

Request for Proposals

Information Technology Managed Services

I. Scope of Work

Town of Barrington Rhode Island is seeking proposals from qualified professional firms to provide outsourced information technology managed services including but not limited to server management, onsite/virtual helpdesk, and onsite support.

Background

The Police and Fire Complex

The existing environment: 1 Physical server, 12 Virtual Servers, 1 Backup Servers, 35 Client Computers and 14 MDTs (Mobile Data Terminals), and updating 27 XP machines to Windows 7 Machines.

Requirements and Specifications

1. Server Management (Physical and Virtual)

Manages computer systems and networks:

- Two-hour guaranteed emergency response time
 - Required: Virtual (phone/email/remote)
- Unlimited remote and onsite support
 - Required: Qualified support available via phone and email (M-F 8am to 5pm)
 - Required: Physical/Virtual servers (M-F 8am to 5pm)
 - Required: Qualified onsite support as needed
 - Preferred: Client portal allowing for 24x7 access to invoicing, support status, with ability for client to generate support requests.
 - Preferred: Procedures in place to manage non-emergency after hours support needs with next business day response.
- Daily full image backup to local business/enterprise class NAS
- Daily offsite backup of critical data
 - Required: Must specify specific category of offsite backup solution
 - Required: Must provide evidence of procedures to determine classification of 'critical' data.
- Backup processes monitoring, testing, verification. and validation
 - Required: Must provide data validation qualification method including at minimum a quarterly data test-restore.
- 24 X 7 network and server monitoring, auditing and alerting
 - Required: Automatic reporting/collection of alerts
 - Preferred: Prompt delivery of non-technical explanations of critical alerts to client

- Event log and drive space monitoring
 - Required: Automatic reporting/collection of alerts
 - Preferred: Prompt delivery of non-technical explanations of critical alerts to client
- Automated daily cleanup & defragmentation
 - Require: Must provide qualification of cleanup scope and procedure
- Managed Microsoft security updates and patch management
- Advanced hosted email security - anti-SPAM & anti-virus & attack protection with automated email spooling
 - Preferred: Any email security process to be independent/redundant of any hardware/software firewall solution
- Enterprise grade server security - anti-virus / anti-spyware / anti-malware
 - Required: Use of proven enterprise grade software/hardware for server security.
 - Required: Must provide specific qualifications and scope of server security plan
- Software/Hardware Purchase and Installation
 - Required: No installation fee/upcharge/penalty for in-license software upgrades/installations purchased through your company.
 - Required: No installation fee/upcharge/penalty for computers/workstations purchased through your company; Excludes servers.
 - Required: No installation fee/upcharge/penalty for installation/updates of existing in-license line of business software.
 - Project work not included in the above scope will be quoted on an as needed basis.
- Cloud Services:
 - Required: Must provide qualification of ability to migrate client to enterprise level partial/fully cloud-based solution.
 - Required: Must outline available cloud based solutions including but not limited to: Fully Virtualized Servers, Citrix, Application Servers, Redundant Data Centers, and Cloud Storage/Backup
 - Preferred: Discrete Geographically separate enterprise grade redundant data centers with virtual and physical data security/disaster mitigation.
 - Preferred: Cloud solution/Data Center owned/leased/managed by bidder; not outsourced to subcontractor.
 - Required: Must provide a price range for above services, with provisions for specific pricing following a detailed system audit.

Requirements and Specifications (Continued)

2. User Support

Performs basic support functions:

- Two-hour guaranteed emergency response time
 - Required: Virtual (phone/email/remote)
- Unlimited remote and onsite support (M-F 8am to 5pm)
 - Required: Qualified support available via phone and email (M-F 8am to 5pm)
 - Physical/Virtual workstations/computers (M-F 8am to 5pm)
 - Required: Qualified onsite support as needed
 - Preferred: Client portal allowing for 24x7 access to invoicing, support status, with ability for client to generate support requests.
 - Preferred: Procedures in place to manage non-emergency after hours support needs with next business day response.
- Daily full image backup to local business/enterprise class NAS
- Daily offsite backup of critical data
 - Required: Must specify specific category of offsite backup solution
 - Required: Must provide evidence of procedures to determine classification of 'critical' data.
- Backup processes monitoring, testing, verification. and validation
 - Required: Must provide data validation qualification method including at minimum a quarterly data test-restore.
- 24 X 7 desktop/laptop monitoring, auditing, and alerting
 - Preferred: Prompt delivery of non-technical explanations of critical alerts to client
- Event log and drive space monitoring
 - Required: Automatic reporting/collection of alerts
 - Preferred: Prompt delivery of non-technical explanations of critical alerts to client
- Automated daily cleanup & defragmentation
 - Require: Must provide qualification of cleanup scope and procedure
- Managed Microsoft security updates and patch management
- Advanced hosted email security - Anti-SPAM & email anti-virus & attack protection with automated email spooling
 - Preferred: Any email security process to be independent/redundant of any hardware/software firewall solution
- Enterprise grade desktop security - anti-virus / anti-spyware / anti-malware
 - Required: Use of proven enterprise grade software/hardware for server security.
 - Required: Must provide specific qualifications and scope of server security plan
- Software/Hardware Purchase and Installation
 - Required: No installation fee/upcharge/penalty for in-license software upgrades/installations purchased through your company.
 - Required: No installation fee/upcharge/penalty for computers/workstations purchased through your company; Excludes servers.

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 - Required: Must provide a price range for above services, with provisions for specific pricing following a detailed system audit.

Questions

Please direct questions regarding this RFP, no later than Wednesday, September 3, 2014 to Kathy Raposa in the Finance Officer.

II. Proposal Content

Proposals are due Friday, September 5, 2014 at 10:00 am in the Finance Office.

The firm's (proposer's) proposal must contain the following:

- i. Cover letter
- ii. Table of contents
- iii. Executive summary/Abstract
- iv. Technical Proposal
- v. Attachments

III. Technical Proposal

The proposer's technical proposal must include the following information:

A. Company and General Information

1. Company name and address
2. RFP contact/phone/fax/email

B. Qualifications and Experience

1. Describe your firm's history and primary business functions.
2. Describe your firm's experience serving information technology managed services to include the number of years providing services, as well as number of years providing services specifically outlined in your technical proposal.
3. Describe any known or perceived actual or potential conflicts of interest with the Town, its officers, agents, or employees.
4. Comment on the key advantages that make your firm different from competitors.

C. Services

1. Describe your company's service offerings specific to the Town's needs as identified in the Scope of Work Specifications.
2. Describe in detail your customer support procedures. Optionally, provide an example of a possible emergency support situation and the process by which your company would resolve it.

D. Team

1. Identify and provide the resume of the person (account executive) who your firm will assign to coordinate your company's services to the Town.
2. Identify the proposed members of your company's information technology managed services team, background, and the role they will play in managed services. Specify existing team certifications and qualifications, and highlight any training and development procedures implemented to keep your team up to date with the latest technologies and practices.
3. Identify any of the proposed team members that are also subcontractors for information technology managed services. Identify any situations where subcontractors may be required to provide ad hoc services.

4. Please provide sample copies of contract documents you would expect to require the Town to sign to enter into an agreement, as an attachment.

E. Pricing

1. Provide total annual pricing, as well as detailed breakdown pricing for the proposed services.

F. References

Please list the name, address, contact name, telephone number, email address, and brief description of at least three client references for projects with similar size and scope.

G. Certificate of Insurance

Provide a completed sample Certificate of Insurance or Acord evidencing the coverage types and the minimum limits.