

IAFF Information Technology Request for Proposal

Organizational Point of Contact:

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Or, you may send electronically to the email address listed above.

To Interested Parties:

The IAFF is a progressive labor union with a membership of 300,000 active firefighters and paramedics. The IAFF is interested in obtaining a complete and impartial review of our current and planned Information Technology systems, focusing on the International office in Washington, DC and the technologies it uses to deal with related organizations, both internal and external. The study resulting from this RFP must:

- Render a finding as to the appropriateness of the current system, including the core elements enumerated herein
- Report prioritized findings and identify areas for improvement
- Recommend solutions for problems found
- Suggest initiatives to keep pace with the growth of our organization

SYSTEM AREAS

I. Human Resources are the key to effective IAFF Operations. Our staff includes approximately 150 staff members, working mostly in the Washington, DC headquarters. Some staff travel often, and some work out of other offices or home offices throughout the United States and Canada. The HR outcome will ensure that the following aspects are fully assessed with regard to IT Operations:

- Communication within our International Headquarters in the United States, as well as our Headquarters in Canada.
- Communication with our affiliates, including state and provincial associations, local unions, members and others
- Communication with remote staff
- Training for all staff

-IT support staff organizational structure, management, practices, and capabilities; this would include their effectiveness, the sufficiency-or lack thereof-concerning number of support staff, and their qualifications

II. Infrastructure is the backbone of the IAFF data and communications systems. It includes all hardware and operating systems. The INF outcome is to fully assess the following:

- Network Backbone (Switches, Routers, all Layer 1-3 devices)
- User devices (PCs, Servers, Printers, Thin Clients, Tablets and Imaging Devices)
- Configuration (Typology, Subnets, DMZ, etc.)
- Storage Devices (SAN, NAS, etc.)
- Security (Firewalls, Patching, etc.)
- OS level software (IIS, Active Directory, DNS, DHCP, etc.)

III. Software is used by our organization at all levels to support our membership and our business operations. The SOF outcome is to catalogue all software in use, assess the current use of it, determine how it might be optimally leveraged, and suggest additional software and how it might be incorporated with our environment. Some examples of the software we currently use include:

- SQL Server
 - SQL Server Management Studio
 - SQL Server Reporting Services
 - SQL Server Integration Services
- Business Intelligence Developers Studio
- Exchange Server
- Blackberry Enterprise Server
- 4D Server
- Great Plains Accounting
- ReQlogic
- Concur (SaaS)
- ADP (SaaS)
- Salsa (SaaS)
- iMIS 15
- Crystal Reports
- Symantec Antivirus
- XMedius (fax software)
- Cisco Call Manger
- Axcient Backup
- Drupal
- MS Office
- MS Visual Studio
- ESRI GIS Software
- VMWare vSphere

IV. Policies promote an effective and efficient organization. IAFF recognizes that an important goal for an organization is to have clear and concise policies. The POL outcome is to fully review current policies and make recommendations on policies that are needed, which are recommended, and which are necessary to comply with legal regulations. Examples include:

- Data/Email Retention Policies
- Privacy Policies
- Security Policies
- Social Media

V. Future considerations are also important to our organization. The FUT outcome includes the consideration of the following: Short term versus long term goals should be identified. Where a conservative approach to adapting new technologies is appropriate, we wish to be steered in that direction. Where we should start aligning ourselves with new technologies, however, we need to be guided appropriately. This should apply to all outcomes listed above. Examples of emerging technologies that should be considered include:

- Web Content Management Software
- Document Management Software
- Learning Management Software
- Open Source Software
- Software as a Service
- Device and data integration (Smart Phones, Tablets, etc.)
- Bring Your Own Device (BYOD)
- Video Conferencing
- Streaming Technologies
- Cloud
- Mobile App

VI. The IAFF Environment

IAFF uses a Windows 2008 Domain in a mixed environment with Windows 2003 servers and Active Directory to administer its users. The current Domain Controller is a Windows 2008 R2 server. The IAFF domain consists of about 125 users, of which 50 are remote and use the Cisco VPN software or Microsoft's RDP to access information at the IAFF headquarters. We are also in the beginning stages of implementing a virtual desktop environment with Citrix. The main IAFF.org website runs on IIS6 using a combination of classic ASP and .NET. The Education & Training Division is using Moodle running on a virtualized Windows/PHP server for learning management. The Burn Foundation website is powered by Drupal running in a Unix (Ubuntu) environment.

iMIS

iMIS is a association membership software package that tracks information such as contact info, dues payments, fund raising, events and integrates with Great Plains and

PayPal's PayFlowPro. Its web interface also allows members to update personal information via the web in real time.

Great Plains (Microsoft Dynamics)

Great Plains is the accounting software. We currently have licensing for 18 users and have recently upgraded to Version 2010. IAFF uses FRx for most of its reporting from Great Plains.

Exchange 2010

Exchange 2010 (SP 1) is used for e-mail. The Information Store is about 450 gigs in size with 150 users and about 300 mailboxes. We currently use on offsite spam and ant-virus filter and the Exchange server is configured to only accept mail from that server.

Symantec Anti-Virus

IAFF uses Symantec Anti-Virus Corporate Edition 11.0 for its anti-virus software. The IAFF Symantec server is configured to check for updates and push those updates to the clients every time the log in.

Axcient Back-Up

We use a system called Axcient for our backup solution. The device backs up the servers as a virtual machine to a disk and then the data is replicated to another device offsite. We also have the capability to retrieve just files as well as the whole server.

4th Dimension Database

4D Database is used to track Contract and demographic information of fire stations and locals. This information is used during contract negotiations.

Arc View

Arc View is a GIS mapping software product used to map response times from Fire Stations. This software is used to help prevent fire station closings and ensure cities keep adequate response times in emergencies.

IAFF Hardware and Servers

Name	Type	OS, Software and Description
IAFFGIS0001	Virtual	Windows XP Professional SP 3, GIS Workstation
IAFFSRV0002	Virtual	Windows 2000 Professional, FileMaker Pro Database (Legacy)
IAFFSRV0004	Virtual	Windows Server 2003 R2 Enterprise SP 2, Terminal Services 1

IAFFSRV0006	Virtual	Windows Server 2003 Standard SP 2, Terminal Services 2
IAFFSRV0009	Virtual	Windows 2000 Server, Fax Server
IAFFSRV0013	Virtual	Windows 2000 Server, Web Statistics
IAFFSRV0014	Virtual	Windows Server 2003 Standard SP 2, CPAT Application/Web server
IAFFSRV0015	Virtual	Windows Server 2003 Standard SP 2, SQL Reporting (old)
IAFFSRV0016	Dell PowerEdge 1750	2nd Domain Controller
IAFFSRV0017	Virtual	IT Term Server
IAFFSRV0019	Dell PowerEdge 1850	Overseer
IAFFSRV0020	Dell PowerEdge 2850	.Net
IAFFSRV0030	Virtual	Windows Server 2008 R2, Domain Controller
IAFFSRV0090	Virtual	Windows Server 2003 Standard SP 2, .Net iMIS Test
IAFFSRV0100	Virtual	Windows Server 2003 Standard SP 2, Main Web Server
IAFFSRV0101	Virtual	Windows 2003 Server Standard SP 2, HAZMAT FileMaker Pro Database
IAFFSRV0102	Virtual	Windows Server 2003 Standard SP 2, Internet Database (SQL)
IAFFSRV0107	Dell PowerEdge 2950	File Server
IAFFSRV0109	Virtual	Windows Server 2003 Standard SP 2, 4D Database
IAFFSRV0110	Virtual	Windows Server 2003 Standard SP 2, Microsoft Dynamics
IAFFSRV0111	Virtual	Windows Server 2003 Standard SP 2, Burn Foundation
IAFFSRV0113	Virtual	Windows Server 2003 Standard SP 2, .Net
IAFFSRV0115	Dell PowerEdge 2950	Old iMIS (15)
IAFFSRV0116	Virtual	Windows Server 2008 R2, SQL Reporting

IAFFSRV0118	Virtual	Windows Server 2008 R2, Exchange 2010
IAFFSRV0135	Dell PowerEdge R710	New iMIS (15.3)
IAFFSRV0136	Virtual	Windows Server 2003 Standard SP 2, Tandberg Management
IAFFSRV0137	Virtual	Windows Server 2008 Standard SP 1, WFI Web
IAFFSRV0138	Virtual	Windows Server 2008 Standard SP 1, WFI SQL
IAFFSRV0139	Virtual	Windows Standard 2003 R2 SP 2, ReQlogic
IAFFSRV0142	Virtual	Windows Server 2003 R2 SP 1, Symantec/Print
IAFFSRV0143	Virtual	Windows Server 2003 R2 SP 1, Blackberry
IAFFSRV0146	Virtual	Windows 2008 Standard SP 2, GIS Web
IAFFSRV0147	Virtual	Windows 2008 Standard SP 2, GIS Application
IAFFSRV0148	Virtual	Windows Server 2003 R2 SP 2, VMWare VIC
IAFFSRV0153	Virtual	Windows Server 2003 R2 SP 2, Moodle Web
IAFFSRV0154	Virtual	Windows Server 2003 R2 SP 2, FRx Server
IAFFSRV0156	Virtual	Windows Server 2003 R2 SP 2, ADP
IAFF3DMP001	Virtual	Vista Business, 3D Manage Pro
IAFFUBUN201	Virtual	Ubuntu 10.04 LTS, Foundation Website
IAFFVMWARE0001	Dell PowerEdge 2950	VMWare vSphere 4 Enterprise
IAFFVMWARE0002	Dell PowerEdge 2950	VMWare vSphere 4 Enterprise
IAFFVMWARE0003	Dell PowerEdge 2950	VMWare vSphere 4 Enterprise
IAFFESXI001	Dell PowerEdge 2850	VMWare ESXi 3.0
IAFFCTX0001	Cisco UCS C200 M2	Citrix
IAFFCTX0002	Cisco UCS C200 M2	Citrix
IAFFCTX0003	Cisco UCS C200 M2	Citrix
IAFFCTX0004	Virtual	Citrix Domain Controller and Web Interface 1
IAFFCTX0005	Virtual	Citrix Domain Controller and

		Web Interface 2
IAFFCTX0006	Virtual	Provisioning Server 1
IAFFCTX0007	Virtual	Provisioning Server 1
IAFFCTX0008	Virtual	XenApp 1
IAFFCTX0009	Virtual	XenApp 2
IAFFCTX0010	Virtual	Licensing
EMC CX320	EMC CX320	Storage Area Network
UC1	Cisco MCS 7800	Unity Voice Mail Server
CUCM1	Cisco MCS 7800	Call Manager Publisher
CUCM2	Cisco MCS 7800	Call Manager Subscriber
IAFFCAN0001	Dell PowerEdge T410	Canadian Server

In the event that your company bids this work and is subsequently awarded the project, the IAFF expects that your firm will be prepared to begin work on this project as early as March 4, 2013, and will have the available resources necessary to bring the project to full conclusion under our organizational requirements no later than May 10, 2013.

Again, to submit a response to this RFP, please use the contact information found at the top of the document. Proposals will be evaluated on total price, number of hours for completion, timeline, quality and responsiveness of the proposal, merit of the proposed strategy, references and qualifications of staff.

The Deadline for RFP Submissions is COB November 30, 2012,