

# REQUEST FOR PROPOSAL (RFP) For Information Technology Services LEADS

## 1. INTRODUCTION OF PROJECT:

LEADS invites qualified providers to submit a proposal for Professional Information Technology Services for a period beginning August 1, 2019 to July 31, 2020 with (2) optional one year extensions if agreed to by both LEADS and the selected IT Provider. In addition to ongoing continuous services the qualified IT Provider will also provide services to improve information technology effectiveness, enhance quality of services, minimize support costs and maximize our investment in IT Services.

## 2. PURPOSE AND OBJECTIONS:

LEADS is seeking a business partner to provide technical support for our IT infrastructure and to provide routine maintenance and related services. LEADS may also request assistance for special projects and consulting such a installation of software, short and long range planning and disaster recovery services.

## 3. SCOPE OF WORK:

Current technology infrastructure serves eight buildings and the following list of computers software and servers. **See Attachment A.**

- 24x7 monitoring of servers and critical network components
- 24x7 response to critical servers and infrastructure failures
- 24x7 monitoring of firewall
- Unlimited remote and onsite support at all locations
- Comprehensive backup including:
  - Local and cloud image based backups at all virtual machines
  - Cloud backups of documents on crucial workstations
  - Monthly restore viability tests
  - 10,000 GB Storage included
- Centralized Antivirus and Content Filtering
- PC Health Monitoring and Software Patching
- Corporate Class Email Archiving and Encryption
- Corporate Class Email Spam, Malware and Phishing Protection
- Proactive Dark Web Compromised Credential Monitoring
- Proactive Phishing Tests
- Documented Employee Security Training
- Industry Compliance Testing an Training
- Written and Tested Disaster Recovery Plan
- Business Reviews

- Monthly Reports on Backups, Patches and Updates
- Single Flat Rate
- Regular inspection of Network and File Server
- Regular/periodic cleaning and testing of backups by restore of test files
- Firewall Administration
- Provide support for new/replaced servers
- Provide labor and support for migration of network operating systems/files
- Provide labor for server support
- Monthly reports of network health and vitality
- Web access to reports on current status of service calls and projects
- Spy-ware monitoring, removal and cleaning
- Server down emergencies shall have a 2 hour or less response time
- Research for software and hardware solutions
- Provide as needed, research of technology needs for future growth essential to LEADS

**4. INVOICING PROCEDURES:**

LEADS requests that invoicing occur upon actual receipt of services. Although LEADS utilizes an expedient process, vendors are advised that it could take up to thirty (30 days) to process monthly invoices for payment.

**5. PRICING:**

- a. All prices offered herein shall be firm against any increase for the first twelve (12) months from the effective date of the proposed contract. Any contract price revisions shall be based on industry price changes and supported by adequate detail to document same.
- b. Price revisions shall not be allowed or implemented without the prior consent of LEADS.
- c. If price adjustments are requested pursuant to the terms of the contract, the contractor must notify LEADS ninety (90) days prior to the current year's contract expiration date.
- d. LEADS reserves the right to accept or reject within 30 days after the request for a price increase.
- e. In the event of industry wide price decrease for any product during the term of this proposed contract, the successful proposer will reduce the price of the product by the same percentage reduction as such industry wide price decrease.

**6. Contract Term:**

LEADS intends to issue a one year award. Upon the mutual agreement of the provider(s) and LEADS, award may be extended for up to two (2) additional one year renewals. This may result in a total of three (3) years. The renewal option is at the sole discretion of

LEADS. LEADS reserves the right to not renew this agreement or to cancel this contract if grant funds are not received. LEADS will give a 30 day written notice to the IT Company.

**7. PROPOSAL REQUIREMENTS:**

The following information shall be required in the RFP submittal:

1. Letter of Transmittal- the letter is not intended to be a summary of the proposal itself and must contain the following statements and information:
  - a. Company name, address, and telephone number(s) of the firm submitting the proposal.
  - b. Name, title, address, e-mail address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.
  - c. Federal and state taxpayer identification numbers of the firm.
  - d. Briefly state your understanding of the services as specified.
  - e. The letter must be signed by a corporate officer or other individual who is legally authorized to bind the applicant to both its proposal and cost schedule.
  - f. Statement which indicated "proposal due date and will become part of the contract that is negotiated with LEADS."
  - g. General Vendor Information – Please provide the following information:
    - i. Length of time in business
    - ii. Length of time in business of providing proposed services
    - iii. Total number of clients
    - iv. Total number of public sector clients
    - v. Number of full-time personnel in:
      - vi. Consulting
      - vii. Installation and training
      - viii. Sales, marketing and administrative support
      - ix. Location of headquarters and any field offices
      - x. Location of office which would service this account
2. Describe how your firm is positioned to provide the services listed above and provide a history of experience on providing similar services.
3. Describe your approach to providing these services and your methodology for providing ongoing support.
4. Provide the name, title, address and telephone number of three references for clients whom you have provided similar services. Please provide information referencing the actual services provided, customer size (number of users), and the length of tenure providing services to this client.
5. Staff Resources – Identify names of principals and the key personnel who will actually provide the information technology services. Summarize the experience and technological expertise of these staff. Describe the role and responsibilities that each of these individuals will have. Full resumes of these individuals should be appended to

the proposal. The local availability of staff that will be providing these services shall be an important consideration.

6. Beyond the scope of this RFP, what services (related or otherwise) does your organization provide that may be of interest to LEADS.
7. Proposal Summary- Summarize your proposal and your firm's qualifications. Additionally you may articulate why your firm is pursuing this work and how it is uniquely qualified to perform it. Include other pertinent information that helps LEADS to determine your overall qualifications. Your proposal summary is not to exceed two pages.

**8. EVALUATION CRITERIA AND METHOD OF AWARD:**

It is the intent of the LEADS to conduct a comprehensive, fair and impartial evaluation of proposals received. Award shall be made to the provider that is believed by staff to be the best fit for LEADS. LEADS reserves the right to reject any and all proposals for any reason or no reason. Final selection will be based on a combination of relevant experience, available qualified staff, schedule of rates and ability to meet LEADS needs. Final approval will be made by LEADS.

**9. TIMELINE FOR RFP PROCESS:**

The timeline listed below is LEADS estimation of time required to complete the RFP process. All efforts shall be made to abide by this schedule but it may change due to different circumstances. All proposals must be sent to LEADS in a sealed envelope. This will not be a public bid opening.

**LEADS  
Attn: Ken Kempton  
159 Wilson Street  
Newark, Ohio 43055**

**Advertise RFP Notification:** Week ending June 14, 2019

**Receive Proposals:** June 21, 2019 – 4:30 pm

**Meet to review:** Week ending June 28, 2019

**Notice to Bidders:** July 1, 2019

**Notice to Proceed:** July 1, 2019

**Contact:**

**Ken Kempton        740-345-0095**

**kkempton@leadscaa.org**

# ATTACHMENT A

Location	Computer Name	Agent Type	Agent OS
159 Wilson	LEADSFISCALSERV	VM	Microsoft Windows Server 2012 R2 Standard x64
159 Wilson	LEADSSERVER2016	VM	Microsoft Windows Server 2012 R2 Standard x64
159 Wilson	WIN-989C303SGV9	Physical Server	Microsoft Windows Server 2012 R2 Standard x64
159 Wilson	LEADS-REPLICA	Physical Server	Microsoft Windows Hyper-V Server 2012 R2 x64 core
159 Wilson	LEADSHSSERVER	VM	Microsoft Windows Server 2003 R2 Standard Edition
159 Wilson	LEADSPM	VM	Microsoft Windows Server 2003 Standard Edition
159 Wilson	KEN-LAPTOP	Laptop	Microsoft Windows 10 Pro x64
159 Wilson	RAMONA	WorkStation	Microsoft Windows 8.1 x64
159 Wilson	KEN	WorkStation	Microsoft Windows 10 Home x64
159 Wilson	TGROVES-2015	WorkStation	Microsoft Windows 7 Professional x64
159 Wilson	WILSON-KITCHEN	WorkStation	Microsoft Windows 10 Home x64
159 Wilson	MELISSA	WorkStation	Microsoft Windows 8.1 x64
159 Wilson	FISCALPC-1	WorkStation	Microsoft Windows 7 Professional x64
159 Wilson	DEBBIE	WorkStation	Microsoft Windows 8.1 x64
159 Wilson	DESKTOP-KPHB28F	WorkStation	Microsoft Windows 10 Pro x64
159 Wilson	FISCAL1	WorkStation	Microsoft Windows 10 Pro x64
159 Wilson	FISCAL2	WorkStation	Microsoft Windows 10 Pro x64
159 Wilson	FISCAL3	WorkStation	Microsoft Windows 10 Pro x64
159 Wilson	FISCAL4	WorkStation	Microsoft Windows 10 Pro x64
159 Wilson	CRYSTAL	WorkStation	Microsoft Windows 10 Pro x64
159 Wilson	FSW	WorkStation	Microsoft Windows 8.1 Enterprise x64
Head Start-Buckeye Lake	CHELSEA	WorkStation	Microsoft Windows 10 Home x64
Head Start-Buckeye Lake	SHERRY	WorkStation	Microsoft Windows 10 Home x64
Head Start-Delaware	KRISTEN	WorkStation	Microsoft Windows 10 Home x64
Head Start-Delaware	LISA	WorkStation	Microsoft Windows 8 x64
Head Start-Delaware	MELANIE-PC	WorkStation	Microsoft Windows 10 Home x64
Head Start-Delaware	MARIE	WorkStation	Microsoft Windows 10 Home x64
Head Start-Delaware	HOMEBASED	WorkStation	Microsoft Windows 10 Home x64
Head Start-Delaware	CHARLENE	WorkStation	Microsoft Windows 10 Home x64
Head Start-Delaware	MARILYN	WorkStation	Microsoft Windows 10 Home x64
Head Start-Delaware	HATCH-PC	WorkStation	Microsoft Windows 10 Pro
Head Start-Marysville	FSW-PC	WorkStation	Microsoft Windows 10 Home x64

Head Start-Marysville	DELAWAREFSW-PC	WorkStation	Microsoft Windows 10 Home x64
Head Start-Marysville	TERI	WorkStation	Microsoft Windows 10 Home x64
Head Start-Marysville	MARYSVILLE	WorkStation	Microsoft Windows 10 Home x64
Head Start-Marysville	HATCH-PC	WorkStation	Microsoft Windows 7 Professional
Head Start-Marysville	MVKITCHEN	WorkStation	Microsoft Windows 10 Home x64
Head Start-Marysville	HATCH-PC	WorkStation	Microsoft Windows 10 Pro
Head Start-Marysville	HATCH12-LC	WorkStation	Microsoft Windows 10 Pro
Head Start-Marysville	HATCH-PC	WorkStation	Microsoft Windows 10 Pro
Head Start-Newark	TRAINING-PC2	Laptop	Microsoft Windows 7 Home Premium x64
Head Start-Newark	TRAINING-PC4	Laptop	Microsoft Windows 7 Home Premium x64
Head Start-Newark	TRAINING-PC6	Laptop	Microsoft Windows 7 Home Premium x64
Head Start-Newark	TRAINING-PC	Laptop	Microsoft Windows 7 Home Premium x64
Head Start-Newark	TRAINING-PC5	Laptop	Microsoft Windows 7 Home Premium x64
Head Start-Newark	TRAINING-PC3	Laptop	Microsoft Windows 7 Home Premium x64
Head Start-Newark	HSBARBEMLER	WorkStation	Microsoft Windows XP Professional
Head Start-Newark	MARIANNE	WorkStation	Microsoft Windows 10 Home x64
Head Start-Newark	SHERRY	WorkStation	Microsoft Windows 8.1 x64
Head Start-Newark	KRISTEN	WorkStation	Microsoft Windows 8.1 x64
Head Start-Newark	DOM	WorkStation	Microsoft Windows 10 Home x64
Head Start-Newark	CINDY	WorkStation	Microsoft Windows 10 Home x64
Head Start-Newark	DEE	WorkStation	Microsoft Windows 10 Home x64
Head Start-Newark	JANET	WorkStation	Microsoft Windows 7 Home Premium x64
Head Start-Newark	STEPHANIE	WorkStation	Microsoft Windows 10 Home x64
Head Start-Newark	MEGAN	WorkStation	Microsoft Windows 7 Home Premium x64
Head Start-Newark	SHAWN	WorkStation	Microsoft Windows 8.1 x64
Head Start-Newark	ANGELAS	WorkStation	Microsoft Windows 10 Home x64
Head Start-Newark	HATCH-PC	WorkStation	Microsoft Windows 10 Pro
Head Start-Newark	HATCH-PC	WorkStation	Microsoft Windows 7 Professional
Head Start-Newark	HATCH-PC	WorkStation	Microsoft Windows 10 Pro
Head Start-Newark	HATCH-PC	WorkStation	Microsoft Windows 7 Professional
Head Start-Newark	HATCH-PC	WorkStation	Microsoft Windows 7 Professional
Head Start-Newark	HATCH-PC	WorkStation	Microsoft Windows 10 Pro
Head Start-Newark	FSW	WorkStation	Microsoft Windows 8.1 x64
Head Start-Newark	STATION3	WorkStation	Microsoft Windows XP Professional
Head Start-Newark	CHELSEA	WorkStation	Microsoft Windows 10 Home x64
Head Start-Newark	LISA	WorkStation	Microsoft Windows 10 Home x64
Head Start-Newark	BUD	WorkStation	Microsoft Windows 7 Home Premium x64

Head Start-Newark	SANDY	WorkStation	Microsoft Windows 8 x64
Head Start-Newark	JOANN	WorkStation	Microsoft Windows 10 Home x64
Head Start-Newark	FSW-NICOLE	WorkStation	Microsoft Windows 10 Pro x64
Head Start-Newark	LEADS	WorkStation	Microsoft Windows 10 Home x64
Head Start-Newark	TERESA	WorkStation	Microsoft Windows 10 Home x64
Head Start-Utica	UTICAFSW	WorkStation	Microsoft Windows 10 Home x64
Head Start-Utica	DULCENEA	WorkStation	Microsoft Windows 10 Home x64
Head Start-Utica	HATCH-PC	WorkStation	Microsoft Windows 7 Professional
Head Start-Wilson	WS01	WorkStation	Microsoft Windows 10 Pro x64
Paul Marsh Center	LEADS	Laptop	Microsoft Windows 7 Home Premium x64
Paul Marsh Center	LEADS2-PC	Laptop	Microsoft Windows 7 Professional x64
Paul Marsh Center	LEADS105-PC	Laptop	Microsoft Windows 7 Professional x64
Paul Marsh Center	LEADS3-PC	Laptop	Microsoft Windows 7 Professional x64
Paul Marsh Center	DOUGPEARL-PC	Laptop	Microsoft Windows 10 Pro x64
Paul Marsh Center	LEADS106-PC	Laptop	Microsoft Windows 7 Professional x64
Paul Marsh Center	LEADS107-PC	WorkStation	Microsoft Windows 7 Professional x64
Paul Marsh Center	TERRY-PC	WorkStation	Microsoft Windows 10 Pro x64
Paul Marsh Center	MARY-PC	WorkStation	Microsoft Windows 10 Pro x64
Paul Marsh Center	LEADS101-PC	WorkStation	Microsoft Windows 7 Professional x64
Paul Marsh Center	PAULMARSH1	WorkStation	Microsoft Windows 10 Pro x64
Paul Marsh Center	PAULMARSH2	WorkStation	Microsoft Windows 10 Pro x64
Paul Marsh Center	PAULMARSH3	WorkStation	Microsoft Windows 10 Pro x64
Paul Marsh Center	PAULMARSH4	WorkStation	Microsoft Windows 10 Pro x64
Svc Center-Buckeye Lake	LEADS103-PC	WorkStation	Microsoft Windows 7 Professional x64
Svc Center-Buckeye Lake	BUCKEYELAKE1	WorkStation	Microsoft Windows 10 Pro x64
Svc Center-Pataskala	HP2000	Laptop	Microsoft Windows 8 x64
Svc Center-Pataskala	LEADS100-PC	WorkStation	Microsoft Windows 10 Pro x64
Svc Center-Pataskala	PATASKALAI	WorkStation	Microsoft Windows 10 Pro x64