Request for Proposal Template

Outsourced Information Technology & Managed Services

ISSUED DATE:
Submission Date: November 30, 2016 by 5:00PM PST

RFP COORDINATOR:
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# Table of Contents

1. Request for Proposal (RFP) ........................................................................................................................................ 3
2. Introduction to Nevadaworks .................................................................................................................................. 3
3. Overview of Current Nevadaworks Technical Environment ..................................................................................... 3
4. Value Added Service Requirements .......................................................................................................................... 3
5. Selection Criteria ....................................................................................................................................................... 4
6. Response Contents and Format .................................................................................................................................. 4
7. Information Requirements ......................................................................................................................................... 5
8. Corporate Information .................................................................................................................................................. 5
9. Proposed Approach and Solution ............................................................................................................................... 5
10. Support .......................................................................................................................................................................... 6
11. Financials .................................................................................................................................................................... 6
12. Communications and Response ................................................................................................................................ 7
13. Notification of Intent to Respond and Clarification Questions ................................................................................ 8
14. Response Delivery Instructions ................................................................................................................................ 8
15. Vendor Presentations .................................................................................................................................................. 8
16. Key Dates .................................................................................................................................................................. 8
17. No Obligation .............................................................................................................................................................. 8
18. Agreement of Non-Disclosure ................................................................................................................................ 8
19. No Guarantee ............................................................................................................................................................. 8
20. IT RFP Evaluation Scorecard .................................................................................................................................. 8
1 Request for Proposal (RFP)
Nevadaworks invites you to respond to this Request for IT Services. The focus of the RFP is to select a single organization to provide IT managed services to Nevadaworks over a period, beginning on January 1, 2017, and ending no later than December 31, 2017. Following the initial term, there is a possibility to renew this contract for multiple terms.

2 Introduction to Nevadaworks

3 Overview of Current Nevadaworks Technical Environment

- John Thurman, CEO is the primary contact
- There are 10 users
- It is a PC and MAC environment. Windows 7 and OSX. Bootcamp and VMWare. 11 — Macs, 7 PC laptops, and 1 PC desktop
- There are currently two servers. Dell PowerEdge T310, Dell Fundware Server
- Servers located in house
- Network is an Ethernet and wireless (Apple Airport Extreme).
- Backup is automated using Cloudberry with Amazon cloud storage
- Software is current MS Office 365, Adobe Acrobat, Vipre Anti-Virus, and it is believed a hardware update is due
- Oxford SMB is the current IT provider

4 Value Added Service Requirements
As part of this RFP, the following services are the current priority items for Nevadaworks:

- Remote 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 — 24/7 monitoring of Nevadaworks’ 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, break fixes and installation** — Planned and on-call services, including emergency response to server issues.

• **Technical support** — Ability to support Nevadaworks' 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.

• **Image development and management services** — Assistance in planning and designing standard images.

• **Image loading** — Prior to delivery and installation.

• **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 of non-image 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** — Oversight of automatic renewal of software applications and maintenance of appropriate documentation.

• **Warehousing** — Maintain an inventory of standard stock units on behalf of Nevadaworks.

5 **Selection Criteria**

Nevadaworks 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

6 **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 vendor.
7 Information Requirements

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

8 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 your organization been in this business and what is your current market share?
3. In what cities do you maintain offices?
4. Indicate the number of employees in your organization. How many of those are dedicated to account management and/or technical support?
5. Please describe your relationships and experience with manufacturers and major distribution partners in the technology marketplace.
6. What differentiates your organization from your competitors in the marketplace and how will this be relevant to us?
7. Please describe your organization’s experience in transitioning clients to public or private cloud technology from more traditional IT service models.
8. Please provide details of three current customer accounts that are similar in scope and requirements to those of Nevadaworks.

9 Proposed Approach and Solution

1. Please provide a proposed work plan for a migration to your organization as a Nevadaworks preferred vendor. Specifically, provide the following information:
   i. Key activities
   ii. Timing
   iii. Information/resource requirements from Nevadaworks
   iv. Deliverables
   v. Key milestones, checkpoints, and other decision points
2. If we elect to move forward with your organization, what Nevadaworks 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 Nevadaworks.
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. Image development and management services
n. Image loading
o. Configuration
p. PC deployment
q. On-site implementation of business applications
r. Asset inventory management
s. Life cycle management of hardware units
t. Software licensing control
u. Warehousing

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?

10 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 Nevadaworks 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.

11 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 United States 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.

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. Image development and management services
n. Image loading
o. Configuration
p. PC deployment
q. On-site implementation of business applications
r. Asset inventory management
s. Life cycle management of hardware units
t. Software licensing control
u. Warehousing

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

12 Communications and Response

John Thurman is the designated Nevadaworks representative for this initiative. For any information relative to this RFP, please direct all inquiries to his contact information is as follows:

John H. Thurman, CEO
Nevadaworks

jthurman@nevadaworks.com
775-284-1332
13 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.

14 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 the close of business (5:00 pm ET) on the Proposals Due date indicated in the Key Dates table below.

15 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 Nevadaworks at 6490 S. McCarran Blvd, Building A, Suite 1, Reno, NV 89509 and we will endeavor to provide the successful firms with as much advance notice as possible.

16 Key Dates  
<table>
<thead>
<tr>
<th>Event</th>
<th>RFP Issued</th>
<th>Intent to Respond and Questions Due</th>
<th>Answers Provided</th>
<th>Proposals Due</th>
<th>Presentations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>11/9/2016</td>
<td>11/16/2016</td>
<td>As Received</td>
<td>11/30/2016</td>
<td>By Invitation</td>
</tr>
<tr>
<td>Time</td>
<td>12:00PM</td>
<td>5:00PM</td>
<td></td>
<td>5:00PM PST</td>
<td>TBD</td>
</tr>
</tbody>
</table>

17 No Obligation  
The submission of a proposal shall not in any manner oblige Nevadaworks to enter into a contract or to be responsible for the costs incurred by your organization in responding to this request.

18 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 Nevadaworks solely for the benefit of Nevadaworks.

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

20 IT RFP Evaluation Scorecard  
Before giving to reviewers the Procurement Team Leader should enter each evaluation criteria to be scored in the 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 criterion (since "5" is the highest score).
Reviewers must check one score (0-5) for each criterion. Multiplying the marked score by the multiplier will result in the total points awarded for that criterion.

<table>
<thead>
<tr>
<th>NAME OF BIDDER:</th>
<th>RFP TITLE:</th>
<th>NAME OF REVIEWER:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Score Unsatisfactory</td>
<td>0 pts</td>
<td>Score Satisfactory</td>
</tr>
<tr>
<td>EXAMPLE - 1</td>
<td>XX</td>
<td>(x 5)</td>
</tr>
<tr>
<td>EXAMPLE - 2</td>
<td>XX</td>
<td>(x 2)</td>
</tr>
<tr>
<td>EXAMPLE - 3</td>
<td>XX</td>
<td>(x 1)</td>
</tr>
</tbody>
</table>

1. Industry expertise and experience (x __)

2. Demonstrated customer service quality and support (x __)

3. Previous relevant experience (x __)

4. Vendor strength and stability (x __)

5. Account management (x __)

6. Reporting capabilities (x __)
| 7. Financial considerations | | | | | (x __) |

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