

**Jane Addams Resource Corporation
IT Managed Services - Request for Proposal**

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IT Managed Services Request for Proposal

This RFP is for IT Managed Services for Jane Addams Resource Corporation (JARC). This proposal request is for managing the IT infrastructure of JARC. The IT infrastructure includes the routers, switches, servers, and desktop support at four (4) locations.

The four locations are the Ravenswood Main building, the Ravenswood training center, the Austin Academy High School, and the Baltimore location. JARC invites you to respond to this Request for Proposal (RFP). Send any questions on the RFP by email to: Barb Silnes, barbs@jane-addams.org.

Jane Addams Resource Corporation

JARC was founded in 1985 as an economic development agency concentrated in the Ravenswood Industrial Corridor and focused on keeping good manufacturing jobs in the neighborhood. Our initial efforts focused on training for manufacturers and development and operation of commercial buildings for industrial use.

In the 1990s we broadened the scope of our work to include a training center, targeted directly at jobseekers and community residents. Using its manufacturing expertise, JARC began implementing the Sectoral Model of workforce development: preparing job seekers for positions employers need to fill today.

By the 2000s, JARC became a leader and expert in job training and employer engagement. We began offering our Manufacturing Bridge Program to help lower skilled adults raise their math and reading scores to move into advanced training. With changes in the manufacturing sector, we began to focus its training on computer numerical control (CNC) and welding. And as more people came through our doors looking to start a career, we scaled up our financial support services - including financial coaching and public benefits screening - to help our participants meet their basic needs and build their wealth.

Existing Technical Environment Overview

The following infrastructure will be covered by the RFP. A list of desktops can be found in Appendix A.

Baltimore - 4910 Park Heights Ave, Baltimore, MD 21215

Dell PowerEdge T320, 6G, 2 instances, 6TB
Sonic Firewall TZ400, 2 - 24 port switches
1 wire access points

Main Bldg - 4432 N Ravenswood Ave, Chicago, IL 60640

Dell PowerEdge T710, 16G, 4 instances, 10TB
Dell PowerEdge T320, 4G, 1 instance
Sonic Firewall TZ400, 48 port switch
2 wireless access points

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Tech Center - 4222 N Ravenswood Ave, Chicago, IL 60640

Dell PowerEdge T320, 4G, 3 instances, 6TB
Sonic Firewall NSA220W, 2 - 24 port switches
1 wireless access point

Austin High School - 231 N Pine, Chicago, IL 60640

Internet access through High School
No servers, routers, or firewalls deployed
6 workstations, 1 laptop
Switches

Service Requirements

As part of this RFP the following managed services are the current priority items for JARC are:

PC/Workstation Management and Monitoring

- Software agent based 24x7x365 PC monitoring Service desk
- Automatic/Proactive Management of Incidents
- Preventive Maintenance
- Security – Windows Updates Preventive Maintenance & Security
- Software updates on Adobe, Java, etc.
- Automated hardware & software optimization (disk defrag, clear temp files, etc.)
- Malware & anti-virus software protection monitoring and management Rapid problem resolution
- PC systems documentation and performance reporting

Server Management & Monitoring

- Software agent based 24x365 server monitoring
- Preventive maintenance & security updates
- Guest host OS updates preventive maintenance & security
- Guest OS software updates
- Monitoring and management of server backup jobs
- Installation, configuration, and management of server software
- Adds/moves/changes to server domain users
- Active/Retired asset audit and reporting server systems documentation
- Performance reporting for malware & anti-virus software protection
- Server license management

Network & Firewall Management and Monitoring

- Monitoring and management of firewalls (24x365)
- Maintain firewall security protocols and VPN access

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- Firewall software upgrades configuration of secured VPN access for remote users and to outside systems
- Segregation of networks and systems as required for enhanced security
- Ensuring appropriate security protocols and access methods for all wireless access points
- Configuration and maintenance of network switches and other network infrastructure firewall configuration changes and updates

Location, Staff, and Anti-virus

- Nationwide coverage including locations in Chicago, and Baltimore
- Full daily backups (Veeam)
- Penetration testing twice a year with report to JARC
- Support of Office 365 for Word, Excel, PowerPoint, and Exchange
- Add/Changes to the environment for staff/users
- Anti-virus support (current software is Avast)
- Onsite support for troubleshooting and to install parts

- Helpdesk support for JARC staff, 33 people in Chicago & 10 in Baltimore
 - 8am - 5pm phone, remote control, and on-site support
 - Support for regular OS updates to Windows desktops
 - Remote control support (current software is ConnectWise)
- Quarterly meetings to discuss the following:
 - Review of firewall logs
 - Review of support cases
 - Successful test of a restore of each server
 - Review of backup logs

Maintain HIPPA, PCIA, 2 CFR 200 - UNIFORM ADMINISTRATIVE REQUIREMENTS, COST PRINCIPLES, AND AUDIT REQUIREMENTS FOR FEDERAL AWARDS, and OMB UNIFORM GUIDANCE requirements

- compliance on the firewalls and data storage
- Automated weekly and monthly status and performance reporting workstations
- Quarterly reviews for routers, switches, firewalls, access points, backups, and workstations

Company Requirements

JARC is a nonprofit organization that relies on its IT infrastructure to support training and career services. The infrastructure must be available to the staff and students on a daily basis. The details of this RFP and any information given to the vendors about JARC is considered confidential and not to be disclosed outside of the vendor.

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JARC uses Office 365 cloud services for Microsoft Office products including MS Exchange for email. The JARC computer assets include labs at each of the locations and the lab workstations are not in scope for this RFP. The workstations and laptops have are made by Dell (Qty 65), HP (Qty 12) and Lenovo (Qty 2). The operating systems in use are Win7 (32 & 64 bit), and Win10 (32 & 64 bit). JARC requires adherence to HIPPA, PCIA, 2 CFR 200 UNIFORM ADMINISTRATIVE REQUIREMENTS, COST PRINCIPLES, AND AUDIT REQUIREMENTS FOR FEDERAL AWARDS, and OMB UNIFORM GUIDANCE requirements

Applications

The following applications are run in the JARC environment.

| | | |
|--------------------|----------------|----------------------|
| Office 365 | ConnectWise | Veeam |
| QuickBooks | Avast | Deep Freeze |
| Adobe Flash Player | Adobe InDesign | Adobe Creative Cloud |
| CNC Easy Pro | | |

Budget Details

As listed in the summary, our budget for this project is \$3,000 per month. While we of course prefer the most cost-effective solution, all proposals that fall reasonably within this range will be considered and weighed based on their merits.

Vendor Selection

JARC will use multiple criteria to select the most appropriate IT services partner. We invite applicants to be as creative and thorough as possible when submitting an RFP. We will be evaluating IT service companies based on competency and support in the following areas:

Selection Criteria

- Nationwide coverage including coverage in Chicago, and Baltimore
- Expertise, monitoring, and support for firewalls, routers, servers, Win7, and Win10
- Onsite support for troubleshooting and to install parts
- Daily incremental backups and monthly full backups
- Antivirus support for workstations and servers
- Services and pricing to be itemized by
 - managed infrastructure (switches, routers, access points, and firewalls)
 - Help Desk support
 - Ad-hoc service requests
- Total cost of ownership per year

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- Knowledge of federal security guidelines (per 2 CFR 200)

Proposal Requirements

Proposals will be submitted with the following:

- Monthly pricing for a one (1) year contract and for a three (3) year contract
- Description of the services included in the quoted pricing
- Details and pricing for any fees or services required for the service
- Explanation of any pre-implementation or post-implementation services/pricing
- Identification of any additional services needed
- Infrastructure analysis to be performed during the RFP to include a list of remediation items. The list of items to include what is needed for the implementation and what is needed after the implementation.
- Hourly rate for services outside of the managed services contract

Vendors will identify all services, fees, pricing, or other costs required for the service for the first 3 years. This does not include any unknown or undefined projects, outages, parts, or ad-hoc requests. In order for JARC to fully understand your company and assess your ability to fulfill our IT service needs please include detailed responses to this RFP. See the timeline and details below.

Required Vendor Information for RFP

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?
3. Do you maintain office in Chicago and Baltimore?
4. Please describe your organization's experience in transitioning clients to cloud-based technologies from more traditional IT service models.
5. Please provide details of three current customer accounts that are similar in scope and requirements to those of JARC.
6. Please provide contacts at 3 organizations for JARC to contact as references.

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7. Please use Appendix B to fill in line item, or bundle pricing for each of the item/section.

Proposed Approach and Solution

1. Please provide a proposed work plan for a migration to your organization. Specifically, provide the following information on key activities, timing/schedule, resources/commitment expected from JARC, deliverables, and other decision points.

2. What JARC 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 JARC.

4. Please describe your experience in providing the following value-added services:

- a. Technology Roadmap
- b. Solution design
- c. On-demand Technology Training
- d. Managed Cyber Security
- e. IT policy review and development
- f. Implementation planning and guidance
- g. PC deployment
- h. On-site implementation of business applications
- i. Asset inventory management
- o. 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?

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.

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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 JARC 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.

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, 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.

| | |
|----------------------------------|--------------------------------------|
| Technology Roadmap | Solution design |
| IT policy review and development | Implementation planning and guidance |
| PC deployment | On-site implementation of business |
| appsAsset inventory management | Software licensing control |

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

No Obligation

The submission of a proposal shall not in any manner oblige JARC to enter into a contract or to be responsible for the costs incurred by your organization in responding to this request. JARC reserves the right to reject any and all proposals in its sole discretion, and to negotiate the terms of the contract, including the contract amount, with the selected respondent(s) prior to entering into a contract.

If none of the proposals are deemed acceptable, JARC reserves the right to seek additional proposals after the proposal date. The successful respondent will be required to comply with all Equal Opportunity laws and regulations as well as other federal, state, and local regulations.

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 JARC solely for the benefit of JARC.

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RFP & Project Timeline Details

RFP Sent: Tuesday, March 12, 2019

Responses Due: Thursday, April 11, 12:00 AM CDT, 2019

Send proposals to:

Jane Addams Resource Corporation

Attn: Barb Silnes

4432 N. Ravenswood Avenue

Chicago, IL 60640

* Electronic copies accepted: barb.silnes@jane-addams.org

Thank you for your interest in responding to this RFP with a proposal for IT services. If you have any questions, please contact Barb Silnes at barb-silnes@jane-addams.org. We look forward to your response.

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Appendix A

| Manufacturer | Model | Austin | Tech Cntr | Main | Baltimore | Totals |
|---------------------|----------------------|---------------|------------------|-------------|------------------|---------------|
| Dell | Inspiron 3558 | | | 8 | | 8 |
| Dell | Inspiron 3559 | | | 1 | | 1 |
| Dell | Inspiron 3650 | 4 | 6 | 6 | | 16 |
| Dell | Inspiron 3847 | | | 1 | | 1 |
| Dell | Inspiron 5559 | | | | 1 | 1 |
| Dell | Latitude E6440 | | | | 1 | 1 |
| Dell | Optiplex 3020 | | | 4 | 11 | 15 |
| Dell | Optiplex 3040 | | 1 | 7 | | 8 |
| Dell | Optiplex 3060 | | | 4 | | 4 |
| Dell | Optiplex 755 | | | 1 | | 1 |
| Dell | Optiplex 760 | 2 | | 1 | | 3 |
| Dell | Precision 3520 | | | | 1 | 1 |
| Dell | Precision Tower 3420 | | | | 2 | 2 |
| Dell | Vostro 5471 | | | 1 | | 1 |
| Dell | XPS 8900 | 1 | 1 | | | 2 |
| | | | | | | |
| HP | dc5750 | | | 3 | | 3 |
| HP | DC7800 | | | 1 | | 1 |
| HP | HP | | | 1 | | 1 |
| HP | Pro 3005 | | | 2 | | 2 |
| HP | Pro 6000 | | | 2 | | 2 |
| HP | Probook 4540 | 1 | | | | 1 |
| HP | DC7900 | | | 2 | | 2 |
| | | | | | | |
| Lenovo | 20B20011 | | | 1 | 1 | 2 |
| | | | | | | |
| | Total | 8 | 8 | 46 | 17 | 79 |

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Appendix B

| Service Listed in RFP | <Vendor Name> Monthly Price | 1 year | 3 year |
|--|--------------------------------|--------|--------|
| <u>PC/Workstation Management and Monitoring</u> | | | |
| Software agent based 24x7x365 PC monitoring Service desk | | | |
| Automatic/Proactive Management of Incidents | | | |
| Preventive Maintenance | | | |
| Security – Windows Updates Preventive Maintenance & Security | | | |
| Software updates on Adobe, Java, etc. | | | |
| Automated hardware & software optimization (disk defrag, clear temp files, etc.) | | | |
| Malware & anti-virus software protection monitoring and management Rapid problem resolution | | | |
| PC systems documentation and performance reporting | | | |
| | | | |
| <u>Server Management & Monitoring</u> | | | |
| Software agent based 24x365 server monitoring | | | |
| Preventive maintenance & security updates | | | |
| Guest host OS updates preventive maintenance & security | | | |
| Guest OS software updates | | | |
| Monitoring and management of server backup jobs | | | |
| Installation, configuration, and management of server software | | | |
| Adds/moves/changes to server domain users | | | |
| Active/Retired asset audit and reporting server systems documentation | | | |
| Performance reporting for malware & anti-virus software protection | | | |
| Server license management | | | |
| | | | |
| <u>Network & Firewall Management and Monitoring</u> | | | |
| Monitoring and management of firewalls (24x365) | | | |

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| | | | |
|---|--|--|--|
| Maintain firewall security protocols and VPN access | | | |
| Firewall software upgrades configuration of secured VPN access for remote users and to outside systems | | | |
| Segregation of networks and systems as required for enhanced security | | | |
| Ensuring appropriate security protocols and access methods for all wireless access points | | | |
| Configuration and maintenance of network switches and other network infrastructure firewall configuration changes and updates | | | |
| | | | |
| <u>Location, Staff, and Anti-virus</u> | | | |
| Nationwide coverage including locations in Chicago, and Baltimore | | | |
| Full daily backups (Veeam) | | | |
| Penetration testing twice a year with report to JARC | | | |
| Support of Office 365 for Word, Excel, PowerPoint, and Exchange | | | |
| Add/Changes to the environment for staff/users | | | |
| Anti-virus support (current software is Avast) | | | |
| Onsite support for troubleshooting and to install parts | | | |
| Helpdesk support for JARC staff, 33 people in Chicago & 10 in Baltimore | | | |
| 8am - 5pm phone, remote control, and on-site support | | | |
| Support for regular OS updates to Windows desktops | | | |
| Remote control support (current software is ConnectWise) | | | |
| Quarterly meetings to discuss the following: | | | |
| Review of firewall logs | | | |
| Review of support cases | | | |
| Successful test of a restore of each server | | | |
| Review of backup logs | | | |
| Maintain HIPPA, PCIA, and 2 CFR 200 and OMB Uniform Guidance compliance on the firewalls and data storage | | | |
| Automated weekly and monthly status and performance reporting workstations | | | |
| Quarterly reviews for routers, switches, firewalls, access points, backups, and workstations | | | |