



**REQUEST FOR PROPOSALS (RFP):
IT Managed Services**

**DATE OF ISSUE: March 1, 2021
DEADLINE: March 15, 2021 at 12:00 PM**

Table of Contents

| | |
|--|---|
| About the Agency | 3 |
| Overview of Current Technical Environment | 3 |
| Service Requirements | 4 |
| Information Requirements and Format | 4 |
| I. Company Background | 5 |
| II. Rates | 5 |
| III. Support | 5 |
| IV. Proposed Approach and Solution | 6 |
| V. Financials | 6 |
| Submission Requirements | 7 |
| Review & Selection Criteria | 8 |
| Vendor Presentations | 8 |
| Announcement | 8 |
| Key Dates | 9 |
| General Terms & Conditions | 9 |
| Agreement of Non-Disclosure | 9 |

About the Agency

East Tennessee Human Resource Agency, Inc. (ETHRA) has an overall mission to assist individuals and families through the provision of services, education, and information to solve problems that inhibit their ability to be productive and self-sufficient.

ETHRA is a Knoxville based public not-for-profit 501c3 organization that has been serving Knox County and the surrounding sixteen counties since 1974. ETHRA is a member of NJPA. ETHRA is sales tax exempt and eligible for government and/or non-profit pricing. The administrative offices are located at 9111 Cross Park Drive, Suite D-100, Knoxville, Tennessee 37923. ETHRA is an equal opportunity employer.

As a careful steward of the funds awarded by state, local, and federal governments, ETHRA weaves its resources together to maximize the impact of each dollar invested in support of the many public service programs it operates. We leverage these resources to serve East Tennessee communities through our participation as a grant administrator, local resource network, and nonprofit partner in dozens of public programs and projects.

Through this Request for Proposal (RFP) opportunity, ETHRA wishes to select a single organization to provide IT managed services for our organization. For more information on our organization, please visit our website at www.ethra.org.

Overview of Current Technical Environment

ETHRA's current technical environment is as follows:

- Four (4) person IT department, consisting of IT Director, 2 System/Network Administrators, and an IT Support Specialist
- 36 locations located in 21 counties of East Tennessee, connected to main office in Knoxville via MPLS or VPN over cable or DSL
- Each county office is networked via certified CAT5e cabling and wireless connectivity
- Approximately 350 employees agency wide
- Windows PC environment – Approximately 400 Desktops and Laptops
- Desktop software consists of Windows 10 Enterprise and Microsoft Office Prof 2016
- Virtual servers utilized for most applications: DC/DNS/DHCP, IIS, SQL, multiple application servers, and file servers
- Four (4) on premise servers serving as VMware host to virtual servers
- VoIP phone systems in 20 offices including a 125+ user Shoretel system in Knoxville
- Knoxville office houses transportation call center 7:30 am to 7:00 pm, Monday through Friday, plus after hours answering service – Has very low tolerance for data and/or voice outages
- Print, scan, fax, copy services are provided via leased and networked group MFP devices, with maintenance and support provided by leasing vendor
- M-files document management system
- Local and Remote Cloud Backups
- External management of highest level of network support
- Office 365

Service Requirements

The following services are the current priority items for ETHRA and each should be specifically addressed in the proposal, including how you would manage support for each area and how the cost is determined, attaching documentation as necessary.

1. Provide 24/7/365 mainly upper-tier support as needed for all infrastructure, server and network functions. Because ETHRA maintains a low IT to user ratio it is sometimes necessary to request assistance with lower level support.
2. Perform any disruptive maintenance and/or upgrades outside of regular agency work hours of 8:00 a.m. to 7:00 p.m. Monday – Friday.
3. Support network connectivity of 800+ voice and data devices.
4. Manage 36 location WAN consisting of MPLS and in-house nodes connected via WatchGuard and Fortinet firewalls.
5. Support disaster recovery for servers, workstations, server data and user data.
6. Maintain vSphere 6.5 virtualization environment with off-site fail-over.
7. Maintain fiber SAN storage for vSphere environment.
8. Maintain VMware Server development environment.
9. Maintain Windows Active Directory servers.
10. Maintain various CentOS servers.
11. Network service application support for 30+ Microsoft Windows Servers including AD, SQL, DNS/DHCP, IIS, WSUS.
12. Consult with management on business development as it pertains to Information Technology.
13. Assist with ETHRA's goal to streamline the management of the IT infrastructure while continuing to increase the productivity of our workforce.

Information Requirements and Format

Respondents should include responses to the section above and all sections below in their proposal submission. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Responses received under this RFP that fail to address each of the sections, in adequate and complete detail, will be deemed as non-responsive and will not be considered for selection. Note that responses of “to be provided upon request” or “to be determined” or the like, or that do not otherwise provide the information requested (e.g. left blank) are not acceptable.

For the purposes of understanding more about your company and your ability to successfully fulfill the requirements, please provide the information below as part of your response, clearly referencing each specific question.

I. Company Background

1. Give a brief overview of your organization's involvement in providing IT services in the marketplace.
2. How long has the organization been in this business?
3. In what cities do you maintain offices?
4. Indicate the number of employees in your organization. You may also include additional details such as employees' areas of expertise, experience with virtualization, certifications, etc.
5. How many employees are dedicated to account management and/or technical support?
6. How is the help-desk operated? (i.e., contact method, staffing, etc.)
7. How many employees are full-time vs. contractual?
8. Who are your technology partners? Please describe your relationships and experience with manufacturers and major distribution partners in the technology marketplace
9. What differentiates your organization from your competitors in the marketplace, and how will this be relevant to us?
10. 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.
11. Please provide details of current customer accounts that are similar in scope and requirements to those of ETHRA.

II. Rates

Explain your rate structure. Is it an hourly rate, monthly retainer, other structure? Elaborate on how the rates would be applied, for instance, different Support Proposal items might require a different rate application.

III. Support

1. Describe fully your technical support options, including the assistance request process, escalation process, support hours, response times (for emergency and non-emergency support requests), staffing levels, staff expertise, and physical location of the help desk.
2. 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.
3. What options are available for user training and technical training that may be required by our staff?

IV. Proposed Approach and Solution

1. Please provide a proposed work plan for a migration to your organization as an ETHRA vendor. Specifically, provide the following information:
 - a. Key activities
 - b. Timing
 - c. Information/resource requirements from Family League
 - d. Deliverables
 - e. Key milestones, checkpoints, and other decision points
2. If we elect to move forward with your organization, what ETHRA 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.
4. Please describe your experience in providing the following value-added services:
 - a. Remote backup
 - b. Technology strategy planning
 - c. Network and email system monitoring
 - d. Move, Add, Change (MAC)
 - e. Warranty, break fixes and installation
 - f. Technical support, including remote user support
 - g. Implementation planning and guidance
 - h. On-site implementation of business applications
 - i. Life cycle management of hardware units
 - j. Software licensing control
5. Please describe your experience in providing server technology and service for your customers, focusing on planning, implementation, and ongoing support.

V. Financials

1. Describe the pricing model(s) that you typically employ for your standard services.
2. Please indicate the charges associated with each of the following services in U.S. dollars, 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.
 - Remote backup
 - Technology strategy planning
 - Network and email system monitoring
 - Move, Add, Change (MAC)
 - Warranty, break fixes and installation
 - Technical support, including remote user support
 - Implementation planning and guidance
 - On-site implementation of business applications
 - Life cycle management of hardware units

3. Do you offer service bundles and if so, describe the effect of this bundling on pricing?

Submission Requirements

- A. Potential bidders must register by sending an email to Nick Pappada, npappada@ethra.org, to receive updated information and answers to questions that will be sent to all registered bidders.
- B. All questions about this proposal should be directed to Nick Pappada, ETHRA, npappada@ethra.org.
- C. ETHRA's Proposal Response page must be signed and submitted along with your responses to the specific questions identified herein. Additional documentation may be attached to this form.
- D. Proposals must be submitted by 12:00 p.m. EDT, Monday, March 15, 2021, to ETHRA's administrative offices at 9111 Cross Park Drive, Suite D-100, Knoxville.
- E. Electronically transmitted submissions (Email or Fax) will not be accepted.
- F. Bids must be addressed and mailed or hand-delivered to:
ETHRA
Attention: Nick Pappada
9111 Cross Park Drive, Suite D-100 Knoxville, TN 37923
- G. Envelopes containing the proposal should be clearly marked with "RFP Response – March 15, 2021"
- H. ETHRA is not bound to accept the lowest bid. Other considerations will apply:
- Demonstrated ability to provide necessary service and support
 - Technical certifications and experience
 - Demonstrated expertise in virtualization
 - Response time assurances
 - References
- I. ETHRA reserves the right to reject any or all proposals or any portion thereof.
- J. ETHRA reserves the right to waive minor informalities or technicalities when it is in ETHRA's best interest.
- K. ETHRA reserves the right, at its sole and absolute discretion, to amend or modify any provision of this RFP, or to withdraw this RFP at any time prior to contract award. ETHRA shall not be bound by or liable under this RFP and/or any response thereto until a final written contract has been executed by ETHRA and the vendor incorporating the terms and conditions of the award.

- L. Vendors shall hold their price firm and subject to acceptance by ETHRA for a period of thirty (30) days from the date of proposal submission.
- M. Vendors may be asked to provide proof of financial and business capability. Evidence could include a business history, evidence of financial soundness, and business references. ETHRA will make the final determination as to the bidder's ability.
- N. Unsigned proposals will not be considered.

Review & Selection Criteria

ETHRA will use multiple criteria to select the most appropriate vendor. 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:

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

Vendor Presentations

ETHRA will schedule presentations with eligible companies during the week indicated in the Key Dates table below. The presentations will be held via Zoom, or at 9111 Cross Park Drive, Suite D-100, Knoxville, TN, 37923.

Announcement

Selection decisions are expected to be announced by April 8, 2021. All respondents will receive written notice as to whether or not your company was selected for this opportunity.

Contract Terms & Eligibility

Contract Term: Three (3) years from date of contract effective date
Non-disbarment

Key Dates

| DATE | ACTIVITY |
|----------------|------------------------------------|
| 3/1/21 | RFP posted |
| 3/10/21 | Deadline to submit questions |
| 3/11/21 | Q&A posted to website |
| 3/15/21 | Deadline to submit proposals |
| 3/15 – 3/22/21 | Proposal Review |
| 3/22 – 3/26/21 | Respondent Presentations |
| 3/26 – 4/5/21 | Opportunity to Cure |
| 4/5/21 | Final Bid Submission Due |
| 4/8/21 | Anticipated Selection Notification |
| 4/13/21 | Contract Start Date |

General Terms & Conditions**No Guarantee**

The submission of a proposal does not, in any way, guarantee a selection. ETHRA is not responsible for any costs incurred related to the preparation of a proposal in response to this RFP. ETHRA reserves the right to withdraw a selection prior to execution of a contract with a vendor in ETHRA's sole and absolute discretion.

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

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 ETHRA solely for the benefit of ETHRA.

Proposal Response Cover Page – Managed IT Services RFP

3/15/2021

Vendor Name: _____ Authorized Rep: _____

Address: _____

Phone: _____ Email: _____

| Item | Description | Rate |
|------|--|------|
| 1 | Remote management & monitoring of core virtual servers. Quantity 30 | |
| 2 | Managed Service Virtual Center | |
| 3 | Managed ESXi server for VMWare Hosts. Quantity 4 | |
| 4 | Managed service for storage array | |
| 5 | SSD Enhanced 16TB Backup Appliance (Will need to lease, Rubrik preferred vendor) | |
| 6 | Managed service network switch. Quantity 6. Fortinet FortiSwitch 448D | |
| 7 | Backup 1TB Offsite storage (Rubrik preferred vendor) | |
| 8 | Managed Service 24x7x365 support | |
| | | |

Checklist of Required Sections:

| | | |
|--|-------------------------------------|--|
| | Service Requirements | |
| | Company Background | |
| | Support | |
| | Proposed Approach / Solution | |
| | Rates and Financials | |
| | | |

Signature: _____ Date: _____

Position: _____