



Request for Proposal

Outsourced IT & Managed Services

Issued date: May 1, 2024

Submission deadline: June 1, 2024 at 5 p.m. EST

Point of Contact

Joy Ugi
Director of Operations
ACEC Georgia
404-314-9452
Joy.ugi@acecga.org

Acecga.org
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1 Request for Proposal (RFP)

ACEC Georgia 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 ACEC Georgia over a 12-month period, beginning on July 1, 2024 and ending no later than June 30, 2025. Following the initial term, there is a possibility to renew this contract for a one-year term.

2 Overview of Current ACEC Georgia Technical Environment

- The Director of Operations is responsible for the technical environment.
- There are five (5) full-time team members and four (4) contract team members who use the environment.
- ACEC Georgia is both a PC and Mac environment, with eight (8) team members using a PC and one (1) team member using a Mac.
- The server is located in the office. The network is currently managed remotely.
- WIFI is AT&T fiber.
- Backups are completed regularly, but current backup process and schedule is unknown.
- The hardware and software has been updated as of February 2024.
- The current IT Services Provider is Big Fish Technology.

3 Value Added Service Requirements

As part of this RFP, the following services are the current priority items for ACEC Georgia.

- **Remote backup** – Executing a nightly backup plan for the critical servers, 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** – Implementation of solution packages (e.g., hardware, software, licensing) and associated consolidation of data.
- **A/V setup and maintenance** – Working with the Director of Communications to implement podcast hardware and software; working with the team to choose, install, and setup TVs and other office technology as needed.
- **Network and email system monitoring** – 24/7 monitoring of ACEC Georgia'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 ACEC Georgia's inquiries as required, via help desk, including support for remote users.

- **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.
- **Implementation planning and guidance** – Assistance in deployment planning and execution.
- **Configuration** – Full assembly of hardware and software, including testing and burn-in.
- **PC and Mac deployment** – Delivery and setup of machines on-site.
- **On-site implementation of business applications** – Installation of software.
- **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 ACEC Georgia.

4 Selection Criteria

ACEC Georgia 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
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities
- Financial considerations

5 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.

6 Information Requirements

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

6.1 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. Provide your organization's annual sales volumes.
4. In what U.S. cities do you maintain offices?
5. How many people do you employ?
 - a. How many are full-time vs. Contract?
 - b. How many employees are dedicated to account management and/or technical support?
6. Please describe your relationships and experience with manufacturers and major distribution partners in the U.S. technology marketplace.
7. What differentiates your organization from your competitors in the marketplace and how will this be relevant to us?
8. 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 and a summary of past work you've completed together.
9. Please describe your organization's experience in transitioning clients to public or private cloud technology from more traditional IT service models.
10. Please provide details of three current customer accounts similar in scope and requirements to those of ACEC Georgia.

6.2 Proposed Approach and Solution

1. Please provide a proposed work plan for a migration to your organization as an ACEC Georgia preferred vendor. Specifically, provide the following information:
 - a. Key activities
 - b. Timing
 - c. Information/resource requirements from ACEC Georgia
 - d. Deliverables
 - e. Key milestones, checkpoints, and other decision points
2. If we elect to move forward with your organization, what ACEC Georgia resources would you require (e.g., information, data, staff resources, communication) during 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 ACEC Georgia.
4. Please describe your experience in providing the following value-added services:
 - 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, 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
 - u. Warehousing
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've 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?

6.3 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 about your standard reporting capabilities.
3. Describe any documentation and support (e.g., user manuals, online help, interactive demos, webinars, 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?

6.4 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's 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.

7 Communications and Response

Joy Ugi is the designated ACEC Georgia representative for this initiative. For any information relative to this RFP, please direct all inquiries using her contact information:

Joy Ugi
ACEC Georgia
joy.ugi@acecga.org
404-314-9452

8 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.

9 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 p.m. ET) on the *Proposals Due* date indicated in the *Key Dates* table below.

10 Vendor Presentations

Our intention is to 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

ACEC Georgia at 229 Peachtree Street, Suite 1800, Atlanta, Ga. We will endeavor to provide the successful firms with as much advance notice as possible.

11 Key Dates

	RFP Issued	Intent to Respond and Questions Due	Answers Provided	Proposals Due	Presentations
Event Date	May 1, 2024	May 15, 2024	May 25, 2024	June 15, 2024	June 25, 2024
Time	9 a.m.	5 p.m.	5 p.m.	5 p.m.	TBD

12 No Obligation

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

13 Agreement of Non-Disclosure

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

14 No Guarantee

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