



REQUEST FOR PROPOSALS

Delivery of Information Technology Services

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Response Deadline

March 29, 2019 4:00 PM

Executive Summary

MPERS is researching Information Technology (IT) options for outsourcing to a service provider or contractor ("firm") all essential elements of its IT operations. Your firm is invited to submit a proposal following the timetable set out on page 3.

In preparing your written proposal, please provide information relating to the areas outlined in Appendix A. Refer to each area by section and number to facilitate evaluation of your firm's response. Please address any issues in your response not specifically listed here if you believe it to have relevance to MPERS and the selection process. In addition, your written proposal should describe the benefits that MPERS will derive by selecting your firm.

General Information

MPERS reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the firm of the conditions contained in this Request for Proposal (RFP), unless clearly and specifically noted in the proposal submitted and confirmed in the contract between MPERS and the firm selected.

The proposing firms are hereby advised that all proposals and the information contained in or related thereto shall be open to public inspection and that MPERS does not guarantee nor assume any responsibility whatsoever in the event that such information is used or copied by any individual person(s) or organization. Therefore, the firm must submit the proposal based on such conditions without reservations.

Background

Currently, MPERS receives its IT services from a variety of private vendors/contractors. MPERS does not have any in-house IT staff. The primary hardware server is a Lenovo ThinkSystem SR650 which was installed in May 2018 and is located at the MPERS office. MPERS' pension administration system, membership database, and integrated imaging software is accessed via the internet and is hosted and maintained by LRS, Inc. in Springfield, Illinois. LRS also hosts Dynamics GP (a Microsoft product), which is MPERS' accounting software. Dynamics GP is supported and maintained by Sikich. The selected firm must communicate and work with these vendors on matters that may arise, but the firm is not asked to provide any direct services related to the specific software. MPERS' cloud-based email (Microsoft Outlook) will be managed by the chosen firm. Additionally, the firm will provide hosting services for the MPERS website.

The Lenovo server is a virtual server. The server hosts, among other items, the web interface, desktop maintenance, shared user files, and print and backup services. MPERS has an agreement with a service provider currently that offers backup and recovery services. MPERS does not own its own backup servers. MPERS does not have a warm site for disaster recovery efforts.

The network is comprised of Cisco routers, switches, wireless access points, and wireless mobile devices. MPERS' staff use a combination of desktops and laptops for day-to-day use. There are a variety of networked printers, networked scanners, and networked multifunction devices (scan/print/fax/copy). There is also an Altigen telephone system (VoIP) that is integrated with the network. The firm is not asked to work on the telephone system's software or the actual phones. In addition, email services are provided to staff smartphones.

Interested firms are highly encouraged to tour the MPERS building to view the hardware and systems and to interview staff prior to submitting a proposal.

RFP Deadlines and Timetable

RFP distributed to prospective service providers	January 31, 2019
Written proposal due	March 31, 2019
Verbal presentation made to selection committee	By April 12, 2019
Award of Contract	By May 15, 2019
Contract start date	After July 1, 2019

Inquiries and Submission of Proposals

Any questions or clarifications concerning this RFP must be submitted in writing (email) prior to **March 31, 2019** at 4:00 PM.

One electronic copy (PDF) of the completed response to the RFP must be submitted to MPERS prior to 4:00 pm on the due date noted above. Any questions or clarifications and the completed response should be directed via email to Greg Beck at Greg.Beck@mpers.org

Proposal Evaluation

MPERS will evaluate each RFP response according to the criteria in Appendix A and select finalists that will be interviewed by MPERS staff for further discussion regarding our IT needs. The purpose of the interview will be to expand on the information provided in the RFP, not to repeat information already provided. Those finalists will be provided additional instruction by MPERS. Those firms not selected for further consideration will be notified.

Following any interviews, MPERS will determine a ranking for each finalist. Consideration will be given to both the written RFP and any oral presentations or interviews.

MPERS may enter into negotiations with the selected firm and execute a contract upon completion of negotiations. If MPERS is unsuccessful in negotiating a contract with the highest ranked firm, it may then negotiate with the next-highest ranked firm until a contract is executed, or may decide to terminate the selection process altogether.

Terms and Conditions for Submitting Responses

- No additions, deletions, corrections, or adjustments will be accepted after the due date unless MPERS agrees to allow for a correction to an obvious mistake within the bid documents.
- An authorized officer of the firm submitting the response must sign the response.
- Prices for services should be included in submitted responses.
- Submissions received after the designated time of the due date will be considered as “no proposal” and “void” and will not be considered.
- The successful firm is specifically denied the right of using in any form or medium the names of MPERS for public advertising unless express written permission is granted.
- All firms must possess the necessary and appropriate business and/or professional licenses in their field.
- Award will be made to the firm best qualified and capable of performing the desired proposal requirements subject to successful contract negotiations.

- MPERS reserves the right, without prejudice, to reject any or all responses.
- Submission of a response indicates acceptance by the firm of the conditions contained in this RFP unless clearly and specifically noted in the proposal submitted and confirmed in the contract between MPERS and the firm selected.
- The selected firm must submit a proposed draft contract as a starting point for negotiations.

General Contractual Requirements After Contract Is Awarded

Any change in the contract, whether by modification and/or supplementation, must be accomplished by a formal contract amendment signed and approved by and between the duly authorized representatives of the firm and MPERS. Any such amendment shall specify an effective date, any increases or decreases in the amount of the firm's compensation, if applicable, and entitled as an "Amendment," and signed by the parties. The firm expressly and explicitly understands and agrees that no other method and/or no other document, including correspondence, acts, and oral communications by or from any person, shall be used or construed as an amendment or modification or supplementation to the contract.

All material developed or acquired by the firm as a result of work under the contract shall become the property of MPERS. No material or reports prepared by the firm shall be released to the public without the prior written consent of MPERS.

The firm shall not assign or delegate any interest in the contract and shall not transfer any interest in the contract (whether by assignment, delegation, or novation) without the prior written consent of MPERS' executive director.

Upon filing for any bankruptcy or insolvency proceeding by or against the firm, whether voluntarily, or upon the appointment of a receiver, trustee, or assignee for the benefit of creditors, MPERS reserves the right at its sole discretion to either cancel the contract or affirm the contract and to hold the firm responsible for damages.

MPERS may cancel the contract at any time for the material breach of contractual obligations by providing the firm with a written notice of such cancellation. Should MPERS exercise its right to cancel the contract for such reasons, the cancellation shall become effective on the date as specified in the notice of cancellation sent to the firm. MPERS reserves the right to terminate the contract without penalty or recourse by giving the firm a written notice of such termination at least 30 days prior to termination subject to any final billing by the firm for services rendered prior to the termination date.

Appendix A – Proposal Requirements

Section 1: Company information

- 1.1 Describe your firm including the number of years you have been in business, service niche(s), physical location, etc.
- 1.2 Provide the size of your business stated in terms of number of clients and the size of those clients by number of employees.

Section 2: Company and Staff Capabilities

- 2.1 Describe your IT service model and capabilities including IT support, operations, ability to host systems and project management.
- 2.2 Provide an overview of your company's structure including an organizational chart with names.
- 2.3 Provide the number of dedicated staff you have to serve in particular IT specialties (e.g., desktop, networking, server administration, security monitoring, website maintenance, etc.).
- 2.4 Provide brief employee profiles for each employee that may provide services to MPERS including any applicable certifications and the role they would serve while working on MPERS projects. Include specific information about employees' proximity to MPERS' physical location.
- 2.5 Identify proposed sub-consultant firms or individuals.
- 2.6 Describe the methodology your company uses to support strategic business decisions/plans when operating as an independent outsourced service provider.
- 2.7 Describe your ability to meet service level agreements including typical response times.
- 2.8 Provide a description of your disaster recovery and redundancy plan.

Section 3: References

- 3.1 Provide a list of referrals and references from other agencies or businesses to whom you have provided services.
- 3.2 List and describe any litigation, arbitration, claims filed by your firm against any project owner as a result of a contract dispute; claims filed against your firm; or your termination from a project.
- 3.3 Applicant's capacity and intent to proceed without delay if selected as our service provider.

Section 4: Fees

- 4.1 Provide your all-inclusive monthly rates for the following activities generally viewed as information technology management services:
 - a. Tier 1 to Tier 3 support services¹
 - b. Backup and recovery services
 - c. Workstation deployment (new hardware) and maintenance
 - d. Advice regarding purchases of new printers, scanners, and copiers
 - e. Local network device maintenance and advice for new purchases
 - f. Wireless mobile device maintenance, as needed

¹ Tier definitions are defined at the following website: http://en.wikipedia.org/wiki/Technical_support

- g. Advice on ensuring IT hardware and software is kept up to date or suggest schedules for replacement
- h. Monitoring of any maintenance contract on all above items
- i. Onsite preventative maintenance on a quarterly basis
- j. Regularly scheduled security updates and patches to network equipment, workstations, and services to maintain security
- k. Perform periodic checks of all devices to be sure everything is properly monitored and patched, and
- l. Website hosting (i.e. MPERS staff will remain responsible for content).

4.2 Provide your all-inclusive monthly rates for the following activities generally viewed as information security services:

- a. Inventory and monitoring of installed software to assist in detecting unauthorized and malicious software Installs
- b. Periodic vulnerability scanning of the internal network and annual vulnerability scanning of the external IP addresses
- c. Dark web monitoring of mpers.org domain
- d. Periodic email phishing expeditions that can be tailored/customized
- e. Remote event monitoring/alerting/response for firewalls and managed network devices
- f. Continuous automated risk detection for Microsoft software changes and domain credential/permissions changes
- g. Assistance with encryption of supported portable devices
- h. Log storage and management for up to five servers with monitoring/alerting/response for any identified anomalies
- i. On-demand web-based training delivered to each client end user, if recommended by the contractor
- j. Security policy and procedure management to provide ongoing recommendations related to IT security, and
- k. Any other security service that the contractor deems vital to MPERS.