



THE CHAMBER
colorado springs

Request for Proposal
For
Technology Support Services

The Greater Colorado Springs Chamber of Commerce
6 S. Tejon Street, Suite 700
Colorado Springs, CO 80903

Proposals due by 5:00 pm, November 30, 2009

RFP Release Date:	October 31, 2009
Open House	November 17, 2009
Deadline for Receipt of Written Inquiries:	November 20, 2009
Deadline for RFP Distribution	November 21, 2009
Proposal Due Date	November 30, 2009
Anticipated Contract Award	January 1, 2010

The Greater Colorado Springs Chamber of Commerce is nonprofit membership organization with a staff of 20 with additional support by interns.

Situation:

The Chamber is accepting proposals for Technology Support Services Provider in accordance with the included specifications, terms, and conditions shown in this Request for Proposal (RFP). The Chamber presently utilizes 2 servers and has approximately 25 workstations. We are seeking to contract an established and qualified IT firm to provide constant technology support for both the network (servers) and the individual workstations.

Definition:

The Greater Colorado Springs Chamber of Commerce shall hereafter be referred to as ‘The Chamber’. The successful bidder for the Technology Support Services Provider shall hereafter be called ‘The Firm’.

Eligibility to Bid:

IT support companies must be members of the Chamber in good standing or submit a completed application for membership along with the proposal. Proposals from non-members not accompanied by a membership application will not be considered. The Firm shall maintain an active Chamber membership for the duration of the contract. The Firm must also have a local physical office in the Colorado Springs, Pikes Peak Region.

Single Entity Provider:

For ease of administration and clarity of communication, the Chamber is seeking to contract a single provider for these technology support services. Proposals from partnerships, strategic alliances, collaboration or joint ventures shall not be considered.

Open House:

The Chamber shall conduct an open house on November 17, 2009 from 9 am to 4 pm. Bidders shall be given the opportunity to review the Chamber's computer network to assist in preparing their bids. You are required to schedule your time of visit by calling Julie Swanson at 575-4306.

Late Proposals:

Proposals arriving after the specified date and time will not be considered, nor will late proposals be opened. Each consultant assumes responsibility for timely submission of its proposal.

Withdrawal or Modifications of Proposals:

Any proposal may be withdrawn or modified by a written request signed by the consultant and received by the Chamber prior to the final time and date for the receipt of proposals. Once the deadline is past, consultants are obligated to fulfill the terms of their proposal.

Proposal Acceptance and Rejection:

The Chamber reserves the right to accept any proposal, to reject any and all proposals if said rejection is deemed in the best interest of the Chamber, to call for new proposals, and to award the contract to other than the lowest proposal if deemed "proposal most advantageous to the Chamber".

Scoring Criteria:

The Chamber will place an emphasis on demonstrated proficiency with the systems maintained, past performance with similar sized clients, durability of the business model and innovation/recommendations to the IT support to our staff. The Chamber reemphasizes this is not a proposal that necessarily values the lowest bidder. The Chamber is interested in a "best value" proposal.

Proposal Evaluation and Award:

Evaluation will be made on the basis of the criteria noted below. Award will be made to the consultant whose proposal is determined to be the most advantageous to the Chamber. The Chamber will enter into a contract with the successful consultant for the specified products, services, and performance period. Bidders not selected by the Chamber shall be notified in writing. Nothing herein shall obligate the Chamber to award a contract to any responding consultant. After the award of the contract, the Chamber will provide, upon request, a post award meeting to provide feedback.

Term of Contract:

The term of the contract will be for one year, commencing upon contract execution. The contract may be extended by yearly increments for a total of two additional performance years. No auto-renewal clause will be accepted.

GUIDELINES FOR PROPOSAL:

The following guidelines are provided for standardizing the preparation and submission of proposals. The intent is to assist respondents in the preparation of their submissions and to assist the Chamber by simplifying the review process providing standards for comparison of submissions.

Statements submitted in response to this RFP shall include a complete response to the requirements in this section in the order presented. Statements should be a straightforward delineation of the respondent's capability to satisfy the intent and requirements of this RFP, and should not contain redundancies and conflicting statements.

Include references and testimonials from similar size clients. Provide a track record of at least 5 years of performance as this entity.

Proposals shall be printed double sided, submitted on 8-1/2" x 11" recycled paper, with easy to read font size and style. Pages shall be numbered and tabbed. Tabbed dividers should separate and identify the response items described below. One signed original, four (4) hard copies, and one CD copy of the proposals should be submitted to The Chamber by 5:00 pm, November 30, 2009. Proposal shall be submitted in a sealed envelope clearly marked Technology Support Service Proposal and addressed to:

Julie Swanson
Administrative Assistant to the CEO
The Greater Colorado Springs Chamber of Commerce
6 S. Tejon Street, Suite 700
Colorado Springs, CO 80903

Background

The Chamber currently runs two Windows 2003 servers with workstations running Windows 2000 or Windows XP Professional. These workstations connect via basic network shares to the server which serves as a basic file server and Great Plans financial software server. The Chamber is connected to the Internet via a T-1 line provided by Peak Communications.

Required services – overview

The selected firm will be required to

- Maintain the Chamber’s servers – to include 24/7 monitoring
 - The Chamber will rely on the Firm to provide preventative maintenance and network monitoring, so that the Chamber staff will have a stress free experience and have constant access to their information.
 - The Firm will be solely responsible for the maintenance of the network without any assistance from Chamber staff. Work not able to be done virtually will be expected to be done in house.
 - Maintenance which is anticipated to disrupt staff access to the network is expected to be done AFTER HOURS with appropriate clearance from the Administrative Assistance to the CEO.
- Provide Data Back-up (and Archiving) on a regular basis
 - The Chamber presently utilizes a disk to tape solution but desires to use the most appropriate (reliable and secure) method. Please describe your recommended back-up solution.
 - The Chamber will also need access to current and archived emails in the event that the server becomes inaccessible at any point within 30 minutes.
- Secure the Chamber’s information/database against external influences.
 - This should include protecting against incoming emails and received files (spyware, viruses, spam, pop-ups etc.)
 - The integrity of the Chamber’s data held on their servers should also be protected against all outside intruders
- Provide disaster recovery
 - In the untimely event that the network crashes, the Chamber expects to have access to all data stored previously on the server.
 - The Chamber also expects to have the server back to normality within 30 minutes
- Maintain the Chamber’s workstations – to include 24/7 monitoring

- The Chamber will rely on the Firm to provide preventative maintenance and system monitoring, so that the Chamber staff will have constant access to their information.
 - The Firm will be solely responsible for the maintenance of all the Chambers computers without any assistance from Chamber staff. Work not able to be done virtually will be expected to be done in house.
 - Maintenance which is anticipated to disrupt staff access to their computers is expected to be done AFTER HOURS with appropriate clearance from the Administrative Assistance to the CEO.
 - Regular maintenance of workstations should include defragmentation, disk cleanup, virus and spyware definitions updating, and critical updates to include Windows and Microsoft Office.
 - Workstations hardware should also be monitored and recommendations made for necessary upgrading. The upgrading of computers will also be done by the Firm.
 - Cost of repairs above general maintenance must be approved by the Administrative Assistance to the CEO.
 - Work with Chamber Staff on budget concerning life-cycle replacements, upgrades, server replacement, backup systems, and etc.
- Significantly improve information technology (IT) effectiveness, enhance its quality of services, minimize its support cost, and maximize return on investment in IT

Required services - details

The following details the services to be provided to the Chamber in the area of information services

1. Initial Assessment – Compile/update inventory of all information technology related assets, assess system architecture and current processes, and make recommendations for improved IT system performance.

2. Desktop Applications Support –

- Performs basic support functions including installing PCs, laptops, PDAs, printers, peripherals, and office automation software; diagnosing and correcting desktop application problems, configuring laptops and desktops for standard applications and

identifying and correcting end user hardware problems, and performing advanced troubleshooting.

- Maintain an up-to-date inventory of all computer related hardware. Make recommendation for software and hardware purchases. Assist in development of software/hardware policies and procedures.

3. Server Administration Services –

- Managing computer systems and networks to include complex application, database, messaging, web and other servers and associated hardware, software, communications, operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system.
- Ensure that scheduled preventive maintenance for equipment is properly and promptly performed; maintain the maintenance records on the equipment; develop operations, administrative, and quality assurance back-up plans and procedural documentation.
- Setup new users and edit or remove existing users on server.
- Server performance and capacity management services with reporting when specified thresholds are reached.
- Configuration management, including changes, upgrades, patches, etc.
- Support of Great Plains financial software and other specialized software products of the Chamber as it relates to the server(s) and associated hardware.
- Management of user logins and security.
- Coordinate repair and maintenance work to ensure repairs are conducted in a timely fashion.

4. Network Administration Services – Scope of activity includes the entire Chamber's network equipment including switches, firewalls, routers, and other security devices.

- Primary installation and maintenance of printers, network copiers/scanners, etc.
- Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades.
- Alert notifications to designated Chamber personnel in the event of failure.
- Complete proactive monitoring of network equipment including bandwidth utilization, and other performance indicators, with reporting when specified thresholds are reached.
- Network performance and capacity management services, and network troubleshooting.
- Maintain network documentation and procedures.

5. Security –

- Maintenance of virus detection programs on the Chamber’s servers, email and all other Chamber computers and laptops.
- Perform security audits as requested and notify the Chamber personnel immediately of suspected breaches of security or intrusion detection.
- Configure the Chamber’s system to enable remote access in a secure environment and provide remote access administration as requested by designated Chamber personnel.

6. Strategic Planning –

- Engineering, planning, and design services for major system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc.
- Provide technical leadership for server technology issues.
- Make recommendations for future purchasing and technology needs.
- Install new servers, software and hardware and transfer data when acquired. Strategic planning, design, and installation/upgrade of core network systems. Examples include major network upgrades, provider changes, IP schema redesign, installation of “core” network devices, etc.

Describe your approach to providing these services and your methodology for providing on-going support.

- Support Services – Please answer the following:
 - Is help desk support available?
 - When is support available?
 - How are charges for support structured, documented, and tracked?
 - Please describe your problem escalation process, including:
 - Initial problem identification (hand-off from help desk)
 - Triage for priority and severity of problem
 - Steps for resolving problem escalation when a solution is not forthcoming or when an implemented solution is unsatisfactory
 - Final authority regarding conflicts
 - Indicate your response time and goal and also your statistics regarding meeting that goal.
- Beyond the scope of this RFP, what services (related or otherwise) does your organization provide that may be of interest to the Chamber?