



Request for Proposal

PREPARED BY:

Regional Income Tax Agency
10107 Brecksville Road, Brecksville, OH 44141

PROJECT TITLE:

Business Continuity Services Proposal

ISSUED DATE:

June 16, 2021

RESPONSES DUE DATE:

July 23, 2021

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LETTER FROM THE EXECUTIVE DIRECTOR



**10107 Brecksville Road
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440-526-0900
800-860-RITA
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June 16, 2021

The Regional Income Tax Agency (RITA, the Agency) is seeking proposals for the replacement of several existing Business Continuity Service components.

RITA prefers that proposals be submitted electronically to rfp@ritaohio.com and must be received no later than 12:00 p.m. E.S.T., July 23, 2021.

If your firm intends to submit a proposal, please execute the attached mutual Non-Disclosure Agreement.

Providers shall aggregate their requests for clarification, and submit them via e-mail to Jamey Evans, via e-mail at rfp@ritaohio.com. Questions should be submitted no later than June 30, 2021. Such requests for clarification, and RITA's responses, will be supplied in writing to all parties that have received copies of the RFP, without identifying the source of the inquiry.

The Agency reserves the right to reject any and all proposals, or any part of any proposals, or to waive informalities or defects in proposals, as the Board of Trustees of the Agency deems to be in the best interest of the Agency.

Cordially,

Donald W. Smith
Executive Director

REQUEST FOR PROPOSAL

About RITA

The Regional Income Tax Agency (RITA, the Agency) is a governmental entity established to administer and collect local income taxes for political subdivisions. As an agent for its municipalities, RITA provides substantial financial services to its members. Municipal income tax is collected from individuals and/or employers withholding on salaries, wages, commissions, fees and other forms of compensation. The tax is also collected from business entities based on net profits. As of 2021 there are over 390 taxing jurisdictions in 78 counties served by the Agency (just over 50% of all taxing jurisdictions in Ohio with an income tax) and total annual tax collections are over \$1.5 billion.

Background of Current Solution

RITA currently partners with a Tier 1 provider for both its Disaster Recovery and Backup & Recovery components. The solutions provided through this partnership as depicted in yellow in the graphic below and in the subsequent bulleted list are the target of this RFP. While we are looking for a proposal that offers a complete solution we do consider "Office Recovery" to be an optional component.



*Note: Optional

The following bulleted list contains the high-level existing features and responsibilities for each component.

- Backup & Recovery
 - Onsite Backup – Agency owned physical onsite backup appliances and backup software are managed by Agency Information Services (IS) personnel under the guidance and support of the provider.
 - Onsite Full Recovery – All onsite full recovery needs are facilitated by Agency IS personnel.
 - Onsite Granular Recovery – All onsite granular recovery (file level) needs are facilitated by Agency IS personnel.
 - Offsite Replication – The replication of all data backups is managed by Agency personnel under the guidance and support of the provider. This data is sent to a remote storage appliance that is managed by the provider.
- Disaster Recovery & Testing
 - Network Recovery – At the time of test or time of disaster the provider is responsible for providing both network hardware that is under contract and services to these hardware devices at the speeds contracted. These include internet bandwidth for recovered servers, static IP addresses to be used, and interconnectivity between all devices. The configuration of these devices is the responsibility of Agency IS personnel.
 - Server Recovery – At the time of test or disaster the provider is responsible for recovering the predefined number of servers within the specs of the agreed upon Disaster Recovery as a Service (DRaaS) contract. Additionally, the provider is responsible for provisioning dedicated hardware on which Agency IS personnel is responsible for recovering the remaining servers that are not covered by the DRaaS contract.
 - Office Recovery (Optional Service) – At the time of test or disaster the provider is responsible for provisioning access to a dedicated office space consisting of 30 complete and modern workstations with dual monitors, basic office supplies and a multifunction printer copier. The configuration of these workstations is the responsibility of Agency IS personnel.

Response Guidance

While they are not requirements, prospective bidders should consider the following a list of Agency goals and values as guidance as they respond to this RFP.

- Identify a solution that best allows the Agency to continue providing sound and proven protection against disasters both traditional and evolving for today and for the future.
- The solution should be cost competitive as compared to other options and market solutions that are providing the same types of services.
- The solution must ensure that confidentiality and integrity of all Agency systems, data and applications remain intact throughout the entire Backup and Disaster Recovery lifecycle.
- The solution should provide the option for the Agency and/or the chosen vendor to perform the recovery of all or a portion of the Agency's systems in the event of a disaster.

While the objective of the RFP is to provide vendors/respondents (vendors) with the minimum requirements necessary to partner with RITA, we are also always open to vendors providing alternatives that may prove more efficient. Additionally, while vendors are required to provide a response on this entire proposal, RITA reserves the right to award separate portions of the proposal to different vendors. RITA intends to award a 5-year contract with an auto renewal annually thereafter for the Business Continuity Services.

The Agency is not responsible for any costs incurred by the respondent in preparation of a proposal. RITA reserves the right to negotiate with the vendors submitting proposals in order to obtain the most favorable terms, conditions and pricing for the Agency as determined by the Agency in its sole discretion. Also, as deemed in the best interest of the Agency by the Board of Trustees, RITA reserves the right to reject any or all parts of the proposals.

Requirements and Environment Information

All of the detailed technical information about the current environments and our requirements will be included in a detailed spreadsheet. However due to the sensitive nature of the information contained within these worksheets we require that you sign and return the attached mutual Non-Disclosure Agreement to receive this information. The spreadsheet will provide all of the technical information about each environment in order to provide a recommendation and quote for a solution. Should you need additional information please direct all questions to RFP@ritaohio.com with the subject line "DR-RFP Questions".

PROPOSAL INSTRUCTIONS

Insert your responses in the included spreadsheet and return them electronically. If additional schedules or brochures are needed to fully respond to a given requirement, reference them in the table and include them in your response.

All proposals must be received by the Executive Director, Regional Income Tax Agency, by 12:00 p.m. E.S.T., **July 23, 2021**. All Proposals shall be emailed to RFP@ritaohio.com.

It is RITA's intention to enter into a contract as soon as practical after the proposals are evaluated and Board approval is received. The successful vendor shall enter into a contract with the Regional Income Tax Agency within ten days of the notification of award or as soon as practical thereafter as determined by RITA. Implementation work is expected to begin no later than the first business day of the month following the execution of the contract.

Proposals will be evaluated on several factors including the degree of fit to the requirements and cost.

The Agency reserves the right to reject any and all proposals, or any part of any proposal, or to waive informalities or defects in proposals, as the Board of Trustees of the Agency shall deem to be in the best interest of the Agency. By submitting a proposal, each respondent is insuring that complete confidentiality of all Agency information will be maintained by all vendor personnel.

By submitting a proposal, each respondent is insuring that the vendor is an Equal Opportunity Employer and that their employees and applicants for employment are not discriminated against because of their race, color, religion, national origin, disability, age, genetic information, military status or sexual orientation. By signing a contract with RITA, the successful vendor guarantees that they comply, or will comply with the above provision and all other applicable state and federal laws regarding public contract work, and agrees to indemnify and hold the Regional Income Tax Agency harmless from any claims or damages incurred against or by the Regional Income Tax Agency resulting from any non-compliance by the successful vendor.

By submitting a proposal, each respondent is declaring that they are not in arrears to RITA for municipal income taxes or any other obligation to the Agency.