

Mid Michigan Community Action Agency Request for Proposal



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1. BACKGROUND & REQUIREMENTS

Company Information

Mid Michigan Community Action Agency, Inc is a regional, 501(c)3 non-profit agency providing human service programs to low-income individuals and families across 10 counties across the area. In a typical year, the agency provides services to over 16,000 households expending \$10 million in federal, state and local grant funds.

RFP Objectives

The proposal's overall objective is to select a provider for Managed IT Support services and Managed Data Backup Solution. Candidates must have services available that meet the minimum criteria listed below to be considered for this service agreement.

- 24x7x365 Support – Provider staffed
- Local based (non-outsourced) Help Desk support
- Unlimited Service Hours based on covered support items, remote or on-site
- Data backup fully managed and replicated in a minimum of two locations
- Minimum of 10 Years' experience delivering Managed Services
- VCIO (Virtual CIO) with 10+ years of experience in Managed Services Role
- Quarterly VCIO meetings to discuss overall network health and IT budget strategies
- Complete 5-year IT Budget perpetually maintained with MMCAA Management involvement
- First-hand experience in working with Abila Software
- Minimum of three Engineer Certifications in VMWare and Microsoft Windows Server
- System with client accessible, online, real-time documentation of the environment
- Asset tracking (hardware/software)
- Remote management tools
- Antivirus/malware protection tools
- Disk space/health checking
- Network device monitoring
- 24x7x365 critical/emergency event alerting
- Microsoft and third-party automated patch deployment
- Minor Software upgrade implementation (.x upgrades)
- In-depth reporting on system trends
- Centralized management portal for PC's, servers, and SNMP Devices
- Major Linux distribution monitoring (limited functions)
- 24x7x365 critical alert response and remediation
- VCIO (Virtual Chief Information Officer)
- Periodic IT strategy meetings
- VSA (Virtual System Administrator)
- 24x7x365 multi-tier help desk
- Documentation of client environment

- Onsite support, as needed (when remote remediation is unsuccessful)
- Public web domain management and SSL Management
- Regular, proactive maintenance on servers and infrastructure
- Unlimited support of defined applications and platforms
- Level 1 support for proprietary/third-party applications
- Annual vulnerability scan and analysis
- IT vendor management
- Industry-standard Service Level Agreement (SLA)
- Environmental Monitoring
- Spam Filtering

Current Business Environment

Site Information

<u>Site Name</u>	<u>Location</u>	<u>Approximate # users</u>
Farwell Admin	Farwell, MI	80
Warehouse	Clare, MI	2
Farwell CAPS	Farwell, MI	8
Beaverton CAPS	Beaverton, MI	7
Gladwin Elementary	Gladwin, MI	3
Clare High School	Clare, MI	1
CGRESD (Equipment Only)		
Farwell Preschool	Farwell, MI	4
Midland Longview	Midland, MI	19
Harrison CAPS	Harrison, MI	6
Reed City	Reed City, MI	4
Big Rapids 2 (Outreach)	Big Rapids, MI	2
Big Rapids Eastwood ECS	Big Rapids, MI	4
Midland Outreach	Midland, MI	2
Bay City Outreach	Bay City, MI	8
Gladwin ECS/Outreach	Gladwin, MI	16
Coleman	Coleman, MI	4
Harrison Hillside Elementary	Harrison, MI	4
Total (Approx. – Will Vary)		174

Current IT Infrastructure

- VMWare 2-hosts (ESXi 5.5) + centralized storage (EMC SAN)
- Microsoft Exchange 2010 on-premise
- 2008 AD environment (redundant DC's)
- Multiple sites connected via site-to-site WatchGuard VPN's for data and connections (head end to each remote site except schools that are combined together)

2. BIDDER INFORMATION

Corporate Information

2.1.1 Briefly provide a corporate overview, including at a minimum:

- Length of time in business
- Length of time providing proposed services
- Number of full-time employees and area of involvement: Technical Support, Programming, Consulting, Sales Support, Administrative Support.
- Location of office to service the account.

Response:

Corporate References

2.1.2 Provide three references with organizations currently receiving the service you are proposing for MMCAA.

Response:

3. SUPPORT AND IMPLEMENTATION OVERVIEW

3.1.1 Describe the approach the firm will use in providing the services requested. Describe how the firm is positioned to provide the services requested, with a history of experience on providing similar services.

Response:

3.1.2 Describe the implementation process, including timeframe and costs, for onboarding MMCAA as a managed service client. This should include an estimate of the billable hours it will take to completely document the entire network in a system that is accessible online and in real-time to the MMCAA management team.

Response:

3.1.3 Describe the commitment that will be made (Monthly, Yearly, etc.) by a management resource (VCIO) and our management team to review the current projects, health of our systems, and to review and advise on MMCAA's IT planning and budgeting process.

Response:

3.1.4 Describe the time and associated costs for the training that will be necessary for our management team as well as our staff to effectively work with your organization for support services moving forward.

Response:

3.1.5 Provide your companies' SLAs (Service Level Agreements).

Response:

3.1.6 Provide a list of services covered in your support package.

Response:

3.1.7 Provide your proximity and travel charges to each of our locations for on-site work not covered under the service agreement.

Response:

3.1.8 Provide a rate schedule for all levels of support, including the rate for replacement workstations that are currently under the support contract.

Response:

4. PRICING

4.1 Provide pricing for all line items in the space provided based on a three-year support term.

Response:

Item	Qty	Unit Price	Extended Price
Physical Hosts (VMWare Servers)	2		
VMs	10		
Physical Servers	2		
Workstations	137		
Classroom/spare	7		
Thin clients/VDI Desktops	5		
Firewalls/Routers/Other Edge Devices	16		
Network Devices	42		
Probe for monitoring network	2		
SPAM filtering Accounts per user	223		
Backup Management	1		
SSL Cert mgmt (up to 5)	1		
Domain/DNS mgmt (up to 5)	5		
Installation/ Documentation / On Boarding Process	1		
2-Step Managed Backup with 1 Year Retention (per GB)	1716		
Total			\$

Please confirm that the above pricing is scalable and per unit pricing will not change during the agreement.