

Inter Tribal Council of Arizona, Inc.

Request for Proposal # 11-01

Network Services

Inter Tribal Council of Arizona, Inc.

2214 N. Central Ave.

Phoenix, AZ 85004

Table of Contents

I. Introduction.....	4
I.1. Purpose of this Request for Proposals	4
I.2. Background.....	4
I.2.1. Overview of ITCA	4
I.2.2. Current Environment	4
I.3. Major Objectives Request for Proposal	4
I.4. Oversight and Management.....	6
I.4.1. Oversight.....	6
I.4.2. Liaison.....	6
I.5. Type of Contract to be Awarded and Payment Schedule	6
I.6. Procurement Schedule Key Dates.....	6
I.7. Proposed Transition Schedule	7
II. ITCA Proposal Requirements.....	7
II.1. Inquiries	7
II.2. Letter of intent	7
II.3. Date, Time and Place to Submit Proposals.....	8
II.4. Proposal Submission.....	8
II.5. Demonstrations, Presentations and Best and Final Offers	8
II.6. Proposal Opening	9
II.7. Minimum Offeror Qualifications.....	9
II.8. Integrity of Proposal	9
II.9. Quote Applicability	9
II.10. Licenses	9

II.11. Preferences.....	9
II.12. Documentation of Insurance.....	10
II.13. Economy of Presentation.....	10
II.14. Costs For Preparation Of Proposal	10
II.15. RFP Changes and Addenda	10
II.16. Certification of Independent Price Determination.....	10
II.17. Notice of Intent to Award.....	11
II.18. Withdrawal of Proposals	11
II.19. Disposition of Proposals.....	11
II.20. Disclosure of Proposal content.....	11
II.21. Proposal Evaluation and Award	12
II.22. News Release.....	12
II.23. Miscellaneous	12
III. Contractual Elements, Terms and Conditions.....	12
III.1. Elements of the Contract	12
III.2. Default: Remedies of ITCA	13
III.3. Default: Remedies of Offeror.....	14
III.4. Termination Due to Mutual Agreement or Convenience.....	14
III.5. Termination Due to Non-Appropriation	14
III.6. Remedies of Offeror in the Event of Non-Appropriation	15
III.7. Offeror Duties	15
III.8. Immunity of ITCA	16
III.9. Confidentiality Agreement.....	16
III.10. Contract Payment Terms.....	17

III.11. Term of Contract	17
IV. Proposal Content and Format.....	17
IV.1. Content and Format.....	17
V. Proposal Evaluation.....	22
V.1. Evaluation Process	22
V.2. Evaluation Criteria	22
VI. Scope of Work	23
VI.1. Overview	23
VI.2. General Terms of Support.....	23
VI.2.1. Business Hours.....	23
VI.2.2. Location and Space	24
VI.2.3. Personnel	24
VI.2.4. Response Time.....	24
VI.2.5. Equipment and Software.....	24
VI.3. Contract Tasks and Deliverables - Overview	24
VI.3.1. Purpose.....	24
VI.3.2. Project Task Plan	25
VI.4. List of Project Deliverables.....	31
VI.4.1. Recurring Deliverables	31
VI.4.2. Task-Related Deliverables	31
Attachment A – Cost Schedule	32

I. INTRODUCTION

I.1. PURPOSE OF THIS REQUEST FOR PROPOSALS

The Inter Tribal Council of Arizona, Inc. (ITCA) is soliciting sealed proposals from qualified professional vendors for network and computer support services.

I.2. BACKGROUND

I.2.1. Overview of ITCA

ITCA is a non-profit, inter-governmental organization of twenty tribal governments in Arizona. ITCA was organized in 1952 to provide a unified effort to promote Indian self-reliance through public policy development. In 1975, a corporate body was established to provide an independent capacity to obtain, analyze and disseminate information vital to Indian community self-development. ITCA employees approximately 70 professional and support staff. ITCA contracts with federal, state and private organizations to administer programs relevant to tribal communities.

ITCA staff provides on-going technical assistance and training to tribal governments in program planning and development, resource development, management and education. The staff at ITCA also organizes and conducts seminars, workshops, conferences and public hearings to facilitate participation of tribal leaders in the formulation of public policy at all levels. Programs cover a variety of areas including health, environment, nutrition, elderly services, education, housing and transportation.

I.2.2. Current Environment

I.2.2.1. Current Network Structure

See Section VI.3.2.1.

I.2.2.2. Hardware Configuration and Components

See Section VI.3.2.2.

I.2.2.3. Software Applications

See Sections VI.3.2.2 and VI.3.2.3.

I.3. MAJOR OBJECTIVES REQUEST FOR PROPOSAL

The major objectives of the proposal are to:

1. Inventory Control – Maintain and update inventory of all information technology related assets

2. Desktop Applications Support - Perform basic support functions including installing and/or setting up PCs, laptops, printers, peripherals, cell phones and office automation software;

diagnosing and correcting desktop application problems, configuring laptops and desktops for standard applications and identifying and correcting end user hardware problems, and performing advanced troubleshooting. Assist with software and hardware purchases. Assist in development of software/hardware policies and procedures.

3. Server Administration Services - Manage computer systems and networks to include complex application, database, messaging, web and other servers and associated hardware, software, communications, operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Ensure scheduled preventive maintenance for equipment is properly and promptly performed; maintain the maintenance records on the equipment; develop operations, administrative, and quality assurance back-up plans and procedural documentation. Setup new users and edit or remove existing users on server. Server performance and capacity management services with reporting when specified thresholds are reached. Configuration management, including changes, upgrades, patches, etc. Support of specialized software products as it relates to the server(s) and associated hardware. Management of user logins and security. Coordinate repair and maintenance work with contracted repair vendors and ensure repairs are conducted in a timely fashion.

4. Network Administration Services – Scope of activity includes all ITCA equipment including switches, firewalls, routers, and other security devices. Primary installation and maintenance of printers, network copiers/scanners, etc. Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades. Complete proactive monitoring of network equipment including bandwidth utilization, and other performance indicators, with reporting when specified thresholds are reached. Network performance and capacity management services, and network troubleshooting. Maintain network documentation and procedures.

5. Network Administration Services – Provide on-site technical support for all telecommunications including video conferencing.

6. Security – Maintenance of virus detection programs on servers, email and all other computers and laptops. Perform security audits as requested and notify the appropriate ITCA staff immediately of suspected breaches of security or intrusion detection. Configure system to enable remote access in a secure environment and provide remote access administration as requested by designated ITCA staff.

7. Strategic Planning – Engineering, planning, and design services for major system

enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchasing and technology needs. Install new servers, software and hardware and transfer data when acquired. Strategic planning, design, and installation/upgrade of core network systems. Examples include major network upgrades, provider changes, IP schema redesign, installation of “core” network devices, etc.

I.4. OVERSIGHT AND MANAGEMENT

I.4.1. Oversight

Oversight of the services will be exercised by the ITCA Executive Director and/or Assistant Director.

I.4.2. Liaison

A liaison appointed by the ITCA Executive Director will serve as the contact point for the contractor’s staff. The liaison will coordinate the network services and serve as the communication link between the contractor and the executive staff.

I.5. TYPE OF CONTRACT TO BE AWARDED AND PAYMENT SCHEDULE

This contract will be awarded on a fixed price basis for network support services and routine upgrades and maintenance of equipment and software. There will be an initial three-year contract period with three 1-year extensions available. Each of these will be priced separately and exercised at ITCA’s discretion. Payments will be made monthly on receipt and approval of deliverables as defined in the proposal and modified through contract amendments.

Separate invoices will be submitted to ITCA for each monthly deliverable.

I.6. PROCUREMENT SCHEDULE KEY DATES

Following are the estimated key dates in the schedule for this procurement:

Request For Proposal (RFP) Issued	September 28, 2010
Deadline to submit written questions	October 8, 2010
Deadline to submit Intent to Propose (mandatory)	October 8, 2010
Answers to written questions distributed	October 13, 2010
Proposals due and opened 3:00 pm MST	November 12, 2010
Proposal Evaluations	November 15-26, 2010

Intent to Award Contract

November 29, 2010

Contract Signature

December 10, 2010

ITCA reserves the right to proceed under a modified version of this schedule.

I.7. PROPOSED TRANSITION SCHEDULE

Network services will be transferred from the current contractor to the new contractor during a three-week transition period beginning January 14, 2011 and ending February 4, 2011. The new contractor will be solely responsible for network services beginning on February 5, 2011.

II. ITCA PROPOSAL REQUIREMENTS

II.1. INQUIRIES

All inquiries concerning this project shall reference RFP No. 11-01, and will be submitted in writing to the issuing office not later than the date and time specified in the schedule above. Inquiries shall be addressed to:

Verna Monenerkit
Inter Tribal Council of Arizona, Inc.
2214 N. Central Avenue, Suite 100
Phoenix, AZ 85004
FAX: (602) 258-4825
verna.monenkerit@itcaonline.com

During the procurement process, prospective Offerors shall contact only the individual named above. Do not contact other employees of ITCA.

In no case shall oral communications take precedence over written communications. Only written communications shall be binding on the RFP, and any written communications shall be sent to all bidders submitting a written intent to propose.

ITCA assumes no responsibility for representations concerning conditions made by its officers or employees prior to the execution of a contract, unless such representations are specifically incorporated into the RFP by subsequent official written Addendum(s). Oral conversations pertaining to modifications or clarifications of the RFP shall not be considered part of the RFP unless confirmed in writing by official written Addendum(s). All such questions and requests for clarification or interpretation shall be submitted in writing, not later than the date specified in the schedule. Information provided by an Offeror verbally shall not be considered part of the Offeror's proposal. Only written communications that are pertinent to this project and received in a timely fashion shall be accepted.

II.2. LETTER OF INTENT

A letter of intent is required from each prospective bidder and is due to ITCA on October 8, 2010 by 5:00 PM MST. The letter of intent may be faxed or emailed to ITCA and followed with an original. The letter must include the name, address and phone number of the company as well as a contact person and e-mail address.

II.3. DATE, TIME AND PLACE TO SUBMIT PROPOSALS

One (1) hard copy labeled "Original Proposal" and three (3) hard copies numbered "x of 3" as well as one electronic copy on a CD or flash drive of the entire proposal shall be provided and addressed to:

Verna Monenerkit
Inter Tribal Council of Arizona, Inc.
2214 N. Central Avenue, Suite 100
Phoenix, AZ 85004

Proposals shall be accepted until 3:00 p.m. MST, on November 12, 2010. Proposals shall be accepted in person, by courier service, or the US Mail. Faxed or emailed proposals shall not be considered.

It is the sole responsibility of prospective bidders to take notice of the date and time that proposals are due, and to ensure their submittals are received prior to the due date and time. Late proposals shall not be accepted. Offerors who do not submit a proposal on or before the due date and time shall have no basis for appeal.

II.4. PROPOSAL SUBMISSION

The proposal shall be bound, tabbed by section and sealed. The official proposal shall be submitted typewritten or computer generated. The format for the proposal specified in Section IV.1 of this RFP shall be followed. All information provided in response to this RFP is subject to verification. Misleading and/or inaccurate information shall be grounds for disqualification at any stage in the procurement process.

The proposal package consisting of the original and three copies containing all required information, shall be SEALED, clearly labeled with the following information and delivered on or before the proposal due date/time to:

Contact Name and Address (identified above):
Request for Proposal #: 11-01
Proposal Due Date/Time: November 12, 2010
3:00 p.m. Phoenix, AZ time
Proposal Title: ITCA Network Services
Submitted by:

Submission of a signed proposal is acknowledgment and acceptance of all terms and conditions of the solicitation. ITCA reserves the right to reject all proposals.

II.5. DEMONSTRATIONS, PRESENTATIONS AND BEST AND FINAL OFFERS

After an initial screening and ranking process, the highest-ranking Offerors may be requested to attend a technical question and answer conference or interview. Finalists will be required to provide an overview of Offeror's proposed services and experience to the Evaluation Committee if applicable, and, at the discretion of ITCA, may be requested to submit a Best and Final Offer. Any such conference will be conducted in Phoenix, Arizona. The participation by the selected Offerors shall be at the Offeror's expense. The Offeror shall provide all equipment and materials necessary to make a formal presentation. Additionally, the Offeror(s) selected will be given as much notice as possible to adequately prepare the material. The evaluation committee also will use the oral presentation to ask the Offeror questions, which will provide clarification to assure full understanding of, and responsiveness to, the solicitation requirements.

II.6. PROPOSAL OPENING

Proposals shall be opened privately at the time and place designated on the cover page of this document. The name of each Offeror shall be read publicly and recorded. Prices will not be read. Proposals are not subject to public inspection until after contract award.

II.7. MINIMUM OFFEROR QUALIFICATIONS

The Offeror shall have a minimum of five years experience in maintaining and supporting a network of similar size and complexity as the ITCA network and in Help Desk support.

II.8. INTEGRITY OF PROPOSAL

By signing this proposal, an Offeror affirms that s/he has not given any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to an ITCA employee in connection with the submitted proposal. Failure to sign the proposal, or signing it with a false statement, shall void the submitted proposal or any resulting contracts, and the Offeror shall be removed from all proposal lists.

II.9. QUOTE APPLICABILITY

Offeror must substantially conform to the terms, conditions, specifications and other requirements found within the text of this specific Request for Proposal. All previous agreements, contracts, or other documents, which have been executed between the Offeror and ITCA are not applicable to this Request for Proposal or any resultant contract.

II.10. LICENSES

Offerors shall maintain in status all Federal, state, and local licenses and permits required for the operation of business conducted by the Offeror.

II.11. PREFERENCES

Preference will be given to each of the following:

- Minority firms;
- Women Business Enterprises;
- Labor Surplus Area Firms; and
- Small Business (defined as any business whose gross revenue is \$2,000,000 or less per year).

II.12. DOCUMENTATION OF INSURANCE

Prior to the implementation date of the contract, the Offeror shall provide ITCA with documentation evidencing insurance for a minimum of five hundred thousand dollars (\$500,000.00) professional and equipment liability. The Offeror shall name ITCA as an additional insured party to address application and equipment damage that occurs during contractor service operations.

II.13. ECONOMY OF PRESENTATION

Proposals must address the specific RFP requirements. All items requested by the RFP shall be answered clearly and concisely. Additional promotional materials not responsive to a specific requirement shall not be included in the proposal response package.

II.14. COSTS FOR PREPARATION OF PROPOSAL

No payments shall be made to cover costs incurred by any Offeror in the preparation or submission of the proposal, nor any other associated costs.

II.15. RFP CHANGES AND ADDENDA

ITCA shall prepare written Addendum(s) in response to all pertinent questions that are submitted by prospective Offerors in writing not later than the date specified in the procurement schedule. All addenda to this RFP shall be prepared by ITCA and formally issued to all holders on record of RFP documents. Addenda shall be issued not later than the date specified in the schedule. Written addenda shall serve to amend the RFP documents accordingly.

II.16. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION

By submission of a response to this RFP, the Offeror certifies, and in the case of a joint proposal, each party thereto certifies as to its own organization, that in connection with this procurement:

- A. Prices in this proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any competitor.

- B. Unless otherwise required by law, any prices that have been provided in this proposal have not been knowingly disclosed by any Offeror and shall not knowingly be disclosed by the Offeror, directly or indirectly to any competitor, prior to the date/time a “Notice of Intent to Award” is released.
- C. No attempt has/shall be made by the Offeror to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

Each person signing this proposal certifies either that:

- A. He or she is the person in the Offeror’s organization responsible for the decision as to any prices being offered herein, and that he or she has not participated in, and shall not participate in, any action contrary to the requirements of this document.
- B. He or she is not the person in the Offeror’s organization responsible for the decision as to any prices being offered herein, but that he or she has been authorized to act as agent for the persons responsible for such decision. Furthermore, those persons have not participated in, and shall not participate in, any action contrary to the requirements of this document.

Any offer made in the submitted proposal, and any clarifications to the proposal shall be signed by an officer of the offering firm or a designated agent empowered to bind the firm in a contract.

II.17. NOTICE OF INTENT TO AWARD

A “Notice of Intent to Award” shall be issued to all Offerors who submit proposals in response to this RFP, on or before the date/time specified in the schedule.

II.18. WITHDRAWAL OF PROPOSALS

Prospective Offerors may withdraw, modify, and/or re-submit their proposal at any time prior to the date/time specified for the receipt of proposals. Once the date/time set for receipt of proposals has passed, an Offeror shall not withdraw their proposal for a period of ninety (90) days following the issuance of the “Notice of Intent to Award”.

II.19. DISPOSITION OF PROPOSALS

All proposals become the property of, and disposition of the proposals shall be at the sole discretion of, ITCA.

II.20. DISCLOSURE OF PROPOSAL CONTENT

Trade secrets or proprietary information legally recognized as such and protected by law may be withheld if they are clearly labeled “Proprietary” in the margin of each individual page where they appear in the proposal response package. Pricing information is not

considered proprietary. The Offeror's entire proposal response package shall not be considered proprietary.

II.21. PROPOSAL EVALUATION AND AWARD

All proposals submitted shall be evaluated in accordance with the criteria set forth in Section V of this RFP. The contract shall be awarded to the one (1) compliant Offeror determined by the Evaluation Committee to be best qualified to provide the services required under the RFP, as a result of the evaluation and selection process described herein.

At its option, ITCA may accept a bidder's RFP proposal package as written by issuing a contract that refers to this RFP document and the RFP response package as written. Because ITCA may use this option, the Offeror shall include in their written RFP response package, all requirements, terms or conditions it may have, and shall not assume an opportunity will exist to add such matters after the RFP response package has been submitted.

II.22. NEWS RELEASE

News releases or other materials made available to the public, the Offeror's clients, or potential clients pertaining to this procurement or any part of this RFP shall not be made without prior written approval of ITCA.

II.23. MISCELLANEOUS

ITCA reserves the right to accept or reject any part of any proposal, and to accept or reject any or all proposals without penalty. ITCA reserves the right to waive minor deficiencies and informalities if, in the judgment of ITCA, the best interests of ITCA shall be served.

ITCA does not intend to preclude improvements in service performance that exceed the minimum requirements specified.

III. CONTRACTUAL ELEMENTS, TERMS AND CONDITIONS

III.1. ELEMENTS OF THE CONTRACT

These contractual terms and conditions relate to Request for Proposal Number 05-01, which shall be incorporated into the contract. The selected Offeror's proposal shall be incorporated to the contract.

ITCA will consider the Contractor to be the sole point of contact with regard to contractual matters and the Contractor will be required to assume sole responsibility for the complete effort stipulated in the RFP. Payment will be made only to the Contractor.

The Contractor is responsible for assuring subcontractor compliance with all terms and conditions of this RFP. The Contractor will assume sole responsibility for any payments due the subcontractor(s) under this contract.

The Offeror will supply the following detailed information concerning any subcontractors proposed as part of the project team or to be used during the completion of the project:

- Detailed description of services to be provided by the subcontractor;
- Detailed resumes for subcontractor personnel assigned to the project that demonstrate the individual(s) knowledge, ability and experience as it relates to the project to be completed; and,
- Documented experience of the subcontractor in successfully performing work on projects of a similar size and scope to that required by this RFP.

III.2. DEFAULT: REMEDIES OF ITCA

Any of the following events shall constitute cause for ITCA to declare the Offeror in default of its obligations under the contract.

- Non-Performance of the contract.
- A failure by the Offeror to make substantial and timely progress toward performance of the contract agreed upon by both parties.
- A breach of any term of the contract.

ITCA shall issue a written notice of default providing therein for a fifteen day period in which the Offeror shall have an opportunity to cure, provided that cure is possible and feasible.

If, after opportunity to cure, the default remains, ITCA may take one or both of the following actions:

- Exercise any remedy provided by law.
- Terminate the Offeror's services

ITCA declares, and the Offeror acknowledges, time is of the essence in the performance by the Offeror of the terms and conditions of the contract. ITCA declares, and the Offeror acknowledges, that ITCA may suffer damages due to a lack of performance by the Offeror; specifically, due to the lack of establishing a Contract and providing service within the schedule of key dates described in this RFP.

The Offeror shall not be considered to be in default under this agreement, nor shall damages be assessed, if performance is delayed or made impossible by an act of God, or

such other event beyond the reasonable control and without the fault or negligence of the Offeror. A strike by the Offeror's employees, or a "lockout" by the Offeror shall not be considered "beyond the reasonable control of the Offeror" nor shall a strike or a "lockout" be considered an "act of God".

The fact that delay resulted from a sub-Offeror's conduct, negligence, or failure to perform shall not excuse the Offeror from the provisions of this contract.

Should ITCA obtain a money judgment against the Offeror as a result of a breach of this agreement, the Offeror shall consent to such judgment being set-off against money owed the Offeror by ITCA under any other contract.

Amounts due by the Offeror to ITCA as damages shall be deducted by ITCA from any money payable to the Offeror, under this or any other contract the Offeror may have with ITCA. ITCA shall notify the Offeror, pursuant to this section, of any claim for damages on or before the date ITCA deducts such sums from money payable to the Offeror.

III.3. DEFAULT: REMEDIES OF OFFEROR

Should the Offeror consider ITCA to be in default of its obligations, the Offeror shall issue a written notice of default providing therein for a fifteen day period in which ITCA shall have an opportunity to cure, provided that cure is possible and feasible. If after opportunity to cure, the default remains, the Offeror may exercise any remedy provided by law.

III.4. TERMINATION DUE TO MUTUAL AGREEMENT OR CONVENIENCE

With the mutual written agreement of both parties upon receipt and acceptance of not less than one hundred twenty (120) days written notice, the contract may be terminated on an agreed date prior to the end of the contract period without penalty to either party.

ITCA may terminate the resulting contract for any reason upon sixty (60) days written notice to the Offeror of ITCA's intent to terminate, and the Offeror's sole remedy in the event of termination for convenience is payment for satisfactory services rendered prior to the date of termination for convenience, subject to offsets as specified herein.

III.5. TERMINATION DUE TO NON-APPROPRIATION

Notwithstanding any other provisions of the contract, if funds anticipated for the continued fulfillment of said contract are at any time not forthcoming or sufficient, either through the failure of funding source(s) to appropriate funds, discontinuance, or material alteration of funded programs, then ITCA shall give written notice as soon as practicable documenting the lack of funding, discontinuance, or alteration of funding. Unless otherwise agreed to by the parties, the contract shall become null and void on the last day of the fiscal year for which appropriations were received. However, in the event that an appropriation to cover the cost of the contract becomes available within sixty (60) days subsequent to termination under this clause, ITCA agrees to re-enter a contract with the

terminated Offeror under the same provisions, terms, and conditions as the original contract.

III.6. REMEDIES OF OFFEROR IN THE EVENT OF NON-APPROPRIATION

In the event of termination of the contract due to non-appropriation, the exclusive, sole, and complete remedy of the Offeror and its assigns shall be to recover payment for services rendered prior to termination.

III.7. OFFEROR DUTIES

All records of the Offeror relating to the contract shall be retained for three years and five months following the date of final payment or completion of any required audit after final payment, whichever is earlier.

The Offeror agrees the Auditor or other authorized representative of ITCA, the Comptroller General of the United States or any other authorized representatives of United States Government, and the Auditor General of the State of Arizona or any other authorized representatives of the State of Arizona government shall have access to and the right to examine, audit, excerpt, and transcribe any directly pertinent books, documents, papers, and records of the Offeror relating to its performance under the contract. The Offeror may not impose fees or charges upon ITCA or the Federal or State Government for access to and the right to examine, transcribe, audit, and excerpt books and records.

The Offeror shall comply with the provisions of federal, state, and local laws and regulations to ensure that no employee or applicant for employment is discriminated against because of race, religion, color, age, sex, disability, or national origin.

The Offeror warrants that no person or selling agency has been employed or retained to solicit and secure a contract upon an agreement or understanding for commission, percentage, brokerage, or contingency excepting bone fide employees or selling agents maintained for the purpose of securing business.

The Offeror shall not enter into any agreement with a sub-contractor for the performance of the primary purpose of the contract without the express written approval of ITCA. Such approval shall not be unreasonably withheld. All such sub-contractors shall be procured with adequate attention to the principles of competition and quality of service/workmanship. All records relating to sub-contractors shall be available for audit or examination as specified in the second paragraph of this section.

If the Offeror is a joint entity, consisting of more than one individual, partnership, corporation, or other business organization, all such entities shall be jointly and severally liable for carrying out the activities and obligation of the contract, and for any default of such activities and obligations.

The Offeror shall provide and pay for all labor, materials, equipment (except as specified), delivery systems and travel necessary for the proper execution and completion of its contract with ITCA, whether temporary or permanent and whether or not incorporated or to be incorporated in the service provided.

Some data, policies, and activities of ITCA are confidential. The Offeror shall preserve the confidentiality of such data, policies, and activities, which are revealed to the Offeror in the performance of the contract. The Offeror shall maintain procedures for safeguarding the confidentiality of all such information. In the event of breach of this procedure, ITCA may terminate the contract, immediately, without notice of default and opportunity to cure, and may pursue any remedy as provided by law.

ITCA is the sole custodian of all its records, data, and policies, (whether classified as confidential or as matters of public record) derived or compiled from such records, data and policies of ITCA. Certain data, records, policies and activities of ITCA are considered to be public information and are a matter of public record. The Offeror shall immediately direct all inquiries for public information and matters of public record from any entity or person concerning the activities, records, data, or policies of ITCA to the person to who notices are to be sent as specified herein. The Offeror shall not sell, give, or otherwise convey, statistical information compiled, prepared or abstracted from ITCA records relating to the Offeror's performance under the contract without the express prior written consent of ITCA.

The Offeror shall take all reasonable precautions for the safety of, and shall provide all reasonable protection to prevent damage, injury or loss to:

- C. All employees on the job site;
- D. ITCA's staff and employees;
- E. Any other persons who may be affected, including the public; and
- F. All the property and equipment used, whether in storage or on or off the site, under the care, custody or control of the Offeror or any sub-contractors.

III.8. IMMUNITY OF ITCA

The Offeror shall defend and hold harmless ITCA and any federal or state funding source for the project from liability arising from the Offeror's performance or attempted performance of the contract, and the Offeror's activities with sub-contractors and all other third parties.

III.9. CONFIDENTIALITY AGREEMENT

Upon award, each and every project member of the successful offeror will be required to sign ITCA's Statement of Confidentiality. A copy of this Statement along with the other

required proposal documents may be found on ITCA's website at www.itcaonline.com/wic.

III.10. CONTRACT PAYMENT TERMS

The Contractor will submit an invoice along with the Monthly Status Report (as described in Section VI.1) within 30 days of end of the month following the service month. ITCA will pay the contractor within 30 days of receipt of the invoice and is contingent on receipt of the Monthly Status Report.

III.11. TERM OF CONTRACT

The initial term of the resulting contract shall be for the period of three calendar years. At ITCA's option, the contract may be extended for up to three additional one-year periods.

IV. PROPOSAL CONTENT AND FORMAT

The contents of the proposal package shall be as defined in section IV.1. Failure to adhere to these instructions shall be grounds for an Offeror's proposal to be ruled non-compliant with requirements of this RFP and may be cause for rejection of the proposal package.

IV.1. CONTENT AND FORMAT

The proposal shall be bound and shall consist of the following sections labeled, tabbed and provided in the order given below. See Section V, Proposal Evaluation, for further explanation of the required content of each proposal section.

1. Cover or Title Page
2. Table of Contents
3. Letter of Transmittal

The letter of transmittal shall be provided on Offeror's Letterhead signed by an individual with the authority to bind the Offeror to providing the services as proposed. Proposals without an original **signed** letter of transmittal shall be subject to rejection.

The letter of transmittal shall identify a contact person, including mailing address, telephone number, FAX number and e-mail address to whom all further correspondence and/or questions shall be addressed.

4. Executive Summary

This shall include:

- A brief overview of the offered services (maximum of one page).
- An acknowledgement of all of the administrative, contractual, and scope of work requirements.
- A statement of agreement and compliance with respect to Section III, the Contractual Terms and Conditions.
- A statement of agreement and compliance with respect to Section VI.3, Contract Tasks and Deliverables.
- Certification Regarding Debarment, Suspension and Other Responsibility Matters (found on ITCA website)
- Certification Regarding Lobbying Certification for Contracts, Grants, Loans and Cooperative Agreements (found on ITCA website)
- Drug-Free Workplace Certification (found on ITCA website)
- Other required certification during the life of the contract may be requested as required by contracts obtained by ITCA.

While the Letter of Transmittal and the Executive Summary are not scored as part of the evaluation process, they are mandatory items. Proposals that do not include these items and the specified content will not be evaluated. Failure to provide the statements referenced above shall indicate acceptance by the Offeror of the terms and conditions as stated.

Should the Offeror take exception to the terms and conditions required by ITCA, the Offeror shall describe in the Executive Summary the specific paragraph and section to which an exception is taken, followed by the Offeror's proposed substitute language. Upon review of the exceptions taken, the Offeror's exceptions may be rejected and the entire proposal declared non-responsive by ITCA. ITCA may elect, at its sole discretion, to accept proposed contract terms that do not materially alter the substantive requirements of the RFP.

5. Background and Understanding of the Project

This section describes the Offeror's understanding of ITCA, the goals and objectives, the scope and level of effort required, and the risks associated with the project. At a minimum the narrative shall include:

- A description of ITCA and the technical structure of the network, hardware and software and other relevant information.

- ITCA's goals and objectives regarding network maintenance and support; hardware maintenance and support; Help Desk support and website maintenance and support.
- Any anticipated problem areas.

6. Technical Approach and Methodology

This section shall include the Offeror's approach to meeting the project requirements. At a minimum, the narrative shall include:

- Detailed description of the network services to be provided;
- Detailed description of the hardware and software support;
- Detailed description of website maintenance and support;
- System for problem reporting and resolution;
- Staff power loading charts (including subcontractors), if other than sole proprietor, for duties and responsibilities including by month, if variable
- Description of help desk support including days and hours of availability, problem escalation process and response times.

7. Communications with ITCA

- Primary Point of Contact

The Offeror shall designate one person to act as the primary point of contact to ITCA. This person shall be known as the Project Manager.

- Monthly Status Reports

During the entire period of performance, the Contractor will be required to submit Status Reports on a monthly basis. The first report is due on or before the 5th day of the month following the first complete month of the contract and every month thereafter for the remainder of the contract period. Reports will contain, at a minimum, the following:

- Network, hardware, software status;
- Website status (including number of hits);
- Summary of major accomplishments during the reporting period;
- Identification and resolution of problems;

- Outstanding issues;
- Hardware or software needs; and,
- Tasks for future months including due dates

A sample monthly status report is to be included in the bidder's proposal.

- Quarterly Status Meetings

During the entire contract period, the Contractor will meet with the ITCA Liaison, the Executive Director and the Assistant Director to discuss the network status. Meetings will take place during the 1st week of the month following each quarter ending in March, June, September and December. Exact day and time will be negotiated. In addition, the Contractor will meet with the ITCA Liaison on a set date one time per month as negotiated upon contract award.

The purpose of the meetings is to review services from the previous quarter, review open items from previous quarter, identify any problems and address outstanding issues, and plan for future activities. The ITCA Liaison and Contractor Project Manager will jointly develop the agenda for the meetings.

8. Corporate Qualifications

The following corporate information and qualifications must be provided:

- Offeror's legal name;
- Offeror's home office address;
- The Offeror's telephone number, fax number and e-mail address;
- The Offeror's Federal Employment Identification Number;
- Length of time in business and a brief summary of the firm's capabilities and areas of experience providing similar services
- Total number of clients and whether they are public, non-profit or private
- Offeror's experience within the last five years directly related to the proposed contract;
- Whether any previous contract was terminated prior to successful completion of the project. (If so, ITCA will consider the facts of the situation and may, at its sole discretion, reject the Offeror's proposal if

these facts indicate that the completion of this project may be jeopardized by selection of the Offeror.);

- The Offeror's corporate capacity to provide the level of effort required for this project while accommodating the Offeror's existing workload;
- The number of months or years experience in using the hardware and software currently in use by ITCA;
- Description and number of full and part-time key personnel that will be providing services including roles and responsibilities and summarize the relevant technical expertise and experience of each person. Full resumes of each person shall be appended to the proposal.

9. Offeror Preferences

The Offeror shall clearly document and identify which of ITCA's preference categories the Offeror offers (i.e., Minority Firm, Woman Business Enterprise, Labor Surplus Area Firms, Small Business).

10. Previous Project History and References

This Section shall contain a description of at least one (1) and a maximum of three (3) network support services of a similar size and complexity that have been provided by the Offeror. For each of the services identified, provide a brief description; the beginning and ending dates; the name and address of the client and the name, telephone number and email address of the contact person for reference purposes.

Offerors may provide additional references in this section if desired.

11. Cost Proposal

The Cost Proposal shall consist of the following components labeled and provided in the order given below:

1. Cover page.
2. Financial References:

Offerors must provide up to two (2) financial references (name/address/phone/ email) which can attest to the financial soundness of the Offeror, or two financial documents that attest to the financial soundness of the Offeror.

3. Letter Binding Offeror to Cost Proposal

The letter binding the Offeror to the proposed cost schedule shall state that the costs provided in the Offeror's proposal shall be binding and valid for consideration and acceptance by ITCA for a period of not less than ninety (90) calendar days after the proposal due date.

4. Cost Schedule

For this section the Offeror shall complete and submit the cost schedule provided as Attachment A. Firm fixed prices must be provided for each deliverable and optional item shown on the schedule. The Offeror should also provide a description of any additional costs that may be incurred during the course of the contract and the corresponding price.

V. PROPOSAL EVALUATION

V.1. EVALUATION PROCESS

A committee appointed by the ITCA Executive Director will evaluate this RFP. The committee will determine the best offer using the criteria below. Proposals must meet all the mandatory criteria in order for the proposals to be evaluated. Proposals that are incomplete or contain significant inconsistencies or inaccuracies may be rejected by ITCA without further review.

The technical proposal score is based on the written proposal, references received, and presentation, as described above. The technical section review and the cost section review will be completed separately. Proposals that don't meet minimum technical requirements will not be evaluated for cost.

Any cost proposal that is incomplete, or in which there are significant inconsistencies or inaccuracies, or that does not comply with the requirements for cost proposal submission contained in this RFP, may be rejected by ITCA without further review.

Each cost proposal will be evaluated to determine its compliance with the instructions and the accuracy of the calculations. If any variance in prices between the Cost Schedule, Attachment A and sources is found, the Cost Schedule shall prevail. ITCA will request correction of the other sources to address any discrepancies.

Select Offerors may be scheduled to conduct a presentation of proposed services. As part of the demonstration, Offerors will respond to the questions or clarifications requested by the committee. Offerors unable or unwilling to provide a presentation, if requested, will not be further considered.

V.2. EVALUATION CRITERIA

An award shall be made to the responsible Offeror whose proposal is determined in writing to be the most advantageous to ITCA based upon the evaluation criteria listed below.

- Cost
- Understanding of Services to be Provided
- Technical Approach and Methodology
- Staff Expertise and Offeror Experience
- References
- Presentation
- Minority Firms, Woman Owned Enterprises, Small Businesses

VI. SCOPE OF WORK

VI.1. OVERVIEW

ITCA anticipates and expects that as technology changes, ITCA anticipates and expects that the network services contractor would be knowledgeable in the current hardware and software applications and that these upgrades or modifications would be covered under the scope of this contract.

ITCA anticipates that the need for additional hardware and software will expand over time and this would be included under the scope of this contract.

VI.2. GENERAL TERMS OF SUPPORT

The Offeror's proposal must include a technical approach consistent with this description of the scope of work. Each and every exception to these sections must be explicitly identified as such, using the word "exception" in each case for easy identification by ITCA. Any unidentified discrepancies found after contract award between these sections and Offeror's proposal will be decided solely by ITCA upon consult with the contractor.

The contractor will comply with the following:

VI.2.1. Business Hours

ITCA's normal business hours are 7:00 am to 6:00 pm. Desktop support and standard network operations will generally be provided on-site Monday to Friday from 8:00 am to 5:00 pm. Network services may be requested by ITCA before or after normal business hours or on weekends for an additional hourly fee as quoted on Attachment A, Cost Schedule.

The contractor will provide support via telephone or remote access when not on-site during normal business hours. The contractor may also need to be available for off-site

support on three or four weekends per year. The contractor will be notified in advance of this need.

Maintenance/replacement of the network servers, modifications in the configuration the network and other equipment maintenance requiring the network to be unavailable will be scheduled outside of business hours so as to not affect business operations. Hours for this work are included in the monthly fee and are not to be charged as additional hours.

VI.2.2. Location and Space

The contractor will provide on-site support for all ITCA employees, contractors and assigned staff located at ITCA. ITCA will provide space at no cost for one employee of the contractor to be designated by ITCA. ITCA will provide an environmentally controlled space for the server room. The Contractor will provide off-site storage for back-up tapes.

VI.2.3. Personnel

The Contractor will assign a specific individual or individual(s) to perform the work under this contract. It is expected that at least 1.0 full time equivalent will be assigned to ITCA. Changes in contractor personnel must be approved by ITCA.

VI.2.4. Response Time

The Contractor will be available for telephone, in person and/or on-line assistance within 15 minutes of the call during business hours (7:00 am to 6:00 pm). The contractor will be on-site within 1 hour if the problem cannot be solved via telephone or remote access.

ITCA expects that the majority of network problems will be resolved as quickly as possible, but at least within one business day. The ITCA Liaison will be notified of any issue that impacts the ability of ITCA to function (such as the network being down) during normal business hours that cannot be resolved within one hour.

VI.2.5. Equipment and Software

ITCA will provide all equipment, hardware and software necessary for individual workstations, network servers, Internet connectivity, etc. ITCA will pay all fees for Internet connectivity and web sites.

The Contractor will make recommendations for the purchase of new hardware, software and other equipment as needed or at the request of ITCA. The Contractor serves as the receiving agent for all ITCA hardware and software.

VI.3. CONTRACT TASKS AND DELIVERABLES - OVERVIEW

VI.3.1. Purpose

The purpose of this section is to define the specific tasks to be performed and deliverables to be provided by the contractor. As part of their response to the RFP,

Offerors must confirm their intent to provide the services and documents as described by the tasks and deliverables presented below. In preparing the Task Plan section of their proposals, Offerors must respond to each of the tasks and deliverables described, inclusive of their approach and methodology. Bidder task plan responses should elaborate on this preliminary plan providing more in-depth information on how specific tasks would be completed. Proposals that merely restate the tasks described below will be considered non-responsive.

VI.3.2. Project Task Plan

VI.3.2.1. TASK 1 – Support of Primary Network Architecture Hardware

The contractor will support the following network hardware:

- Adtran NetVanta 4305 Router/Firewall
- Nortel Contivity 600 (VPN Switch)
- HP ProCurve 2610 Network Switch
- HP ProCurve 3400yl Network Switch
- HP ProCurve 4208vl Network Switch
- HP ProLiant DL380 G6 Servers (2)
- Inter-Tel Voicemail Server
- Inter-Tel Phone System
- Inter-Tel Audio Conference Call Server
- MicroCall Call Accounting Server
- DigiLogic Voice Board for Auto-Dialer Server
- Quantum SuperLoader 3 Tape Drive/Autoloader
- TrippLite SmartPro 3000VA UPS (3)
- Dell Desktop Computers (87)
- Dell Laptop Computers (80)
- Dell Tablet PCs (3)
- Motion Computing Tablet Computers (4)
- Polycom Viewstation FX Video Conferencing
- Cox Digital Cable Box

- Cisco Aironet AP1121G Wireless Access Point (3)
- APC Environmental Monitor (2)
- Trendmicro Interscan Gateway Security Appliance
- HP LeftHand P4300 iSCSI SAN
- HP 9100C Digital Sender
- Fujitsu fi-6010N Scanner
- Dell Color and B&W Laser Printers (18)
- HP Portable Inkjet Printers (15)
- HP Design Jet Z2100 Wide Format Inkjet Printer
- Dymo Label Printers (6)
- Toshiba e-Studio B&W Copier
- Xerox WorkCentre 4260 Workgroup B&W Laser Printer
- Xerox WorkCentre 7346 Color Laser Printer with Fiery

VI.3.2.2. TASK 2 – Support of Primary Network Servers and Software

The contractor will provide support for the following network software:

- BakBone NetVault
- HP ProCurve Manager Plus
- Microsoft Domain Name System (DNS) Service
- Microsoft Dynamic Host Configuration Protocol (DHCP) Service
- Microsoft Exchange 2003
- Microsoft File Transfer Protocol (FTP) Server
- Microsoft Internet Information Server (IIS)
- Microsoft Network Time Protocol (NTP) Service
- Microsoft Windows Server 2003
- Microsoft Windows Server Update Services
- Nihuo Web Log Analyzer
- Out'n About! for Outlook
- SolarWinds Orion Application Performance Monitor

- SolarWinds Orion Network Performance Monitor
- SolarWinds Orion Network Traffic Analyzer
- Symantec Ghost
- TrendMicro OfficeScan
- VMWare VSphere 4 Essentials Plus

The Contractor will maintain availability of a minimum of two FTP sites. No limited restrictions shall be applied to ITCA's FTP sites.

The Contractor will provide ITCA employees with a Virtual Private Network or other remote access option to the ITCA network. Staff will have the ability to access e-mail remotely.

VI.3.2.3. TASK 3 – Support of Workstation Applications

The Contractor provides desktop support of the following workstation applications:

- Adobe Acrobat Reader
- Java
- Microsoft Office Suite (Word, Excel, PowerPoint, Access, Publisher)
- Microsoft Outlook
- Microsoft Windows XP Professional
- Nortel Extranet Client
- Out'n About! for Outlook
- Primo PDF
- Quicktime
- Real Player
- TrendMicro OfficeScan
- Verizon VZAccess Manager
- Virtual Network Computing (VNC)

The Contractor provides only infrastructure support for the following desktop applications:

- Adobe Acrobat
- Adobe Illustrator
- Adobe InDesign
- Adobe PhotoShop

- Adobe Premier
- Bear Tracks Youth Database Software
- Beyond Compare
- Crystal Reports XI
- Digital Camera Interface Software
- Dymo LabelWriter
- EPI Info
- FreeMind
- Microsoft Dynamics Accounting
- Microsoft Live Meeting
- Microsoft Project
- Microsoft Streets & Trips
- Peachtree Accounting 2009
- PowerBuilder 11
- Senior Assistant Management System (SAMS)
- Shared Tribal Automated Reporting System (STARS)
- Statically Analysis System (SAS)
- Sybase SQL Anywhere 8
- TEISS View
- Tele-Task Autodialer
- UltraEdit
- UPS Worldship
- WIA Participant Tracking System

VI.3.2.4. TASK 4 –Website Services

The Contractor will support the ITCA website to ensure uninterrupted access to the site. The Contractor will provide a web monitoring analysis report to include at a minimum the number of hits to the ITCA website and each program web page.

The Contractor will make minor modifications to the ITCA web pages as requested.

VI.3.2.5. TASK 5- Network Management Tasks

The following tasks will be managed by the contractor:

- Classroom Setup and Teardown
- Computer System Installation, Relocation, and Retirement
- Computer System Repairs
- Computer System Warranty Management
- Data Line Monitoring and Management (Internet Connectivity)
- Domain Name Management
- E-Mail Monitoring and Management
- Equipment Purchase Recommendations
- Firewall Monitoring and Management
- FTP Site Monitoring, Management, and Support
- Help Desk (via E-Mail, Voice Mail, and Desk Side)
- Inventory Management – On-site and Off-site Hardware
- Inventory Management – Software Licensing
- Local and Network Printer Monitoring and Support (printer maintenance provided by 3rd party)
- Network Copier Monitoring and Support (copier maintenance provided by 3rd party)
- Patch Management – Application Software
- Patch Management – Operating Systems
- Router Monitoring and Management
- Server Monitoring and Management
- Switch Monitoring and Management
- Tape Backup Management
- Technical Vendor Management
- Telephone System Support (maintenance provided by 3rd party)
- Uninterruptible Power Supply (UPS) Management
- User Account Management
- Video Conference Equipment Support
- Virtual Environment Monitoring and Management

- Virus Protection Monitoring and Management
- VPN Management
- Web and E-Mail Content Filtering Monitoring and Management
- Web Site Monitoring, Management, Support, and Analysis
- Wireless Network Monitoring and Management

VI.3.2.6. TASK 6- Equipment Services and Inventory

The Contractor will develop and or recommend for purchase an inventory for hardware and software within 60 days of the contract start date. The inventory system must include at least the following fields and must have the ability to be updated by multiple users: Asset number*, serial number*, model*, type of equipment*, date of receipt*, location of equipment*, P.O. number, cost of item, program code, name of program, award number, funding source, percentage of federal participation and disposition. Each hardware item will be tagged with a unique identification number. The inventory will be provided to ITCA and coordinated with designated ITCA staff that will have the ability to update the inventory with additional information. The Contractor will make recommendations for the disposal of equipment that is not in use (trash, donate, keep). *Items marked with an asterisk will be entered and maintained by the Contractor. Other items will be entered and maintained by ITCA staff.

The Contractor maintains and manages all of the existing workstation images for deployment, replacement and management of all laptop and desktop computers.

The Contractor maintains warranty information for all equipment and software. The Contractor manages all aspects of warranty issues including replacement and repairs.

VI.3.2.7. TASK 7 – Disaster Recovery, Back-up and Restoration

The Contractor will provide an overview of the disaster recovery plan. A detailed, comprehensive Disaster/Data Recovery Plan will be provided to ITCA within 90 days of contract award.

The Contractor will complete daily, weekly and monthly tape backups of all ITCA data. The backups must be stored off-site in a fire resistant environment. The Contractor will provide management of the backup media to ensure that the actual data storage media are protected, rotated and organized at all times.

The Contractor will provide complete data restoration in the event of data loss at any workstation, server or e-mail server. The Contractor will perform periodic tests of data recovery to ensure that backups are adequate and the plan is functional.

VI.3.2.8. TASK 8 – Security

ITCA network and equipment are located in ITCA's offices. This is a controlled access facility with sufficient space to house the hardware supporting network operations. Standard user ID and password logon capability will be used to access the network.

The Contractor will provide an overview of security protocols and will provide a complete and detailed security protocol that ensures that the network is protected from human originated threats such as unauthorized access to the network and/or data, sabotage of the network and/or data (including viruses), and interception of data during transmission within 120 days of contract award.

VI.4. LIST OF PROJECT DELIVERABLES

VI.4.1. Recurring Deliverables

The following deliverables will recur throughout the contract period on a scheduled basis:

- VI.4.1.1 Deliverables 1-36 Monthly Services (February 2011 to January 2014) 75% of monthly fee; if no tasks identified then 90% of monthly fee*
- VI.4.1.2 Deliverables 1-36a Monthly Reports (due the 10th of the month following the report months of February 2011 to January 2014) - 10% of monthly fee*

VI.4.2. Task-Related Deliverables

The following deliverables are one time task-related deliverables. Further task-related deliverables will be developed throughout the contract period by mutual agreement. These deliverables are included in the monthly service fee and represent 15% of the fee for the month. If no tasks are mutually agreed on to be completed within the report month, the monthly services will increase to 90% of the monthly fee.

- VI.4.2.1 Deliverable 1b due April 10, 2011: Inventory Software*
- VI.4.2.2 Deliverable 1c due May 10, 2011: Disaster Recovery Plan*
- VI.4.2.3. Deliverable 1d due June 10, 2011: Updated Security Protocol*
- VI.4.2.4. Deliverable 1e due July 10, 2011: Upgrade all desktop computers to Windows 7.*
- VI.4.2.5. Deliverable 1f due August 10, 2011: Upgrade all laptop computers to Windows 7.*

ATTACHMENT A – COST SCHEDULE

Costs per Deliverable:

Year	Service	Cost
Years 1-3	Monthly Cost for Services and Specific Tasks	
Years 1-3	Hourly Cost for Services Outside Normal Business Hours	
Years Four through Six (optional extensions for ITCA)		
Year 4	Monthly Cost for Services and Specific Tasks	
Year 4	Hourly Cost for Services Outside Normal Business Hours	
Year 5	Monthly Cost for Services and Specific Tasks	
Year 5	Hourly Cost for Services Outside Normal Business Hours	
Year 6	Monthly Cost for Services and Specific Tasks	
Year 6	Hourly Cost for Services Outside Normal Business Hours	