



ADDENDUM 1 - RFP 24-039 IT STAFF AUGMENTATION

MAY 7, 2024

All Vendors:

The purpose of this addendum is to modify and/or clarify the above project. Information published here becomes part of the solicitation and is official and final. Vendors are to acknowledge the receipt of all addenda in their submission.

ITEM 1: CHANGE MADE TO RFP LANGUAGE

Section 4 of the RFP (page 8) needs to be adjusted. The second to last paragraph currently reads: “The County of Ottawa reserves the right to select and subsequently recommend for award the proposal that best meets its required needs, quality levels, and budget constraints. The lowest priced response does not guarantee recommendation for contract award. The County reserves the right to award by item, group, or total proposal.”

That paragraph is now changed to read as follows: “The County of Ottawa reserves the right to select and subsequently recommend for award the proposal that best meets its required needs, quality levels, and budget constraints. Each proposal will be graded using a grading rubric. The highest score and/or the lowest priced response does not guarantee recommendation for contract award. A proposal receiving a zero in any of the categories may be rejected outright. The county reserves the right to award by item, group, or total proposal.”

ITEM 2: VENDOR QUESTIONS RECEIVED AND ANSWERED:

Q1. Who are the current incumbents?

A1. [DewPoint Inc.](#)

Q2. Are you able to provide us with the incumbent’s response documents that they have submitted before?

A2. [As there is an open solicitation \(RFP 24-039\), these documents will not be shared with requesting vendors.](#)

Q3. Do we need to provide actual resumes of the given positions?

A3. [You should provide resumes of candidates who are currently working in some capacity for you or working with you and available for assignment. We understand that these candidates may not be available for assignment to Ottawa County at the contract start date.](#)

- Q4. How many vendors will be awarded?
A4. The plan is to award this contract to one vendor.
- Q5. What is the total budget?
A5. Ottawa County will not be providing this information.
- Q6. For vendors located outside of Michigan, to qualify bidding for the RFP, do we need to register our business with the state of Michigan as an out of state business?
A6. Ottawa County is allowing any vendors to submit a proposal for this RFP. Ottawa County does not know if those vendors need to register their businesses with the State of Michigan due to some employment law.
- Q7. Is this a new initiative or is there an existing Contract that is going to expire?
A7. There is an existing Contract for these services that is going to expire.
- Q8. When was the existing Contract started?
A8. August 2021
- Q9. What is the annual monetary spend value of the current Contract since inception?
A9. Ottawa County will not be providing this information due to an open solicitation.
- Q10. How many temporary staff were brought on using the current Contract?
A10. Three (3) were filled under the current contract. Six (6) different temporary staff have filled those 3 positions over the lifetime of the contract.
- Q11. Are you able to provide us with the incumbent's current pricing?
A11. See Q2 and A2.
- Q12. Can vendors outside of Ottawa County, Michigan submit a solicitation?
A12. Yes, please refer to Q6, A6.
- Q13. Is there any award preference for local vendors?
A13. Yes, see page 8 of the RFP.
- Q14. Are there any mandatory subcontracting requirements for this contract?
A14. Ottawa County does not know.
- Q15. If yes to Q14, is there any specific goal for the subcontracting?
A15. Ottawa County cannot answer this question.
- Q16. Can vendors provide references for our private sector clients or are government references required?
A16. Any references can be submitted but government references will earn additional points.
- Q17. Please confirm if there will be any award preference/more points given to vendors providing government references.
A17. Yes there is award preference to vendors providing government references – see page 8 of the RFP.

- Q18. Do we need to provide sample/actual resumes of temporary staff with our proposal?
A18. See Q3 and A3
- Q19. Is there any specific certifications or licenses that are required to be held by the vendor?
A19. Ottawa County is not aware of what certifications or licenses are required to be held by the vendor.
- Q20. What is the current technical environment of the County? Specifically, what version of SQL Server is in use?
A20. SQL Server 2019, Cisco phones, Microsoft 365
- Q21. Is the current incumbent eligible to bid?
A21. Yes, the current incumbent is eligible to bid.
- Q22. If applicable, could the County provide information regarding the incumbent?
A22. See Q1 and A1.
- Q23. The RFP specifies the work location for IT Support Specialist, could you also clarify the work location for the other three positions?
A23. The work location was given for the IT Support Specialist position because those positions are a current known need. The other positions are hypothetical and are not yet known to be needed. The main work location for those positions would most likely be the same location as the IT Support Specialist.
- Q24. Regarding the allocation of 10 points for a local office, does this pertain to having an office in Michigan or Ottawa?
A24. The Local Office points will be given as follows: to vendors who have an office within 100 miles of our 12220 Fillmore Street address – they will get 3 points. If they are within 50 miles of that address – they will instead receive 6 points. Finally, if they are within 25 miles of that address – they will instead receive 10 points.
- Q25. Regarding the allocation of 10 points for a local office, can a vendor utilize a subcontractor to meet this requirement if they do not have an office in Michigan?
A25. A vendor may use a subcontractor to provide Ottawa County with the services listed in the RFP. That vendor will need to have an office established within guidelines stated within Q24,A24 in order to receive those evaluation points.
- Q26. Is there any challenge fulfilling the needs with the existing Contract for related services?
A26. No
- Q27. Are there any specific improvements you are looking for this Contract to achieve?
A27. No
- Q28. Is there a mandatory subcontracting goal?
A28. Ottawa County does not understand this question.
- Q29. If yes to question 28, what is the percentage?
A29. Ottawa County does not understand that previous question.

Q30. Is there any preference for a local vendor?

A30. Yes – See page 8 of the RFP.

Q31. What will the Contract staffing process be?

A31. The awarded vendor will receive a Contract to provide Ottawa County as-needed staff augmentation services throughout the life of the Contract. Throughout that Contract, as Ottawa County needs staff augmentation services, we will reach out to that vendor to provide us with the services. A scope of work will be created in collaboration by both parties of the Contract. This scope of work will contain the employment details and will be attached to an addendum. The addendum will need to be signed by both parties and will initiate the start of employment.

Q32. What are the working hours needed?

A32. The regular working hours are: Monday through Friday from 8:00am to 5:00pm EST. Positions could require occasional after-hours work that can't be performed during normal working hours.

Q33. What are the overtime terms?

A33. This is dependent on the position and will be discussed further upon position request.

Q34. What is the orientation process for any needed position?

A34. Orientation is job dependent and could consist of on-the-job training with someone familiar with the job responsibilities.

Q35. Are the employees paid for orientation?

A35. Yes

Q36. What is the conversion price for any temp staff moving to a permanent role?

A36. Ottawa County would request that all vendors submit their pricing for direct-hire opportunities if they are interested.

Q37. What type of background check is needed for employees?

A37. Candidates will need to be fingerprinted by the Ottawa County Sheriff Department and authorize a criminal fingerprint-based background check by the Michigan State Police for the express purpose of determining whether the candidate is eligible to access criminal justice information systems and/or facilities. In addition, the contractor, as well as the vendor, will be required to sign the Federal Bureau of Investigation Criminal Justice Information Systems Security Addendum.

Q38. What type of drug tests are required for employees?

A38. Ottawa County does not require a drug test.

Q39. What are the invoicing terms?

A39. We would like monthly invoices for all hours incurred broken down by person.

Q40. Who is a point of contact for invoicing?

A40. This will be discussed with the awarded vendor.

Q41. Will there be a kick-off meeting once the Contract is awarded?

A41. This will be discussed with the awarded vendor.

Q42. Are there any pain points or issues with the current vendor?

A42. No

Q43. Is the vendor required to have a local office in the same area as the County?

A43. No, but it is preferred – see page 8 of the RFP.

Q44. Are vendors required to submit resumes for all job titles?

A44. Vendors should provide at minimum 3 resumes to fill the 3 vacancies in the IT Support Specialist role. Vendors should provide resumes to the other roles, but Ottawa County will only be grading on the 3 resumes received for the IT Support Specialist role.

Q45. Is COI required to be submitted with the proposal?

A45. The COI will be required after intent to award. Vendors are welcome to include their COI's up front but it is only required after the intent to award is issued.

Q46. Will the County provide a pricing file with the RFP?

A46. Ottawa County is allowing vendor to build their own pricing worksheet using the RFP Attachments PDF as their guide. (Attachment C – Section 4)

Q47. Are you able to provide the vendors with a more detailed job description for the three needed positions (IT Support Specialists)?

A47. Yes, please find the attached job description for the IT Support Specialists. (Exhibit A)

Q48. What is the size of the current IT Staff? Please include permanent staff and Contractors.

A48. 28

Q49. What is the number of end users being supported?

A49. Approximately 1350

Q50. What is the number of physical locations within Ottawa County being supported?

A50. There are 5 main campuses, plus several individual smaller offices (Sheriff branches mostly) scattered across the County. In addition, Ottawa County IT provides support for several local townships and cities. Note: Contracted staff are assigned to one of the main campuses and not usually required to travel to any other locations.

Q51. How many 2024 projects are planned/budgeted for?

A51. This information will not be shared with the vendors.

Q52. Is a cabling project anticipated in the near future?

A52. No

Q53. Is there new technology training for staff anticipated in the near future?

A53. IT does not have plans for a new technology training.

Q54. Did Ottawa County have major network challenges during 2023?

A54. No

Q55. Do vendors need to provide sample or actual profiles for the positions listed in the RFP?

A55. See Q3 and A3

- Q56. Will the employment be conducted remotely or onsite?
A56. The Support Specialist positions are all onsite positions. Any other potential positions have the possibility of remote work depending on the position and the project(s) involved.
- Q57. Do you have any local vendor preference?
A57. Yes, see page 8 of the RFP.
- Q58. For the resumes, it requests references and testimonials, could you please define what testimonials are required?
A58. References are preferred but testimonials would be acceptable. Ottawa County refers to references as individuals that can vouch for your work performance, skills, etc and can be contacted by Ottawa County. Ottawa County refers to testimonials as positive feedback or endorsements from previous clients, employers, or colleagues that highlight your strengths, achievements, or impact. These individuals would not be contacted by Ottawa County.
- Q59. Who will do the day-to-day management of the personnel?
A59. Depends on the staff position requested but immediate need for Support Specialist will be managed by the Manger of IT Support Services.
- Q60. Within Section 3: Scope of Work – Subsection A the RFP states: “additionally, the selected vendor may be requested to provide training, network cabling, and help desk/service desk options.” Can you please elaborate on what kind of training may be requested?
A60. Many times when employees contact our IT Service Desk with an issue, it ends up being a lack of understanding on the employee’s part on how something works, rather than an issue with an application or their computer. This is where the training would come in. It would usually be one-on-one, or maybe small group, training to help a customer understand a particular issue.
- Q61. With regards to the same section in question 60, will the vendor be providing these services, or will they be providing staff that can assist with these services?
A61. The vendor will provide staff who can assist with these services.
- Q62. Excluding the three positions mentioned in the RFP, how many IT roles are being filled by a staff augmentation agency?
A62. We have two (2) other roles being filled by contractors under different contracts. One is for AS400 support. This role will most likely be eliminated before the start of this contact. The other role is for a Virtual Cyber Security Officer, and that is also covered under a different contract and would not be part of this contract.
- Q63. Does the County have a preference regarding the offered pricing: one-time fee vs hourly rate?
A63. Hourly rate is what we currently have and would prefer since needs could change over time.

- Q64. If a vendor is headquartered outside of the State, but puts in the response that they will have a small office in the County if awarded a contract – will they be awarded the full 10 points for the locality grade?
- A64. Ottawa County will only provide points to the vendors that have an office established within the area (described in Question 24).
- Q65. How many requirements are anticipated to be released annually?
- A65. At this point, there are three (3) positions. Other than that, it is unknown what needs we may have. Beyond these 3 positions, we have had very little need for staff augmentation over the last few years.
- Q66. How many awards will be made under this Contract?
- A66. Only one vendor will be awarded with the Contract. If the question is for how many temporary IT Staff jobs will be made under this Contract, that number is unknown. Ottawa County only has 3 temporary positions that will need to be filled at the onset of the Contract. Anything outside of those three positions is unknown.
- Q67. On average, how many temporary IT staff are deployed at any given time?
- A67. 3 Should we add Dave from Arbor Solutions?
- Q68. What is the expected lead time for the vendor to provide the requested contracted staff?
- A68. No more than 1 month lead time, preferably less. For the IT Support Specialists, we would expect to have those positions filled by day 1 of the contract.
- Q69. What is the minimum duration of each contract position?
- A69. This will depend on the position and will further explain when each request for a new position goes out.
- Q70. Can we replace the candidate if the proposed candidate is unavailable at the time of award?
- A70. Yes, although the County would want to meet with and validate any candidates fit for the team and the role before approval will be given for the candidate. The candidate would also need to pass all background checks.
- Q71. Does the County want the vendor to provide pricing based on a percentage of the temporary staff's wages or on a monthly rate per person providing temporary staffing services?
- A71. Ottawa County would prefer pricing based on a staffing role at an hourly rate.
- Q72. We are not located in the State of Michigan, can we participate in this RFP?
- A72. Yes
- Q73. The space provided in Attachment C is limited. Can we use the same format to submit answers to the questions in Attachment C on our letterhead?
- A73. Absolutely, please use whatever means are necessary to answer the questions in Attachment C. That form itself does not need to be used, that form is just to be a guide, to let vendors know what we are looking for. If you use your own letterhead, we would just ask that you signify that that portion is regarding Attachment C.

- Q74. Are vendors allowed to use their own pricing format?
A74. Yes
- Q75. Will Ottawa County let vendors know when a vendor is awarded?
A75. Yes, all vendors that responded to the RFP will be made aware when a vendor has been given the intent to award.
- Q76. Please describe the current Ottawa County IT staff: is there a CIO?
A76. There is not a CIO. The IT department is led by the IT Director. There are three (3) managers under the Director:
- Manager of IT Support Services handles the IT Service Desk and desktop support
- Manager of Technical Infrastructure handles network, ~~servers, and security~~ and servers
- Manager of Applied Technology manages the application team and GIS
- Q77. With regards to question 76: is there a director of IT?
A77. See Q76 and A76
- Q78. With regards to question 76: are there IT Specialists that assist in network security, architecture, etc?
A78. No, the IT Support Specialists are responsible for end user support. They answer the phones on our IT Service Desk, log tickets, provide remote support and troubleshooting. They also rotate providing desktop support as well.
- Q79. Can vendors detail pricing that allows for overtime, emergency work, etc?
A79. The vendors can provide this information, but overtime and emergency work is typically handled by County IT employees. It doesn't hurt to provide this information just in case it is needed in the future though.
- Q80. Ottawa County mentions cabling projects in the RFP. Are vendors expected to add staff as needed for special projects like this?
A80. Cabling projects are rarely serviced by our Staff Augmentation individuals. That service was added to the RFP as a very slight possibility. Vendors will not be graded on their providing resumes for individuals that can provide these services, as they are not required.
- Q81. With regards to question 80 – Does the County have a cabling project planned for 2024 or 2025?
A81. No
- Q82. Ottawa County references training in the RFP. Is this a reference to IT staff training on new technologies, end user training, or both?
A82. See Q60 and A60 – this is end user training
- Q83. If during the course of work between the County and the selected vendor, a network weakness is discovered, could that vendor be considered to do a separate network assessment project, if they specialize in that field?
A83. That project would need to follow Ottawa County Purchasing Guidelines and would likely need to be solicited as a new project. That vendor would most likely be invited to join the solicitation (of course assuming Ottawa County knows that they specialize in that area).

- Q84. Regarding the three staff immediately needed as noted in the RFP, are we to assume that this is the minimum number of contractors to be hired full-time and all others will be hired with the skill sets noted when/if they are needed on a project?
- A84. Yes
- Q85. Where will the staff augmented employees be home based?
- A85. Most likely at the County's Fillmore location: 12220 Fillmore St, West Olive, MI 49460, but possibly another main building, see Q50 and A50.
- Q86. Will staff augmented employees be traveling between the 6 cities, 17 townships, and 1 village in Ottawa County?
- A86. Rarely do we ask contracted staff to travel to other locations. If there is a need for travel between buildings, they can claim mileage and the vendor can bill us for their mileage at the current IRS rate.
- Q87. Regarding the three (3) required IT Support Specialist positions, are we to assume that the minimum requirements for these positions are stated in the first bullet under that section?
- "IT Support Specialist: Must have an A+, MCSA, or HDI Service Desk Certification or equivalent experience. Alternative certification of the organization's service desk through the Service Desk Institute is also acceptable for alternative responses. These positions currently have a focus of Service Desk support, via phone and remote desktop support. Preference would be given to candidates with government experience. These positions are required to be onsite in Ottawa County."
- A87. Yes, see attached job description for further information. (Exhibit A)
- Q88. Are the consultants required for this opportunity able to be subbed out at the start, pending they are equally qualified as those portrayed in the response resumes?
- A88. We would refer to the temporary staff as Contractors and not consultants. To answer your question these Contractors may be able to be subbed out at the start of the Contract upon approval of the Ottawa County Project Manager.
- Q89. Does Ottawa County have an estimated number of people required to complete the requirements per the RFP?
- A89. At this point, it is just the 3 IT Support Specialist positions that are highlighted in the RFP. There could be more needed at any point throughout the Contract, but that is not a guarantee, nor is it a guarantee that those 3 will continue to be needed.
- Q90. Can vendors submit financials separately due to confidentiality?
- A90. Yes, please feel free to submit them separately if needed, please also notate which pages are confidential using a header or footer.
- Q91. Will the County share the evaluation scorecard each vendor receives?
- A91. The County will share a scorecard that will show the average score that each vendor received in all categories.
- Q92. Will this Contract have cooperative purchasing language so other entities can buy off it?
- A92. The selected vendor will have the option to accept or decline Cooperative purchasing language on the contract.

- Q93. Are there any terms for buyout included? For instance, if the County wanted to hire a temporary employee after 3 months, would their employer receive a buyout fee?
A93. See Q36, A36.
- Q94. Can vendors add in additional benefits that they offer even if it is not asked for?
A94. Please include additional benefits in the Other Information category of Attachment C Subsection 5.
- Q95. Will the awarded vendor be able to speak with County employees directly when gathering information on open positions and upcoming positions?
A95. The awarded vendor will only speak to the Project Manager when gathering information on open positions and upcoming positions.
- Q96. Will all openings go to all awards vendors, or can County employees choose to work with only certain awarded vendors?
A96. Only one vendor will be awarded with a Contract to fill temporary IT positions as needed. They will receive any request made by IT for additional temporary IT positions.
- Q97. What format would they like exceptions to be listed?
A97. Ottawa County does not understand this question.
- Q98. Are contractors able to add labor categories to this opportunity?
A98. Ottawa County does not understand what this would entail.
- Q99. Do the three required staff need to be on-site? If so, will they be hybrid or 100% onsite?
A99. These three required staff are required to be onsite 100%
- Q100. Do different roles have different requirements for onsite work?
A100. Yes, there is potential that onsite requirements may be different for different roles. This will be discussed with the selected vendor as requests for roles are sent to the vendor.
- Q101. In the awarded Contract, several vendors quoted both a PTO and FTO rater. What does PTO and FTO mean in this instance?
A101. Ottawa County does not see that the current Contract has PTO and FTO.
- Q102. Can the hourly rates for part-time employees and full-time employees in the same position be paid at different rates?
A102. Yes
- Q103. Will the sample resumes that we are submitting with this RFP be considered official submittals? (i.e will these candidates be considered for interviews based on the RFP?)
A103. If they are still available when the contract starts, they could be considered. It is understandable that vendors are submitting proposals now, and by the time the contract is awarded and starts, those candidates may not still be available. We want to see what type of talent your organization is able to attract and employ, but know that your best candidate today, may not be available by September.

Q104. It is mentioned that “pricing structure should include any implementation costs, training costs, etc.” Could you please provide more details on the necessary training that might be required so that we can price it accordingly?

A104. Training and implementation costs will most likely not pertain to this specific RFP. Other miscellaneous charges (fuel charges for travel, etc) should be noted by the vendor.

Q105. Should vendors provide the 3 resumes for the IT Support Specialist role only?

A105. Vendors should provide at minimum 3 resumes to fill the 3 vacancies in the IT Support Specialist role. Vendors should provide resumes to the other roles, but Ottawa County will only be grading on the 3 resumes received for the IT Support Specialist role.

Q106. Please confirm whether vendors should provide pricing solely for the IT Support Specialist role or for the other roles specified in the RFP as well?

A106. Please provide pricing for all roles listed in the RFP.

Q107. The estimated start date for the Contract is September 3, 2024. If any of our candidates are unavailable on that date, would we have the option to replace them with suitable alternatives?

A107. Yes, see Q70 and A70

Q108. Do vendors need to share candidate resumes with the responses? If yes, sample or actual?

A108. Resumes of actual people that you have working with you should be shared. Ideally, these would be resumes of people who would be available to work should your organization be awarded this contract.

Q109. Can you provide details on the pricing structure that the County is looking to see?

A109. Hourly rates per person for each position

Q110. How do you define the Local Office Location, does it mean local presence in the State of Michigan or it means local presence in the County itself?

A110. Please see Q24 – A24.

Q111. Regarding the grading criteria found on page 8 of the RFP, specifically Emphasis on Local Government, is it okay to have experience with any local government or specifically in Michigan?

A111. Yes any local government will do.

Q112. Regarding the grading criteria found on page 8 of the RFP, specifically on Local Office Location (10 points) – is it mandatory to have an office?

A112. Vendors do not need to have a brick-and-mortar office. These vendors will not be able to take advantage of the Local Office Location evaluation criteria of the RFP (they will receive zero points).

Q113. What is the experience level required for each of the 4 positions listed on page 6 of the RFP?

A113. Since all of these positions, except the IT Support Specialist positions, are hypothetical at this point in time, experience levels would be defined when the need is identified. Typically though, if Ottawa County needs to contract for the position, we are probably

looking for someone with more experience than anyone else on our staff for the technical positions.

Q114. Are sample resumes enough for the positions found on page 6 of the RFP?

A114. Please see Q108 and A108

Q115. Should submitted consultants be US Citizens or are H1-B and Green Cardholders also okay?

A115. Ottawa County is unsure if individuals that are not US Citizens would qualify. Ottawa County would take it on a case-by-case basis.

Q116. Does the County pay 35 hours per week or will it be 40 hours per week as standard work hours?

A116. 40 hours per week is the standard work week.

Q117. Would an awarded vendor be prevented from providing other services as a subcontractor?

A117. Any services not defined in this RFP would need to be solicited. The awarded vendor will be able to submit a response if invited to the solicitation.

Q118. If awarded, when will the awarded vendor receive the jobs?

A118. The three positions that are mandatory will need to be filled as soon as a contract has been fully executed. Any other positional needs will be as needed.

Q119. What is the sequence of reference checking?

A119. References will be contacted typically after interviews take place.

Q120. Could Ottawa County please provide the list of holidays?

A120. Below are the holidays that Ottawa County typically has. We do not pay contractors for these holidays. If your organization were to be awarded this contract and has different holidays, the contractor(s) will be allowed to take the holiday (no pay from the County). In the case of the three IT Support Specialists, we would ask that not all three take the holiday on the same day. For example, one could take the actual holiday, one the day before the holiday and one the day after the holiday.

- New Year's Day - Monday, January 1, 2024
- Memorial Day - Monday, May 27, 2024
- Independence Day - Thursday, July 4, 2024
- Labor Day - Monday, September 2, 2024
- Thanksgiving Day - Thursday, November 28, 2024
- Day After Thanksgiving - Friday, November 29, 2024
- Christmas Eve - Tuesday, December 24, 2024
- Christmas Day - Wednesday, December 25, 2024

Q121. Are there any mandated Paid Time Off, Vacation, etc.?

A121. Ottawa County will not pay the contractors for time off (vacation, sick time or holidays). The only mandatory time the contractors would need to take are days that the County is closed for a holiday, or weather or other type of closure.

Q122. How many positions were provided in the previous contract?

A122. Three (3)

Q123. Regarding the Microsoft Solutions Architect, SQL Server DBA, and OnBase Specialist that could be needed: Other than the details already listed, are there any other details that can be provided?

A123. As these are hypothetical positions at this point in time, no other details are available.

Q124. With regards to the positions mentioned in Question 123, is it preferred that these positions are remote or on-site?

A124. See Q123 and A123. When the need is identified, the work location would be specified at that time.

Q125. With regards to the positions mentioned in Question 123, can the resources that are provided be working under work Visas?

A125. Please see Q115 and A115.

Q126. With regards to the positions mentioned in Question 123, is there a minimum level of experience required?

A126. See Q123 and A123

Q127. Regarding the potential to directly hire a temporary employee: What is the preferred length of time that the County would like to evaluate a resource before offering a permanent position directly with the County?

A127. One (1) Year

Q128. Regarding the request for resumes in Attachment C, Subsection 4: For which positions is the County seeking resumes as part of the submittal?

A128. Vendors should provide at minimum 3 resumes to fill the 3 vacancies in the IT Support Specialist role. Vendors can provide resumes to the other roles, but Ottawa County will only be grading on the 3 resumes received for the IT Support Specialist role.

Q129. Regarding Intergovernmental Cooperative procurement language (page 3): Is there any minimum timeframe before an LGU has the option for hiring a contractor?

A129. If the vendor agrees to allow the Contract to be a Cooperative Contract, that Contract will allow any LGU in Michigan to create their own Contract with the vendor but under the same pricing and terms. There would be no minimum timeframe before an LGU has the option to use the Contract is it would be available through the life of the Contract.



Ottawa County
IT Technical Support Specialist

Job Description

Under the direction of the Manager of IT Support Services, assists end users with computer and /or network related problems. Provides excellent customer service through consistent, quality interaction via phone, email, tickets, instant messenger, remote and in-person assistance. Installs, configures, maintains, and troubleshoots computer equipment and software. Assists end users with the use of hardware and software. Supports other technology to include audiovisual systems and courtroom technology. Provides emergency response for system, software, hardware, and service interruptions and failures.

Essential Job Functions

The essential functions of this position include, but are not limited to, the following:

1. Assists customers by taking calls, accurately recording incidents, providing resolution over the phone and through remote assistance, triaging and escalating issues in a timely manner.
2. Installs, configures, maintains, and troubleshoots computer equipment and software.
3. Analyzes incidents and develops recommendations for eliminating reoccurring incidents.
4. Develops documentation for procedures, methods and resolutions.
5. Provides training for end users on desktop software in one-on-one or group settings.
6. Participates in desktop management by assisting in the development, deployment and testing of software packages, computer images, and patch management.
7. Recommends new methods and procedures for support.
8. Helps support an equitable, safe, diverse and inclusive workplace.
9. Performs other related functions as assigned.

Note: Employees in this classification must be able and available to provide twenty-four hour on-call coverage to respond to service interruptions and other problems in the County's information management and data communications operations.

Required Education, Training and Experience

Associates degree with two years of experience or an equivalent combination of education and experience. Preferred: Additional training as evidenced by certifications: A+, NET+, MSP, etc. and/or work experience.

Licenses and Certifications:

Valid State of Michigan Driver's License

Additional Requirements and Information

EXHIBIT A

Required Knowledge and Skills:

1. Ability to interact positively and objectively with coworkers, end-users, vendors, regulatory and funding agency programming staff from a wide range of cultural and socio-economic backgrounds and with varying levels of technical knowledge and skills.
2. Excellent written, verbal, and interpersonal communications skills, including the ability to communicate clearly with technical and non-technical staff.
3. Excellent phone and customer service skills.
4. Excellent working knowledge of computer/networking technologies and operating systems
5. Excellent diagnostic and troubleshooting skills as well as good analytical and problem-solving skills.
6. Good working knowledge of applications, tools, systems, and/or databases technologies.
7. Advanced working knowledge of PC Hardware, Operating Systems, Software and related equipment, A/V Equipment and Controls, Network cabling.
8. Ability to work independently by determining and prioritizing work and accurately and efficiently completing tasks with minimal supervision.

Physical Requirements:

1. Must have sufficient visual acuity, with or without corrective lenses, to visually align components of hardware and peripherals.
2. Must have sufficient visual color discrimination to properly match color-coded pairs of electrical wires.
3. Must be able to descend to and ascend from floor and ground level several to repair cables and hardware features located at or near ground/floor level.
4. Must be able to work with arms extended above shoulder to repair or replace cables and other infrastructure components mounted at or above shoulder height.
5. Must be able to ascend/descend ladders in order to access cables located in ceilings.
6. Must have sufficient manual strength and dexterity to use small hand tools used in repair of hardware and peripherals.
7. Must be able to lift and move equipment and materials weighing up to 35 lbs. with or without mechanical or other assistance.

Working Conditions:

Work is generally performed in a normal office environment but may entail exposure to electrical and mechanical hazards while diagnosing and hardware and peripherals.