



Managed IT Service Provider Request for Proposal

RFP COORDINATOR:

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1. Introduction

Bayonne Economic Opportunity Foundation (“BEOF”) is pleased to invite you to respond to this Request for Proposal (RFP) for Managed IT Services. The intention of this RFP is to solicit responses and formal proposals from qualified Managed IT Services Providers (MSPs) and select a single organization to provide all professional IT services to BEOF.

1.1 About BEOF

WWW.BEOF.ORG

The BEOF is a national Community Action Partnership that provides a wide range of services to assist low-income, handicapped, and elderly residents of Bayonne, N.J., and Hudson County. The nonprofit promote self-sufficiency through programs that meet the social, economic, educational, and training needs of our community, including Head Start, housing and utility assistance, and meal services.

In addition, the BEOF we serve as a community hub for many state and federal initiatives. This vast network allows the agency to assist even those individuals who do not qualify for BEOF programs, by providing guidance and referrals.

BEOF has served more than 83,000 clients since our founding in 1965.

1.2 Purpose

With this RFP, BEOF is requesting information about your company and the IT products and solutions you provide as outlined in the Service Requirements section. This information will be gathered from several different organizations and used to evaluate provider options for BEOF.

This RFP is issued solely for information and planning purposes. This document does not commit BEOF to contract for any service, supply, or subscription whatsoever. BEOF will not reimburse any information or administrative costs incurred as a result of participation in response to the RFP. All costs associated with response will solely reside at the responding party’s expense.

1.3 Confidentiality Statement

All information included in this RFP is considered confidential and intended only for use by responders. No information included in this document, or in discussions related to BEOF Managed Service Provider selection effort, may be disclosed to another party or used for any other purpose without the express written or verbal consent.

2. Environment Overview

The information below outlines the general demographics of BEOF and our current technical environment. The BEOF currently outsources the management of their IT infrastructure, applications, and services

Office Locations & no. of employees (all in Bayonne, NJ):

1. 555 Kennedy Blvd (all IT services required, Administration office)
 - 15 employees
2. 557 Kennedy Blvd (all IT services required, Head Start school)
 - 5 employees
3. 21 W 8th Street (all IT services required, Head Start school)
 - 29 Employees
4. 7 W 9th Street (all IT services required, Head Start school)
 - 7 employees
5. 535 Ave A (cafeteria area only – Wi-Fi/phone)
 - 2 employees (Cafeteria staff only, no laptops/CPU)
6. 16 W 4th Street (Basement, Cafeteria area only – Wi-Fi/Phone, one laptop)
 - 10 employees – cafeteria staff only, 1 laptop

Remote Employees: *Occasionally same staff members will work remotely.*

Current Technical Environment:

We currently have in place an IT infrastructure in place, with printers, Wi-Fi, camera surveillance, and phone system. Head start is currently using a Server, while the administration office migrated from server into a cloud infrastructure. The majority of staff members have laptops and a few desktops. The kitchen staff members, with the exception of one, do not have laptops. All facilities are LAN and Wi-Fi infrastructure well as camera surveillance at locations 1-4.

3. Service Requirements

As part of this RFP, BEOF has requirements for the following services. We realize that not every MSP will be able to provide all the services listed below, but we encourage you to respond regardless.

- **Help Desk Support** - The MSP should offer superior 24x7x365 Help Desk support from Tier One to Three services utilizing by industry best practice processes and procedures. **The BEOF prefers one – three direct person contact help desk support.**
- **Server & Network System Monitoring** – The MSP must provide 24x7 monitoring of BEOF’s server & network system with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- **Infrastructure Support**
- **Patch Management Services & Preventative Maintenance** – The MSP must provide management of critical security and system patches to all servers and systems on the network to ensure BEOF’s IT systems and resources are properly managed and maintained.

- **Business Continuity and Disaster Recovery** – The MSP must be able to support BEOF’s ability to recover based on the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) agreed upon by organizational constituents. In addition, backup and redundancy should be used to support this need.
- **Remote Backup** – The MSP must execute a nightly backup plan for the critical servers, including a regularly-tested recovery process.
- **Email System Management** - BEOF requires the management and administration of BEOF’s email system for all users.
- **Antivirus, AntiSpam & Antispyware Protection** – BEOF is looking for solutions to defend against security threats including phishing, malware, spam, viruses.
- **Disaster Recovery** – The MSP should have the ability to deploy measures of disaster recovery for all BEOF’s infrastructure and entire systems.
- **On-Site Support** – When needed, the MSP should have the ability to deploy onsite resources to assist in issues which cannot be resolved through remote access to in-house systems.
- **Off-Site Remote support** - When needed, the MSP should have the ability to assist in issues through remote access to laptop or remote office.
- **Networking Support** - BEOF requires proactive management and monitoring of our switches, firewalls, routers and Wi-Fi systems, and other networking equipment as identified by BEOF.
- **Internet Support**
- **Security Systems Monitoring** – MSP must provide proactive monitoring and management of BEOF’s security systems, including firewalls, intrusion prevention, secure remote access, and any implementations of advanced security solutions BEOF may utilize.
- **Warranty and Asset Inventory Management** – BEOF expects the MSP to maintain a hardware and asset inventory that includes Desktops, Laptops, Servers, Printers/Scanners, Fax Machines, and notify BEOF of any potential service or warranty issues. The MSP must also assist with managing the lifecycle of BEOF’s devices and maintain an equipment inventory to ensure our systems are always current.
- **Software Licensing Control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation.
- **Application Management** – Oversight of our current applications.
- **PC, Laptop, and Infrastructure Deployment** – Delivery and setup of machines on-site.
- **Desktop and Laptop Support** - MSPs must include their ability to support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning for new equipment as needed.
- **Printers, Copiers and Scanners** -The MSP must be able to support existing printers, copiers and scanner related network-printing issues.
- **Desktop Software Standardization and Software Licensing and Upgrades** – MSP must have a process for identifying standardization and management of desktop images and ensuring that staff are using current products as well as current OS and browser versions.
- **Lifecycle Management of Hardware Units** – The MSP should have processes for end-of-life notification, replacement, and asset decommissioning/disposal.
- **Break Fixes and Installation** – The MSP should offer planned and on-call break/fix services, including emergency response to server issues.
- **Move, Add, Change (MAC)** – BEOF is looking for the MSP to help with any changes to the location, configuration of existing equipment or software, and installation of additional equipment or software as needed.

- **Mobile Device Support** - In addition to laptops and desktops, some staff use mobile phones and tablets. The MSP will need to support secure provisioning (and ongoing support of that provisioning) of any mobile device into the company network. In the event the device is lost, the corporate mail and contact data should be able to be easily wiped from the device while preserving individual's personal information. A Mobile Device Management strategy / system recommendation should be considered and included in response to this RFP.
- **Reporting** – The MSP should provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.
- **Account Management** – The MSP must offer an internal escalation process in tandem with BEOF to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered.
- **Solution Design** – The MSP must provide solution packages (e.g., hardware, software, licensing) and associated consolidation of data.
- **IT Policy Review and Development** – The MSP should be able to assist in the development of customized policies related to the use of technology.
- **Compliance** – The MSP must use systems that comply with published Payment Card Industry Security (PCI) Standards. In addition, the MSP should also support rules and regulations as provided by relevant governing organizations as identified by regulatory or grant based requirements.
- **Scalability** – The MSP must be able to offer a model where scaling up or down from a systems and cost perspective is simple and nimble.
- **Multi-Factor Authentication (MFA)** – MSP must be able to provide and manage a Multi-Factor Authentication (MFA) solution to provide an easy-to-use method to verify user identities at login and to protect logins with multi-factor authentication.
- **End-User Security Awareness Training** – The MSP should offer Security Awareness Training to teach BEOF's staff and employees about current threats, terms, standards, and compliance to help them avoid a security incident.
- **Vulnerability Testing** - The MSP should offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of BEOF's business network.
- **Managed SOC-as-a-Service** - The MSP should offer Managed SOC-as-a-Service to monitor BEOF's environment and ensure proactive detection and response to threats, intrusions and attacks.
- **Special Projects** – **The MSP must be able to provide, manage, and support when the BEOF staff members relocate to a different department and if the entire facility relocates into a new location.**

4. Response Process

4.1 Notification of Intent to Respond and Clarifying Questions

Please indicate your intention to respond to this RFP by email to the Primary RFP Contact listed below by the *Intent to Respond and Questions Due* date outlined 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.

4.2 Primary RFP Contact

Please direct all inquiries regarding to this RFP to:

ANTHONY SEGARRA
CHIEF FINANCIAL OFFICER
BAYONNE ECONOMIC OPPORTUNITY FOUNDATION
ASEGARRA@BEOF.ORG
(201) 437-7222

4.3 Response Delivery Instructions

BEOF requires responses to this request for proposal to be delivered in writing. You may attach documentation to support your answers, if necessary.

Please submit all responses via electronic delivery no later than June 7th 4:00pm to:

ANTHONY SEGARRA
CHIEF FINANCIAL OFFICER
BAYONNE ECONOMIC OPPORTUNITY FOUNDATION
ASEGARRA@BEOF.ORG
(201) 437-7222

An opportunity to visit our foundation and sites il listed in section 6 below.

Any response received after the delivery date specified, will not be considered for the proposal.

5. Selection Criteria & Process

5.1 Selection Criteria

BEOF will evaluate the responses based on multiple criteria and will select the best overall solution to fit its needs. BEOF is obligated to select based on the procurement process. All responses will be evaluated in the following areas:

- Completeness of solution
- Expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability

- Account management
- Reporting capabilities
- Financial considerations

5.2 Selection Process

All responses will be evaluated as received and included in the following process:

- Review and scoring of the responses, as well as clarification of information as deemed necessary by the evaluation team.
- Identification of 2–3 final candidates to conduct in-depth review of capabilities, including on-site interviews and presentations.
- Conducting of site visits and/or reference calls as deemed appropriate by the evaluation team.

6. Key Dates

Below is a general timeline outlining the process steps with estimated dates for each step of the process. By participating in the RFP process, MSPs agree that they can adhere to the following general timeline and the meeting times they reserve through this process.

The vendor selection process according to the following schedule.
Any changes in this schedule will be at the sole discretion of BEOF.

- April 13 RFP
- May 16 -May 27 Site Visit for proposers, please reach out to Samantha Rojas to schedule
- June 7th RFP ends
- June 14th RFP presented to BEOF Board of Trustees
- June 30th Selection of Managed IT Services provider

Thank You

BEOF looks forward to reviewing your response and would like to thank you in advance for your participation. The Managed Service Provider selection is very important to our continued success and represents a major focus of effort for BEOF. We appreciate and value your input, expertise, and feedback.

