**Request For Proposal**

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CIS 515: IT Infrastructure

Professor James Krohn

June 5, 2021.

Helping Business go World Wide!

**Website Designer’s Inc.,**

# Request for Proposal

### RFP COORDINATOR:

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402-123-4567

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# Introduction

Website Designer’s Inc., invites a response to Request of proposal (RFP) for establishing new IT infrastructure at Omaha office. The intention of this RFP is to solicit responses and formal proposals from qualified Managed IT services and selecting a single organization to provide IT service.

## About

Website Designer’s Inc., was established by the Artist’s Extension Club of Midwest having its main office at Omaha City. Driven by “Omahans for small Business,” our mission is to help the small businesses in Omaha to go online and help them design their websites. The current location 13214 Westwood Lane, has a 1100 square feet office space. It is one of the busiest locations focusing on all the small businesses located in the southwest industrial and small business of Omaha.

## Purpose

With this RFP, website Designer’s Inc is requesting about your company, IT products and services you provide as outlined in the service requirement section. This information will be gathered from several different organizations and used to evaluate the options. This RFP is used for information and planning purposes. This document does not commit to contract any service or supply. The business will not reimburse any information or administrative costs incurred as a result of participation in response to RFP. All costs associated with response will solely reside at the responding party’s expense. All information included in this RFP is considered confidential and intended only for use by responders. The information provided may not be disclosed to a third party.

# Environment Overview

The information below outlines the general demographics of Website Designer’s Inc.,

Office Locations: 13214 Westwood Ln. Omaha NE 68144

### Number of Employees:

Total of five employees,1 IT manager, 3 designers, 1 front office admin and marketing person. Also having an option to expand the number of designers to 2 more in future.

# Service Requirements

## Service Requirements:

As part of this RFP, Website Designer’s Inc., has requirements for the following services. We realize that not every service will be able to provide all the services listed below, but we encourage you to respond regardless.

Initial Installation and configuration: Perform basic installation of all the hardware and software component, which includes the PC’s, monitors, phone system, laptops, tablet, mobile phones, scanner, printer, copier and associated WAN and LAN services. Installation of office applications, email services, application and development tools, back up services, Antivirus and other protection software. Installing servers and the networks system. Perform associated workloads like configuration, updating and maintaining the lifecycle of all the hardware and software products with quality, security, speed and reliability.

Server & Network System Monitoring: Website Designer’s Inc., requires proactive management and monitoring of our switches, firewalls, routers and Wi-Fi systems, and other networking equipment’s. Must provide 24x7 monitoring of Website Designer’s Inc., protocols based on the severity of any unscheduled outages. The service provider must provide management of critical security and system patches to all servers and systems on the network to ensure that the systems and resources are properly managed and maintained. Must provide proactive monitoring and management of Website Designer’s Inc., security systems, including firewalls, intrusion prevention, secure remote access, and any implementations of advanced security solutions that the business may utilize.

Business Continuity and Disaster Recovery: The selected party must be able to support the ability to recover based on the Recovery Time Objective. In addition, backup and redundancy should be used to support this need. The selected party must execute a nightly backup plan for the critical servers, including a regularly-tested recovery process. When needed, selected party should have the ability to deploy onsite resources to assist in issues which cannot be resolved through remote access to in-house systems.

Warranty and Asset Inventory Management: Website Designer’s Inc., expects the party to maintain a hardware and asset inventory that includes Desktops, Laptops, Servers, Printers/Scanners, Fax Machines, and notify Website Designer’s Inc., of any potential service or warranty issues. The party must also assist with managing the lifecycle of Website Designer’s Inc., devices and maintain an equipment inventory to ensure our systems are always current. Oversight of automatic renewal of software applications and maintenance of appropriate documentation.

Support:Selected party must include their ability to support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning for new equipment as needed. Additionally, the selected party must be able to support existing printers, copiers and scanner related network-printing issues.

Reporting:The MSP should provide relevant reporting regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.

# Response Process

## Letter of Transmittal:

The letter of transmittal should contain the following information.

* Company name, address, and telephone number(s) of the firm submitting the proposal***.***
* 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.
* Federal and state taxpayer identification numbers of the firm.
* Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.
* 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.

## General Vendor Information

Please provide the following information

* Length of time in business of providing proposed services
* Total number of clients
* Number of full-time personnel in:
  + Consulting
  + Installation and training
  + Sales, marketing, and administrative support
* Location of office which would service this account

## Staff Resources

Identify names of principals and 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

## Support Services

Please answer the following:

* Is help desk support available?
* When is support available? (Indicate XX a.m. to XX p.m. in Pacific time and the days of the week). How are charges for support structured, documented, and tracked?
* Do you provide a toll-free support number?
* Please describe your problem escalation process, including
  + Initial problem identification (hand-off from help desk)
  + Steps for resolving problem escalation when a solution is not forthcoming or an implemented solution is unsatisfactory
  + Final authority regarding conflicts

## 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 determine your overall qualifications.

Your proposal summary is not to exceed two pages

Cost of Services

* The proposal must contain a fee schedule that includes hourly rates for proposed services.
* Describe how your services are priced, and any specific pricing you are able to provide.
* Define any additional charges (e.g., travel expenses).

## Deadline for Submissions of Proposals

Website Designer’s requires responses to this request for proposal to be delivered in writing. You may attach documentation to support your answers, if necessary.

Please submit all responses via electronic delivery no later than June 23, 2021(Wednesday) to:

Deepa Natarajan

IT Manager, Website Designer’s Inc.,

dNatarajan@websitedesigners.com

Any response received after the delivery date specified, will not be considered without prior written or electronic approval.

# Selection Criteria & Process

## Selection Criteria

We will evaluate the responses based on multiple criteria and will select the best overall solution to fit its needs. Website Designer’s is not obligated to select the lowest price bidder. All responses will be evaluated in the following areas:

* Completeness of solution
* Expertise and experience
* Demonstrated customer service quality and support
* Previous relevant experience
* Vendor strength and stability
* Account management
* Reporting capabilities
* Financial considerations

## Selection Process

All responses will be evaluated as received and included in the following process:

* Review and scoring of the responses, as well as clarification of information as deemed necessary by the evaluation team.
* Identification of 2–3 final candidates to conduct in-depth review of capabilities, including on-site interviews and presentations.
* Conducting of site visits and/or reference calls as deemed appropriate by the evaluation team.

## Finalist Presentations

Our intention is to hold presentations/demonstrations with one or more firms as indicated in the *Key Dates* table. The presentations will be held at Website Designer’s Inc., and we will try to provide the finalist firms with as much advance notice as possible.

## Key Dates

Below is a general timeline outlining the process steps with estimated dates for each step of the process. By participating in the RFP process, MSPs agree that they can adhere to the following general timeline and the meeting times they reserve through this process.

|  |  |
| --- | --- |
| Task | Completion Date |
| RFP Distributed to MSPs | June 6,2021 |
| Intent to Respond & Questions Due from MSPs | June 16,2021 |
| Responses Due from MSPs | June 23,2021 |
| Response Analysis / Finalists Selection | June 30,2021 |
| Finalist Presentations | July 07,2021 |
| MSP Selection / Award Contract | July 12,2021 |
| Project Duration | July 15,2021 |

Website Designer’s Inc., looks forward to reviewing your response and would like to thank you in advance for your participation. The selection project is very important to our continued success and represents a major focus of effort for us. We appreciate and value your input, expertise, and feedback.

**Reference**

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