



Request for Proposal

Outsourced IT & Managed Services

ISSUED DATE: April 12, 2018
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RFP COORDINATOR:
JIM MALLERY
VILLAGE MANAGER
VILLAGE OF VICKSBURG

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1 Request for Proposal (RFP)

The Village of Vicksburg invites you to respond to this Request for Proposal (RFP). The focus of the RFP is to select a single organization to provide IT managed services to The Village of Vicksburg over a 3-year period. Following the initial term, there is a possibility to renew this contract for multiple 3-year terms.

2 Overview of Current The Village Of Vicksburg Technical Environment

- The village of Vicksburg currently outsources IT to a local IT provider
- 12 users
- PC environment
- Server is 2008 r2
- Server is located at Village Hall
- All PCs are hard wired but there is wireless in the building that is separate from the internal network.
- External Backups are in place
- Server software and hardware is in need of replacement
- Provider must provide support to our Police vehicles (software and connectivity)

3 Value Added Service Requirements

As part of this RFP, the following services are the current priority items for The Village Of Vicksburg:

- **Data backup** – Executing a nightly backup plan for the critical servers, including a regularly-tested recovery process.
- **Technology strategy planning** – Working with current IT staff to 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 its overall mandate in the community.
- **Solution design** – Solution packages (e.g., hardware, software, licensing) and associated consolidation of data
- **Network and email system monitoring** – Monitoring of The Village Of Vicksburg's network and email services with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- **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, breakfixes and installation** – Planned and on-call services, including emergency response to server issues.
- **Technical support** – Ability to support The Village Of Vicksburg's inquiries as required, via help desk, including support for remote users.
- **Reporting and communication** – Ensuring monthly reporting on all purchases, assets, current activities and issues, and project status reports.
- **IT policy review and development** – Development of customized policies related to the use of technology.

- **Unit evaluation and testing** – Formal evaluation of new hardware
- **Implementation planning and guidance** – Assistance in deployment planning and execution.
- **Configuration** – Full assembly of hardware and software, including testing and burn-in.
- **PC deployment** – Delivery and setup of machines on-site.
- **On-site implementation of business applications** – Installation business software.
- **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 and patch lifecycle** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation

4 Selection Criteria

The Village Of Vicksburg will use multiple criteria to select the most appropriate partner. Respondents are encouraged to be as aggressive and creative as possible in their proposals. The following list summarizes the major qualitative areas that will be evaluated, along with their overall weighting.

- Industry expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities
- Financial considerations

5 Response Contents and Format

Please complete all sections of the RFP. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Your response to this RFP will serve as the basis for the consideration of your potential as a partner.

6 Information Requirements

For the purposes of understanding more about your company and your ability to successfully fulfill this important The Village Of Vicksburg requirement, please provide the information below as part of your response, clearly referencing each specific question.

7.1 Corporate Information

1. Give a brief overview of your organization's involvement in providing IT value added services in the marketplace.
2. How long has the organization been in this business and what is your current market share?
3. Provide your organization's annual sales volumes
4. Indicate the number of employees in your organization. How many of those are dedicated to account management and/or technical support?
5. How many are full-time vs. contract?
6. Please describe your relationships and experience with manufacturers and major distribution partners in the technology marketplace.
7. What differentiates your organization from your competitors in the marketplace and how will this be relevant to us?

8. Will you subcontract any components of the proposed solution to third party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.
9. Please describe your organization's experience in transitioning clients to public or private cloud technology from more traditional IT service models.
10. Please provide details of three current customer accounts that are similar in scope and requirements to those of The Village Of Vicksburg.

7.2 Proposed Approach and Solution

1. Please provide a proposed work plan for a migration to your organization as a The Village Of Vicksburg preferred vendor. Specifically, provide the following information:
 - i. Key activities
 - ii. Timing
 - iii. Information/resource requirements from The Village Of Vicksburg
 - iv. Deliverables
 - v. Key milestones, checkpoints, and other decision points
2. If we elect to move forward with your organization, what Village Of Vicksburg resources would you require (e.g., information, data, staff resources, communication) during the course of migration and on an ongoing basis?
3. Please identify the team that will be assigned to the account and describe how you plan to interact with us and any third party providers that may provide services to The Village Of Vicksburg.
4. Please describe your experience in providing the following value-added services:
 - a. Remote backup
 - b. Technology strategy planning
 - c. Solution design
 - d. Network and email system monitoring
 - e. Procurement management
 - f. Move, Add, Change (MAC)
 - g. Warranty, break fixes and installation
 - h. Technical support, including remote user support
 - i. Reporting and communication
 - j. IT policy review and development
 - k. Unit evaluation and testing
 - l. Implementation planning and guidance
 - m. Configuration
 - n. PC deployment
 - o. On-site implementation of business applications
 - p. Asset inventory management
 - q. Life cycle management of hardware units
 - r. Software licensing control
5. Please describe your experience in providing server technology and service for your customers, focusing on planning, implementation, and ongoing support.
6. Can you provide specific examples of how you have worked with customers that began with significant technology limitations and helped to successfully transform them into organizations with well planned and executed technology strategies? What were the critical success factors in this transformation?
7. How can we be confident that hardware pricing levels will be aggressive and will remain highly competitive over a multi-year period during which new models may be introduced?

7.3 Support

1. Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.
2. Please provide details on your standard reporting capabilities.
3. Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end user perspective.
4. What options are available for user training and technical training that may be required by our staff?
5. Describe any user groups, websites, newsletters, conferences, or any other means you support for sharing information and soliciting service feedback.
6. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?
7. The Village Of Vicksburg user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.

7.4 Financials

1. Describe the pricing model(s) that you typically employ for your standard services.
2. What is the standard markup that you charge on the following types of technology units:
 - a. Desktops
 - b. Laptops
 - c. Servers
 - d. Other hardware
 - e. Software
3. Please indicate the charges associated with each of the following services in dollar amounts, including the key driver of each cost and whether it is included in a standard per-unit cost vs. charged on an ad hoc basis.
 - a. Remote backup
 - b. Technology strategy planning
 - c. Solution design
 - d. Network and email system monitoring
 - e. Procurement management
 - f. Move, Add, Change (MAC)
 - g. Warranty, break fixes and installation
 - h. Technical support
 - i. Reporting and communication
 - j. IT policy review and development
 - k. Unit evaluation and testing
 - l. Implementation planning and guidance
 - m. Configuration
 - n. PC deployment
 - o. On-site implementation of business applications
 - p. Asset inventory management
 - q. Life cycle management of hardware units
 - r. Software licensing control
 - s. Warehousing
4. Do you offer service bundles and if so, describe the effect of this bundling on pricing.

8 Communications and Response

Jim Mallery is the designated The Village Of Vicksburg representative for this initiative. For any information relative to this RFP, please direct all inquiries to his contact information as follows:

Jim Mallery
The Village Of Vicksburg
jmallery@vicksburgmi.org
{269-649-1919}

9 Notification of 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 Questions Due* date outlined in the *Key Dates* table below. In addition, please provide the contact details of the individual responsible for coordinating your RFP response. At the same time, we ask that you submit any clarification questions regarding the RFP. Answers will be provided to all respondents by the *Answers Provided* date.

10 Response Delivery Instructions

Please submit an electronic copy of your proposal to the email address indicated in the *Communications and Response* section above. All responses must be received on or before close of business (5:00 pm ET) on the *Proposals Due* date indicated in the *Key Dates* table below.

11 Vendor Presentations

Our intention is to hold presentations/demonstrations with one or more firms on the *Presentations* dates indicated in the *Key Dates* table below. The presentations will be held at The Village Of Vicksburg at 126 N. Kalamazoo Ave., Vicksburg, MI 49097 and we will endeavor to provide the successful firms with as much advance notice as possible.

12 Key Dates

Event	RFP Issued	Intent to Respond and Questions Due	Answers Provided	Proposals Due	Presentations
Date					
Time					

13 No Obligation

The submission of a proposal shall not in any manner oblige The Village Of Vicksburg to enter into a contract or to be responsible for the costs incurred by your organization in responding to this request.

14 Agreement of Non-Disclosure

This document is considered to be proprietary and shall not be disclosed to any other party. It is designed, developed and submitted to potential partners of The Village Of Vicksburg solely for the benefit of The Village Of Vicksburg.

15 No Guarantee

The Village Of Vicksburg makes no guarantee of future volumes and offers volume information for directional purposes only, to assist vendors with proposal preparation.

IT RFP EVALUATION SCORECARD

Before giving to reviewers the Procurement Team Leader should enter each evaluation criteria to be scored in first column and indicate the priority level under the "multiplier" column. The evaluation criteria with the highest priority will have the highest multiplier, e.g., "x 10" and the lowest priority criteria will have the lowest multiplier, e.g., "x 1". Multiply the multiplier by "5" to obtain the highest number of points for each criteria (since "5" is the highest score).

Reviewers must check one score (0-5) for each criteria. Multiplying the marked score by the multiplier will result in the total points awarded for that criterion

NAME OF BIDDER: RFP TITLE: NAME OF REVIEWER:	Score <i>Unsatisfactory</i> 0 pts	Score <i>Satisfactory</i> 1 pt	Score <i>Good</i> 2 pts	Score <i>Very Good</i> 3 pts	Score <i>Excellent</i> 4 pts	Score <i>Outstanding</i> 5 pts	Multiplier	Points Awarded (mark score from (0-5 and multiply by multiplier)	Maximum Points Available (5 x multiplier)
EVALUATION CRITERIA LISTING									
EXAMPLE - 1						XX	(x 5)	25	25
EXAMPLE - 2				XX			(x 2)	6	10
EXAMPLE - 3			XX				(x 1)	2	5
1. Industry expertise and experience							(x ₁)		
2. Demonstrated customer service quality and support							(x ₁)		
3. Previous relevant experience							(x ₁)		
4. Vendor strength and stability							(x ₁)		
5. Account management							(x ₁)		
6. Reporting capabilities							(x ₁)		
7. Financial considerations							(x ₁)		

Comments on individual score selections or general comments during review of response: