REQUEST FOR PROPOSAL FOR:
IT MANAGED AND PROFESSIONAL SERVICES

CON13-19

NHTI, Concord’s Community College
COMMUNITY COLLEGE SYSTEM OF NH

PURPOSE:
The purpose of this REQUEST FOR PROPOSAL is to establish a contract for NHTI, Concord’s Community College for IT Managed and Professional Services for twelve (12) months. A resulting contract will be for the NHTI-Concord’s Community College only; not for the entire Community College System of NH.

VENDOR CERTIFICATIONS
The vendor who is awarded the contract must either be duly registered as a vendor authorized to conduct business in the State of New Hampshire or if not will need to submit a completed Alternate W-9 form (no fee) with the contract and must be willing to comply with all terms and conditions of the State of New Hampshire.

CONTRACT TERM:
The term of any resulting contract shall be for twelve (12) months from the effective date, unless both parties mutually agreed to an extension of services.

The Community College System of NH shall have the right to terminate the contract at any time by giving the Contractor a fourteen (14) day written notice.

PAYMENT AND COMPENSATION:
Payment terms: 100% due within 30 days after satisfactory completion of work invoiced, receipt of the invoice, approval, and acceptance by the Community College System of NH. Partial payments are allowed. The Community College System of NH will NOT be responsible for any travel or out of pocket expenses incurred by the Contractor.

SCOPE OF SERVICES:
Work within this request for proposal (RFP) shall consist of two services described as follows:

Managed Services: (Fixed-price; monthly fee)
- Proactive, real time monitoring of servers, SAN and network; 24 x 7/365
- Immediate intervention to diagnose and resolve system problems
- Daily, weekly and monthly routine maintenance, back-up testing, updates and security audits. The vendor shall provide detailed documentation to NHTI describing the actions taken
- Unlimited helpdesk/remote support for NHTI technical staff responsible for server, SAN and network operations; 7:00am to 5:00pm Monday through Friday (prevailing Eastern time)
- Vendor management for hardware and software associated with servers and network systems

Professional Services: (Hourly or negotiated fixed-fee)
The following are examples (not inclusive) of the types of professional services that may be requested during the life of the contract. Services may include both remote and on-site performance by the Contractor.
- Technology assessment to determine readiness for advanced systems, and/or to identify vulnerabilities and optimization opportunities
- Infrastructure design for virtualization and network enhancements
- Data storage, business continuity, disaster recovery and security strategies
- Technical staff augmentation to assist with deployment of new technologies

All services shall be preformed by personnel located within the United States.
BIDDER INFORMATION, REFERENCES AND MINIMUM QUALIFICATIONS:
Company Overview: Provide high-level description of the firm’s organization and staff size. Discuss the firm’s commitment to the success of a contract.

Selected Contractor shall have a documented history of success in providing the specified services, preferably for institutions of higher education. Each bidder is to supply three references with contact information for services similar to those specified in this RFP. Please include organization name, address, contact name, e-mail address and telephone number.

Each bidder shall furnish a list of licenses, certifications and other qualifications for personnel who would be assigned to complete the services specified by this RFP. Identify proficiencies and vendor partnerships associated with the technologies currently utilized in the NHTI environment.

The selected Contractor must be technology-agnostic relative to making unbiased analysis and recommendations in the best interest of NHTI.

SITE VISITATION:
A walk through is not mandatory.
Bidders are responsible for having ascertained pertinent local conditions and general characteristics of the site that may affect the work. The act of submitting a proposal is considered as full acknowledgment that the bidder is familiar with the conditions and requirements of these specifications.

ATTACHMENT A is a brief description of the existing IT environment at NHTI.

For more information, the contact person is Thomas Towle (ttowle@ccsnh.edu) 603-230-4000, X4327.

ADDITIONAL INFORMATION:
The Community College System of NH reserves the right to make a written request for additional information from a Vendor to assist in understanding or clarifying a Bid Proposal. The responses are to be provided in writing.

All local, state and federal regulations are to be followed. Any fines assessed to the Community College System of NH due to the lack of these regulations being followed will be the responsibility of the successful bidder.

If applicable, vendor is responsible for calling Dig Safe System, Inc., a private locating service. A private locating service is needed as with the exception of natural gas, all utilities on the campus of the Community College System of NH are privately owned. Any fines, damages, etc. assessed to the Community College System of NH due to failure to obtain a Dig Safe permit and to have utilities located by a private company will be the responsibility of the successful bidder.

Shirts are required to be worn at all times on the work site, smoking is allowed only in designated smoking areas, no radios or headsets are allowed, food is available for purchase in two locations and parking for vehicles and equipment must be cleared through the Maintenance Department. Use of cell phones and radios are prohibited while vehicles are in motion. Posted speed limits are to be obeyed. Infractions of rules can result in the offender being asked to leave the campus.

The Contractor who is awarded the contract will need to complete a P-37 contract (sample available upon request) and provide the required Corporate Resolution (corporations/LLC) or Partnership Certificate of Authority or Sole Proprietor Certification of Authority, whichever applies, to show the individual signing the contract is authorized to do so. The Contractor will also need to supply a current Certificate of Good Standing from the Secretary of State dated after April 1, 2013.

Workers’ compensation requirements as outlined in the P37 (15) and as required by NH law must be followed, and includes, in part, providing proof by the Contractor of workers’ compensation insurance coverage for all of its employees on this site. The Contractor awarded the work is also to submit information as required under RSA 21-I:81 B. This law requires, among other things, the Contractor to provide timely information on employee and
subcontractor identity, including all CFOs and principals on a log for this purpose, and for the College to potentially post this information on a publicly accessible website. *(Note: Any exemptions demonstrated by the Contractor can be noted in the contract at Exhibit C.)*

After the Award of Bid, the Contractor shall submit a list of all employees, all subcontractor’s employees, and other related personnel who will be physically required to work at NHTI, Concord’s Community College.

The Community College System of NH reserves the right to request a criminal background check on any employee of Contractor. The Community College System of NH also in its discretion may decide that anyone with a criminal history, other than traffic violations that have not been annulled, will not be allowed to work at the project site.

**COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS - EQUAL EMPLOYMENT OPPORTUNITY.**

In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal opportunity laws. In addition, the Contractor shall comply with all applicable copyright laws. During the term of any contract, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination. If the contract is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 (“Equal Employment Opportunity”), as supplemented by the regulations of the United States Department of Labor (41C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States shall issue to implement these regulations. The Contractor further agrees to permit the State or United States access to any of the Contractor’s books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of a proposed contract.

**INSURANCE:**

Insurance will be more fully addressed at the time a P37 is submitted after the bidding process. The Contractor awarded the contract will need to furnish an insurance certificate which includes the following:

The Contractor shall, at its sole expense, obtain and maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, both for the benefit of the State and the Community College System of NH, the following insurance: Comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than $250,000 per claim and $2,000,000 per incident, or the current statutory cap on the State’s liability, and fire and extended coverage insurance covering all property subject to subparagraph 9.2 (P-37) of these general provisions, in an amount not less than 80% of the whole replacement value of the property.

This insurance is in addition to the workers’ compensation insurance requirements outlined above in this document. The policies shall be the standard form employed in the State of New Hampshire, issued by underwriters acceptable to the State, and authorized to do business in the State of New Hampshire. The certificates shall contain a clause prohibiting cancellations or modifications of the policy earlier than 10 days after written notice thereof has been received by the Community College System of NH. The certificates are required to name the Community College System of NH as additional insured.

**BOND/SECURITY AND POWER OF ATTORNEY:**

NH RSA 447:16 requires contracts for construction, repair or rebuilding of public buildings or other public works (not including design work) over $35,000 to include a payment bond or other security in an amount equal to 100% of the contract price. Other types of contracts may also have bond/security requirements for payment and/or performance. In such contracts, the bond and power of attorney of the person executing the bond must be included in the contract.
ADDENDUM:
In the event it becomes necessary to add to or revise any part of this RFP prior to the scheduled submittal date, The Community College System of NH will fax addenda to all who have already submitted bids and post any changes to its website www.ccsnh.edu/open-bids. Before your submission, always check for any addenda or other materials that may have been issued which would affect the RFP by checking this website.

Any change, correction or deviation to this RFP must be addressed in a written addendum. Verbal changes will not be allowed.

SUBMISSION OF RFP RESPONSE:
Bids are due by 4:00pm on June 27, 2013. If any Addenda to the RFP are issued, please acknowledge in your bid. Bids should be mailed to NHTI, Concord’s Community College, Attention Melanie Kirby, 31 College Drive, Concord, NH 03301, or faxed to 603-230-9311, Attn: Melanie Kirby, or hand carried to 31 College Drive, Concord, NH. The Community College System of NH is not responsible for proposals not received due to equipment failure, mail delays, etc. If you want to ensure your proposal was received please verify by calling Melanie Kirby at 603-230-4225.

AWARD:
This contract will not be awarded solely based on price.

Finalists will be contacted for an interview process.

The Community College System of NH-NHTI-Concord’s Community College reserves the right to accept or reject any or all of the proposals.

The Community College System of NH-NHTI-Concord’s Community College reserves the right to waive any and all informalities in its best interest.
EXHIBIT A

PROJECT: IT Managed and Professional Services
NHTI-Concord’s Community College
Community College System of NH

BID FORM

CON13-19

Company Name: ________________________________

Address: __________________________________________

Telephone Number: __________________________________

Fax Number: _______________________________________

FIXED MONTHLY FEE for IT Managed Services: $________

HOURLY RATE for Professional Services:
Hourly rate Monday – Friday 7:00 am – 5:00 pm $_________

Hourly rate Monday – Friday 5:00 pm – 7:00 am $_________

Hourly rate Weekends and Holidays $_________

Signature: _____________________________________________

Printed Name: _________________________________________

Date: __________________________________________________

Acknowledging Inclusion of Addendum:
Signature: _____________________________________________

Printed Name: _________________________________________

Date: __________________________________________________

This bid must be signed by a person authorized to legally bind the bidder.
NHTI Technology Services

General Description

Over the past several years the college has re-engineered its backend computing infrastructure to include the latest technologies in virtualized server architecture, storage area network (SAN) data storage and Ethernet network switching. There are over 70 terabytes of data storage capacity, 10 physical and 68 virtual servers, 56 managed and 100+ unmanaged network switches, 20 Virtual Local Area Networks, 92 wireless access points, and a tape library system. There is also building access and video surveillance systems, HVAC controller system, a residence hall network access control (NAC) system, a newly installed Voice-over-Internet Protocol (VoIP) telephone system consisting of 13 servers and 270 telephones, a residence hall paging system, and 70 standard phone lines for emergency telephones, HVAC controls and elevator telephones.

Service Desk provides support of the technology needs for 105 full time faculty, 220 adjunct faculty, 200 administrative staff, 4570 yearly students and 300 dorm residents. In addition, support is provided for sponsored events on campus. Support coverage is currently provided during the core hours of 7:00AM to 5:00PM Monday through Friday. Reduced support is available until 7:00PM, Monday through Thursday.

In the past year, over 7632 helpdesk tickets were received by the Service Desk. This is a 14% increase from 2011-2012 which had a 28% increase from 2010-2011.

In addition to providing support to all administrative and academic staff, Service Desk also provides students with assistance on their personal computers to establish network connectivity, security issues and utilization of college services such as Blackboard, SIS, email, ConnectED and ResHALL Network.

Technology Services is also responsible for NHTI-operated secondary businesses (Dental Clinic, Child & Family Development Center) that have non-academic paying customers. Additionally, there are accommodations for third-party, for-profit businesses (Bookstore, Cafeteria) that interoperate with our technology systems.

Service Desk routinely deploys upgrades and replacements to more than 1100 computers and 150 printers across the campus.
Back End Systems Inventory:

SANs (Storage Area Network)
- PS6500E – 48TB RAW storage capacity
- PS6000X – 16.9TB RAW storage capacity
- PS4000E – 8TB RAW storage capacity

Physical Servers
- 7 – ESXi servers for hosting virtual server infrastructure
- 1 Dell R610 – CommVault Backup System Manager
- 1 Dell R710 – CommVault Backup System disk target
• 1 S2Netbox – Card Access System Manager
• 1 T1400 Tape Library – For offloading backup data to tape
• 12 VoIP Servers (11 remote, 1 DataCenter)
• 1 VoIP Voicemail server
• 1 Dell NX3000 – Future Shared Storage Use

Virtual Servers
• Total: 68
  • Dental – 1
  • EET – 4
  • AGGP - 1
  • IT – 3
  • Maint – 1
  • TS – 40
  • SysOff – 1
  • StudAff – 2
  • Security – 6
  • AcadAff – 2
  • LCenter – 1
  • PIO – 3
  • BTC – 2
  • HR – 1

Networking Infrastructure
We currently have 56 managed switches throughout the campus as well as roughly 100 unmanaged switches. There are 92 wireless access points.