

COLUMBUS METROPOLITAN LIBRARY

Request for Proposal

MANAGED WEB APPLICATION SERVICES

November 16, 2018

RFP CML # 18-023

Issued by

Procurement Department
96 S. Grant Ave.
Columbus, OH 43215

Deadline for Submittal

December 12, 2018, 2018
No later than 12:00 NOON EST



Wanda Dixon, Procurement Analyst
 Procurement Division, Financial Services Department
 Telephone: (614) 849-1034; FAX: (614) 849-1134
wdixon@columbuslibrary.org

REQUEST FOR PROPOSAL COVER SHEET

Columbus Metropolitan Library (“CML” or “Library”) is issuing this Request for Proposal (“RFP”) *Managed Web Application Services*. The Proposal Identification Number is CML 18-023.

Proposals must be received at Columbus Metropolitan Library, 96 South Grant Avenue, Columbus, Ohio 43215 **no later than 12:00 Noon (Columbus, Ohio local time) on Wednesday, December 12, 2018**. Any Proposal (“Proposal”) arriving after 12:00 Noon will be marked late and will receive no consideration for selection to provide the specified services.

All questions or requests for clarifications should be submitted no later than 5:00 p.m. on Thursday, November 30, 2018 to procurement@columbuslibrary.org.

The offeror (“Offeror”) declares to have read, understood and affirms, by its signature below, to be bound by all the instructions, terms, conditions and specifications of this RFP and agrees to fulfill the requirements of any contract (“Contract”) for which it is selected to provide the specified goods or services at the prices proposed.

The Offeror certifies, by signature affixed to this “Request for Proposal Cover Sheet”, that the information provided in response to this RFP, including certified statements, is accurate and complete.

Federal Taxpayer Identification Number (TIN)		
Name of person signing Proposal (Please print or type)		Title
Offeror Name		
Mailing address		
City	State	ZIP
Telephone		Toll Free Telephone
Contact Person		Fax Number
E-Mail address		
Authorized Signature (Original signature only) Please use Blue Ink.		

THIS FORM MUST BE SIGNED AND SUBMITTED WITH THE PROPOSAL

OVERVIEW

Columbus Metropolitan Library has served the people of Franklin County, Ohio since 1873. With its Main Library and 22 branches, CML is well known for signature services and programs like Homework Help Centers, Reading Buddies, Summer Reading Challenge and Ready for Kindergarten. The library's Strategic Plan supports the vision of "a thriving community where wisdom prevails," which positions CML to respond to areas of urgent need: kids unprepared for kindergarten, third grade reading proficiency, high school graduation, college and career readiness and employment resources.

Goal of Engagement

The goal of Columbus Metropolitan Library is to achieve higher levels of customer service and more efficient delivery of technology through a relationship with a firm specializing in web design, development, management and maintenance.

The provider must have experience in working with Drupal Content Management Systems.

The objective is to provide a flexible, highly available platform, including Disaster Recovery capabilities, while keeping expenses to a minimum. It is critical that cost vs. value is clearly defined when providing options to the library to review. We are looking for this partner(s) to help manage projects from beginning to end. This partner would provide resources that would work closely with the Library's team to complete the migration to Drupal 8 and provide ongoing support and development services.

Upon selection, the Library's team will engage with the provider engineers to begin management and maintenance of existing Columbus Metropolitan Library web applications. The existing Web applications are currently hosted in Amazon Web Services (AWS).

Purpose

The Library is requesting Proposals from all interested and qualified Offerors to provide *Managed Web Application Services*. CML is seeking proposals to include:

1. Marketing Support
2. DevOps Support
3. 24/7 On Call Availability
4. Managed Cloud Security
5. Backup and Recovery

Note: Qualified proposers must offer all services listed above to qualify for bidding on this RFP.

SCOPE OF WORK

The successful Offeror will furnish all of the labor, services, and training for the timely and proper completion of implementing Managed Web Application Services.

The successful Offeror will, at all times, furnish sufficient skilled workers, materials and equipment to perform all work. All materials and equipment provided will be new, free from all defects, fit for the purpose for which they are intended, and merchantable.

The successful Offeror, or contractor ("Contractor") is expected to provide implementation services including providing a comprehensive project plan. As part of the overall project plan, the Contractor must develop a project communication plan that ensures timely and appropriate generation, collection

and dissemination of project information. In addition, the Contractor must provide periodic reporting and attend status meetings. At key points throughout the project, the Contractor may be required to make presentations to various stakeholders including, but not limited to, the library's project team, executive leadership team and/or Board of Trustees.

As part of the overall project plan, the Contractor must develop a project implementation plan identifying the most efficient and effective approach to implementation based on the Contractor's experience. The Contractor shall complete a full discovery phase to capture the "current state" of the application environment

The Contractor will provide training to ensure a transfer of knowledge sufficient enough to prepare staff for the proposed cloud services. The Contractor shall provide training plans and training documentation supporting the system's functionality, business processes and other training needs. The Contractor will provide ongoing support including, but not limited to, periodic upgrades and enhancements.

Requirements and Specifications

Refer to Appendix A.

References:

List three to five businesses for whom your company has provided managed Web application hosting and development services for at least the past three (3) years. Include client name, address, number of years monitoring has been provided, and contact information (with name, phone, e-mail (if available)).

Offeror shall provide Proof of Certification of Eligibility.

The Offeror is responsible for all requirements as provided in the attached Project documents.

PRE-PROPOSAL CONFERENCE

A pre-proposal conference will not be held.

DIVERSITY

Because Columbus Metropolitan Library serves a diverse central Ohio population, CML has a strong preference for professional service providers to propose teams made up of MBE/DBE/WBE certified staff to provide CML with a diverse professional staff representative of the central Ohio region in which they will be working and of the customers that CML serves every day. Minority Business Enterprises are encouraged to respond to this solicitation.

A completed Offeror's Diversity & Inclusion Participation Form or documentation of good faith efforts must accompany the completed Proposal. Please refer to Appendix E, *Offeror's Diversity & Inclusion Participation Form* to submit or denote omission of participation.

COMPLIANCE WITH APPLICABLE LAWS

By submitting a Proposal for Work on the Project, the Offeror acknowledges that it is in compliance with applicable federal, state, and local laws and regulations, including, but not limited to, the following:

Equal Employment Opportunity/Nondiscrimination. The Offeror agrees that if it is awarded a contract that in the hiring of employees for performance of work under the Contract or any subcontract,

neither it nor any subcontractor, or any person acting on its behalf or its subcontractor's behalf, by reason of race, creed, sex, disability as defined in Section 4112.01 of the Ohio Revised Code, or color, shall discriminate against any citizen of the state in the employment of labor or workers who are qualified and available to perform work to which the employment relates. The Offeror further agrees that neither it nor any subcontractor or any person on its behalf or on behalf of any subcontractor, in any manner, shall discriminate against or intimidate any employees hired for the performance of the work under the contract on account of race, creed, sex, disability as defined in Section 4112.01 of the Ohio Revised Code, or color.

Ethics Laws. The Offeror represents that it is familiar with all applicable ethics law requirements, including without limitation Sections 102.04 and 3517.13 of the Ohio Revised Code, and certifies that it is in compliance with such requirements.

PROPOSAL SUBMISSION REQUIREMENTS

The Offeror must address all of the requirements listed in the Request for Proposal. All Proposals must be in a sealed envelope or appropriate packaging, with the Proposal Identification Number **CML #18-023** and title of **Managed Web Application Services** clearly marked on the outside, addressed and mailed to the below address.

PROPOSAL SUBMITTAL. Each Offeror must submit a Technical Proposal and a Cost Proposal as part of its Proposal package. Proposals must be submitted as two (2) separate components (Cost Proposal and Technical Proposal) in separate sealed envelopes/packages. Each Technical Proposal package must be clearly marked “**Number CML #18-023 Managed Web Application Services - Technical Proposal**” on the outside of each Technical Proposal package’s envelope. Each Cost Proposal package must be clearly marked “**Number CML #18-023 Managed Web Application Services – Cost Proposal**” on the outside of each Cost Proposal package’s envelope.

The Proposal package must also include electronic versions of the Technical and Cost Proposals on separate and clearly labeled flash drives. In a separate sealed envelope labeled “**Number CML #18-023 Managed Web Application Services**”, the Proposal package must include an electronic submission of two (2) MS-Windows formatted USB Flash Drives. Please clearly label each flash drive in accordance with its file contents as “**CML #18-023 Technical Proposal**” or “**CML #18-023 Cost Proposal**”.

IMPORTANT: Technical Proposals must not contain cost or pricing information. Each Offeror must submit one (1) original, completed and signed in blue ink, and four (4) hardcopies for a total of five (5) Technical and five (5) Cost Proposals in its package, plus electronic versions of each, to the following:

Columbus Metropolitan Library
Attn: Wanda Dixon, Procurement Analyst
96 South Grant Avenue
Columbus, OH 43215

Proposals may also be delivered in person to the First Floor Main Circulation Desk at the Columbus Metropolitan Library located at 96 South Grant Avenue, Columbus, Ohio 43215.

Proposals will be accepted until the time indicated in the RFP. The Library is not responsible for any late mail or late special service deliveries.

Complete Proposal packages are to be organized and submitted in accordance with the instructions in this section. Responses shall be organized into the following marked or tabbed sections:

1. Cover Letter

A cover letter, on the Offeror's letterhead, shall be submitted and shall include, but need not be limited to, the following information:

- A. The signature of a person authorized to bind the Offeror legally to the extent of work and financial obligation outlined in its Proposal.
- B. A statement that the Proposal will be valid for 60 days.
- C. Identification of all the material enclosures submitted in response to this RFP.
- D. A summary of the submitted Proposal and a brief statement of the Offeror's qualifications to meet all requirements as described in this RFP. This information shall include:
 - I. The names of the individuals involved in the preparation of the Proposal and their relationships to the Offeror.
 - II. The name, address and telephone number of the individual to whom inquiries relating to the Proposal shall be directed.
- E. A statement that the Offeror agrees to and accepts all terms and conditions contained herein.
- F. A statement that the Offeror understands all requirements of the RFP.

2. Proposal Format

To facilitate comparison of Proposals, Offerors must submit Proposals in a format that corresponds to the outline below. Proposals must include a table of contents listing all sections.

- A. Executive level summary of the proposed solution(s).
- B. Statement as to the Offeror's particular abilities and qualifications to include but not limited to:
- C. Brief history of the company.
- D. Product and services offerings.
- E. Describe the core competencies.
- F. The number of years the Vendor has been in business.
- G. HQ location. Provide address.
- H. The geographical area of operations and professional affiliations.
- I. Overview of the ownership structure of the company. Is the company private or public?
- J. Describe any alliances or strategic partnerships with technology companies.
- K. Size and composition of the organization.
- L. Number of customers.
- M. Provide the name of each team member that will be assigned to this project and the role that they will play. Include a brief resume of experience, certifications, skills and abilities of each team member. This does not have to be all-inclusive, a summary of the core team will suffice.
- N. Disclose all information concerning any suits filed, judgments entered or claims made against the Offeror during the last five years with respect to services provided by the Offeror or any declaration of default or termination for cause against the Offeror with

respect to such services. In addition, state whether during the past five years the Offeror has been suspended from entering into any government contract.

3. If applicable, include a list of proposed Subcontractors for this project. For each Subcontractor listed, identify whether or not the Subcontractor is a certified woman- or minority-owned business. The Library reserves the right to reject any Subcontractor not identified within the Offeror's response.
4. Provide references for a minimum of three (3) projects completed during the last two (2) years. Include a description of scope and client references, including contact names, e-mail addresses, and telephone numbers.
5. Include any other information documentation believed to be pertinent, but not specifically mentioned in this RFP, that may be useful and applicable to this project.
6. Offeror response to the statements and questions from the **Requirements and System Specifications** detailed in Appendix A.
7. Offeror response to Appendix B, **Cost Proposal**.

8. **Project Overview (“Work Plan”)**

The Work Plan should include a detailed description as to how the Offeror will deliver on every aspect of the Project.

9. **Offeror's Qualifications**

Information included in this section shall include, but not be limited to, the following:

- A. A Statement of Affirmation as to Offeror's ability to perform the Work.
- B. Offerors must have completed similar projects inside of Franklin County in the past 12 months.

10. **Description of Services and Staffing (“Staffing Plan”)**

The Staffing Plan will outline who will do the Work, including subcontractors.

Include the number of employees employed by the Offeror's company.

11. **Response to Scope of Services Requirements**

A statement as to how the services will be provided.

12. **Completed Cost Proposals**

See Appendix B.

13. **Completed Offeror's Diversity & Inclusion Participation Form**

See Appendix C.

ADDITIONAL INFORMATION

1. Addenda to this RFP will be posted on the Columbus Metropolitan Library Web-site: www.columbuslibrary.org/about/doing-business at least five (5) business days prior to the RFP opening. Offerors are responsible for any information provided in any and all issued addenda.
2. Correct and proper invoices will be paid within 30 days of receipt. Invoices are to detail the services provided, the date and detail costs and are to be submitted on company letterhead, to the e-mail address on the Library’s purchase order. Refer to terms and conditions herein for additional information regarding payment.
3. CML will issue payment per the terms contained herein.
4. Times referenced herein are Columbus, Ohio local time.
5. Submission of a Proposal in response to this RFP is the Offeror’s acknowledgement that subjective criteria may be used in the evaluation of Proposals. Award shall be made to the responsive and responsible Offeror determined to be the most advantageous to the Library. Price, although an important consideration, will not be the sole determining factor.

RFP & PROPOSAL QUESTIONS

All questions regarding this RFP must be sent to procurement@columbuslibrary.org and must reference the RFP Identification Number and title of the RFP no later than **5:00 p.m. on Thursday, November 30, 2018**.

Answers to all questions will be documented and posted on the “Doing Business with the Library” page of the Library’s Web site at www.columbuslibrary.org/about/doing-business. Answers will be posted **no later than 5:00 p.m. on Tuesday, December 4, 2018**.

PROJECTED TIMELINE

The projected timeline for this RFP process is provided below. The Library may, at its sole discretion, modify the schedule as necessary to allow for thorough and complete analysis of responses.

Activity	Target Completion Date
Issuance of RFP Inquiry Period Begins	November 15, 2018
Pre-Proposal Conference	None
Inquiry Period Ends	November 30, 2018 (5:00 PM)
Final Response to Vendor Questions	December 4, 2018 (5:00 PM)
Due Date	December 12, 2018 by 12:00 p.m. (Noon)
Selection of Successful Offeror	TBA

Notification of changes in the response due date would be posted on the CML website or as otherwise stated herein. All times are Eastern Time.

Selection Process

The Library’s evaluation team, will review all Proposals and evaluate responses to the RFP.

TABLE 1 - SCORING BREAKDOWN

Criteria	Maximum Allowable Points
Proposal Technical Requirements	500 Points
Proposal Cost	125 Points
Total	625 Points

The scale below (0-5) will be used to rate each proposal on the criteria listed in the Technical Proposal Evaluation table.

DOES NOT MEET	WEAK	WEAK TO MEETS	MEETS	MEETS TO STRONG	STRONG
0 POINTS	1 POINT	2 POINTS	3 POINTS	4 POINTS	5 POINTS

CML will score the Proposals by multiplying the score received in each category by its assigned weight and adding all categories together for the Offeror’s Total Technical Score in Table 2. Representative numerical values are defined as follows:

DOES NOT MEET (0 pts.): Response does not comply substantially with requirements or is not provided.

WEAK (1 pt.): Response was poor related to meeting the objectives.

WEAK TO MEETS (2 pts.): Response indicates the objectives will not be completely met or at a level that will be below average.

MEETS (3 pts.): Response generally meets the objectives (or expectations).

MEETS TO STRONG (4 pts.): Response indicates the objectives will be exceeded

STRONG (5 pts.): Response significantly exceeds objectives (or expectations) in ways that provide tangible benefits or meets objectives (or expectations) and contains at least one enhancing feature that provides significant benefits.

Evaluation Criteria

The Offeror’s Proposal must be complete in its content such that it addresses, in detail, how it meets all requirements of the RFP.

Criteria that will be considered, during the technical proposal evaluation, include; however, shall not be limited to, the following:

- 1. Quality and comprehensiveness of the Proposal:
 - a. Demonstrated understanding, by the Offeror, of the Library and the Library’s requirements.
 - b. Qualifications and ability to perform.
 - c. Responsiveness and adherence to RFP instructions.
- 2. Quality of the proposed solution.
- 3. Stability and viability of the product and Offeror.
- 4. Offeror’s experience on projects of similar scope.
- 5. Input from reference contacts.

Refer to Table 2 for specific criteria and respective weights.

Evaluation and Selection

The final decision will be based on the overall RFP response that is deemed most advantageous to the Library, based on the information provided.

Specific criteria that will be considered, during the evaluation, include:

Evaluation of Technical Proposal

TABLE 2 - TECHNICAL PROPOSAL EVALUATION

<u>Responsiveness Criteria</u>	<u>Weight</u>	<u>Score</u>	<u>Ext’d</u>
1. Quality and comprehensiveness of the Proposal: <ul style="list-style-type: none">a. Demonstrated understanding, by the Offeror, of the Library and the Library’s requirements.b. Qualifications and ability to perform.c. Responsiveness and adherence to RFP instructions.	30		
2. Quality of the proposed solution includes, but is not limited to, the following: <ul style="list-style-type: none">a. Comprehensive Work Plan per the RFP.b. Offeror’s Staffing Plan.c. Demonstrated ability of Offeror to meet requirements.	40		
3. Offeror’s experience on projects of similar scope.	20		
4. Input from reference contacts.	10		
Total Technical Score:			

The weighted points will be multiplied times the numbers of Criteria's listed above for a maximum total of 500 points (5 points X 100) for the Technical Score.

Evaluation of Cost Proposal

CML will rank costs on a relative bases for a maximum total of 125 points for the Cost Score.

COST PROPOSAL POINTS. CML will calculate the Offeror's Cost Proposal points after the Offeror's total technical points are determined, using the following method:

Cost points = (lowest Offeror's cost/Offeror's cost) x Maximum Allowable Cost Points as indicated in the "Scoring Breakdown" table. The value is provided in the Scoring Breakdown table (Table 1).

"Cost" = **Total Not-to-Exceed Cost** identified in the Cost Summary section of Offeror Proposals. In this method, the lowest cost proposed will receive the Maximum Allowable Points.

The number of points assigned to the cost evaluation will be prorated, with the lowest accepted cost proposal given the maximum number of points possible for this criterion. Other acceptable cost proposals will be scored as the ratio of the lowest price proposal to the proposal being scored, multiplied by the maximum number of points possible for this criterion

The following formula will be used to determine the final score of the proposal:

Total Points = Technical Proposal + Cost Proposal = _____ pts.

The maximum possible score is 625 points.

Contract Award

The Library is not, by virtue of issuing this RFP, obligated to enter into a Contract and reserves the right to not issue a Contract as a result of this solicitation.

All Offeror's that respond will receive notification if they have been selected or not.

Columbus Metropolitan Library

Procurement Department

Standard Contract Terms and Conditions

Contract Components. Entirety. Changes Interpretation

Contract Components: This contract consists of this document, the Standard Contract Terms and Conditions, the Special Contract Terms and Conditions (if any), the specifications or scope of work (SOW), and any written amendments to this document, valid Columbus Metropolitan Library (CML) purchase orders or other ordering documents (together referred to as the "Contract").

Entire Agreement; Parties to the Contract: This contract is the entire agreement between the individual or entity selected to provide equipment, supplies and/or services on the basis of a SOW submitted to CML in response to a request (referred to as the Contractor in these Terms and Conditions) and Columbus Metropolitan Library (CML).

Contract Changes: Waivers, Changes or Modifications to this Contract must be made in writing and signed by both parties. If a party to this Contract does not demand strict performance of any item of this Contract, the party has not waived or relinquished any of its rights; the party may at any later time demand strict and complete performance of the term.

Contract Orders: CML will order supplies or services under this Contract from the Contractor directly. The Contractor may receive purchase orders by telephone, facsimile, electronically or in person by authorized employees of CML. The Contractor is not required to fill an order date more than 30 days beyond the date of Contract expiration, termination or cancellation, unless the Contract provides for a quarterly delivery or quarterly service. Under a Contract that provides for quarterly delivery, the Contractor is not required to fill an order with a delivery date of more than 90 days beyond the date of Contract expiration, termination or cancellation.

Standard Invoice and Payment

Invoice: The Contractor shall submit invoices to accountspayable@columbuslibrary.org. The invoice must be a proper invoice to receive consideration for payment. A "proper Invoice" is defined as being free of defects, discrepancies, errors or other improprieties. Improper invoices will be returned to the Contractor noting the areas of discrepancy.

Payment: In consideration for the Contractor's performance, CML will pay the Contractor at the rate specified in the contract. *Payments will be made by electronic funds transfer (EFT)*. For all transactions, the Contractor must have a valid W9 form on file with the Finance Department. The completed form should be mailed to: Finance Department, Columbus Metropolitan Library, 96 South Grant Avenue, Columbus, Ohio 43215.

Payment Due Date: CML will pay invoices 30 days after it has received an invoice for supplies and services it has received and accepted, unless otherwise indicated herein.

Taxes: Columbus Metropolitan Library is exempt for all federal, state and local taxes as CML is a political subdivision of the State of Ohio.

Term of Contract: This contract is effective upon the projected beginning date of the Contract Cover Page or upon signature of CML by the Fiscal Officer, whichever comes later in time. This Contract will remain in effect until the Contract is fully performed by both parties or cancelled in accordance with the Terms found herein.

Contract Renewal: This contract may be renewed solely at the discretion of CML for a period of one month. Any further renewals will be by agreement of both parties, any number of times for any period of time. The cumulative time of all renewals may not exceed two years.

Delivery

F.O. B. The Place of Destination: The Contractor must provide the supplies or services under this Contract F.O.B., the place of delivery/destination, unless otherwise stated. The address of delivery will be specified by the purchase order or other ordering document. Freight will be prepaid unless otherwise stated.

Time of Delivery: If the Contractor is not able to deliver the supplies or services on the date and time specified by CML ordering department on the ordering document, the Contractor must coordinate an acceptable date and time for delivery. If the Contractor is not able to, or does not, provide the supplies or services to an ordering department by the time and date agreed upon, CML may obtain any remedy provided below or any other remedy at law.

Minimum Orders-Transportation Charges: For purchase orders placed that are less than the stated minimum order, the transportation will be prepaid and added to the invoice by the Contractor to the delivery location designated in the ordering documents. Shipment is to be made by private or commercial freight service, airmail, water, parcel post, express or commercial package delivery, whichever is the most economical and expeditious method for proper delivery of the item. Failure of the Contractor to utilize the most economical mode of transportation shall result in the Contractor reimbursing CML the difference between the most economical mode of transportation and the mode of transportation used by the contractor. Failure to reimburse CML shall be considered a default.

Contract Cancellation: Termination: Remedies

Contract Cancellation: If a Contractor fails to perform any one of its obligations under this Contract, it will be in default, and CML may cancel this Contract in accordance with this section. The cancellation will be effective on the date delineated by CML.

- A. **Contract Performance is Substantially Endangered:** If the Contractor's default is substantial and cannot be cured within a reasonable time, or if CML determines that the performance of the contract is substantially endangered through no fault of CML, CML may cancel this Contract by written notice to the Contractor.
- B. **Cancellation by Unremedied Default:** If a Contractor's default may be cured with a reasonable time, CML will provide written notice to the Contractor specifying the default and the time within which the Contractor must correct the default. If Contractor fails to cure its default in the time required, CML may cancel this Contract by providing written notice to the Contractor. If CML does not give timely notice of

default to Contractor, CML has not waived any of its rights or remedies concerning the default.

- C. Cancellation by Persistent Default: CML may cancel this Contract by written notice to Contractor for defaults that are cured but persistent. "Persistent" means three or more defaults. After CML has notified Contractor of its third default, CML may cancel this Contract without providing Contractor with an opportunity to cure, if the Contractor defaults a fourth time. CML shall provide written notice of the termination to the Contractor.
- D. Cancellation for Financial Instability: CML may cancel this Contract by written notice if Contractor does not pay its subcontractors and material suppliers within 10 days of payment to the Contractor by CML. To the extent permitted by law, CML may cancel this Contract by written notice to Contractor if a petition in bankruptcy or similar proceedings has been filed by or against the Contractor.

Contract Termination: CML may terminate this Contract for convenience after issuing 30 days written notice to the Contractor.

Remedies for Default:

- A. Actual Damages. The Contractor is liable to CML for all actual and direct damages caused by the Contractor's default. CML may buy substitute supplies or services, from a third party, for those that were to be provided by the Contractor, and CML may recover the costs associated with acquiring substitute supplies or service, less any expenses or costs saved by the Contractor's default, from the Contractor.
- B. Deduction of Damages for Contract Price. CML may deduct all or any part of the damages resulting from Contractor's default from any part of the price still due on the Contract, after CML has provided prior written notice to Contractor of such default and intent to deduct damages from the Contract Price.

Force Majeure: If CML or Contractor is unable to perform any part of its obligation under this Contract by reason of force majeure, the party is excused from its obligations, to the extent that its performance is prevented by force majeure, for the duration of the event. The party must remedy with all reasonable dispatch the cause preventing it from carrying out its obligations under this Contract. The term "force majeure" means without limitation: Acts of God, such as epidemics, lightning, earthquakes, fires, storms, hurricanes, tornadoes, floods, washouts, droughts, and any other severe weather; explosions; arrests; restraint of government and people; strikes; and any other like events or any other cause that could not be reasonable foreseen in the exercise of ordinary care, and that is beyond the reasonable control of the party.

CML Consent to Assign or Delegate: The Contractor may not assign any of its rights under this contract unless CML consents to the assignment or delegation in writing. Any purported assignment or delegation made without CML's written consent is void.

Indemnification: Contractor will indemnify CML, its employees, members of the Board of Trustees, and its Officers and administrators for any and all claims, damages, lawsuits, costs, judgments, expenses, liabilities that may arise out of, or are related to, the Contractor's performance under this Contract, including the performance by Contractor's employees and agents and any individual or entity for which the Contractor is responsible.

Confidentiality: Contractor may learn of information, documents, data, records and other material that is confidential in the performance of this Contract. Contractor may not disclose any information obtained by it as a result of the Contract without written permission from CML.

Contractor must assume that all CML information, documents, data, records or other material is confidential.

Publicity: Contractor and any of its subcontractors may not use or refer to this Contract to promote or solicit Contractor's or subcontractor's supplies or services. Contractor and its subcontractors may not disseminate information regarding this Contract, unless agreed to in writing by CML.

Governing Laws; Severability: The Laws of the State of Ohio govern this Contract, and venue for any dispute will be exclusively with the appropriate court of competent jurisdiction in Franklin County, Ohio. If any provision of the Contract or the application of any provision is held by a court of competent jurisdiction to be contrary to law, the remaining provisions of the Contract will remain in full force and effect to the extent that the remaining provisions continue to make sense.

Workers Compensation: The Contractor shall carry Workers' Compensation Liability Insurance as required by Ohio law for any work to be performed within the State of Ohio. Failure to maintain Workers Compensation Liability Insurance for the duration of the contract and any renewal hereto will be considered a default.

Automobile and General Liability Requirements: During the term of the Contract and any renewal hereto, the Contractor, and any agent of the Contractor, at its sole cost and expense, shall maintain a policy of automobile liability and commercial general liability insurance as described in this clause. Copies of the respective insurance certificates shall be filed with the Procurement Department within seven (7) calendar days after notification by the CML of its selection of the Contractor to provide the specified supplies and/or services. Failure to submit the insurance certificates within the time period may result in the Contractor being considered in default. Said certificates are subject to the approval of the CML Procurement Manager and shall contain a clause or endorsement providing thirty (30) days prior written notice of cancellation, non-renewal or decrease in coverage will be given to the Procurement Manager. Failure of the Contractor to maintain this coverage for the duration of the Contract, and any renewals, thereto may be considered a default.

Automobile Liability: Automobile Insurance is required for anyone coming onto CML branches and/or property to deliver goods or perform services using a vehicle, which is owned, leased, hired, or rented by the Contractor. Any Contractor, broker, or subcontractor who will be on CML property, but not delivering goods or performing services, is required to carry Automobile Liability Insurance that complies with the state and federal laws regarding financial responsibility. Automobile liability insurance, including hired, owned, and non-owned vehicles used in connection with the Work, shall have a combined single limit coverage covering personal injury, bodily injury (including death) and property damage of not less than \$2,000,000 per accident.

Commercial General Liability: Insurance coverage with a \$2,000,000 annual aggregate and a \$1,000,000 per occurrence limit for bodily injury, personal injury, wrongful death and property damage. The defense cost shall be outside of the policy limits. Such policy shall designate CML as an Additional Insured, as its interest may appear. The policy shall also be endorsed to include a blanket waiver of subrogation. The certificate shall be endorsed to reflect a per project/per location General Aggregate limit of \$2,000,000. If the Contractor uses an umbrella/excess policy to meet the required limits, it is understood that the policy shall follow from per project/per location basis. It is agreed upon that the

Contractor's commercial general liability insurance shall be primary over any other coverage. The Procurement Department reserves the right to approve all policy deductibles and levels of self-insurance retention.

Contract Compliance: The participating CML branches and departments will be responsible for the administration of the Contract and will monitor the Contractor's performance and compliance with the terms, conditions and specifications of the Contract. If a branch or department observes any infraction such shall be documented and conveyed to the Contractor for immediate correction. If the Contractor fails to rectify the infraction, the department/branch will notify the Procurement Department in order to resolve the issues. These terms and conditions will be used by the Procurement Department to resolve the issues.

Warranties: Unless otherwise stated, all supplies shall be new and unused. All products shall carry manufacturer's warranties in addition to implied warranties. The Contractor warrants all supplies to be free from defects in labor, material, and workmanship (manufacturing) and be in compliance with the contract specifications.

ADDITIONAL TERMS:

1. This Contract represents the entire agreement of the parties hereto, and may not be amended except in writing signed by both parties.
2. All times referenced herein are Columbus, Ohio local times.
3. *CML is not responsible for any work or services provided by Contractor prior to the issuance of a P.O. by CML.*
4. Contractor will supply its own tools and materials.
5. Contractor will make arrangements for EFT (electronic funds transfer).
6. A completed W9 form is required on file with CML prior to CML issuing payment for services provided by Contractor. The W9 form can be found at
7. <http://www.irs.gov/pub/irs-pdf/fw9.pdf>. Please fill out the form and return with the signed contract to the Procurement Department of the Columbus Metropolitan Library at 96 S. Grant Avenue, Columbus, OH 43215 or email: procurement@columbuslibrary.org.

Appendix A

Requirements and Specifications

The Offeror is expected to provide clarification on each service below of which it is proposing. The Offeror is also expected to clarify its technical capabilities for any and all categories to which it has responded. The scope of web application management, support, and development consists of 5 external applications and 7 internal web applications including CML's staff Intranet. The full environment is currently deployed to AWS EC2. A site to site VPN is in place due to some web application functionality.

Backup and Recovery

1. A mutually agreed upon backup and disaster recovery strategy between the selected vendor and CML will be in place to ensure that the Web environment can be brought online in the event of a catastrophic failure of the environment or underlying infrastructure. The Business Continuity requirements are as follows:
 - a. 4-hour RTO (maximum restore/recovery time of 4 hours).
 - b. 24-hour RPO (maximum data loss of 24 hours).
2. The selected Offeror will monitor the recovery solution to ensure the RTOs and RPOs can be achieved.
3. Marketing Support. Please provide information on the points below:
 - a. Describe your experience with supporting organizational Marketing departments to achieve desired goals and objectives.
 - b. Describe how you would work with CML's Marketing department to support internal design and development work.
4. Dev/Ops Support. Please provide information on the points below:
 - a. Describe your experience with supporting organizational IT departments to achieve desired goals and objectives.
 - b. Describe how you would work with CML's IT and Marketing departments to support development and operations in relation to CML's web applications.
 - c. Describe your approach to managing and maintaining Drupal web environments.
 - d. Describe your experience with database troubleshooting, maintenance and support.
 - e. Describe your capabilities to provide 3rd party integration, support and troubleshooting.
 - f. Describe your capabilities to provide custom application support and troubleshooting.
 - g. Please describe your experience and capabilities to develop, manage, and maintain web applications in Amazon Web Services.
 - h. Describe your development workflow, how you refresh the development environment, and how you coordinate and orchestrate promoting code to production.
 - i. What level of system and web application availability can you guarantee?
 - j. Describe your experience managing Docker containers.
5. 24/7 On Call availability
 - a. Describe your capabilities to provide 24/7/365 support.
 - b. What tools and processes do you use to ensure calls and emergency issues are addressed immediately?
 - c. What response time can you provide in the event of a service impacting issue?
6. Managed Cloud Security. Please provide information on the points below:
 - a. Describe your capabilities to provide managed cloud security.
 - b. What tools and processes do you use to ensure customer environments are properly separated and only necessary access is provisioned?
 - c. Our goal is to ensure both internal web applications and external web applications are accessible via the Internet but to limit the accessibility of the internal environment. Describe your ability to control access to external web applications and internal web applications to different user groups.
 - d. Describe how a secure remote site to site VPN connection can be maintained from the CML network to the cloud provider facility.

7. Hosting
 - a. The current environment is hosted in Amazon Web Services. What hosting provider are you recommending that CML use and why?
8. Backup and recovery. Please provide information on the points below:
 - a. Describe your capabilities to provide backup and recovery services.
 - b. What tools and processes do you use to ensure customer environments can be rapidly recovered or deployed at another datacenter in the event of data loss or major disaster?
 - c. How will you ensure a 4 hour RTO and 24 hour RPO can be achieved?

Appendix B

COST PROPOSAL

Total Not-to-Exceed Cost

Managed Web Application Services

RFP Number: CML #18-023

The Cost Proposal should include, at a minimum, the following information:

Total Monthly Service Fee: \$ _____

The Offeror shall provide an itemized list of services and estimated hours for each that are included in the not-to-exceed total monthly fee.

Any unused hours will be applied to the next month or credited to CML in that billing period.

Hosting is currently provided by AWS. If proposing a different hosting services, please explain and detail costs, including the cost for migration services.

Current CML Specifications: Refer to Appendix A.

Appendix C
Offeror's Diversity & Inclusion Participation Form

Managed Web Application Services
RFP Number: CML #18-023

A completed Offeror's Diversity & Inclusion Participation Form or documentation of good faith efforts must accompany the completed Proposal Form.

_____ ("Offeror") submits the following information regarding its levels of MBE/WBE Participation:

List all MBE/WBE subcontractors and suppliers, with contract amounts, that Offeror will use for its work on the Project. (Continue list on additional sheets of paper if necessary.)

Name of Subcontractor / Supplier	MBE or WBE	Subcontract Amount
1.		\$
2.		\$
3.		\$
4.		\$
	A. TOTAL AMOUNT OF MBE/WBE SUBCONTRACTS	\$
	TOTAL PROPOSAL	\$
	B. PERCENTAGE OF DIVERSITY PARTICIPATION* (A ÷ B x 100)	%

The Offeror's commitment of total workforce hours for Minority Workforce participation on the project is: _____%.

The Offeror's commitment of total workforce hours for Women Workforce participation on the project is: _____%.

I certify under penalty of perjury that the forgoing and/or attached statements and information are true and correct. The undersigned will immediately notify the Owner in the event that any of the information provided in this Diversity & Inclusion Participation Form changes in any material way.

By: _____ Date: _____

Print Name and Title: _____

***If the Offeror does not indicate that it has achieved the Diversity & Inclusion Participation Goal set forth in the Instructions to Offerors, the Offeror must attach to this Form, a narrative, including exhibits, demonstrating and certifying that good faith efforts, as set forth in the Instructions to Offerors, were actively and aggressively undertaken by the Offeror, to reach such goals.**