



REQUEST FOR PROPOSALS

REQUEST FOR PROPOSALS
FOR
IT Managed Services

ISSUED BY:

WISCONSIN ECONOMIC DEVELOPMENT CORPORATION

ON: **September 21, 2023**

All questions regarding this RFP must be submitted in writing to Griffin Cass at ITServicesRFP@wedc.org by October 6th, 2023 at 4:00 pm CT.

PROPOSALS MUST BE SUBMITTED BY:
October 13th, 2023, 4:00 PM CT

To:

Griffin Cass, IT Network, Server and Security Engineer
ITServicesRFP@wedc.org

Wisconsin Economic Development Corporation
201 West Washington Avenue, 6th Floor
Madison, WI 53703

LOOK FORWARD 

I. Scope

The purpose of this Request for Proposals (RFP) is to provide interested proposers with the information needed to prepare and submit a Proposal for the following:

WEDC is seeking a partner to provide Managed IT Services, 24x7x365 system monitoring, incident response, problem resolution, changes and upgrades for our infrastructure. Equipment and services may be located in our headquarters, branch offices, and/or in the cloud. The selected partner would work as an augmentation to WEDC IT Technical Staff.

System Monitoring

- I. 24x7x365 monitoring and alerting of devices.
- II. Error, exception and threshold monitoring.
- III. Windows Services monitoring, alerting, and resolution
- IV. System utilization.
- V. Administrator authentication and logging.

Proactive Maintenance

- I. Regular system patching during off-business hours maintenance windows.
- II. Monitoring of vendor security updates and fixes, and installation of those updates.
- III. Recommendations for system enhancements, changes and upgrades.
- IV. Upgrades to new software versions.
- V. Availability Management

Security Operations Support

- I. 24x7x365 Monitoring and Incident Response
- II. Vulnerability Management
- III. Integration with Existing Tools, Microsoft Defender and Microsoft Sentinel

SLA guarantees for uptime.

- I. Reactive Engineering-level break/fix.
- II. Day to day functions and changes.
- III. Backup and Recovery functions.
- IV. Monitor infrastructure End-of-Life and End-of-Support, providing advanced notification.

II. Project Timeline (if applicable)

The work needed to be completed under this RFP is subject to tight timing constraints. Proposers responding to this RFP must be prepared to conform to the following timeline. If this timeline is prohibitively restrictive, please indicate such and propose an alternate timeline.

Date	Event
September 21, 2023	RFP Issued
October 6, 2023	Deadline to Submit Questions
October 13, 2023	Proposals Due
October 20, 2023	Committee review of Proposals
October 27, 2023	Possible Interviews with Proposers
November 10, 2023	Approval of Award

III. Wisconsin Economic Development Corporation

The Wisconsin Economic Development Corporation (WEDC) is a public body corporate and politic governed by Chapter 238 of the Wisconsin Statutes. WEDC was created under 2011 Wisconsin Act 7 and 2011 Wisconsin Act 32 to replace the economic and community development operations of the former Wisconsin Department of Commerce and to serve as the State of Wisconsin's lead economic development organization. WEDC is governed by a sixteen-member Board of Directors. WEDC's Chief Executive Officer is appointed by the Governor.

WEDC provides financial and technical assistance and services to businesses and organizations in Wisconsin for the purpose of strengthening economic development and creating and retaining jobs. Revenues to finance its operating budget are derived primarily from state appropriation, loan repayments and other income.

WEDC operates five economic and community development divisions and eight finance and administrative departments primarily in the Madison, Wisconsin location. WEDC provides grants, loans, loan guarantees, tax credits and other financial and technical assistance to its customers. WEDC utilizes the Intacct accounting system as well as Salesforce and a grant and loan management system.

IV. Proposal Requirements

Proposers responding to this RFP must provide sufficient responses to all of the below requests for information. Failure to respond to any of the requests may result in disqualification of the proposal.

A. Mandatory Requirements

1. All items listed under section I: Scope, are mandatory requirements.

B. Organizational and Staff Capabilities

1. Provide a brief description of the proposer's history and organization.
2. Describe the proposer's experience and the experience of those who will support our infrastructure, including methods used to keep technicians and engineers proficient.
3. Provide a list of at least three relevant engagements held by the proposer which indicates relevant experience.
4. Provide a list of all staff persons who will be involved in carrying out the tasks covered by this RFP, describing each in terms of their involvement in specific tasks and qualifications.
5. Provide a list of any subcontractors (individual or organizational) that the proposer intends to use when providing services under this RFP (Note: the proposer is not required to use subcontractor(s). However, no subcontractor may be used without WEDC's written approval.)

C. Technical Requirements/Approach to the Project

1. Describe, in detail, the proposer's technical approach to the project
2. Provide a timeline for conducting the work under this RFP.

3. Describe the proposers organizational and escalation procedures around managed services and how service levels are enforced.
4. Describe certifications held by proposer's engineers for the equipment listed in section IX.
5. Describe methodologies proposer uses to test patches and updates prior to release to customers.
6. Describe methodologies proposer uses to deploy patches and updates.
7. Describe your customer interface, work order and trouble ticket system.
8. Describe how major upgrades are applied to systems, and which upgrades would require additional fees.

D. Cost for Services

Please describe items not included in the scope of work under this RFP that the proposer recommends be completed. Include the price for any such extra items in the Cost Proposal as additional costs.

- I. Provide a price list for the equipment listed in section IX showing the different SLA levels the proposer provides. If the proposer has a standard price list for additional equipment and applications, please include it.

E. Documents

1. Provide a copy of the proposer's W-9.
2. Provide a copy of the proposer's standard contract documents.
3. Provide a completed Supplier Demographic Attestation Form.

V. Cost Proposal

Proposers should provide a fixed cost proposal for the services to be provided under this RFP, including anticipated out of pocket costs. The cost proposal should include the estimated number or hours and the billing rate for each level of team member assigned to the engagement. The cost proposal shall be a not to exceed total cost for the services to be provided under this RFP.

VI. Terms and Conditions

The following terms and conditions affect responses to this RFP and any resulting contract. These terms shall be adhered to by any interested proposer and are non-negotiable.

A. Contract Term

The contract will cover 36 months.

B. Confidentiality

Proposer acknowledges that all information, data, records and documents disclosed by WEDC to proposer, or which come to proposer's attention during the course of its response to this RFP or performance under any resulting contract constitute valuable and proprietary assets of WEDC (Confidential Information). Proposer agrees not to disclose the Confidential Information, either directly or indirectly, to any person, entity or affiliate unless required to do so by legal process of law without prior authorization by WEDC. If required to disclose Confidential Information by legal process, Proposer shall provide WEDC with prompt notice so WEDC may seek an appropriate protective order. Except as required to respond to this RFP or during the course of its performance under the terms of any resulting Agreement, proposer shall not use any Confidential Information for its own purposes.

C. Conflict of Interests

Proposers' response to this RFP must include, in writing, disclosure of any potential conflict of interests that may arise from proposer's performing services for WEDC. Any resulting contract will require that if a vendor fails to disclose a potential conflict of interest, and if WEDC determines such failure to disclose involves a material conflict of interest, the vendor's contract may be declared to be void by WEDC and any amounts paid under the contract may be recovered by WEDC. Vendors shall advise WEDC of any changes in potential conflicts of interest. This language may change with the new procurement policy.

D. Nondiscrimination

Pursuant to Wisconsin law, any contract resulting from this RFP will include the following language regarding nondiscrimination:

In connection with the performance of work under this contract, Licensor agrees not to discriminate against any employee or applicant for employment because of age, race, religion, color, handicap, sex, physical condition, developmental disability as defined in § 51.01(5), sexual orientation or national origin. This provision shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. Except with respect to sexual orientation, Licensor further agrees to take affirmative action to ensure equal employment opportunities. Licensor agrees to post in conspicuous places, available for employees and applicants for employment, notices to be provided by the recipient officer setting forth the provisions of the nondiscrimination clause.

E. Public Records

Responses to this RFP, any communication with WEDC, and any resulting contract and work product are subject to the public records laws of the State of Wisconsin, § 19.31 et seq. Proposers shall mark documents "confidential" where appropriate for financial and other sensitive materials that should be, to the extent possible, be kept in confidence. WEDC will notify the proposer if it receives a public records request for materials marked confidential.

F. Insurance

If awarded the contract, the proposer shall maintain Worker's Compensation, Comprehensive General Liability, including Contractual Liability, and Automobile Liability insurance for any claims that may arise from operations under the contract.

VII. RFP Process

A. Reasonable Accommodations

WEDC will provide reasonable accommodations, including the provision of informational material in an alternative format, for individuals with disabilities upon request.

B. Communication with WEDC & Submitting Questions

All communication regarding this RFP shall be directed to WEDC's IT Network, Server and Security Engineer, Griffin Cass at ITServicesRFP@wedc.org. Information regarding this RFP obtained from other sources is unofficial and nonbinding. Communication with other sources may be cause for the rejection of a proposal. All questions regarding this RFP must be submitted in writing to WEDC's IT Network, Server and Security Engineer, Griffin Cass by October 6th, 2023 at 4:00 p.m. CT.

C. Incurring Costs

WEDC is not liable for any cost incurred by a vendor for responding to this RFP.

D. News Releases

News releases pertaining to the RFP or to the acceptance, rejection or evaluation of proposals shall not be made without the prior written approval of WEDC.

E. Submitting the Proposal

Proposers shall submit an electronic, PDF, version of their Proposal to WEDC’s IT Network, Server and Security Engineer, Griffin Cass at ITServicesRFP@wedc.org, no later than October 13th, 2023 at 4:00 p.m. CT. The electronic proposal must be submitted on time. Proposal responses should follow the sequence and outline presented in this RFP.

VIII. Evaluation of RFP

A. Proposal Review, Verification and Acceptance

WEDC shall review each proposal to verify that it meets all specified requirements in the RFP. Proposals that do not comply with instructions contained in the RFP may be rejected by WEDC. WEDC reserves the right to waive a particular specification if no proposer meets that specification. WEDC may request reports on the proposer's financial stability. WEDC may reject a proposal if the proposer is determined to have inadequate financial means to provide the required service. WEDC retains the right to accept or reject any or all proposals, or accept or reject any part of a proposal, determined to be in the best interest of WEDC. WEDC shall be the sole judge as to compliance with the instructions contained in this RFP. Proposals shall be firm for acceptance for sixty (60) days from the date of proposal opening unless otherwise noted. A proposer may not modify its proposal after submission except to correct minor omissions or miscalculations as directed in writing by WEDC.

B. Proposal Scoring

Item	Scoring Weight
Organizational and Staff Capabilities	25
Technical Requirements / Approach to the Project	25
Cost of Services	35
Other Items	5
Diverse Business	5
Wisconsin Business	5
Total	100

WEDC is committed to its principals of diversity, equity and inclusion and therefore, proposals from Diverse Businesses, as defined by the Supplier Demographic Attestation attached, will receive a Five Percent (5%) preference during the proposal scoring process.

In addition, WEDC values maximizing opportunities in Wisconsin for businesses and therefore, a Five Percent (5%) preference will be given to proposers that are located in Wisconsin as well.

C. Evaluation Criteria

Mandatory requirements must be met in order for a proposal to be considered for award under this RFP. Evaluation of the proposals will be based on the proposer's ability to meet WEDC's needs, including organizational and staff capabilities, project approach, proposer's experience, technical approach, and cost. Proposals will be evaluated by project sponsors and WEDC technical staff.

D. Right to Reject Proposals and Negotiate with Proposers

WEDC reserves the right to reject any and all proposals. WEDC may negotiate with multiple vendors regarding the terms of the contract and the cost proposal before determining the highest-scoring proposer. WEDC shall not, under any circumstances, reveal a proposer's cost proposal to any other proposer prior to contracting for services.

E. Award Decision

WEDC will make the award to the proposer deemed to provide the services described in this RFP at the best value to WEDC, taking into consideration the proposers' experience, expertise, and cost proposals.

F. Notice of Intent to Award

All proposers who respond to this RFP will be notified in writing of WEDC's intent to award the contract as a result of this RFP.

IX. IT Environment

a. Network

Quantity	Item
3	Cisco Firepower
9	Cisco Switches
12	Cisco Meraki Access Points

b. Servers

Quantity	Item
4	Cisco UCS Server Hosts
1	VMWare ESX
13	Windows Servers
3	Linux Ubuntu

c. Storage

Quantity	Item
1	Pure Storage SAN
1	Synology NAS

d. Applications

Quantity	Item
2 (Replicated)	Microsoft Active Directory
1	DHCP Server
1	DFS File Server
2 (Replicated)	DNS Server
2	Microsoft SQL 2019
1	Print Server
1	Certificate Authority

e. Cloud

Quantity	Item
1	Azure SQL Managed Instance

1	Azure Application Gateway (WAF)
4	Azure App Services
1	Azure API Management
4	Azure Storage Accounts

f. Security

Quantity	Item
1	Microsoft Defender ATP (EDR/XDR)
1	Azure Sentinel SIEM

Supplier Demographic Attestation

Vendor Name: _____

Procurement Description: _____

Please complete the following questions to assist the Wisconsin Economic Development Corporation more accurately track its procurement spending with diverse businesses.

The Vendor identified above is a:

Yes	No		Notes/Comments:
		Minority-Owned Business Enterprise (MBE) <ul style="list-style-type: none"> • Sole proprietorship, partnership, corporation, limited liability company or joint venture • Belong to an ethnic minority group: Native American, Black, Hispanic, Asian Indian, Asian Pacific, Aleut, Eskimo, Middle Eastern, North African, or Native Hawaiian • Be at least 51% owned, controlled, and actively managed by minority group members for at least the last one (1) year or the full term of the businesses' s existence 	
		Woman-Owned Business Enterprise (WBE) <ul style="list-style-type: none"> • Sole proprietorship, partnership, corporation, limited liability company or joint venture • Be at least 51% owned, controlled, and actively managed by women group members for at least the last one (1) year or the full term of the businesses' s existence 	
		Disabled Veteran-Owned Business Enterprise (DBV) <ul style="list-style-type: none"> • Sole proprietorship, partnership, corporation, limited liability company or joint venture • At least 51% owned, controlled, and actively managed by disabled veteran group members for at least the last one (1) year or the full term of the businesses' s existence 	
		Veteran-owned business (VB) <ul style="list-style-type: none"> • At least 51% of the business must be directly and unconditionally owned by one or more veteran(s) or service-disabled veteran(s) 	

		<ul style="list-style-type: none"> At least 51% owned, controlled, and actively managed by one or more veterans for at least the last one (1) year or the full term of the businesses' s existence 	
		<p>LGBT-Owned Enterprise (LGBTE)</p> <ul style="list-style-type: none"> Sole proprietorship, partnership, corporation, limited liability company or joint venture At least 51% owned, controlled, and actively managed by one or more person(s) who identifies as lesbian, gay, bisexual, and/or transgender for at least the last one (1) year or the full term of the businesses' s existence 	
		<p>Disability-Owned Enterprise (DE)</p> <ul style="list-style-type: none"> Sole proprietorship, partnership, corporation, limited liability company or joint venture At least 51% owned, controlled, and actively managed by one or more person(s) with a disability for at least the last one (1) year or the full term of the businesses' s existence. A person with a disability is defined as a person with a physical and/or mental impairment that substantially limits one or more major life activities. 	

Unable to identify Vendor's demographics due to organization status specified here (i.e. non-profit, government entity, etc.):

Please check here if you are choosing not to provide demographic information.

I certify that the information provided is true and accurate to the best of my knowledge, and that I am authorized to execute this Attestation on behalf of the Vendor.

Signature: _____ Date: _____

Name: _____

Position: _____