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## *Request for Proposal*

### *Outsourced IT & Managed Services*

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ISSUED DATE: MAY 25, 2022  
SUBMISSION DATE: JUNE 10 AT 5PM EST

RFP COORDINATOR:  
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## 1 **Request for Proposal (RFP)**

The Maine Technology Institute invites you to respond to this Request for Proposal (RFP). The focus of the RFP is to select a single organization to provide IT managed services to Maine Technology Institute over a twenty-six month period, beginning on August 1, 2022 and ending no later than September 30, 2024. Following the initial term, there is a possibility to renew this contract annually.

## 2 **Introduction to Maine Technology Institute**

## 3 **Overview of Current Maine Technology Institute Technical Environment**

- Managed by Director of Finance and Administration
- 15 devices
- Predominantly Windows-based
- Currently using SharePoint.
- Office365 services E3
- Approximately 30 users
- Unified Threat Management appliance with 3 wireless access points
- Small internal network.
- All hardware maintained on a three-year replacement schedule
- Current support provided by Thrive

## 4 **Value Added Service Requirements**

As part of this RFP, the following services are the current priority items for Maine Technology Institute:

- **Remote backup** – Executing a nightly backup plan for the critical data, including a regularly-tested recovery process.
- **Technology strategy planning** – Working with current IT 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.
- **Solution design** – Solution packages (e.g., hardware, software, licensing) and associated consolidation of data
- **Network and email system monitoring** – 24/7 monitoring of Maine Technology Institute'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. Source products through TechSoup as applicable.
- **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 Maine Technology Institute's inquiries as required, via help desk, including support for remote users and provide onsite services as needed
- **Reporting and communication** – Ensuring monthly reporting on all purchases, assets, current activities and issues, and project status reports.

- **IT policy review and development** – Development of customized policies related to the use of technology.
- **Unit evaluation and testing** – Formal evaluation of new hardware
- **Configuration** – Full assembly of hardware and software, including testing and burn-in.
- **PC deployment** – Delivery and setup of machines on-site.
- **On-site implementation of business applications** – Installation of non-image software.
- **Asset inventory management** – Tagging, tracking, and management of warehousing and inventory.
- **Software licensing control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation
- **Cooperation with Cybersecurity provider** – Currently we are implementing changes to enhance our cybersecurity profile, which will include VPN set up and 2FA requirements.

## 5 Selection Criteria

Maine Technology Institute will use multiple criteria to select the most appropriate partner. Respondents are encouraged to be as aggressive and creative as possible in their proposals. The following list summarizes the major qualitative areas that will be evaluated, along with their overall weighting.

- Industry expertise and experience
- Demonstrated customer service quality and support
- References
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities
- Financial considerations

## 6 Response Contents and Format

Please complete all sections of the RFP. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Your response to this RFP will serve as the basis for the consideration of your potential as a partner.

## 7 Information Requirements

For the purposes of understanding more about your company and your ability to successfully fulfill this important Maine Technology Institute requirement, please provide the information below as part of your response, clearly referencing each specific question.

### 7.1 Corporate Information

1. Give a brief overview of your organization's involvement in providing IT value added services in the marketplace.
2. How long has the organization been in this business and what is your current market share?
3. How is your support model structured in terms of SLA and proactive services?
4. Provide your organization's annual sales volumes
5. In what Maine locations do you maintain offices?
6. Indicate the number of employees in your organization. How many of those are dedicated to account management and/or technical support?

7. How many are full-time vs. contract?
8. What differentiates your organization from your competitors in the marketplace and how will this be relevant to us?
9. Will you subcontract any components of the proposed solution to third party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.
10. Please describe your organization's experience in transitioning clients to public or private cloud technology from more traditional IT service models.
11. Please provide details of three current customer accounts that are similar in scope and requirements to those of Maine Technology Institute.

## **7.2 Proposed Approach and Solution**

1. Please provide a proposed work plan for a migration to your organization as a Maine Technology Institute preferred vendor. Specifically, provide the following information:
  - i. Key activities
  - ii. Timing
  - iii. Information/resource requirements from Maine Technology Institute
  - iv. Deliverables
  - v. Key milestones, checkpoints, and other decision points
2. If we elect to move forward with your organization, what Maine Technology Institute resources would you require (e.g., information, data, staff resources, communication) during the course of migration and on an ongoing basis?
3. Please identify the team that will be assigned to the account and describe how you plan to interact with us and any third-party providers that may provide services to Maine Technology Institute.
4. Please describe your experience in providing the following value-added services:
  - a. Remote backup and recovery
  - b. Technology strategy planning
  - c. Solution design
  - d. Network and email system monitoring
  - e. Procurement management
  - f. Move, Add, Change (MAC)
  - g. Warranty, break fixes and installation
  - h. Technical support, including remote user support
  - i. Reporting and communication
  - j. IT policy review and development
  - k. Unit evaluation and testing
  - l. Implementation planning and guidance
  - m. Image development and management services
  - n. Image loading
  - o. Configuration
  - p. PC deployment
  - q. On-site implementation of business applications
  - r. Asset inventory management
  - s. Life cycle management of hardware units
  - t. Software licensing control
5. Please describe your experience in providing server technology and service for your customers, focusing on planning, implementation, and ongoing support.
6. Can you provide specific examples of how you have worked with customers that began with significant technology limitations and helped to successfully transform them into

organizations with well planned and executed technology strategies? What were the critical success factors in this transformation?

7. How can we be confident that hardware pricing levels will be aggressive and will remain highly competitive over a multi-year period during which new models may be introduced?

### **7.3 Support**

1. 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.
2. Please provide details on your standard reporting capabilities.
3. Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end user perspective.
4. What options are available for user training and technical training that may be required by our staff?
5. Describe any user groups, websites, newsletters, conferences, or any other means you support for sharing information and soliciting service feedback.
6. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?
7. The Maine Technology Institute 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.

### **7.4 Financials**

1. Describe the pricing model(s) that you typically employ for your standard services.
2. What is the standard markup that you charge on the following types of technology units:
  - a. Desktops
  - b. Laptops
  - c. Servers
  - d. Other hardware
  - e. Software
3. Please indicate the charges associated with each of the following services, including the key driver of each cost and whether it is included in a standard per-unit cost vs. charged on an ad hoc basis.
  - a. Remote backup
  - b. Technology strategy planning
  - c. Solution design
  - d. Network and email system monitoring
  - e. Procurement management
  - f. Move, Add, Change (MAC)
  - g. Warranty, break fixes and installation
  - h. Technical support
  - i. Reporting and communication
  - j. IT policy review and development
  - k. Unit evaluation and testing
  - l. Implementation planning and guidance
  - m. Image development and management services
  - n. Image loading
  - o. Configuration
  - p. PC deployment

- q. On-site implementation of business applications
  - r. Asset inventory management
  - s. Life cycle management of hardware units
  - t. Software licensing control
  - u. Warehousing
4. Do you offer service bundles and if so, describe the effect of this bundling on pricing?

## 8 **Communications and Response**

Greg Lee is the designated Maine Technology Institute representative for this initiative. For any information relative to this RFP, please direct all inquiries to his contact information is as follows:

Gregory N. Lee  
 Maine Technology Institute  
 glee@mainetechnology.org  
 207-588-1012

## 9 **Notification of Intent to Respond and Clarification Questions**

Please indicate your intention to respond, by email, to the above email address by the *Intent to Respond and Questions Due* date outlined in the *Key Dates* table 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. Answers will be provided to all respondents by the *Answers Provided* date.

## 10 **Response Delivery Instructions**

Please submit an electronic copy of your proposal to the email address indicated in the *Communications and Response* section above. All responses must be received on or before close of business (5:00 pm ET) on the *Proposals Due* date indicated in the *Key Dates* table below.

## 11 **Vendor Presentations (Optional)**

At our discretion we will hold presentations/demonstrations with one or more firms on the *Presentations* dates indicated in the *Key Dates* table below. The presentations will be held at Maine Technology Institute at 8 Venture Avenue, Brunswick Maine and we will endeavor to provide the successful firms with as much notice as possible.

## 12 **Key Dates**

Event	RFP Issued	Questions Due	Answers Provided	Proposals Due	Presentations
Date	5/25/2022	6/3/22	6/6/22	6/10/22	Optional
Time	1 PM EST	5 PM	5 PM	5 PM	

## 13 **No Obligation**

The submission of a proposal shall not in any manner oblige Maine Technology Institute to enter into a contract or to be responsible for the costs incurred by your organization in responding to this request.

#### **14 Agreement of Non-Disclosure**

This document is considered to be proprietary and shall not be disclosed to any other party. It is designed, developed and submitted to potential partners of Maine Technology Institute solely for the benefit of Maine Technology Institute.

#### **15 No Guarantee**

Maine Technology Institute makes no guarantee of future volumes and offers volume information for directional purposes only, to assist vendors with proposal preparation.