



Macon-Bibb County Industrial Authority

REQUEST FOR PROPOSAL

MANAGED INFORMATION TECHNOLOGY SERVICES

Date of Issuance: September 19, 2022

Proposal Due Date: September 27, 2022

I. INTRODUCTION

Pursuant to its fiscal policies, the Macon-Bibb County Industrial Authority (“MBCIA”) periodically evaluates those services used by MBCIA to ensure product offerings, pricing, and industry innovation are being maximized. MBCIA seeks to create a strategic partnership with an official information technology managed services provider that shares our values of extraordinary customer service, good stewardship of public resources, and investing in the Macon-Bibb community.

MBCIA seeks an appropriate and qualified vendor to provide Information Technology Managed Services. The ideal vendor will provide technical support, assistance, hardware and software management and troubleshooting, and system maintenance and training, as needed.

The vendor will be expected to utilize a ‘help desk’ presence to handle service calls efficiently and to ensure that there is no significant computer downtime during normal working hours.

II. OVERVIEW AND CURRENT I.T. ENVIRONMENT

Services needed at 1 location:

Macon-Bibb County Industrial Authority
439 Mulberry Street
Macon, GA 31201

IT Services provided by current provider:

Server hosting and management
Microsoft 365 License
Hardware and Server troubleshooting and support
~20 Outlook Email Accounts
Virus protection, Spam Filters, and Firewall
Network management

There are currently ~7 active computers on our network and ~10 active tablets

III. SCOPE OF WORK

Macon-Bibb County Industrial Authority desires a fully outsourced IT management provider to provide proactive management, support, and other IT related functions. The following details the minimum services to be provided:

A. Initial Assessment

Compile/update inventory of all IT related assets. Assess system architecture and current processes and make recommendations for improved IT system performance

B. Desktop Applications Support

Performance of basic support functions, including the installation of PC’s, printers, peripherals and software; training and educating users; diagnosis and correction of desktop application problems; configuring of computers for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed. Assist designated MBCIA staff with hardware and software purchases as needed. Assist with warranty and other technical support. Maintain an up-to-date inventory of MBCIA’s computer related software.

C. Server Administration

Manage computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, and reliability of the system. Monitor server performance and capacity management services. Ensure scheduled preventative maintenance for equipment is promptly and properly performed; set up new users and edit or remove existing users in the environment to be sure that users have proper access or restrictions as it may apply to MBCIA data files.

D. Network Administration

Scope of activity includes all MBCIA equipment including switches, firewalls, routers, wireless access points, and other security devices. Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades. Manage backup recovery systems. The scope also includes primary installation of network printers, scanners, and copiers. Complete proactive monitoring of network equipment including bandwidth utilization, and other performance indicators.

E. Security and Backup

Maintenance of virus/malware detection and spam reduction programs on MBCIA's servers, email, computers, and laptops. Perform periodic security audits and notify MBCIA personnel of suspected breaches of security or intrusion detection. The scope also includes a data backup policy with procedures in place to handle weekly and monthly backups of computer data and email; procedure to restore systems and data if servers go down and/or individual computers fail.

F. Help Desk Support & End User Training

End user support must be timely and professional. Urgent and emergent support must be available for both support and end user training (as requested) Monday – Friday 8:00 a.m. – 5:00 p.m., excluding holidays.

G. Onsite Support

Provide regular scheduled onsite support to address hardware and software issues. Additional onsite support may be needed/requested as problems arise.

H. Alternatives

Vendors may propose alternative services, if the vendor can demonstrate alternatives will significantly improve IT effectiveness, enhance its quality of services, minimize its support cost, and maximize return on investment in IT.

IV. PROPOSAL QUESTIONS

To ensure that all prospective respondents accurately and completely understand the RFP requirements, MBCIA will accept written questions via email to Baleigh Fleming, Operations & Finance Manager, at bfleming@mbcia.com, by the date and time listed in the RFP timeline. Replies to all questions will be sent blind copy to all responding vendors.

Only one point of contact is offered to respondents for this procurement and all communication must be accomplished exclusively by email submission of questions to the procurement contact.

Should a prospective respondent require clarification or have questions regarding the RFP, MBCIA must be notified via email no later than 5:00 p.m. on September 21, 2022. Questions are to be sent to bfleming@mbcia.com.

V. PROPOSAL SUBMISSION

Each vendor must submit one copy of their proposal. The complete proposal package can be delivered electronically to bfleming@mbcia.com (preferred) or delivered, in a sealed envelope, to:

Baleigh Fleming, Operations & Finance Manager
Macon-Bibb County Industrial Authority
439 Mulberry Street
Macon, GA 31201

Proposals must be submitted to Macon-Bibb County Industrial Authority by 4:00 p.m. on September 27, 2022.

VI. RFP TIMELINE

RFP Event	Date
Issuance of RFP	9/19/2022
Deadline for Proposal Questions	9/21/2022
Response by MBCIA to Proposal Questions	9/23/2022
Proposal Submission Deadline	9/27/2022
Presentation of Selection to Board of Directors	10/3/2022
Implementation	10/24/2022