



October 26, 2012

Request for Proposals

IT Evaluation & Recommendations Project

Purpose

The purpose and intent of this Request for Proposals (RFP) is to solicit proposals from knowledgeable, experienced, and qualified consultants to evaluate the current information technology (IT) infrastructure supporting Council operations and determine what, if any, changes need to be made to increase efficiency and effectiveness.

Background

The Mid-Atlantic Fishery Management Council is one of eight councils responsible for developing fishery management plans for the federal government (www.mafmc.org). The Council receives a federal grant to conduct its activities but it is not a federal agency. The Council includes 24 members from various states, New York through North Carolina, and federal agencies, including NOAA Fisheries. The office is located in Dover, Delaware and the staff includes 12 individuals.

Current IT Infrastructure

- 3 Servers (all Windows 2008 R2 Server - Standard Edition)
 - File server: Dell PowerEdge 710
 - E-mail Exchange server: Dell PowerEdge 610
 - Server used by our phone system. HP Proliant DL320
- Disk array for disk-to-disk backup (Dell PowerVault MD1220)
- Tape drive autoloader for disk-to-tape backup: Dell-branded Quantum drive (Dell PowerVault 124T). Uses LTO-5 tape cartridges that hold 1,500 GB before compression.
- Currently have a total of approximately 330 GB of data in the office to back up.
- Firewall
- 11 laptops (10 Dell, 1 Apple MacBook Pro) Most Windows 7 Ultimate 64-bit.
- 7 Dell desktops (Windows XP, Windows 7 Professional, and Windows 7 Ultimate)
- Phone system: Avaya IP Office 500

Software Used

Servers

- OS: Microsoft Windows 2008 R2 Standard Edition
- E-mail: Microsoft Exchange 2010 SP2
- Backup: Symantec Backup Exec 2010 R3 Service Pack 2
- Antivirus: Symantec Endpoint Protection (unmanaged clients)

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- Symantec Mail Security for Microsoft Exchange Ver 6.5

Workstations & Laptops

- OS: Windows 7 Ultimate and Professional (both 32-bit and 64-bit); Windows XP (2 PCs)
- Business apps: Microsoft Office 2010 Professional; a couple Office 2003; 1 MS Office for Mac; WordPerfect Office X5
- Technical apps: SAS (Statistical Analysis System); ESRI ArcGIS mapping software
- Accounting: Intuit QuickBooks
- Internet Browsers: Firefox, Google Chrome, Internet Explorer, Safari
- Misc: WinZip

External Communication and process

- The Council has 6 public meetings per year in hotels between NY and North Carolina. Each meeting lasts 3-4 days. We currently broadcast the meetings using the Citrix 'Go-to-Webinar' service.
- The website contains information on our Council's activities and fishery management programs. A new website is under construction and should be completed in the next couple months.
- We send out e-mail press releases to approximately 1,600 individuals using our Exchange server. At present, we send out approximately 20 messages per year.
- Social media

Internal Communication and process

- Currently all application software is installed on user's laptop or desktop machines. A majority of our staff members participate in meetings outside the office and prefer to use laptops which allow them to take all their applications and data on the road with them.
- Users have remote access to their Exchange e-mail via web browsers and smartphones that connect to Exchange servers. (Some users prefer not to use their personal smartphones to access company e-mail.)
- Data backups to tape and external hard drives are rotated off-site every two weeks.

Scope of Work

We would like specific recommendations on our current IT infrastructure and efficiency. Specifically, a review of our hardware and software components in relation to our day-to-day operations is desired along with recommendations on potential improvements. Ideal recommendations would include hardware, software, and external service combinations that allow for increased efficiencies in data storage, data backup, records management, file sharing, security, and internal and external communications.



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Proposal and Project Timeline

Please submit a proposal that contains the following information:

- Names and qualifications of the proposed consultants.
- A detailed description of the process that will be used to conduct the review and develop recommendations including the length of time to complete the project and produce a report.
- Costs.

The deadline for proposal submission is COB November 23, 2012.

Location of Work

It is assumed that the consultant(s) will spend several days onsite in Dover, Delaware for the evaluation portion of the project. Research and report preparation can occur at the consultant's place of business. An onsite presentation of the final report with opportunities for questions is preferred.

Deliverables

An elaborated project plan which provides a detailed evaluation of our existing IT infrastructure and includes recommendations that detail a list of hardware, software, and external service combinations that can improve efficiency and effectiveness of Council operations.

Primary Points of Contact

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