**Request for Proposal (RFP):**

**IT Managed Services Provider**

1. **Background**

Allen County is a government entity in Ohio, serving a county population of around 105,000 people.

The county encompasses all types of government work, including EMA services, financial documentation and processes, all court activities and software, all county department activities, and many other government functions.

1. **Environment Overview:**

The information below outlines the general demographics of Allen County and our current technical environment:

**Office Location:** 301 N Main St, Lima, Ohio 45801

450

**Number of Employees:** \_\_\_\_\_\_\_ users

**Current Technical Environment:**

* **Core Hardware**
  + (1) HPE Nimble CS-5000
  + (1) HPE Nimble CS-1000
  + (1) HPE Nimble HF40
  + (2) Fortinet 201 (Firewall)
  + (1) Fortinet F40 (DR Firewall)
  + (4) PFsense Firewalls at external facilities
  + (12) Super Micro Twin Pro Servers (ESXi Hosts)
  + (9) Cisco 3560x core network switches
  + (70) Cisco 2960X network switches
  + (80) Ubiquiti AP’s
* **Software Systems**
  + VMWare Enterprise
  + MS Server Datacenter
  + MS Exchange
  + MS SQL
  + SSL Certificates
  + DFS Management
  + Group Policy Management
  + On Premise AD & Azure DS
* **Connectivity**
  + DIA – 1000M
  + 200M DR Internet
  + External Sites connected via Fiber or IPSEC VPN
* **Remote Access / VPN**
  + Fortinet SSL VPN
* **Applications**
  + Financial/Payroll Software
  + Court/Case Management Software
  + OnBase Document Imaging
  + Real Estate Software
  + MS Office Products
* **Backup Software**
  + Veeam
  + StorageCraft
* **Workstations and other Devices**
  + 500 laptops and workstations

1. **Services Requirements:**

**Core Requirements:**

* Help Desk (Negotiable as a line item)
* Help Desk Ticketing System with reporting capabilities for audit purposes
* Remote Support & Management Tools
* Network & PC Environment Monitoring Tools
* Server & Network System Care and Management
* Patch Management Services & Preventative Maintenance for Servers and End User machines
* Remote Backup, Business Continuity, and Disaster Recovery
* Audit Documentation Support
* Phone System Support
* Email System Management and Support
* Cybersecurity Support
* Server & Network Infrastructure Design and Maintenance
* Vendor, Software Licensing, & Hardware Procurement Management
* Limited Mobile Device Support
* Technology Strategy Planning
* Website Management
* Application Maintenance and Support (Work with County Application Vendors)
* Database Server Management
* All company employees must be able to be LEADS certified (includes Federal Background Check)

1. **MSP Proposal Requirements**

Please include the following information in your submission:

1. **Company Profile**
   1. Company name, address, and primary contact information
   2. Brief description of your company (size, location, services)
   3. Number of government clients and the average length of time for which services were provided
2. **IT Services and Support**
   1. Describe how your company will meet the County’s services requirements listed above in Part III (Core Requirements)
      1. Specifically list any requirements which would fall outside the scope of an agreement; and
      2. Specifically list any additional services, not named, but which would be included in your MSP services
   2. Describe the process and timeline by which you onboard new clients
   3. Describe your staffing structure and explain which employees or positions would be directly responsible for working with County Staff
      1. Include a resume or CV for staff who will be assigned to work with the County
   4. Describe your technical support options in detail. Include the assistance request process, escalation and account management processes, response times, and staffing level(s)
   5. Describe how you notify users of maintenance windows and system outages
   6. County staff vary in technical sophistication. Describe your experience in successfully supporting users that may be remote or who possess limited technical skills
3. **Fees**
   1. Provide your fee schedule and cost estimate. The following should be included in your base bid: (1) fees for service initiation, (2) ongoing monthly fees, (3) fees for connectivity to support site, and (4) other fees which may apply
      1. Be explicit about what services are, and are not, included with the fees outlined above
   2. Provide rates for any additional fees (e.g. escalation fees, ad hoc services, response, Help Desk Support fees, and emergency fees)
4. **References**
   1. Provide three business references for clients who would be willing to discuss your customer services
5. **Response Instructions**
6. Submission Deadline – Responses to the RFP are due no later than 4 p.m. (EST) on Friday, May 3rd, 2024, and must be submitted **in person** at the Auditor’s Office.
7. Interviews – Representative(s) of selected finalists will be invited to meet and present to the County. Interviews will be held the week of May 13th, 2024.

Any inquiries can be made **only to:**

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