Nedwidek
- V. Telephone & Fax No: (252) 480-4701
- VI. Email Address (Required): ErikNedwidek@villagerealtyobx.com
- VII. Secondary Contact Person: Eric Stankavich
- VIII. Telephone & Fax No: 252-480-4746
- IX. Email Address (Required): ericstankavich@villagerealtyobx.com
- X. Dates of Services 2008-Present
- XI. Description of Services

CSP is the full IT services and solutions provider for Village Realty, including comprehensive support of all PCs, printers, servers, and networking gear. Village Realty has roughly 500 users across 12+ offices in multiple states.