Managed Service Provider Request for Proposal

RFP COORDINATORS:

Vincent Persichetti, Vice President, Administration, vpersichetti@cscedc.com
Jim Lovewell, Chief Operating Officer, jlovewell@cscedc.com
Johnna Reeder Kleymeyer, President & Chief Executive Officer, jreederkleymeyer@cscedc.com

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1. Introduction

Colorado Springs Chamber & EDC (CSCEDC) is pleased to invite you to respond to this Request for Proposal (RFP) for Managed IT Services. The intention of this RFP is to solicit responses and formal proposals from qualified Managed IT Services Providers (MSPs) and select a single organization to provide IT services to Colorado Springs Chamber & EDC.

1.1 About Colorado Springs Chamber & EDC

Core Focus: To achieve economic prosperity for our region and act as a catalyst for business innovation and growth.

Our Niche: We are uniquely postured to strategically influence, convene, and leverage the power of the business community.

Core Values

- **Collaborative:** Partnership is at the core of all we do. We work to understand our community, our members, and our collective priorities. We are stronger and better together.

- **Trustworthy:** We value and nurture trust – it is essential to all our relationships – and serve ethically and with integrity, earning and instilling trust with members and stakeholders.

- **Invested:** We are champions for our community. We're serious about our work and go the extra mile to help develop long-term prosperity for our region. Our deep sense of duty is at the core of our work.

- **Effective:** We're goal-oriented and we get the job done. Our diverse experiences and expertise bring greater value to our region.

- **Advocates:** Member-focused and service-oriented, we advocate on behalf of our region's businesses. We understand business priorities and serve as a voice for business. We root for the home team and put our region's needs first.

- **Inclusive:** We are committed to building an organization and community where all people are seen, heard, and appreciated for their differences. It's the continual acceptance of those differences that build upon our resilience, our uniqueness, and allows our region's businesses to thrive.

1.2 Purpose

This RFP is issued solely for information and planning purposes. This document does not commit CSCEDC to contract for any service, supply, or subscription whatsoever. CSCEDC will not reimburse any information or administrative costs incurred as a result of participation in response to the RFP. All costs associated with response will solely reside at the responding party's expense. With this RFP, CSCEDC is requesting information about your company and the IT products and solutions you provide as outlined in the Service Requirements section. This information will be gathered from several different organizations and used to evaluate provider options for CSCEDC.

1.3 Contract Term:

The Colorado Springs Chamber & EDC is requesting proposals for Information Technology (IT) Services for an Initial Term of 1 year, commencing on February 1, 2024, and expiring on January 31, 2025.   Prior to expiration of the Initial Term, the Contract may be extended by mutual agreement, up to a total of 5 years.

1.4 Eligibility to Bid:

IT services companies must be members of the Colorado Springs Chamber & EDC in good standing. The Firm shall maintain an active Chamber & EDC membership for the duration of the contract. The Firm must also have a physical office in the Pikes Peak region.

1.5 Single Entity Provider:

For ease of administration and clarity of communication, the Chamber & EDC is seeking to contract a single provider for these IT support services. Proposals from partnerships, strategic alliances, collaboration or joint ventures shall not be considered.

1.6 Confidentiality Statement

All information included in this RFP is considered confidential and intended only for use by responders. No information included in this document, or in discussions related to CSCEDC's Managed Service Provider selection effort, may be disclosed to another party or used for any other purpose without written consent.

2. Environment Overview

The information below outlines the general demographics of The Colorado Springs Chamber & EDC and our current technical environment.

Office Location:

- **Colorado Springs Chamber & EDC**
    102 South Tejon Street, Suite 1200,
    Colorado Springs, CO 80903
    719.471.8183

Current Technical Environment:

- **Core Hardware**
  - Microsoft Servers [1] (Although most everything has been migrated to cloud)
  - Firewalls [1]
  - Switches [4]
- **Software Systems**
  - CRM Software – [2] (not hosted locally)
  - Finance Software – [1] (QuickBooks desktop)
  - Event Management Software – [1] (combined with CRM)
  - Other Critical Software - [ ] (none hosted locally)
- **Connectivity**
  - [Underline 2.4Gbit down and up (Fiber)]
- **Remote Access / VPN**
- **Applications**
  - Microsoft Office – Microsoft 365
    - 29 licenses of Business Standard
    - 1 license of Microsoft Entra ID P2
- **Backups, Antivirus and Remote Support Software**
  - Backup Solution: [1]
  - Antivirus: [1]
  - Remote Support Software: [1]
  - Endpoint Detect and Response Software [1]
- **Workstations and other Devices**
  - Work stations – [2]
  - Laptops – [27]
  - Tablets – [1]

3. Service Requirements

As part of this RFP, The Colorado Springs Chamber & EDC has requirements for the following services. We realize that not every MSP will be able to provide all the services listed below, but we encourage you to respond regardless.

Help Desk Support - The MSP should offer superior 24x7x365 Help Desk support from Tier One to Three services utilizing industry best practice processes and procedures. Primary helpdesk support requirement will be during normal office hours of 8:00AM to 5:00PM, Monday through Friday.

- **Server & Network System Monitoring** – The MSP must provide 24x7 monitoring of CSCEDC's server & network system with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- **Patch Management Services & Preventative Maintenance** – The MSP must provide management of critical security and system patches to all servers and systems on the network to ensure CSCEDC's IT systems and resources are properly managed and maintained.

- **Business Continuity and Disaster Recovery –** The MSP must be able to support CSCEDC's ability to recover based on the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) agreed upon by organizational constituents. In addition, backup and redundancy should be used to support this need.
- **Remote Backup** – The MSP must execute a nightly backup plan for the critical servers, including a regularly-tested recovery process.
- **Email System Management** – The Colorado Springs Chamber & EDC requires the management and administration of CSCEDC's email system for all users.
- **Antivirus, AntiSpam & Antispyware Protection** – CSCEDC is looking for solutions to defend against security threats including phishing, malware, spam, viruses.
- **On-Site Support –** When needed, the MSP should have the ability to deploy on-site resources to assist in issues which cannot be resolved through remote access to in-house systems. Within 24 hours once the need has been recognized.
- **Networking Support** – CSCEDC requires proactive management and monitoring of our switches, firewalls, routers and Wi-Fi systems, and other networking equipment as identified by CSCEDC.
- **Security Systems Monitoring –** MSP must provide proactive monitoring and management of CSCEDC's security systems, including firewalls, intrusion prevention, secure remote access, and any implementations of advanced security solutions CSCEDC may utilize.
- **Vendor Management –** The MSP should be able to manage other vendors which may be contracted for by CSCEDC and serve as the key point of contact unless escalated.
- **Warranty and Asset Inventory Management** – CSCEDC expects the MSP to maintain a hardware and asset inventory that includes Desktops, Laptops, Servers, and notify CSCEDC of any potential service or warranty issues. The MSP must also assist with managing the lifecycle of CSCEDC's devices and maintain an equipment inventory to ensure our systems are always current.
- **Software Licensing Control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation.
- **Procurement Management – The MSP must assist with the selection of commercially rated** equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.
- **PC Deployment** – Delivery and setup of machines on-site.
- **Desktop and Laptop Support -** MSPs must include their ability to support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning for new equipment as needed.
  Printers, Copiers and Scanners -The MSP must be able to support existing printers, copiers and scanner related network-printing issues.
- **Desktop Software Standardization and Software Licensing and Upgrades –** MSP must have a process for identifying standardization and management of desktop images and ensuring that staff are using current products as well as current OS and browser versions.
- **Lifecycle Management of Hardware Units** – The MSP should have processes for end-of-life notification, replacement, and asset decommissioning/disposal.
- **Microsoft Products -** MSP must have expertise in all relevant Microsoft products including but not limited to Microsoft 365, Azure, MS Exchange, MS Server, PowerShell scripting, and Windows Administrative Tools.

- **Mobile Device Support -** In addition to laptops and desktops, some staff use mobile phones and tablets. The MSP will need to support secure provisioning (and ongoing support of that provisioning) of any mobile device into the company network. In the event the device is lost, the corporate mail and contact data should be able to be easily wiped from the device while preserving individual's personal information. A Mobile Device Management strategy / system recommendation should be considered and included in response to this RFP.
- **Reporting –** The MSP should provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.
- **Technology Strategy Planning** – The MSP will work with staff to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
- **Account Management –** The MSP must offer an internal escalation process in tandem with CSCEDC to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered.
- **Project Management –** The MSP should be able to offer project management and technical engineering resources to assist with technical projects as identified by the MSP or CSCEDC.
- **Solution Design** – The MSP must provide solutions to improve our organization's technology.
- **Service Levels –** The MSP should identify service level agreements or objectives and report back on a regular basis to CSCEDC on their ability to meet these agreements or objectives.
- **IT Policy Review and Development** – The MSP should be able to assist in the development of customized policies related to the use of technology.
- **Hosting -** The MSP should offer services relative to hosting or co-location of equipment, either directly or through partners.
- **Onboarding and Offboarding Staff -** The MSP must have process and procedure in place to onboard or offboard team members in a timely and efficient manner.
- **Compliance –** The MSP must use systems that comply with published Payment Card Industry Security (PCI) Standards. In addition, the MSP should also support rules and regulations as provided by relevant governing organizations as identified by regulatory or grant based requirements.
- **Multi-Factor Authentication (MFA) –** MSP must be able to provide and manage a Multi-Factor Authentication (MFA) solution to provide an easy-to-use method to verify user identities at login and to protect logins with multi-factor authentication.
- **End-User Security Awareness Training –** The MSP should offer Security Awareness Training to teach CSCEDC's staff about current threats, terms, standards, and compliance to help them avoid a security incident.
- **Vulnerability Testing -** The MSP should offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of CSCEDC's network.
- **Cyber Security Insurance –** MSP should assist organization in coordinating industry standards of coverage for a cyber security insurance policy and with insurance broker and organization to renew coverage annually.

- **Managed SOC-as-a-Service -** The MSP should offer Managed SOC-as-a-Service to monitor CSCEDC' environment and ensure proactive detection and response to threats, intrusions and attacks.
- **Special Projects –**
  - o Review and recommend Internet solutions
  - o Review and recommend phone solutions
  - o Recommend IT and cybersecurity solutions to improve our productivity and security
  - o Prepare for organizational growth

4. Response Process

4.1 Notification of Intent to Respond and Clarifying Questions

Please indicate your intention to respond to this RFP by email to the Primary RFP Contacts listed below by the *Intent to Respond and Questions Due* date outlined below. In addition, please provide the contact details of the individual responsible for coordinating your RFP response. At the same time, we ask that you submit any clarification questions regarding the RFP.

4.2 Primary RFP Contact

Please direct all inquiries regarding to this RFP to:

Vinnie Persichetti, Vice President Administration, vpersichetti@cscedc.com.

4.3 Response Delivery Instructions

The Colorado Springs Chamber & EDC requires responses to this request for proposal to be delivered in writing. You may attach documentation to support your answers, if necessary.

Submit all proposals via electronic delivery no later than 5PM Mountain Time, **December 4, 2023** to:

Vinnie Persichetti, Vice President Administration, vpersichetti@cscedc.com

Any response received after the delivery date specified will not be considered without prior written approval.

Please complete the attached forms (Attachment A and Attachment B), a proposal document, pricing breakdown, and a version of any master services agreement or other contract that would be utilized if chosen.

5. Selection Criteria & Process

5.1 Selection Criteria

CSCEDC will evaluate the responses based on multiple criteria and will select the best overall solution to fit its needs. CSCEDC is not obligated to select the lowest price bidder. All responses will be evaluated in the following areas:

- Completeness of solution
- Expertise, experience, strength, and stability
- Demonstrated customer service quality and support
- Proximity of vendor office to CSCEDC location
- Account management
- Overall value
- 3rd party validation of vendor's customer service

5.2 Selection Process

All responses will be evaluated as received and included in the following process:

- Review of the responses, as well as clarification of information as deemed necessary by the evaluation team.

- Identification of 2–3 final candidates to conduct in-depth review of capabilities, including on-site interviews and presentations.

- Conducting site visits and/or reference calls as deemed appropriate by the evaluation team.

5.3 Finalist Presentations

Our intention is to hold presentations with one or more firms as indicated in the *Key Dates* table. The presentations will be held at CSCEDC's Corporate office at 102 S. Tejon Street Suite 1200, 80903 and we will try to provide the finalist firms with as much advance notice as possible.

Key Dates

Below is a general timeline outlining the process steps with estimated dates for each step of the process. By participating in the RFP process, MSPs agree that they can adhere to the following general timeline and the meeting times they reserve through this process.

Task	Completion Date
RFP Distributed to MSPs	11/13/23
Intent to Respond	11/17/23
Questions Due from MSPs	11/20/23
Answers provided by Chamber by	11/27/23

Proposals Due from MSPs	12/4/23
Finalist Presentations	12/18-20/23 (notional)
MSP Selection / Award Contract	1/5/24
MSP Transition Plan Begins	1/15/24

Thank You

The Colorado Springs Chamber & EDC looks forward to reviewing your response and would like to thank you in advance for your participation. The Managed Service Provider selection project is very important to our continued success and represents a major focus of effort for The Colorado Springs Chamber & EDC. We appreciate and value your input, expertise, and feedback.

Attachment A

RFP Response Form: Corporate Information

Please provide the following information about your company.

1.0 Company Profile	
1.1	Company name
1.2	Company address
1.3	Contact information (Party responsible for responding to this RFP)
1.4	Company webpage
1.5	Main products / services
1.6	Main market / customers
1.7	Number of years in the market
1.8	When did you first start providing similar solutions?
1.9	Company location(s)
1.10	Number of employees
1.11	Number of employees in account management
1.12	Number of employees in technical support
1.13	Key business partnerships

Attachment B

RFP Response Form: Questions

Please provide responses to the questions below to the best of your ability.

1.0	General
1.1	**Q. What are the general types of organizations your clients represent?** A.
1.2	**Q. Why do you believe that you are a good fit for our organization?** A.
1.3	**Q. Describe your onboarding/implementation process and approach if you were selected?** A.
1.4	**Q. Do you conduct QBRs and what is the nature of those meetings?** A.
1.5	**Q. What do you feel your overall strengths and differentiators are?** A.
1.6	**Q. Do you serve clients with 24 X 7 requirements?** A.
1.7	**Q. What services do you offer besides the core services of a Managed Service Provider?** A.
1.8	**Q. What do you feel are your biggest hurdles to a successful relationship?** A.
1.9	**Q. What training resources are available for team members?** A.
1.10	**Q. What type of general expertise can you provide in key technology areas?** A.
1.11	**Q. What differentiates your organization from your competitors in the marketplace?** A.

2.0 Processes

2.1

Q. Do you use in-house or contracted resources for services?

A.

2.2

Q. Describe your process for migrating The Colorado Springs Chamber & EDC to your organization?

A.

2.3

Q. What CSCEDC resources would you require (i.e., information, data, staff resources, communication) during initial migration and on an ongoing basis?

A.

2.4

Q. Outline the methods by which clients can access you (i.e. online, by phone, etc.).

A.

2.5

Q. Describe the escalation and account management process.

A.

2.6

Q. Where is/are your support center(s) located?

A.

2.7

Q. How involved is your team with creating project plans/testing during technical projects?

A.

2.8

Q. Do you follow ITIL or other processes aligned with industry standard practices?

A.

2.10

Q. How do you notify users of maintenance windows or system outages?

A.

2.11

Q. What documentation would you create/maintain?

A.

2.14

Q. How often do you conduct Disaster Recovery testing?

A.

3.0 Technology

3.1

Q. What types of monitoring agents would you use for end user devices?

A.

3.2

Q. What is the back-end help desk system you use?

A.

3.3

Q. Do you offer managed firewalls or other managed technology?

A.

3.4

Q. Do you offer MDM or other mobile management technology?

A.

3.5

Q. Do you offer a SIEM or other security-based technology?

A.

3.6

Q. Do you have tools to provide system uptime metrics?

A.

3.7

Q. What tools do you use for network monitoring?

A.

3.8

Q. What tools do you use for system monitoring or general health level of end user devices?

A.

3.9

Q. How do you provide hard drive encryption?

A.

3.10

Q. If hosting/co-location is an option please describe details of option i.e. services, vendor partners, etc.

A.

4.0 Support

Q. Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.

A.

Q. Please provide details on your standard reporting capabilities.

A.

Q. Describe any documentation and support (e.g., user manuals, online help, interactive web-based seminars, and online knowledge base) that will be available, both from the technology perspective and the end user perspective.

A.

Q. What options are available for user training and technical training that may be required by staff?

A.

Q. Describe any user groups, websites, newsletters, conferences, or any other means you support for sharing information and soliciting service feedback.

A.

Q. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?

A.

Q. CSCEDC's user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.

A.

5.0 Pricing & Contracts

5.1

Please attach cost estimates and worksheets to support these estimates if applicable. Itemize non-recurring and recurring costs. Recurring costs should be quoted as per user per month costs. Other pricing models may be provided as an option.

5.2

Please attach a Master Services Agreement or other legal documents beyond a proposal which accompany a proposal.

6.0 References

6.1

Please provide at least three references for customers using solutions similar to your proposed solution. Include contact names, phone numbers, email addresses and industry.

Please provide any other information you feel should be considered in our evaluation.