



workforce
SOUTHWEST WASHINGTON

REQUEST FOR PROPOSALS

For the period July 1, 2017 through June 30, 2018

WORKSTATION, BUSINESS SERVER, AND NETWORK MAINTENANCE/SUPPORT

For

**Workforce Southwest Washington (WSW)
and the Columbia River Economic Development Council (CREDC)**

Located at:

**805 Broadway, Suite 412
Vancouver, WA 98660**

RELEASE DATE:

Monday, April 10, 2017

DUE DATE:

**Tuesday, April 25, 2017
5:00 p.m. (Pacific Daylight Savings Time)**

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REQUEST FOR PROPOSALS

WORKSTATION, BUSINESS SERVER, AND OFFICE NETWORK MAINTENANCE/SUPPORT (IT SUPPORT SERVICES)

To the Bidder:

Workforce Southwest Washington (hereafter, WSW) and the Columbia River Economic Development Council (hereafter, CREDC), both co-located at 805 Broadway, Suite 412 in Vancouver, WA, are soliciting proposals to provide full-range IT maintenance/support services for all staff and ancillary workstations, firewall, SonicWALL wireless hub and access points, business network server and network switches, APC-Smart-UPS, all proprietary applications and databases, and our Office365 accounts for Outlook, including regular workstation support and maintenance, 24X7 monitoring, Microsoft patch management and updates, preventative maintenance, anti-virus, anti-malware, anti-ransomware, and anti-spyware management and updates, backup system monitoring and/or management, and hardware/software asset inventory and management.

NOTE: While the initial period of the awarded IT contract for services will be from July 1, 2017 through June 30, 2018, WSW and CREDC reserve the option to extend this contract to the successful bidder for an additional two (2) years beyond the original contract term.

All bidders should **take into consideration the following current hardware and software assets** held by WSW and CREDC, noting that the organizations will desire ongoing support for any and all of these listed items:

- Twenty-five (25) staff and ancillary workstations (combination of laptops and towers – Dell small-form PCs, Lenovo Yoga tablets, and MS Surface Pros – with the majority of the equipment purchased new in 2016 and 2017); this inventory also includes one InFocus MondoPad smart board touchscreen computer
- One (1) PowerEdge T630 Business Server with IntelREG XeonREG E5-2687W v3 3.1 GHz, 25M Cache, 9.60GT/s QPI, Turbo, HT, 10C/20T (160W) Max Mem 2133MHz Processor (newly installed in 2017)
- One (1) SQL Server, version 2008R2
- One (1) APC Smart-UPS X 1500 VA Tower UPS (1500VA/1200W – 5.8 Minute Full Load – 8 x NEMA 5-15R), externally monitored
- Various iPhone and Android mobile phones synchronized with computers and iPads
- One (1) SonicWALL firewall
- One (1) SonicWALL NSA 250M wireless connection hub and two access points, including yearly SonicWALL support
- Majority of computers (>70%) currently operating on Windows 10 OS and Microsoft Professional Office 2016 software; remainder of computers (<30%) on Windows 8 and Microsoft Professional Office 2010, soon to be upgraded to Windows 10 and Office 2016
- MIP Abila Fund accounting program for shared-office accounting functions, including payroll for WSW
- Adobe Acrobat Professional XI
- Adobe Creative Suite
- Office365 accounts for all staff for email and Skype for Business functions



- Reflexion® email spam filter
- TimeCard® add-on function for Outlook (for weekly and monthly time coding and reporting)
- Proprietary CSM database for CREDC

NOTE: WSW and CREDC also share a VoIP phone system (Allworx) and a networked commercial Xerox C560 color copier, both maintained by outside third-party vendors. We expect the selected IT support company to work closely with these vendors to manage any issues that arise with either device, along with vendor collaboration for MIP Abila Fund and Kalmstrom TimeCard applications.

WSW and CREDC will only consider IT support and maintenance proposals for the above-listed hardware and software (and additional hardware and software that will replace or add to existing inventory) that include the following services:

Unlimited remote control and/or phone support for workstations, servers (both the hard and the two virtual servers), remote connections/VPN tunnels, mobile devices, firewall, wireless hub and access points, and off-site backups; 24X7 monitoring of hardware and included peripherals (workstations, servers, firewall, backup power supply, wireless hub and access points); Microsoft patch management and updates; regular preventative maintenance; anti-virus, anti-malware, anti-ransomware, and anti-spyware management; backup system monitoring and maintenance; and hardware/software license and asset inventory management for all workstations, backup power supply, network servers, firewall, and wireless hub.

WSW and CREDC will also entertain quotes for the following service:

- Daily, secure, remote offsite or cloud workstation and network server backup services with redundant backup protection

BIDDING CRITERIA AND REQUIREMENTS

The bidding is open to all qualified IT support and management companies meeting the following minimum criteria:

- Bidder must be licensed to perform work in Washington State.
- Bidder must have a minimum of six (6) years of successful experience providing remote and on-site IT support for businesses possessing **20 or more workstations** connected via VPN tunnel, hard-cable, and/or wireless network(s) and network server(s).
- Bidder must have at least three (3) non-Bidder-owned customer references (similar to or larger in size to the combined offices of WSW and CREDC) for whom the Bidder has provided similar services during the past thirty-six (36) months preceding the bid due date.
- **STRONGLY PREFERRED:** Knowledge of and experience working with **MIP Abila Fund** accounting software
- **STRONGLY PREFERRED:** Knowledge of and experience working with **Kalmstrom TimeCard** add-on for Outlook
- **STRONGLY PREFERRED:** Company-supplied email spam filtering vehicle compatible with Office365

Bidders who do not meet the minimum required qualifications will be deemed non-responsive, and the proposal will not be evaluated.



PROPOSAL REQUIREMENTS AND FORMAT

Qualified bidders will provide proposals with the following information and in the requested format:

1. One-page narrative detailing company qualifications and experience providing similar IT management and support services to size-comparable companies and organizations.
2. One-page exposé on key staff qualifications, particularly technical certifications, licenses, education, and experience with pertinent programs and applications (such as TimeCard and/or Abila Fund accounting software, along with MS certifications of any kind, etc.).
3. Names, addresses, and telephone numbers of three business references (as specified above in the Bidding Criteria and Requirements).
4. Proposed charges for IT services shall be specified in a per-unit and/or per-month format (as applicable) for the following specific items (refer to the table provided on **Page 6** for appropriate method of quoting pricing as requested):

a. MANAGED SERVICES FOR BUSINESS NETWORK SERVER (INCLUDING 2 VIRTUAL SERVERS), including:

- Service Availability Monitoring & Maintenance
- Microsoft Patch Management
- Event Log Monitoring
- Log File Maintenance
- Drive Space Monitoring
- Print Server Management
- Quarterly On-Site Maintenance
- User Account Administration
- Active Directory Management
- File Sharing Permission Administration
- Security Administration
- Virus Definition & Prevention
- Online Asset Management
- Online License Management
- Desktop Optimization & Management

b. MANAGED SERVICES FOR STAFF AND ANCILLARY WORKSTATIONS, including:

- Unlimited Remote Control Support
- Microsoft Application Support
- Routine Maintenance
- Online Asset Management
- Online License Management
- Desktop Optimization & Management
- Spyware and Adware Removal
- VPN Client Management
- Workstation/Client Security
- Windows Patch Management
- Antivirus Software Management & Updates



- c. **GENERAL MANAGED IT SERVICES, including:**
- Guaranteed response and resolution of issues
 - Service Level Agreement (SLA) management
 - Online “help ticket” portal, administrative access, and support management/updating system
 - Installation, configuration, and upkeep of hardware/software assets and licensing system
 - Access to all system reports, including comprehensive software/hardware assets
 - Operating system security updates and weekly patch management
 - Weekly scheduled system maintenance
 - Technician remote control access, including access for remote/VPN users
 - Provision of collaborative services with other IT vendors, such as telecom system provider (for VoIP Allworx phone system), copier/printer (for Xerox C560 networked commercial printer), ISP, domain hosting provider, web hosting provider(s), and others
 - Advisory services regarding new programs and applications, including possible conflicts with current programs, applications, and mobile devices
 - Advisory services and pricing for new equipment as needed
- d. **MANAGED ANTI-MALWARE, ANTI-SPYWARE, ANTI-RANSOMWARE, ANTI-VIRUS PROTECTION, including:**
- Endpoint protection service (per device)
 - Endpoint security software that provides enterprise-class anti-malware, anti-spyware, anti-ransomware, and anti-virus and rootkit protection for servers, workstations, and mobile computers
5. Bidders shall supply a **detailed strategy and timeline** that the Bidder will implement to on-board all workstations, servers, and email protection for 24X7 IT monitoring and support (along with completing the hardware/software asset and license inventory for both organizations), all with a minimum of disruption or downtime for the office staff and within thirty (30) days of contract execution by all parties.
6. Bidders shall supply **specific details along with any associated costs or fees** for any services the company deems essential for adequate IT support and management beyond the items requested in this RFP.
7. Bidders shall specify the hourly charges (including mileage and/or additional trip charges) for on-site technical work of any kind, including pricing for work conducted during business and non-business hours and/or for emergency on-site services.



PRICING STRUCTURE IS TO BE PROVIDED AS FOLLOWS (bidders are allowed some latitude in this format for additional and/or optional services; bidders are allowed to “bundle” certain services, provided such services are clearly defined and priced in the quote):

TYPE OF SERVICE	PRICE PER UNIT AND/OR PRICE PER MONTH FOR SERVICE AS APPLICABLE
MANAGED SERVICES FOR BUSINESS NETWORK SERVER (INCLUDING 2 VIRTUAL SERVERS) FOR WSW AND CREDC	
MANAGED SERVICES FOR STAFF AND ANCILLARY WORKSTATIONS, INCLUDING REMOTE STAFF COMPUTERS AND STAFF- OR COMPANY-OWNED MOBILE DEVICES	
GENERAL MANAGED IT SERVICES	
MANAGED ANTI-MALWARE, ANTI-SPYWARE, ANTI-RANSOMWARE, AND ANTI-VIRUS PROTECTION	
EMAIL SPAM FILTERING (PRICE PER EMAIL BOX PER MONTH)	
Optional: OFF-SITE AND/OR CLOUD DATA BACK UP SERVICES (PRICE PER GB, PER MONTH)	
Optional: OTHER SERVICES DEEMED DESIRABLE OR NECESSARY BY THE BIDDER (LIST IN DETAIL)	

CONTRACT DETAILS

The period of performance of any contract awarded as a result of this Request for Proposal is tentatively scheduled to begin on or about July 1, 2017 and be in force through June 30, 2018, with possible contract modifications to extend the period of performance for up to an additional two (2) years. **Total anticipated yearly amount of the contract will be negotiated with the successful bidder.**

PROPOSAL DUE DATE

The bidder’s proposal is due by **5:00 p.m. on TUESDAY, APRIL 25, 2017, at 5:00 P.M., PDST.** Proposals must be submitted electronically to **Susan Pagel at spagel@workforcesw.org.**



REGARDING BIDDER QUESTIONS AND ANSWERS:

- Absolutely no bidder questions will be entertained by individual/company email or phone call to WSW or CREDC.
- Questions from bidders will only be accepted via email at info@workforcesw.org.
- Questions will be published “as is” from the bidder and answered publicly for all bidders to view by specific link that will be available on our website at www.workforcesw.org.
- Until such time as questions are received by email, no questions or answers will be posted for review by bidders.
- It is our intent to post answers to questions within 48 hours of receipt of the question(s) via email. Delays to publication of questions and answers due to circumstances beyond our control should be anticipated. We will make every effort to post answers as quickly as possible.

EXPECTED TIMELINE FOR PROPOSAL REVIEW AND AWARD OF CONTRACT:

Note: This is an expected timeline only, subject to change without notice.

- **Tuesday, April 25, 2017 at 5:00 p.m. (PDST):** Proposals due to WSW by electronic submission
- **Thursday, May 18, 2017:** All proposals reviewed and scored by review committee
- **Friday, May 19, 2017:** Select top proposers are contacted to set up in-person interviews with WSW/CREDC
- **Monday, May 22 – Friday, May 26:** Select top proposers meet with review committee and representatives of WSW/CREDC for one-hour interviews regarding submitted proposal
- **Wednesday, May 31, 2017:** All qualified proposers are notified of award decision, and successful bidder is notified of contract award
- **Monday, June 5, 2017:** Contract negotiations begin with selected IT support services provider
- **Friday, June 30, 2017:** Deadline for contract to be executed by WSW, CREDC, and selected IT support services provider
- **Monday, July 3, 2017:** Selected IT contractor begins on-boarding process for all contracted managed services with WSW and CREDC. On boarding must be completed no later than July 14, 2017. **Contractors submitting an on-boarding plan must consider this timeline in their proposal.**