**Oregon Manufacturing Extension Partnership (OMEP)**

**Request for Proposal (RFP) for Managed Service Provider (MSP)**

**Issued; 1/21/20**

**AMENDED: 1/24/20**

**Table of Contents**

[1 Statement of Work 3](#_Toc29299575)

[1.1 Purpose 3](#_Toc29299576)

[2 General Information 3](#_Toc29299577)

[2.1 The Enterprise 3](#_Toc29299578)

[***Overview of Current OMEP Technical Environment*** 3](#_Toc29299579)

[2.2 Schedule of Events 3](#_Toc29299580)

[3 RFP Preparation Instructions 4](#_Toc29299581)

[3.1 Vendor’s Understanding of the RFP 4](#_Toc29299582)

[3.2 Good Faith Statement 4](#_Toc29299583)

[3.3 Communication 4](#_Toc29299584)

[3.4 RFP Submission 4](#_Toc29299585)

[3.5 Method of Award 4](#_Toc29299586)

[3.6 Selection and Notification 5](#_Toc29299587)

[4 Scope of Work, Specifications & Requirements 5](#_Toc29299588)

[4.1 Service Management 5](#_Toc29299589)

[4.2 Service Support 6](#_Toc29299590)

[5 Vendor Qualifications & References 7](#_Toc29299591)

[5.1.1 Experience, capacity and references 7](#_Toc29299592)

[6 Budget & Estimated Pricing 7](#_Toc29299593)

## Statement of Work

### Purpose

The Oregon Manufacturing Extension Partnership, Inc. (OMEP) is seeking qualified prospective vendors to submit a bid to supply a Managed Service Provider (MSP) to OMEP. The document provides vendors with the relevant organizational, operational, service and performance, system, and architectural requirements of services to be managed. OMEP is also interested in hearing if providers are also capable of delivering such services to OMEP’s target clients, small to medium sized manufacturers in Oregon.

## General Information

### The Enterprise

OMEP is a non-profit organization that exists to help Oregon manufacturers respond to the challenges of competing in an increasingly global economy.

Our process begins with a comprehensive assessment, during which we work with owners, executives, managers and operators to assess company needs in all areas. We evaluate key opportunities, isolate obstacles to growth, and move quickly into implementation to ensure immediate return on efforts.

***Overview of Current OMEP Technical Environment***

OMEP has one main office in Portland Oregon and approximately 16 remote home consultant offices where our business consultants work from when not on client sites. Each consultant has a laptop they work from. OMEP has four servers, six desktop computers (1 for Controller, the rest for conference rooms) and 27 laptops.

Attached:

OMEP Applications

OMEP Network

OMEP IT and Property Inventory

### Schedule of Events

The following is a tentative schedule that will apply to this RFP, but may change in accordance with the organization’s needs or unforeseen circumstances.

Issuance of RFP 1/21/20

Technical Questions/Inquiries due 1/31/20

RFP Closes 2/14/20

Reference work completed by 2/21/20

Complete Initial Evaluation 2/28/20

Final Award Notification 3/2/20

## RFP Preparation Instructions

### Vendor’s Understanding of the RFP

In responding to this RFP, the vendor fully accepts the responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to OMEP as necessary to gain such understanding. OMEP reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, OMEP reserves the right to determine, at its sole discretion, whether the vendor has demonstrated such understanding. That right extends to cancellation of award if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to OMEP.

### Good Faith Statement

All information provided by OMEP in this RFP is offered in good faith. Individual items are subject to change at any time. OMEP makes no certification that any item is without error. OMEP is not responsible or liable for any use of the information or for any claims asserted therefrom.

### Communication

Verbal communication shall not be effective unless formally confirmed in writing by the specified procurement official in charge of managing this RFP process. In no case shall verbal communication govern over written communication.

Vendors’ inquiries, questions, and requests for clarification related to this RFP are to be directed in email to: Michelle Fusak, mfusak@omep.org

**Informal Communications** shall include, but are not limited to: requests from/to vendors or vendors’ representatives in any capacity, to/from any OMEP employee or representative of any kind or capacity with the exception of Michelle Fusak for information, comments, speculation, etc.

**Formal Communications** shall include, but are not limited to questions concerning this RFP: Questions must be submitted via email and be received prior to date listed in schedule of events.

### RFP Submission

RFPs must be emailed to Loree LePaige at;

llepaige@omep.org on or prior submission deadline listed under schedule of events.

### Method of Award

The purpose of this RFP is to identify those suppliers that have the interest, capability, and financial strength to supply OMEP with MSP identified in the Scope of Work. Decision criteria has been developed in order to have a fair and consistent approach in awarding the bid.

**Evaluation Criteria:**

OMEP will use multiple criteria to select the most appropriate partner. The following list summarizes the major qualitative areas that will be evaluated;



### Selection and Notification

Vendors determined by OMEP to possess the capacity to compete for this contract will be selected to move into the negotiation phase of this process. Written notification will be sent to that vendor via mail. Those vendors not selected for the negotiation phase will not be notified.

## Scope of Work, Specifications & Requirements

In this section we have described the services expected under this RFP.

### Service Management

As part of this RFP, the following services are the current priority items for OMEP. Note; It is expected that your response to this RFP will include your ability to meet all the stated activities below, and not providing your response in ALL of these areas will result in your bid not being accepted.

 *Routine Service activities;*

* ***Remote backup*** – Executing a nightly backup plan for the critical servers, including a regularly-tested recovery process.
* ***Network and email system monitoring***– 24/7 monitoring of OMEP’s network and email services with proactive communication and escalation protocols based on the severity of any unscheduled outages.
* ***Procurement management***– Selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.
* ***Move, Add, Change (MAC)***– Changes to the location or configuration of existing equipment or software, and installation of additional equipment or software.
* ***Warranty, break fixes and installation*** – Planned and on-call services, including emergency response to server issues.
* ***Technical support*** – Ability to support OMEP’s inquiries as required, via help desk, including support for remote users.
* ***Training*** – when IT solutions are implemented that are foreign to the end users, training is expected from the chosen service provider to ensure the technologies are properly leveraged
* ***Telecommunications support -*** providing leadership in the technologies required to meet the business needs, on-going support for the conference room technologies and the telecommunications system at the OMEP office
* ***Configuration* *and PC deployment***– Full assembly of hardware and software, including testing and burn-in.
* ***Asset inventory management*** – Tagging, tracking, and management of warehousing and inventory.
* ***Life cycle management of hardware units*** – Process for end-of-life notification, replacement, and asset decommissioning/disposal.
* ***Software licensing control*** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation
* ***Warehousing*** – Maintain an inventory of standard stock units on behalf of OMEP
* ***Reporting and communication*** – Ensuring monthly reporting on all purchases, assets, current activities and issues, and project status reports.

*IT Leadership and direction to be provided;*

OMEP has no other IT technical resources responsible for IT initiatives other than the service being provided by the chosen vendor from this process. Therefore, there is some IT Leadership direction that is expected, as stated below. Please provide a written response to your approach to these requirements.

* ***IT policy review and development*** – Development of customized policies related to the use of technology. With the support of the management team, ensuring the proper procedures and guidelines are in place to properly leverage the OMEP IT investment.
* ***IT Planning*** – Acting as OMEP’s IT Director and providing guidance in ensuring the IT investment at OMEP is aligned to the business, forward thinking and appropriate level of IT investment is a required activity.
* ***On-site implementation of business applications*** – Installation of business software, manage data migrations, integration of databases to ‘core systems’. This ‘software’ support requirement is uncommon however; OMEP would be looking to the chosen vendor for direction and support in this area. OMEP needs to understand what your approach would be to assist in this kind of work.

*Services you provide NOT stated in the requirements above:*

* Please list all services you provide as part of your response that have not yet been identified by you in responding to this bid request

### Service Support

Describe how you work with clients to deliver services and/or solutions. Please reply in written form.

1. **Customer Support**
	* Do you provide toll-free customer support 24 hours a day, seven days a week? Please specify all paid support options.
	* Are issues documented and tracked in a manner that OMEP staff can easily identify the status of all work being performed?
	* OMEP needs to understand your approach to solving end user ‘emergencies’ who are operating from their home office. Please describe your approach.
	* SLA; Service level expectations. Please provide the service level you are willing to commit to in terms of response time to OMEP staff who report issues.

## Vendor Qualifications & References

### Experience, capacity and references

* + Please list your time in business and number of customers
	+ Please proved the staff and the backgrounds of those who will perform the work
	+ Please provide 3 references and their contact information that you feel would best illustrate your ability to meet the stated requirements of OMEP

This is where you have the opportunity to share why you believe your organization is the ‘best fit’ to be the MSP at OMEP.

**5.2 All vendors must provide the following information in order for their RFP to be considered:**

Response to section 4.1

Response to section 5.1.1

Pricing model from section 6

Signing this document scanned and emailed

*NOTE; your response to this RFP Proposal will be an attachment to any final contract that is agreed upon.*

## 6 Budget & Estimated Pricing

All vendors must provide a cost breakdown for the implementation of their managed service for OMEP’s project as described in this RFP. The vendor must agree to keep these prices valid for 60 days.

Pricing should be provided for a 2-year period.

**7 Certification and Signatures**

Person(s) authorized to negotiate on behalf of this firm for the purposes of this RFP are:

|  |  |  |  |
| --- | --- | --- | --- |
| Name: |  | Title: |  |
| Signature: |  | Date: |  |
| Name: |  | Title: |  |
| Signature: |  | Date: |  |

Signature of Authorized Officer:

|  |  |  |  |
| --- | --- | --- | --- |
| Name: |  | Title: |  |
| Signature: |  | Date: |  |