

Great Parks of Hamilton County
Information Technology Services
for
Computing and Networking Infrastructure Support
Request for Proposal
April 29, 2026

A. Introduction

Great Parks of Hamilton County (Great Parks) is requesting proposals for the outsourced support and maintenance of some of Great Parks' Information Technology Services including its Computer and Networking Infrastructure Architecture at the Winton Woods Winton Center at 10245 Winton Road, Cincinnati, OH 45231 and the Winton Woods Disaster Recovery site at 1400 Springdale Road Cincinnati, OH 45231. This request for proposal also includes supplemental remote Helpdesk support. This document shall be made part of the Contractor's proposal.

B. Scope of Work

The Contractor shall furnish all labor, materials, equipment, tools, expendable equipment, temporary services, and supervision required to support, manage, and maintain Great Parks' Computing and Network Infrastructure Architecture. Including, but not limited to, the following items:

1. The services requested may overlap with the support tasks of Great Parks' Information Technology staff duties and are intended to augment them by providing higher level or supplemental engineering, support, cybersecurity, management, maintenance, and implementation.
2. Systems and networking engineering based on Time-and-Materials (T&M) pricing for the above specified Computer and Network Infrastructure Architecture.
3. Helpdesk support for end users.
4. The Contractor must submit a separate proposal for each of requested services.
5. See Appendix for Network Infrastructure, Personal Computing Devices, Disaster Recovery, Time-and-Materials, and Helpdesk Specifications.

C. Proposal Deadline

Proposals are due Monday, May 13, 2026, by 3:00 p.m. Contractor proposals along with a signed and initialed original of this RFP shall be submitted to Laurie Bell, 10245 Winton Road, Cincinnati, Ohio 45231 or by email to lbell@greatparks.org. Any questions prior to the proposal deadline should be directed to Laurie Bell by email or by phone at 513-728-3563.

D. General Notes

1. All permits and inspections are the responsibility of the Contractor, when applicable.
2. All work shall conform to applicable codes and authorities having jurisdiction. Each Contractor shall secure and pay for all permits, tests, and inspections as required by authorities having jurisdiction for his own work.
3. Work to start immediately upon award.
4. Furnish all labor, material, and appurtenances necessary for a complete project as outlined in the scope of work, specifications, and Appendix.
5. Great Parks of Hamilton County is tax exempt.
6. All excess equipment and packaging shall be hauled off-site and legally disposed of or recycled as determined by Great Parks.
7. Workmanship shall represent the highest standard of the industry. Guarantee all material and workmanship for a period of one year after acceptance.
8. The Contractor shall visit the Winton Woods Winton Center and the Winton Woods Disaster Recovery site to become familiar with existing conditions prior to performing work.
9. Great Parks of Hamilton County reserves the right to reject any and all requests for proposals.

E. Acceptance of Proposal (Award)

Award shall go to the lowest and best proposal including a pre-determined rating system as reviewed by Great Parks staff. Prior to acceptance of the proposal and prior to performing work, the Contractor shall furnish proof of the below required documents:

1. Certificate of Insurance, including Great Parks of Hamilton County as additional insured
2. Ohio Bureau of Workers' Compensation (BWC) Certificate of Coverage
3. New Vendor Form (if applicable, for Finance department purposes)
4. List of emergency contacts
5. Ohio Law Enforcement Gateway (OHLEG) requirements (Appendix)
6. Signed and completed Request for Proposal (page 7)
7. Signed and completed Indemnification section (page 6)
8. Initial all pages in the area provided on the footer of each page

Within 30 days of award, all individuals with direct responsibility to configure and maintain the computer systems and networks with direct access to OHLEG must have an Ohio and national fingerprint-based record check. (R&R section 1.6). If any criminal history is found, agency must refer to the OHLEG R&R, section 1.6 for guidance in granting or denying OHLEG access. See Appendix for links to OHLEG Rules and Regulations.

F. Qualification Statement

Any Contractor that has not performed services of similar scope for Great Parks must submit a Contractor's Qualification Statement, similar to AIA A305, with their proposal. Include services performed for other Ohio public agencies.

G. Renewal Option

The initial Contract Period shall commence on 6/1/2026 and end on 12/31/2027. This proposal may be renewed annually up to three (3) additional one-year extensions (1/1/2028-12/31/2028, 1/1/2029-12/31/2029 and 1/1/2030-12/31/2030). During the annual renewal period, the Contractor will submit pricing change notification, if any. This renewal period will be from September 1 – September 15 of each year. All terms of the existing proposal will remain intact unless Great Parks notifies the Contractor of a service change. The pricing will then be in effect from January 1 of the new period of service until the following December 31. If the renewal option is not accepted, a new Computing and Networking Infrastructure Support Request for Proposal will be submitted by Great Parks.

H. Terms and Conditions

1. Either party may terminate this Agreement upon not less than seven days written notice should the other party fail substantially to perform in accordance with the terms of this Agreement through no fault of the party initiating the termination.
2. Great Parks may terminate this Agreement upon not less than seven days written notice to the Contractor for Great Parks' convenience and without cause. In the event of such termination pursuant to this Section, Great Parks' only liability to the Contractor shall be to pay for the value of services and expenses provided by the Contractor as of the date of termination.
3. In the event of termination not the fault of the Contractor, the Contractor shall be compensated for services performed prior to termination, together with Reimbursable Expenses then due.
4. If the Contractor or Great Parks receives information specifically designated by the other party as "confidential" or "business proprietary," the receiving party shall keep such information strictly confidential and shall not disclose it to any other person except to (1) its employees, (2) those who need to know the content of such information in order to perform services solely and exclusively for the work described in this RFP, or (3) its consultants and contractors whose contracts include similar restrictions on the use of confidential information or except as required by law. If Great Parks is required by Ohio public records law to disclose such information, Great Parks shall first provide forty-eight (48) hour notice to the Contractor that it intends to disclose such information.

I. Certificate of Liability Insurance Requirements

Insurance coverage shall not be less than the following:

Comprehensive General Liability (including Completed Operations, Blanket Contractual, Independent Contractors, and Personal Injury):

- Bodily Injury \$1,000,000 Each Occurrence; \$2,000,000 Aggregate
- Property Damage \$1,000,000 Each Occurrence; \$1,000,000

Aggregate Automobile Liability (including Owner, Non-owned and Hired):

- Bodily Injury \$1,000,000 Each Occurrence; \$1,000,000 Aggregate
- Property Damage \$250,000 Each Occurrence; \$250,000 Aggregate

J. Safety of Persons and Property

The Contractor shall be responsible for initiating, maintaining, and supervising all safety precautions and programs in connection with the performance of this work.

With respect to all Work performed, the Contractor shall:

1. Comply with the safety standards, provisions of applicable laws, building and construction codes.
2. Always exercise every precaution for the prevention of accidents and the protection of persons (including employees) and property.
3. Maintain at its office all articles necessary for giving first aid to employees and make standing arrangements for the immediate removal to a hospital or doctor's care of employees who may be injured at the job site. In no case shall employees be permitted to work at a job site before the Contractor has made standing arrangement for removal of injured persons to a hospital or doctor's care.
4. The Contractor shall comply with and give notices required by applicable laws, statutes, ordinances, codes, rules and regulations, and lawful orders of public authorities bearing on safety of persons or property or their protection from damage, injury or loss.
5. The Contractor shall erect and maintain, as required by existing conditions and performance of the contract, all necessary safeguards for safety and protection, including posting danger signs and other warnings against hazards, promulgating safety regulations, and notifying owners and users of adjacent sites and utilities.
6. The Contractor shall promptly remedy damage and loss (other than damage or loss insured under property insurance required by the contract) to property caused in

whole or in part by the Contractor, a Subcontractor, a Sub-subcontractor, or anyone directly or indirectly employed by any of them, or by anyone for whose acts they may be liable and for which the Contractor is, except damage or loss attributable to acts or omissions of Great Parks or anyone directly or indirectly employed by them, or anyone for whose acts may be liable, and not attributable to the fault or negligence of the Contractor. The foregoing obligations of the Contractor are in addition to the Contractor's obligations for Indemnification.

7. The Contractor shall designate a responsible member of the Contractor's organization at the site whose duty shall be the prevention of accidents.
8. The Contractor shall not permit any part of the site to be loaded so as to cause damage or create an unsafe condition.

K. Indemnification

To the fullest extent permitted by law, the Contractor shall indemnify and hold harmless, Great Parks, Great Parks' consultants, agents and vendors and employees of any of them from and against claims, damages, losses and expenses, including but not limited to attorneys' fees, arising out of or resulting from performance of the Work, provided that such claim, damage, loss or expense is attributable to bodily injury, sickness, disease or death, or to injury to or destruction of tangible property (other than the Work itself), but only to the extent caused by the negligent acts or omissions of the Contractor, a Subcontractor, anyone directly or indirectly employed by them or anyone for whose acts they may be liable. Such obligation shall not be construed to negate, abridge, or reduce other rights or obligations of indemnity which would otherwise exist as to a party of person described in this section.

In claims against any person or entity indemnified under this section by an employee of the Contractor, a Subcontractor, anyone directly or indirectly employed by them or anyone for whose acts they any be liable, the indemnification obligation under this section shall not be limited by a limitation on amount or type of damages, compensation or benefits payable by or for the Contractor or a Subcontractor under workers' compensation acts, disability benefit acts or other employee benefit acts.

Company: _____

Address: _____

City, State, Zip: _____

Office Phone: _____

Mobile Phone: _____

Email: _____

Fax: _____

Authorized By: _____

Title: _____

Request for Proposal

We the undersigned having familiarized ourselves with the site and local conditions and with the Request for Proposal prepared by Great Parks of Hamilton County do hereby propose to furnish all labor, materials, equipment, tools, expendable equipment, temporary services, and supervision required for:

Great Parks of Hamilton County
Information Technology Services
for
Computing and Networking Infrastructure Support

COMPANY: _____

By (Name, Title): _____

SIGNATURE: _____ DATE: _____

COMPANY ADDRESS: _____

WORK NO: _____ MOBILE NO: _____

E-MAIL ADDRESS: _____

State whether a: Corporation (); Partnership (); Sole Proprietorship ()

Network, Systems and Disaster Recovery

Contractor shall provide a lump sum bid to support the day-to-day operations and management of the network as specified in this Request for Proposal based on the initial contract period (6/1/2026- 12/31/2027). Invoices will be submitted monthly for Network, Systems and Disaster Recovery solutions.

Lump Sum Bid: \$ _____Dollars

Helpdesk Support

Contractor shall provide a lump sum bid for Helpdesk support as specified in this Request for Proposal based on the initial contract period (6/1/2026- 12/31/2027). Invoices will be submitted monthly for Helpdesk solutions.

Lump Sum Bid Helpdesk: \$ _____Dollars

Time-and-Materials

Contractor shall provide an hourly rate for Time-and-Materials as specified in this Request for Proposal based on the initial contract period (6/1/2026 -12/31/2027).

Type	Hourly Rate	Trip Charge	Cost + Material %
Systems Engineering On-Site			
Systems Engineering Remote Support			
Network Engineering On-site			
Network Engineering Remote Support			
LAN cabling			
Network Infrastructure design			
Consulting and Planning			
Cybersecurity Consulting			

APPENDIX

SECTION I - Terminology

A. Support

Support means directly supporting the server and network equipment. It is required to maintain the expected standard factory functionality and operation. This may include but is not limited to: installation of software, updates, and firmware upgrades, component installation, configuration changes, troubleshooting, virus/malware removal, compatibility testing, upgrades and replacement.

Help Desk Support – see Section IV.

Note: Support may be performed remotely. If remote support will not fulfill the support requirements listed above, on-site support is required. Support that requires a reboot or shutdown, including but not limited to updates and upgrades, should take place after Great Parks' business hours.

B. Management

Management means the equipment is to be managed and should operate to its full potential. This may include but is not limited to: partition management/virtualization management, CPU load management, memory management, PSU load management, NIC management, Hard Drive space management, organized patch cable management, operating temperature management.

Note: Management may be performed remotely. If remote management will not fulfill the management requirements listed above, on-site support is required.

C. Maintenance

Maintenance means the equipment is to receive maintenance and service as needed. This includes but is not limited to: contacting manufacturers for replacement parts covered under warranty, contact Great Parks staff for out-of-warranty replacement parts, physically installing components on/in or attached to equipment, removing equipment, installing replacement equipment, ensuring servers remain internally and externally dust-free.

Note: Maintenance may be performed remotely. If remote maintenance will not fulfill the maintenance requirements listed above, on-site support is required.

SECTION II – Network, Systems and Disaster Recovery

Full resolution of the following list of services is mandatory.

Support, management, and maintenance twenty-four (24) hours a day, seven (7) days a week and three hundred sixty-two (362) days a year is mandatory. Three (3) excluded days are New Year's Day, Thanksgiving Day and Christmas Day. If an incident should occur on one of the three (3) excluded holidays, it is the responsibility of the Contractor to resolve the issue the following day.

A. Network

Support, Management and Maintenance (as defined above) of all items listed below. Contractor assumes the role of administrator over network infrastructure: code updates, security, subnet structure, routing and QoS on all network devices. Contractor will respond within 5 business days or less (unless otherwise agreed upon by both parties) to all requests for information, such as upgrade and hardware refresh needs, budgetary quotes, recommendations, etc. See Appendix, Great Parks Network Devices, for details.

1. Firewall: Configuration, upgrades, and backups
2. Switch: Configuration, upgrades, and backups
3. Router: Configuration, upgrades, and backups
4. Oversee, plan, configure, map, and document all layer 2 and layer 3 networking (including but not limited to): IP addressing, subnets, Virtual Local Area Networks, Variable-Length Subnet Masking, VTP, STP(PVST), LACP/PagP port configuration, 802.1Q trunking, static routing, OSPF, EIGRP, ACLs and SNMP
5. 24/7 electronic monitoring of all data line connectivity including but not limited to: routers, servers, and network infrastructure devices
6. Provide access to select Great Parks' IT staff members to the monitoring software and reporting tools
7. Provide weekly summary reports to Great Parks' Director of IT of all electronic monitoring
8. First response to diagnose and troubleshoot all connectivity issues at Great Parks facilities. (This includes ISP, WAN and internal LAN connectivity issues.)
9. Oversee all networking issues to resolution through service and coordination with internal staff, external vendors and ISP as appropriate. (This may include on-site

service.)

10. Maintain 99% uptime at Winton Center and all remote locations. (Excluding issues caused by ISP.)
11. Milestone Video Management: software, upgrades, cameras, storage, and backup
12. Paxton Access Control: Keyless entry, software, fobs
13. Cisco wireless network: Configuration, controllers, access points and QoS
14. Cisco Meraki MDM: Managed device provisioning and deployment
15. Threatlocker and provide SOC services
16. RocketCyber and provide SOC services
17. Cisco Latest Generation Firewalls Security and IPS
18. Cisco AnyConnect SSL VPN
19. Network Printers: IP addressing, installation, mapping, and documentation
20. Digital Timeclock: IP addressing, mapping, and documentation
21. Digital signage: IP addressing, mapping, and documentation
22. Contractor is expected to provide detailed documentation for all network changes, upgrades, updates, troubleshooting and remediation steps.
 - a) Monthly reports must be emailed to Director of IT that includes all documentation listed above.
23. Internet connectivity is expected to maintain real-time failover through DR site connection. See Disaster Recovery section requirements in Appendix.

B. Systems

Great Parks' hardware infrastructure includes Windows Servers, VMware virtualization (approximately 10 VM hosts and 60 virtual machines), HPE SAN, switches, routers, APCs, fiber channel. This also includes:

- a) File shares: Partitioning, expansion, structuring, permissions, performance tuning, optimization, security, backup, and overall logical design.
- b) Digital and tape backup management in accordance with Great Parks policy. See Appendix Great Parks Backup Policy for details.
- c) Email: Current email is now cloud-based M365, however Great Parks still needs to locally maintain access to old accounts, journaling, database availability, database management, policy creation, policy management, replication primarily for purposes of record retention.
- d) Spam filtering (internal and external).
- e) Network support equipment and devices; such as but not limited to: APC UPS, PDUs, and console access equipment.
- f) Chronic problem reporting, support, management, and maintenance.

- g) Capacity management: identifies bottlenecks, research, and bid on solutions, support, management, and maintenance.
- h) Vulnerability scanning.
- i) Special purpose desktop software support.
- j) Assisting Great Parks' internal IT staff in troubleshooting problems of complex technical nature that arise within his/her area of responsibility.
- k) APC KVM configuration and management.
- l) Certificate, management, renewal, and installation.
- m) Public DNS zone configuration and management.
- n) Microsoft license tracking and compliance auditing.
- o) Recovering functionality and restoring systems from backups.
- p) Contractor is expected to provide detailed documentation for all hardware and system changes, upgrades, updates, troubleshooting and remediation steps.
 - i. Monthly reports must be emailed to Director of IT that includes all documentation listed above.

2. Virtual Infrastructure:

- a) SAN - Configuration, expansion, optimization, upgrades, and updates
 - i. Fiber Channel and iSCSI
- b) VSphere - Installation, configuration, upgrades, and updates
- c) Host servers - ESXi installation, configuration, upgrades, and updates
- d) LUN and Datastore - Creation, expansion, configuration, management, optimization, upgrades, and updates
- e) Virtual Infrastructure Networking and Switches - Planning, creation, configuration, optimization, upgrades, and updates.
 - i. Fiber and Ethernet Switches
- f) Contractor is expected to provide detailed documentation for all virtual infrastructure changes, upgrades, updates, troubleshooting and remediation steps
 - i. Monthly reports must be emailed to Director of IT and Technical Services Manager that include all documentation listed above.

C. Disaster Recovery

1. Manual Failover - Maintain availability of critical systems through site-to-site replication.

Scheduled replication of systems from main site to DR.

- a) Counterpoint SQL server (daily)
- b) Counterpoint terminal servers (weekly)
- c) Central Square/Finance Enterprise database (daily)

- d) Central Square/Enterprise Asset Management database (daily)
- e) Spam filter (daily)
- f) Other servers, applications or databases may be added

2. Contractor must maintain all network and server equipment at DR site to support applications and services. (Must meet the fail-over requirements as described in above section 1)

- a) Host servers
- b) SAN
- c) Virtual infrastructure
- d) Networking
- e) KVM
- f) APC UPS

D. Level II & III Software and Application Support (Administrator, primary contact) for the following:

- i. Microsoft Server – current operating system
- ii. RDS server farm: creation, management, and load balancing
- iii. Microsoft terminal servers: profile management, folder redirection, application deployment, user access restrictions and printer management
- iv. Microsoft SQL
- v. Microsoft 365
- vi. Active Directory including GPO management
- vii. Microsoft Exchange (for historic data purposes)
- viii. VMware Vsphere and ESXi
- ix. Veeam
- x. MS Defender for EndPoint, RocketCyber and Threatlocker
- xi. Internal and External spam filter

Level II Software and Application Support for the following applications:

- i. Central Square/Finance Enterprise accounting software – first level support
- ii. Central Square/Enterprise Asset Management software – first level support
- iii. Vermont Systems/RecTrac Reservation and Point-of-Sale system – first level support
- iv. Office 365 applications

E. Knowledge Sharing

Contractor must openly transfer knowledge as requested by Great Parks' IT staff of all

systems, processes and tasks involved in Section II – A, B and C. Transfer of knowledge may include, but not limited to: systems architecture, network topology, network security, system services, network protocols, redundancy, hardware configurations, fail-over, planning, upgrades, patching, backups and restores.

F. Other IT Consulting Services as Needed

In addition, Contractor should be able to provide and participate in the following services:

1. Partner with Director of IT regarding strategic long-term Information Technology planning
2. Infrastructure evaluations
3. Operational auditing
4. Disaster and recovery planning
5. Security planning and auditing

SECTION III - Time-and-Materials (T&M)

A. Hourly Rate and Materials cost plus percentage mark-up.

1. We have the need to hire contract engineers on an hourly basis for various projects. This time-and-material work (T&M) is a flat hourly rate for labor and materials cost plus a percentage markup.
2. An estimate of labor hours and a statement of work are required prior to entering a T&M contract at the awarded bid rate.
3. A T&M contract will include the services, tasks and various support functions to be completed per the terms of an awarded contract.
4. An invoice submitted for T&M is required to include a detailed description of the completed tasks. Incomplete invoices will be returned.
5. If the Contractor would like to submit T&M prices to Great Parks for the time period stated in this RFP, please include the hourly rate and materials cost plus a percentage markup. The submitted pricing is required to remain fixed for the duration of this RFP. Please include any additional and relevant information. This includes, but is not limited to: certifications, qualifications and experience.

Type	Hourly Rate	Trip Charge	Cost + Material %
Systems Engineering On-Site			
Systems Engineering Remote Support			
Network Engineering On-site			
Network Engineering Remote Support			
LAN cabling			
Network Infrastructure design			
Consulting and Planning			
Cybersecurity Consulting			

SECTION IV - Helpdesk Support

The objective of Helpdesk support is to facilitate the resolution of incidents as they arise during the day-to-day end-user operational conditions. A response-time and resolution time frame chart (SLA) is included below.

A. Requirements

The following items are required for Helpdesk Contractors:

1. Great Parks requires that all end users have the ability to submit tickets for issues via email, web portal, and phone.
2. All end users must work directly with Helpdesk support technicians.
3. The Helpdesk support technicians must work to resolve the issue within the specified time frame for all currently employed Great Parks full-time and part-time end-users (approximately 500 in the off-season).
4. The Helpdesk support technicians must work to resolve the issue within the specified time frame for currently employed Great Parks seasonal end-users (approximately 1000) between May 1 to September 30 of each year.
5. POS terminal or POS mobile device (approximately 70 total) Helpdesk tickets are always Level 2 priority.
6. Provide a remote monitoring and management system capable of monitoring and alerting as well as applying policies, updates, patching, anti-virus, virus removal, performance tuning, executing remote commands and software installations to all Great Parks computers (400+ systems). See Appendix, Great Parks Personal Computing Devices, for details. Internal Great Parks IT staff need to have full access to the remote monitoring and management software.
7. If a problem occurs that could affect a user's ability to use their PC for an extended period, the technician must notify the user (through phone or email) of the problem and include a time frame for resolution. Internal Great Parks staff must be notified (through phone or e-mail) of any incident that could affect end-user productivity.
8. Great Parks requires that IT Helpdesk ticketing software/system must be in place to track and report help desk productivity and tickets.
 - a. It is expected that each occurrence be documented.
 - b. Tickets are expected to be updated as the status of the occurrence changes.
 - c. Monthly report of help ticket open/completed status should be emailed to Director of IT.

NOTE: If the Contractor chooses to include a ticketing and tracking software as part of their proposal, it is required that the Contractor identify the software and its capabilities within their proposal. A Contractor provided ticketing and tracking software proposal should also include client license pricing for internal Great Parks Information Technology staff members.

If the Contractor does not offer a ticketing and tracking software as part of their bid package, it is expected that the bidder identify they do not offer software as part of their bid. Further, it is expected that the Contractor provide an alternate method for Helpdesk occurrence ticket submission and tracking.

B. Service Level Agreements

GREAT PARKS strives for 99.9% completion of help tickets within SLA timeframes. Contractor is expected to participate at various levels and capacities to assist in achieving this goal.

C. Response Time for Technical Problem Resolution

When a problem occurs which requires a new contact with Helpdesk support, an acknowledgment phone call or email is expected within one-half hour (30 minutes). The issue should be resolved within the SLA timeframes listed below.

D. Documentation and Training

1. Contractor is expected to provide detailed documentation of troubleshooting and remediation steps taken for each Helpdesk support ticket.
2. Contractor should provide training and support for Great Parks IT staff on the Helpdesk ticketing and RMM systems.

E. Annual Review

An annual review and audit shall be conducted to determine if any contractor performance or personnel issues exist, their remedies, and to discuss ways the support relationship may be improved, subject to the terms and conditions stated in this RFP.

Helpdesk Services

The following lists Great Parks requirements for Helpdesk services. Please provide a sum bid for these services for the initial contract period (6/1/2026-12/31/2027). Invoices will be submitted monthly for Helpdesk services.

Helpdesk Details

Period	Maintenance Window	Remarks
Monday to Friday (Working Days)	7:30 a.m. to 4:30 p.m. EST January 1 to April 30 and October 1 to December 31	Between the hours of 7:30 a.m. – 4:30 p.m. Helpdesk calls will be routed to Great Parks IT staff first. If Great Parks IT staff members are unavailable, Contractor will provide overflow support. Remote Resolution. For Level 1 issues, the Director of IT or the IT person on-call will be notified immediately. Level 2 through Level 4 tickets within specified SLA time frames listed below.
Full Week (excluding holidays listed below)	7:00 a.m. to 7:00 p.m. EST May 1 to September 30	Between the hours of 7:30 a.m. – 4:30 p.m. Monday to Friday (Working Days), Helpdesk calls will be routed to Great Parks IT staff first. On any days or hours outside of those specified, all Helpdesk calls will route to Contractor. Remote Resolution. For Level 1 issues, the IT person on-call or the Director of IT will be notified immediately. Level 2 through Level 4 tickets within specified SLA time frames listed below.

Service Level Agreement (SLA)

Priority	Definition	Response Time	Completion Time
Critical - Level 1	A problem that affects an entire facility	Within 1 hour	Within 4 hours
High - Level 2	A problem with no known workaround that affects a single user.	Within 2 hours	Within 2 days

Medium - Level 3	A general service request or problem with a workaround solution.	Within 8 hours	Within 5 days
Low - Level 4	A service request that does not require immediate attention or involves long range planning.	Within 2 days	Within 10 days

Helpdesk Support Notes

1. Great Parks IT staff have first opportunity to respond to Helpdesk requests, Monday through Friday 7:30 a.m. – 4:30 p.m. on Working Days. Contractor acts as an overflow resource when the volume of Helpdesk requests exceeds the capacity of the Great Parks IT staff, even during Working Days.
2. Completion Time: Working Days are Monday through Friday. Full Week is Monday through Sunday.
3. Excluded days are: New Year’s Day, Thanksgiving Day, and Christmas Day.
4. Remote Resolution is defined as support that can be performed using remote support software or over the phone.
5. If an issue (whether it is outside of business hours or an overflow request) arises that cannot be resolved via remote support, the issue is then to be transferred to the internal Great Parks Information Technology person on-call or the Director of IT.

Great Parks Backup Policy

1. A complete tape backup must be performed each week and hand delivered to a member of Great Parks IT Department. The tapes will be stored by Great Parks.
 - a) IMPORTANT – this requires a weekly onsite visit to Winton Center.
 - i. Weekly tape backups are stored at a bank deposit box.
 - ii. Monthly tape backups are stored in Great Parks vault.
2. One set of monthly full backup tapes must be archived for 36 months. The tapes must be removed from the weekly rotation, archived, cataloged, labeled, and stored for 36 months.
3. Digital backups must be scheduled and maintained to store the maximum amount of backups that can be retained without compromising the integrity of the data and per the Great Parks Record Retention Policy (RC-2).
 - a) The total number of digital backups should maximize the available space dedicated to backup storage. (i.e., 144Tb of available storage with 20Tb backup, would be 7 digital backups)
4. Director of IT should be immediately informed of any issue preventing compliance with backup policy requirements.
5. A minimum of eight full backups should be stored on disk at Winton Center.

Ohio Law Enforcement Gateway (OHLEG) Requirements

As a political subdivision of the State of Ohio and as an organization that includes law enforcement employees, Great Parks of Hamilton County must follow the Ohio Law Enforcement Gateway (OHLEG) Rules and Regulations. Any employee, contractor, or consultant who may have any access to law enforcement data of Great Parks of Hamilton County's Rangers must provide their fingerprints, related information and pass a background check.

Please see this link for full information regarding the OHLEG Rules and Regulations:

The PDF file: http://files.ohleg.org/general/OHLEG_Rules_Regulations.pdf

Ohio Attorney General's Resource page: <https://www.ohioattorneygeneral.gov/Law-Enforcement/Bureau-of-Criminal-Investigation/OHLEG/Resources>