



Greater Jamaica
Development
Corporation

REQUEST FOR PROPOSAL

Managed IT Services Support

Prepared December 20, 2018

Proprietary and Confidential

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INTRODUCTION AND BACKGROUND

Purpose of the Request for Proposal

Greater Jamaica Development Corporation (GJDC) is seeking proposals from qualified, knowledgeable, and experienced companies to provide Information Technology (IT) Services (Vendor). The nature of the service will be ongoing support and coordination to ensure proper implementation of new technology, general management and operation, along with maintenance and/or troubleshooting of existing systems. Vendor will also recommend improvements to existing systems and provide technical support for future purchases of equipment, software, and licenses agreements. The Vendor chosen will need to work closely with GJDC's Coordinator of Information & Systems providing support as needed or instructed.

The selected Vendor will provide monitoring for the network 24/7, as well as all maintenance, monitoring, and support for hardware (server, desktop, laptop, mobile); software; help-desk; back-ups; remote access support; internet; cloud and email; inventory control and management (hardware and software); security; and disaster recovery.

Organization Background

GJDC is a community-building organization that plans, promotes, coordinates and advances responsible development to revitalize Jamaica and strengthen the region.

We are at the forefront of the revitalization of Downtown Jamaica, Queens – laying the groundwork for more jobs, increased economic opportunity, and a better quality of life for the people who live and work here. We take on real estate initiatives that lead the market. And when there is a major infrastructure project in the works, we are at the table – either as a planner, advisor or project manager. Working closely with government and business, GJDC is changing the landscape and perception of Jamaica.

Just over the last few years our projects have transformed the area around the Jamaica LIRR Station, paved the way for over a thousand affordable housing units, sparked construction of hundreds of hotel rooms and enabled a myriad of small businesses to obtain loans.

ADMINISTRATIVE

Contact

Any questions concerning technical specifications, Statement of Work (SOW) requirements, contractual terms and conditions or proposal format should be directed to:

Name	Masheika Lewis
Email	mlewis@gjdc.org

Proposal Submission

Please submit an electronic copy of your complete proposal, including all attachments, to mlewis@gjdc.org.

All submissions must be received by the due date below.

Intent to Respond and Clarification Questions

Please indicate your intention to respond, by email, to the above email address by the Intent to Respond and Clarifications Questions due date below. In addition, please provide the contact details of the individual responsible for coordinating your RFP response. We ask that you submit any clarification questions regarding the RFP by the date below. Answers will be provided to all respondents by the *Answers Provided* date.

Key Dates

January 2, 2019: Release of RFP

January 9, 2019: Intent to Respond and Clarification Questions Due

January 16, 2019: Answers Provided to All Respondents

February 1, 2019: Proposals Due

All proposals are due by 5:00 PM Eastern Time on February 1, 2019.

Presentation / Interview

GJDC may ask a Proposer to come in for a presentation or interview. If an interview is requested, the proposed key project staff, as identified in the Proposal, must be in attendance.

GUIDELINES FOR PROPOSAL PREPARATION

Proposal Submission

Award of the contract resulting from this RFP will be based upon the most qualified Vendor whose offer will be the most advantageous to GJDC in terms of cost, functionality, and other factors as specified elsewhere in this RFP.

GJDC will not reimburse Vendor for cost of work for creating the proposal. In addition, GJDC reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Vendor,
- Accept other than the lowest priced offer,
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers.

Vendor's proposal shall be submitted in several parts as set forth below. The Vendor will confine its submission to those matters sufficient to define its proposal and to provide an adequate basis for GJDC's evaluation of the Vendor's proposal.

In order to address the needs of this procurement, Vendors may choose to work cooperatively to present a fully integrated solution. Vendor team arrangements may be desirable to enable the companies involved to complement each other's unique capabilities, while offering the best combination of performance, cost, and delivery for provision of both the management services component and the database maintenance component being provided under this RFP. GJDC will recognize the integrity and validity of Vendor team arrangements provided that:

- The arrangements are identified and relationships are fully disclosed, **and**
- A prime Vendor is designated that will be fully responsible for all contract performance.

Vendor's proposal in response to this RFP will be incorporated into the final agreement between GJDC and the selected Vendor. The submitted proposals are suggested to include each of the following sections:

1. Executive Summary
2. Approach and Methodology
3. Management Deliverables and Reports
4. Detailed and Itemized Pricing
5. Appendix: References
6. Appendix: Project Team Staffing
7. Appendix: Company Overview

The detailed requirements for each of the above-mentioned sections are outlined below.

DETAILED RESPONSE REQUIREMENTS

Approach and Methodology

Proposer must respond to each task/deliverable in the Scope of Work (SOW) section and include:

- The Proposer's overall support strategy/philosophy
- The approach Proposer will take to carry out the work objective
- These services are currently provided by a third party vendor. In preparing your proposal we advise that GJDC will give permission to contact the third party vendor as needed.
- Assumptions, i.e. requirements, risks, and expectations used to develop the proposal
- An explanation of the problem reporting and resolution process that describes the Proposer's support plan, including tiers, reach-back capability, service levels, the person(s) authorized to close problem reports, etc.

Management Deliverables and Reports

Include descriptions of any reports used to summarize and provide detailed information for managed services customers. Include sample reports as attachments to the proposal to provide an example of the types of reports that will be provided for this engagement.

Detailed and Itemized Pricing

Include a fee breakdown based on your pricing model.

- What is the pricing model? Fixed fee, hourly rate, hybrid, other?
- What services are included in the pricing? Address specifically the following (and feel free to include anything not included in this list):
 - On-site time
 - Help-desk support (via phone, email, remote shared desktop)
 - Response time/problem resolution time
 - Travel time
 - Vendor management
 - Training
 - Regular in-person business review
 - Regular reporting on system health in business terms
 - Response to major system problems or outages

Original Signature

A cover letter, signed by either the owner of the company, sole proprietor, or other representative authorized to bind the Vendor, must accompany every Response to the RFP in order for it to be considered.

Appendix I: References

Provide three (3) current corporate references for which you perform similar work. At least one of the references should be comparable to GJDC in size and requirements. It is also advisable to include at least one (1) nonprofit social service agency, if you have any such clients.

Appendix II: Staffing

Include biographies and relevant experience of key staff and management personnel. Describe the qualifications and relevant experience of the types of staff that would be assigned to this project by providing biographies for those staff members.

Appendix III: Company Overview

Provide the following for your company:

- Official registered name (Corporate, D.B.A., Partnership, etc.), Dun & Bradstreet Number, address, main telephone number, toll-free numbers, and facsimile numbers.
- Key contact name, title, address (if different from above address), direct telephone and fax numbers.
- Person authorized to contractually bind the organization for any proposal against this RFP.
- Brief history, including year established and number of years your company has been offering managed services and/or applications support.
- Disclosure of any actual or potential conflicts of interest and any pending lawsuits.

EVALUATION FACTORS FOR AWARD

Late Proposals and Selection Process

Any proposal received after the required time and date specified for receipt shall be considered late and non-responsive. Late proposals will not be evaluated for award.

GJDC will evaluate responses on a qualitative basis.

The selection process will begin with the review and evaluation of each written RFP response. The purpose of this evaluation is to examine the responses for compliance with this RFP, and identify the firms that have the ability to meet the scope of services required by GJDC at competitive rates.

GJDC reserves the right to interview any or all of the proposers. The purpose of the interview may be to review the proposer's ability to provide the required services, and how specific services will be furnished.

GJDC shall be the sole judge of each candidate's conformance with the requirements and the merits of the individual proposals. GJDC reserves the right to waive any conditions or modify any provision of this process with respect to one or more candidates, to negotiate with one or more of the candidates, to require supplemental statements and information from any candidate, to establish additional terms and conditions, or to reject any or all candidates, if in its judgment it is in the best interest of GJDC. If all candidates are rejected, GJDC will seek additional candidates. The timing of the conditional selection may depend upon the degree to which further information on individual candidates must be obtained or due to other factors that GJDC may consider pertinent.

Criteria

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a Vendor or Vendors:

1. Completion of all required responses in the correct format.
2. The extent to which Vendor's proposed solution fulfills GJDC's stated requirements as set out in this RFP.
3. An assessment of the Vendor's ability to deliver the indicated services in accordance with the specifications set out in this RFP.
4. The Vendor's stability, experiences, and record of past performance in delivering such services.
5. Availability of sufficient high quality Vendor personnel with the required skills and experience for the specific approach proposed.
6. Overall cost of Vendor's proposal.

GJDC may, at our discretion and without explanation to the prospective Vendors, at any time choose to discontinue this RFP without obligation to such prospective Vendors.

SCOPE OF WORK

Requirements

The company awarded this RFP will work with the Coordinator of Information & Systems and Chief of Staff to provide a seamlessly integrated system of support, comprehensive managed infrastructure and network services for all IT services.

Include a detailed description of each major type of work being requested of the vendor. All information that is provided will be held in strict confidence. The proposal should address each of the following:

Overall

- Evidence that you understand GJDC, including an understanding of working within significant budgetary constraints
- Evidence of ability to deliver on time and on budget

Managed Services

Your proposal should address all of the following:

- Describe your Service Level Agreements (SLAs)
- Our hours of operation are Monday through Friday 9:00 a.m. to 5:00 p.m. However, vendor must be available 24 hours a day 7 days a week. Describe the support model for all hours of operation.
- Emergency support options
- Is your support model all-inclusive? If not, what is not included?
- Does in-person response, review, and other contact rotate among support staff?
- Server and Network Support
 - 24/7 monitoring with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- Remote backup – Executing a nightly backup plan for the critical servers, including a regularly-tested recovery process. We currently use a Datto Backup (Roundtable Technology)
- WiFi, Email & Cloud Support
- Desktop, Laptop, Notebook and Mobile Device Support
 - Delivery, installation and setup of equipment on-site.
- Help Desk Support
 - Is it limited to a quota of calls?
 - What are the help desk hours? If they do not cover all our hours of operations, please describe what coverage will be provided for those hours outside of your help desk hours.
 - Who can call the help desk?
 - Is help desk staff local?
 - What is your average problem resolution time?
 - Are help desk staff employees of the support company or sub-contracted?
 - Are help desk staff full-time?
 - What is the skill/certification level of first-level help desk staff?
 - What happens if the help desk cannot resolve the problem?
- Vendor Management

- Security of Equipment and Data
- Security Plan for Remote Processing
- Support for IT Operational Recovery Plan
- Reporting and Communication – Ensuring monthly reporting on all purchases, assets, current activities and issues, and project status reports.
- Solution design – Solution packages (e.g., hardware, software, licensing) and associated consolidation of data
- Procurement management – Selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.
- Move, Add, Change (MAC) – Changes to the location or configuration of existing equipment or software, and installation of additional equipment or software.
- Warranty, break fixes and installation – Planned and on-call services, including emergency response to server issues.
- Asset inventory management – Tagging, tracking, and management of warehousing and inventory.
- Life cycle management of hardware units – Process for end-of-life notification, replacement, and asset decommissioning/disposal.
- Software licensing control – Oversight of automatic renewal of software applications and maintenance of appropriate documentation
- Who is responsible for managing, monitoring and responding to systems?
- Is training provided? Is it part of the “package,” or costed separately? If separately, please provide cost information and provide information about what kind of training you provide.
- In what instances would we incur extra costs?
- What kind of insurance coverage does the company have? Are you willing to name GJDC as an additional insured? Please include a copy of your current Certificate of Insurance.
- Your plan for ensuring compliance with the information security standards. Also describe your experience working within HIPAA information security standards compliance environment.
- Explain your process for handling special requests or projects from your clients.
- Proficiency in Microsoft environment
- What are the terms for canceling the support relationship? How much notice is required?
- Your company's onboarding plan
- What are your key differentiators?
- Short Term Projects
 - Technology strategy planning – Develop a long term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill GJDC's overall mission.
 - IT policy review and development – Development of customized policies related to the use of technology.
 - Implementation planning and guidance – Assistance in deployment planning and execution.

Applications Support

(For Proposers Providing a Response for Support of Our Client Database)

- Does the Vendor provide application development services? Please describe them.
- The general scope of work for this is:
 - Support and/or troubleshoot queries, reports, forms, and table modifications as needed with Salesforce.
 - Provide support for carry-over services from one fiscal year to the next.

DESCRIPTION OF ENVIRONMENT AND EXISTING INFRASTRUCTURE

The following information should be used to determine the scope of this project and provide pricing for this engagement.

- GJDC currently has approximately 30 staff including interns.
- GJDC is a PC environment.
- Partially migrated to Microsoft OneDrive in July 2018.

Servers

There are two (2) servers: Domain controller- DHCP and DNS server; DNS server providing file and print.

A Microsoft Windows server hosting QuickBooks, software and BOOKS

Network

- FortiGate 60D and Fortinet 30D Firewall
- Cisco Meraki Access Points
- AVG's CloudCare
- Avaya (3 switches and Web Interface VoIP)
- Linksys NetGear (3 switches)

Printers

There are two department networked printers (leased from Xerox), serving as printers, copiers, and scanners; approximately 15 locally-attached printers

Laptops

- Toshiba
- Asus Pro (used for out-house presentations)

Internet Service Provider

Verizon FiOS
Spectrum, formerly Time Warner Cable

Email

Microsoft Exchange 365, Microsoft Outlook 2010

Desktops

32 desktops are configured with Windows 7 and/or 10, and Microsoft Office Suite 2010

Software

- Intuit's QuickBooks Enterprise version 2017
- Adobe Acrobat Version XI Pro
- Adobe Creative Cloud All Apps Plan (InDesign)
- Autodesk Building Design Suite Ultimate (AutoCAD)
- DownHome Solutions (cloud-based)
- VistaShare

- Salesforce
- Trend Micro Antivirus (per current I.T. provider)
- Kaseya Monitoring Agent – Windows (current I.T. proprietary software)
- Datto Backup
- Bill.Com Interface
- TD Bank Remote Deposit Software