



REQUEST FOR PROPOSALS

Managed Information Technology (IT) Services for

The Museum of Northern Arizona

**Museum of Northern Arizona
3101 N. Fort Valley Road
Flagstaff, Arizona 86001**

November 2020

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ABOUT THE MUSEUM OF NORTHERN ARIZONA

The Museum of Northern Arizona (MNA) is a private, non-profit, member-based institution located in Flagstaff, Arizona at the base of the beautiful San Francisco Peaks. The Museum was founded in 1928 by Harold S. Colton and Mary-Russell Ferrell Colton and was originally established to protect and preserve the natural and cultural heritage of northern Arizona through research, collections, conservation and education. MNA's mission to inspire a sense of love and responsibility for the beauty and diversity of the Colorado Plateau through collecting, studying, interpreting, and preserving the region's natural and cultural heritage.

The Museum has evolved into a regional center of learning with collections, exhibits, educational programs, publications, and research projects that serve thousands of people each year. As the only accredited museum within 150 miles of Flagstaff, the Museum of Northern Arizona plays a vital role as interpreter of the Colorado Plateau.

PURPOSE OF THE REQUEST FOR PROPOSAL

The Museum of Northern Arizona is seeking comprehensive managed infrastructure and network services. The winning vendor will provide 24/7 hardware (server, desktop/laptop), network, and software support and monitoring, help-desk, backups, remote access and on-site support, website maintenance, email maintenance and support, inventory control and management (hardware and software), security, and disaster recovery. To accomplish this, it is expected that the winning vendor will be able to work effectively with other Museum of Northern Arizona vendors (such as proprietary software vendors and internet service providers) to make the IT System a seamless process to the end user. It is also expected that the winning vendor will assist management with long-term planning to keep systems current and functional in the most cost-effective manner possible. Additionally, the overall goal of this RFP is to procure long-term, comprehensive, reliable, timely, proactive IT management and support that will promote the mission of the Museum of Northern Arizona. Current IT set up is vendor-supplied off-premises IT support personnel who are dedicated to IT services, with remote help desk and network monitoring and maintenance provided during regular business hours.

GUIDELINES FOR PROPOSAL PREPARATION AND SUBMISSION

Award of the contract resulting from this RFP will be based upon the most responsive and responsible Vendor whose offer will be the most advantageous to the Museum in terms of cost, functionality, and other factors as specified elsewhere in this RFP. The Museum of Northern Arizona reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Vendor,
- Accept other than the lowest priced offer,
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers.

SCOPE OF SERVICES

The scope of services is intended to ensure proper operation of the Museums networked computer system, equipment, and related network infrastructure. The company awarded this RFP will work with the Information Technology Liaison at the Museum to provide a seamlessly integrated system of support for all IT services. The proposal should address the following:

OVERALL

- Evidence that you understand the Museum of Northern Arizona, including an understanding of working within significant budgetary constraints.
- Evidence of ability to deliver on time and on budget.

MANAGED SERVICES

- Describe your Service Level Agreements (SLAs).
- Our hours of operation are primarily 8:00 am to 5:00 pm Monday through Friday. However, our exhibits building is also open Saturdays and Sundays, 10:00 am. to 5:00 pm. The Museum is only closed 3 days a year. Describe your support model for all hours of operation.
- What are your costs for computer set up, project fees, hourly rates outside of the agreement and onboarding fees?
- Describe your emergency support options.
- Is your support model all-inclusive? If not, what is not included?
- Does in-person response, review, and other contact rotate among support staff?
- How often will onsite visits occur?
- Who is responsible for managing, monitoring and responding to systems?
- Is training provided? Is it part of the "package," or costed separately? If separately, please provide cost information and provide information about what kind of training you provide.
- What sort of fake phishing campaigns and cyber security training do you offer?
- In what instances would we incur extra costs?
- What kind of insurance coverage does the company have? Are you willing to name the Museum as an additional insured?
- Explain your process for handling special requests or projects from your clients.
- Describe any systems-backup support you offer, including M365 backups.
- Describe any disaster recovery support provided.
- Describe your experience with non-profits.
- What are the terms for canceling the support relationship? How much notice is required?
- Describe your company's onboarding plan?
- What is included in your proposal?
- What is not included in your proposal?

Your proposal should address all of the following:

- All fees
- Sever support
- Describe the support you provide for network hardware and operating systems.
- What desktop & laptop support do you offer?
- Printer support
- Wi-Fi support
- Mobile Device Management
- Inventory Control
- Warranty Management
- Help desk support
 - Is it limited to a quota of calls?
 - What are the help desk hours? If they do not cover all our hours of operations, please describe what coverage will be provided for those hours outside of your help desk hours.
 - Who can call the help desk?
 - Is help desk staff local? If not, where are they located?
 - What is your average response time and problem resolution time?
 - Are help desk staff employees of the support company or subcontracted?
 - Are help desk staff full-time?
 - What is the skill/certification level of first-level help desk staff?
 - What happens if the help desk cannot resolve the problem?
 - Describe your work order/ticket system.
 - Describe your system to escalate chronic or advanced problems.
 - How are network down-times for maintenance communicated?
- Vendor management
- Describe any IT strategic planning provided.
- Other User Support (not included above)
- Internet Service Providers
- Electronic Mail
- External (public-facing) Web Site
- Security Policy Management
 - Include your company's security policies regarding client access.
 - Describe strategy for securing your clients equipment data.
 - How does your company stay informed regarding security alerts and or events?
 - How do you notify your clients of security events?
 - How do you manage mobile device security?
 - How do you ensure best security practices are being followed?
 - If providing any cloud solutions, do you carry cyber liability insurance? If yes, please list the coverage type and limits.
- Is an annual security assessment and report included in your service?
- Security Plan for Remote Processing
- Support for IT Operational Recovery Plan
- Reporting process to Museum
- Do you offer VOIP?

DESCRIPTION OF ENVIRONMENT AND EXISTING INFRASTRUCTURE

The following information should be used to determine the scope of this project and provide pricing for this engagement. The Museum of Northern Arizona currently has 25 full-time and 30 part-time staff members, and over 100 email accounts. The number of staff varies during the year with the hiring of seasonal employees. A recent network assessment identified approximately 85 computers on the museum campus. All computers are running on Windows 10 or 7 and use Microsoft 365.

DESKTOPS - Desktops are not configured to any specific standard and vary throughout the Museum. The Museum has been working toward a Life Cycle Management plan and just replaced 36 computers.

LAPTOPS - Laptops are utilized in multiple departments. Wireless networks are utilized to provide connectivity to the web.

PRINTERS - There are multiple departments with networked printers. Other departments have individual printers hooked to PCs or are networked to copiers for printing, scanning and faxing. The recent network assessment identified approximately 17 printers on campus

INTERNET SERVICE PROVIDER – Suddenlink is the current provider. At this time we have 14 access points across the campus.

SOFTWARE - Different departments utilize different proprietary software to meet their specific needs.

SERVERS - The Museum currently has 2 host servers and that contain 6 virtual machines.

EVALUATION FACTORS FOR AWARD CRITERIA

Any award to be made pursuant to this RFP will be based upon the proposal, with appropriate consideration given to operational, technical, cost, and management requirements. Evaluation of offers will be based upon the Vendor's responsiveness to the RFP, ability of the vendor to meet the needs of the Museum and the total price quoted for all items covered by the RFP. The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a Vendor:

1. Completion of all required responses in the correct format.
2. The extent to which Vendor's proposed solution fulfills the Museum of Northern Arizona's stated requirements as set out in this RFP.
3. An assessment of the Vendor's ability to deliver the indicated services in accordance with the specifications set out in this RFP.
4. The Vendor's stability, experiences, and record of past performance in delivering such services.
5. Availability of sufficient high quality Vendor personnel with the required skills and experience for the specific approach proposed.
6. Overall cost of Vendor's proposal.

SUBMISSION CONTENT REQUIREMENTS

Proposers should address each component of the scope of work, indicating how they meet the minimum standards set forth therein, and demonstrating how their personnel, experience, and expertise can best fulfill the Museum's specific needs. Submittal requirements are intended to enable the Museum to make an objective comparison of each proposal, and to select a partner or partners that best meets the Museum's stated objectives. The selected partner or partners will be expected to execute a services agreement with the Museum immediately following selection. The following should be included in each proposal:

COVER LETTER - The cover letter is the proposer's official letter transmitting the complete proposal to the Museum. The cover letter must include:

- the full name and address of the proposer's organization(s)
- the state of incorporation or in which it is licensed to operate
- and the form of business, and the name and contact information for your organization or team for this proposal.

COMPANY PROFILE - Please provide detailed information regarding the proposer's company, including:

- organizational structure
- number and tenure of all employees, including key staff that will fulfill services contained in this proposal
- a list of personnel certifications (including those held by key staff)
- total number of current clients
- a list of three current references (including contact information) with similar networks.

PROJECT NARRATIVE - Provide a detailed narrative description of your approach to each component of the Scope of Services. Information to be provided should include experience with the task, quality and experience of specific personnel proposed to fulfill each respective function, project management skills and quality control strategies, and estimated cost/range of cost options, by task. The Museum seeks IT support services that are responsive, reliable, proactive, and forward-looking, while maximizing cost effectiveness. Describe the steps needed to transition to managed IT services with your company.

COST OF SERVICES - The Museum anticipates entering into a monthly cost for services engagement, with a minimum term of 36 months. Please provide a total monthly fee and associated breakdown by task. While the Museum requests this contract be all inclusive, it recognizes that there may be instances where services may exceed those considered in a basic monthly scope of work. Please provide your firm's opinion on what types of services might fall into this category, and provide appropriate pricing – examples could include: site visits outside of prescheduled visits; after hours, emergency response visits; additional discounts for multi-year agreements; other special circumstances.

TIMELINE

November 6, 2020 - RFP Distribution to Vendors

November 25, 2020 - All proposals must be received by 5:00 P.M. Send or deliver one signed original and two copies of the proposal to:

Jill Thomas
Director of Administration
Museum of Northern Arizona
3101 N. Fort Valley Road
Flagstaff, Arizona 86001

November 30 – December 4, 2020 - Anticipated decision and selection of Vendor

Any questions can be directed to Jill Thomas at 928.774.5211 x203 or jthomas@musnaz.org.