

**REQUEST FOR PROPOSALS
COMPUTER SERVER, COMPUTER SUPPORT SERVICES AND
TRANSITION TO CLOUD BASED SERVICES AND BACKUP**

Deadline for Proposal Submittal

The proposal deadline is 4:00 pm on December 18, 2020. Submit a digital copy to:

Eliza LoPresti
elopresti@rivercog.org

Background

RiverCOG is seeking an IT consultant to maintain our office computer network including email, file sharing, remote access, equipment, file backup and network security. The selected IT consultant will ensure smooth and reliable computer network operations with minimal interruptions to staff productivity, through preventive maintenance and upgrades, and regular reviews of hardware and security and backup approaches.

In early 2020 RiverCOG was hit by a ransomware attack that left the agency without adequate email and file access. Later in the year we had a preventable server drive failure that had the same effect on productivity. For these reasons RiverCOG is considering proposals from qualified IT consultants for proactive approaches to and on-going maintenance and service of its computer network, and for a transition from an on-site to cloud based approach for email, shared file storage, and backups.

RiverCOG is a small government agency, currently with less than ten employees, all of whom are working a combination of on- and off-site. Present business tools include MS Windows 10, MS Office 2019 Products, Splashtop Business remote access, Zoom and multiple types of software such as Arc GIS, Quickbooks, Adobe products and more. RiverCOG may have access to discounted software and subscriptions via TechSoup. All equipment, licenses, software, hardware, etc. is to be owned and purchased by RiverCOG and maintained by the chosen vendor in RiverCOG's name.

Objective

RiverCOG requests proposals for both the on-going labor of maintaining and servicing our computer network and the capital and labor costs for transitioning to more resilient approaches to email, shared files and calendar, and backups. In addition to submitting a fully conforming response, vendors are encouraged to demonstrate innovation through unique abilities, features, functions, approaches or services. RiverCOG would like an understanding of each vendor's full capabilities. Please share your response and costs associated with the following:

- Ongoing preventative maintenance, regular maintenance and repair of all technology-based equipment, hardware, software, network, etc.
- Proactive security check-ups to include an annual report on the state of RiverCOG security and suggestions for upgrades, if necessary
- Vulnerability testing
- Business continuity and disaster recovery plans/service capabilities

- Cost of procurement, transition and staff training on Microsoft 365/Teams or suggestion of and rationale for another cloud-based technology to replace Exchange Server and MS Office 2019.
- Cloud based and/or other types of secure back-up systems and thorough explanation of data location and ease of emergency access
- Remote access capability for all employees
- Maintain a general inventory of RiverCOG's devices, licenses, passwords and other information as requested in a shared document
- Annual IT budget submission with recommended equipment, software, and security upgrades

Please provide details on the following vendor services, methodology, background etc.

- Overview of services
- Number of customer service hours allotted to RiverCOG per month for training, troubleshooting and general maintenance.
 - Include policy for on-site visits and on-call fees.
 - Technology training and onboarding services
- Detailed, itemized explanation of exactly what is included in monthly cost of service
- Cybersecurity compliance and monitoring solutions and preferred tools
- Future ability to handle special projects such as moving locations, reconfiguration of equipment or installation of additional equipment
- Number of staff members, contractors and locations
- Current references

Selection Process

Interested firms are strongly encouraged to schedule a visit to the RiverCOG premises to conduct an inventory of RiverCOG equipment and understand office requirements and systems (please review Attachment A prior to visiting). Visits must be scheduled via email to elopresti@rivercog.org prior to December 11, 2020 to ensure they can be accommodated. All visitors must be in good health, without any symptoms of illness, and without confirmed or suspected exposure to COVID-19. Masks are required to be worn while on the RiverCOG premises.

The selection committee will evaluate the proposals. Selection of a vendor will be based on:

- Relevant experience and expertise
- Appropriateness and reasonableness of proposal
- References
- Cost
- Accessibility to RiverCOG office
- Willingness to work with RiverCOG staff to train them on new services, procedures and cloud-based services

Lowest cost will not be the sole determining factor in selecting a vendor. RiverCOG reserves the right to reject any or all responses.

Any modification to the RFP will be posted on the RiverCOG website. All questions on the RFP should be emailed to Eliza LoPresti elopresit@rivercog.org. Answers to submitted questions will be provided by email and the question and answer will also be posted to the website. The identity

of the individual or company asking the question will not be posted. We recommend checking the website regularly for the latest questions and answers on the RFP.(<https://rivercog.org/public-notices/>)

Timeline

RFP Issue Date – November 16, 2020

Deadline for Site Visits – December 11, 2020

Proposals Due – December 18, 2020, 4:00 P.M.

Vendor Shortlist Announcement – December 28, 2020

Vendor Interviews – January 4 - 8, 2021

Vendor Selection – January 18, 2021 (or sooner)

Vendor Transition – Weekend of January 30 – 31, 2021