Achieving Reunification Center

Request for Proposal (RFP) for:
Information Technology Managed Services

RFP Issued	May 13, 2019
Proposal Date	June 3, 2019
Anticipated Award Notification	June 10, 2019
Contract Start	July 1, 2019

Proposal must be received no later than

June 3, 2019 – 5:00 P.M.

ABSOLUTELY NO EXCEPTIONS

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Achieving Reunification Center (ARC) is an equal opportunity employer and is committed to equal opportunity in its contracting process. Auxiliary aids and services are available upon request to individuals with disabilities.

Table of Contents

Introduction

ARC is soliciting proposals from qualified service providers for Information Technology (IT) support services. IT is a critical component for the organization, and is used daily by every employee, contractor, partner, and end users to provide services to our clients. The qualified service provider will utilize a managed service provider approach to enable the ARC to significantly limit the footprint of on-site IT infrastructure, enhance IT effectiveness and quality of services, minimize its support cost, and maximize return on investment in IT. The outsourcing strategy has been designed to secure a broad and reliable range of services from either one or multiple service providers prepared to take the defined responsibilities for the tuning, reliability, and integration of ARC's information systems. The prospective service provider may provide in house cloud services or act as a broker with cloud service providers. A key deliverable for this work is a high level, scalable IT infrastructure.

Current Environment

ARC has one (1) site that includes 4 physical servers, 29 windows devices. Users are using Microsoft remote desktop services to access published apps for Office including hosted Exchange mailboxes. There is a wireless network that supports users and guests. The environment is protected by a WatchGuard Firewall. This will be switched out in the near future with a Barracuda Firewall. ARC utilizes a VOIP system provided by Ring Central. ARC's objective is to complete its efforts to transition from unstandardized business technologies and locally hosted systems to a standardized cloud infrastructure.

Services Required

The following details the services that prospective service provider should consider providing to ARC in the area of information services. The prospective service provider may propose to provide either a set of services or all of the services described below :

1. ## Assessment
   Compile/update inventory of all information technology related assets. Assess system architecture and current processes and make recommendations for improved IT system performance.

2. ## Hosting
   Hosted environment will be private cloud or dedicated hosting, to meet data security requirements of ARC. ARC's hosted services cannot be in the public cloud. The hosting facility will have appropriate security environment, redundant internet connectivity and power. The environment will include current services and be easily expandable. Current hosted services are MS Exchange, MS SQL Server, File Server, Active Directory and a Remote Desktop solution. ARC will provide the necessary Microsoft licensing.

3. ## Helpdesk
   Diagnose and correct desktop applications issues, configure all computers for standard applications; identify and correct end user hardware problems and perform advanced troubleshooting; install PC's, laptops, tablets, printers, phones (physical and software), peripherals, and software. Respondent shall have access and be available during normal business hours (8am-6pm, Monday through Friday) with after-hours support as required (additional costs may vary).

4. Application Support

Performs basic support functions including installing desktops, laptops, printers, peripherals, and office automation software; training and educating users; diagnosing and correcting application problems, configuring laptops and correcting end user hardware problems, and performing advanced troubleshooting. Maintain an up-to-date inventory of ARC's computer related hardware.

5. Server Administration

Managing computer systems and networks to include complex application, database, messaging, web and other servers and associated hardware, software, communications, operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Ensure scheduled preventive maintenance for equipment is properly and promptly performed; maintain the maintenance records on the equipment; develop operations, administrative, and quality assurance back-up plans and procedural documentation. Setup new users and edit or remove existing users in environment. Server performance and capacity management services with reporting when specified thresholds are reached. Configuration management, including changes, upgrades, patches, etc. Support of other specialized software products of ARC's as it relates to the server(s) and associated hardware. Management of user logins and security. Coordinate repair and maintenance work with contracted repair vendors and ensure repairs are conducted in a timely fashion.

6. Network Administration

Scope of activity includes all ARC's equipment including switches, firewalls, routers, and other security devices. Primary installation and maintenance of printers, network copiers/scanners, etc. Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades. Alert notifications to designated personnel in the event of failure. Complete proactive monitoring of network equipment including bandwidth utilization, and other performance indicators, with reporting when specified thresholds are reached. Network performance and capacity management services, and network troubleshooting. Maintain network documentation and procedures.

7. Backup and Disaster Recovery

Scope of activity should include back-up storage services which provide onsite and offsite backup. Provide detailed DR services if primary hosted solution should be unavailable.

8. Security

Maintenance of virus detection programs on ARC's servers, email, computers and laptops. Perform security audits as requested and notify personnel immediately of suspected breaches of security or intrusion detection. Configure ARC's system to enable remote access in a secure environment and provide remote access administration as requested.

9. Strategic Planning

Engineering, planning, and design services for major system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc. Provide technical leadership. Make recommendations for future purchasing and technology needs. Install new servers, software and hardware and

transfer data when acquired. Strategic planning, design, and installation/upgrade of core network systems.

10. Alternatives

Vendors may propose alternative services, if the vendor can demonstrate alternatives will significantly improve information technology (IT) effectiveness, enhance its quality of services, minimize its support cost, and maximize return on investment in IT.

Submittal Requirements

The following information shall be required in the vendor's proposal:

1. Letter of Transmittal

The letter is not intended to be a summary of the proposal itself. The letter of transmittal must contain the following statements and information:

1.1. Company name, address, and telephone number(s) of the firm submitting the proposal.
1.2. Name, title, address, e-mail address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.
1.3. Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.
1.4. The letter must be signed by a corporate officer or other individual who is legally authorized to bind the applicant to both its proposal and cost schedule.
1.5. Statement which indicates proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated.

2. General Vendor Information

Please provide the following information:

2.1. Length of time in business
2.2. Length of time in business of providing proposed services
2.3. Total number of clients
2.4. Number of full-time personnel in: Consulting Installation and training Sales, marketing, and administrative support
2.5. Office Location which would service this account

3. Describe how your firm is positioned to provide either a set of services or all of the services listed above.

Provide a history of experience on providing similar services.

4. Approach and Methodology

Describe your approach to providing these services and your methodology for providing on-going support. Respondent shall describe hosting equipment specifications, hosting facilities security, internet connectivity/bandwidth rates, firewall capabilities and power redundancy.

5. Provide References

Provide three (3) references for clients whom you have provided similar services. Please provide information referencing the actual services provided, customer size (number of users), and the length of tenure providing services to this client.

6. Staff Resources

Identify names of principals and key personnel who will actually provide the information technology services. Summarize the technological expertise of these staff. Describe the role and responsibilities that each of these individuals will have.

7. Nonperformance

If your company has had a contract terminated for default during the past five years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the vendor's nonperformance or poor performance; and the issue was either (a) not litigated or (b) litigated, and such litigation determined the vendor to be in default. If default occurred, list complete name, address and telephone number of the party.

8. Other Services

Beyond the scope of this RFP, what services (related or otherwise) does your organization provide that may be of interest?

9. Summary

Summarize your proposal and your firm's qualifications. Additionally, you may articulate why your firm is pursuing this work and how it is uniquely qualified to perform it. Include other pertinent information that may help ARC determine your overall qualifications. Your proposal summary is not to exceed two pages.

10. Cost of Services

The proposal must contain a fee schedule that includes fixed rate business hours support and hourly rates for additional services.
10.1   Describe how your services are priced, and any specific pricing you can provide.
10.2   Define any additional charges (e.g. travel expenses).

Evaluation Criteria and Process

A selection committee will conduct an evaluation of qualifications and will rate each submittal based upon the following criteria:

1. Experience
2. Understanding of services to be provided
3. Personnel expertise
4. Compatibility with end users
5. Project approach
6. Satisfaction of clients/end users
7. Cost

Miscellaneous

ARC reserves the right to reject any and all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in ARC's sole judgment, best meets the requirements of the project.

This RFP creates no obligation on the part of ARC to award a contract or to compensate the proposer for any costs incurred during proposal presentation, response, submission, or presentation. ARC reserves the right to award a contract based upon proposals received without further discussion or negotiation.

ARC further reserves the right to make such investigation as it deems necessary to determine the ability of proposers to furnish the required services, and proposers shall furnish all such information for this purpose.

Proposers must specifically identify any portions of their submittals deemed to contain confidential or proprietary information, or trade secrets. Those portions must be readily separable from the balance of the proposal. Such designations will not necessarily be conclusive, and proposers may be required to justify why ARC should not, upon written request, disclose such materials.