



# Request for Proposal

## For Managed IT Service & Tech Support

August 2017

Center for Economic Growth  
39 North Pearl Street – Suite 100 | Albany, NY 12207



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## Confidentiality Statement

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## Request for Quotes: Managed IT Service/Tech Support

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The Center for Economic Growth (CEG) is requesting quotes from qualified professional network support firms for Information Technology Managed Services and Support. The qualified vendor will enable the organization to improve and maintain Information Technology (IT) effectiveness, enhance its quality of service delivery, minimize support costs and maximize return on investment. The contract will begin in January 2018.

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## Submission Details

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### Submission Deadline

All submissions for responding to this request must be submitted, as stated below, no later than:

**Friday, September 15, 2017**  
**No later than 5:00pm EDT**

## **Submission Delivery**

Quotes must be signed by an official authorized to bind the vendor. Quotes received after the date and time shown above will not be considered.

Electronic submission using the attached format is preferred. Printed responses will be accepted only in addition to electronic submission. Responses should be submitted to:

**Holly Yost**

Program Coordinator - Operations

Center for Economic Growth

Phone: 518-465-8975 x245

Email: [hollyy@ceg.org](mailto:hollyy@ceg.org)

## **Submission Questions and Clarifications**

You may contact the following person if you have any questions or require clarification on any topics covered in this Request For Proposal:

**Holly Yost**

Program Coordinator - Operations

Center for Economic Growth

Phone: 518-465-8975 x245

Email: [hollyy@ceg.org](mailto:hollyy@ceg.org)

## **Introduction and Executive Summary**

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The Center for Economic Growth is a nonprofit, regional economic and business development organization that serves as the primary point of contact for businesses interested in growing in or moving to New York's Capital Region. Through our longstanding relationships with local economic development officials and regional business leaders, we help businesses navigate the governmental, financial and logistical terrains of any of the eight counties in the Capital Region.

The company is seeking quotations for outsourced IT service/tech support and phone/Internet services for our office located at 39 North Pearl Street, Albany NY. Vendor must have the ability to integrate hardware and software, excellent technical skills, a strong customer service focus and communication skills.

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## Detailed Specifications

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### Current Environment

**Workstations:** 19

**Servers:** 1 Physical running Server, 1 Hosted Virtual

**Users:** 17 current employees, 20+ user accounts set up

**Operating Systems in use:** Windows 10

**Email:** Hosted Exchange

**Antivirus:** Sophos

**Backup System:** Data backup offsite

**Other Software in use:** QuickBooks, Salesforce, Pardot, Evolution, Adobe Professional, Visio, AutoCAD, Nitro

**Printers:** 2 Color (also set up to scan to email), 2 Black & White

**Other hardware:** 2 POE Ubiquiti Unifi AP, VPN

**Phone System:** VoIP, 5 call paths, 20 phones, 1 conference phone, fax line through printer/copier

**Internet Connections:** T1 Connection & 15x3 Connection

### Scope of Services

The scope of services is intended to ensure proper operation of the organization's networked computer system, equipment and related network infrastructure, and is anticipated to include (but not limited to) the following:

- Internet connection for VoIP and data
- Server Management (Server with capability to support QuickBooks remote desktop)
- Workstation & Printer Management
- Hosted Email & Communications
- Remote managed service/network maintenance
- Virus Defense
- Data Backup & Recovery
- Onsite Support (minimal/monthly)
- Ticket and Phone Support

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## Terms and Conditions

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This solicitation does not bind CEG to award a contract, to pay any costs incurred in the preparation of proposals submitted, or to contract for the services. CEG reserves the right to accept any, all or any part of the offers received, to negotiate with qualified vendors, or to cancel in part or in its entirety this request, if it is in the best interest of CEG to do so.

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## Evaluation Criteria/Submittal Requirements

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1. Proposed Solution for CEG network & support, with explanation of reasoning
2. Cost of Services: outline of vendor fees and expenses, broken out by one-time implementation costs and on-going support costs, with explanation where appropriate. The organization is seeking a regular, monthly price for the services described herein. Please provide total monthly fee and associated breakdown by task to support that figure.
3. References: Include a list of at least 3 customer references with similar networks. Include company name, address, phone number and point of contact.

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## Anticipated Schedule

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Friday, September 15, 2017	Deadline for Submission
Friday, October 6, 2017	Selection and Notification