

University of Science & Arts of Oklahoma
IT Managed Services Request for Proposal (RFP)

October 23, 2024

University of Science & Arts of Oklahoma (USAO) issues a Request for Proposals for an independent Information Technology provider to supplement the work of the University's IT department by providing management, administration, and support of the university's information technology systems including but not limited to the following:

- Monitoring, managing, and supporting on premise network, associated devices, and applications
- Provide experienced staff in all levels of IT services
- Develop and maintain response and resolution scheduling and timeline plan
- Hardware maintenance and replenishment
- System Maintenance and Administration
- Hardware and software purchasing planning and assistance
- Provide monthly and annual management data to client
- Server recovery and business continuity solutions and software
- Strategic planning, budgeting, and project management
- Assistance with technical best practices and compliance

Section 1: University of Science and Arts of Oklahoma Profile

University of Science and Arts of Oklahoma has proudly been serving the people of Oklahoma since it was established in 1908. With a solid foundation in the long-standing traditions of excellence and commitment to the highest standards, USAO is a respected provider in the community.

IT Organization

Currently, USAO has an IT staff of four people.

Statement of IT Purpose at USAO

USAO would like all respondents to understand that IT operations are designed and delivered as an enabler for the vision of the organization. Respondents should take this into consideration when developing their response and provide their ability to work as an IT partner to ensure the continued success of USAO.

Section 2: Guidelines for MSP Response

This RFP is intended to provide a background on USAO's general IT needs. The objective of the RFP is to allow USAO to select an IT partner for strategic infrastructure and system support, and related managed services. MSP pricing should be based upon this understanding.

Schedule of Events

The following is a tentative schedule that will apply to this RFP but may change in accordance with the organization’s needs or unforeseen circumstances.

Activity	Date
Issuance of RFP	October 23, 2024
Technical Questions/Inquiries Due	November 6, 2024
RFP Due	November 13, 2024
Final Award Notification	November 14, 2024

Response Format and Submission

The MSP proposal submitted must include responses to all the areas indicated within this document. Specifically, MSPs must outline all the areas highlighted as “required” for each section of this RFP, with respect to the content of each section. Please respond to

Email: NHATHAWAY@USAO.EDU

Phone: 405-574-1333

2.1 MSP’s Understanding of the RFP

In responding to this RFP, the MSP accepts the responsibility to fully understand this document in its entirety, and in detail, including making any inquiries to USAO as necessary to gain such understanding. USAO reserves the right to disqualify any MSP who demonstrates less than such understanding. Further, USAO reserves the right to determine whether the MSP has demonstrated such understanding. That right extends to cancellation of award if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to USAO.

Prospective MSPs are encouraged to work with the USAO team to respond to this RFP in a manner that enables them to put their best foot forward. USAO wants to continue to build a cost effective yet responsive IT infrastructure that is adaptable for future growth and change, has high service levels, and balances flexibility and speed including cloud-based solutions. MSPs should propose solutions considering USAO’s design criteria.

Confidentiality

This Request for Proposal contains material which is highly sensitive and is confidential to USAO. The MSP, and its partners or consortia if any, will not disclose to third parties any of this RFP or the services, data or the project to which it relates without prior written approval from USAO. In addition, no results of the RFP process are to be released by you.

2.2 Method of Award

The evaluation of each response to this RFP will be based on its demonstrated competence, compliance, format, and organization. The purpose of this RFP is to identify those suppliers that have the interest, capability, and financial strength to provide USAO with Managed Services offerings identified in the Scope of Work.

2.3 Evaluation Criteria

Proposals will be evaluated by USAO based on the following criteria:

Experience and MSP Qualifications: Experience demonstrated by the MSP in servicing businesses of similar size and complexity to USAO will be highly valued. Expertise with the specific systems used by USAO will be required. The size and sophistication of the MSP's business as well as whether the MSP has a dedicated group providing and supporting a managed Support Service will be considered. Consideration will be given to the number of customers the MSP is supporting, given the requirements of this RFP. This analysis also considers the number and qualifications of management, supervisory and other staff proposed by the MSP to complete the contract, and the availability and commitment to the contract of the MSP's management and other proposed staff.

Ability to Implement the Solution: MSPs will be evaluated on their capability to complete RFP requirements, outline implementation plan methodology and delivery track record. Within each requirement, USAO would also ask MSPs to outline any USAO resources needed for consideration. In addition to support and management of the existing environment, the ability to provide and complete project-based services over the life of the agreement will be considered. USAO is not looking at this effort as a support contract, but a partnership that involves advisory, implementation and migration services as technology and business requirements evolve.

Commitment to USAO's Mission: Consideration will be given to how the respondent addresses the impact of delivering IT solutions and services as an enabler to the mission of the USAO.

Cost Criteria: The MSP's cost proposal for core support and managed services. Preference will be given to the MSP that maximizes the economic benefit to USAO while *minimizing risk* to USAO.

2.4 Scope of Work, Specifications & Requirements

The RFP response must address, but is not limited to the following requirements:

1. Strategic Planning via CIO Services
2. Budgeting
3. Purchasing and Procurement
4. Define IT Operation Planning and Communications Protocols
5. Administration, support, and management of Help Desk/Service Desk operations
6. Administration, support, and management of Enterprise Applications

7. Administration, support, and management of Telephony
8. Administration, support, and management of Systems Management services
9. Administration, support, and management of Collaboration services
10. Administration, support, and management of Server Infrastructure
11. Administration, support, and management of Network Infrastructure
12. Administration, support, and management of Storage Infrastructure
13. Administration, support, and management of Database Infrastructure
14. Project Management Services
15. Information Technology Asset Management
16. Design and support the Backup and Recovery Processes including a defined business continuity plan
17. Administration, support, and management of Back up & Restore responsibilities
18. Management of General IT services
19. Defining and managing an on-going hardware/software replenishment plan.
20. Define and manage data destruction policies. Ensure that all company data is removed from hard drives no longer in use. Assist in managing appropriate disposal of computer hardware.

2.5 MSP Qualifications and References

Please provide the following information about your company:

Company Name:	
Address 1:	
Address 2:	
City:	
State/Province:	
Country:	
Website URL:	
Approx. Number of Employees:	
Number of years' company has operated as MSP:	
Does your company work with clients that have multiple locations nationwide? If yes, describe.	
Approx. Number of Help Desk/Service Desk Staff:	
Approx. Number of Level 2 and 3 Engineering Staff:	
Approx. Number of Customers:	
Projected 2024 Revenue:	
2023 Revenue:	

MSP References: (Please provide 3)

Company Name:	
Contact Person:	
Address:	
Phone:	
Email Address:	
Description of Services Provided:	

Company Name:	
Contact Person:	
Address:	
Phone:	
Email Address:	
Description of Services Provided:	

Company Name:	
Contact Person:	
Address:	
Phone:	
Email Address:	
Description of Services Provided:	

2.6 MSP Certification

List all Microsoft certifications:

Certification	Quantity of Certified on-staff Engineers

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List all Dell certifications:

Certification	Quantity of Certified on-staff Engineers

List all SonicWall certifications:

Certification	Quantity of Certified on-staff Engineers

Other certifications:

Certification	Quantity of Certified on-staff Engineers

Section 3: Managed Services Scope

The following sections will outline the current operating environment of USAO as well as provide opportunities for MSPs to provide details documenting capabilities, pricing, and anticipated minimum support levels. Responding MSPs (respondents) should also include details about their ability to provide strategic leadership, best practices, and methodology to USAO’s leadership regarding each area.

MSP-Provided Solutions

The MSP must provide solutions for the following needs as part of the bid. Please include the name of your solution and any additional features it provides. USAO subscribes to a multi-layer security approach and requires the MSP to take the same approach where appropriate in addressing the following:

- 24x7x365 Comprehensive, Automated Infrastructure Monitoring and Alerting System
- Remote access and remote control for support
- Help Desk Tracking, Automation and Reporting
- SMS notifications for emergency and out of band communications
- Internal Intrusion detection appliance
- Data security policy and compliance
- Ongoing network security scans and reporting
- IT Assessment and Compliance Reporting
- IT Documentation
- Content Filtering
- Secure Internal Wi-Fi
- Segregated Guest Wi-Fi
- DNS layer enterprise security
- Email - spam and malware filtering
- Email - advanced protection for phishing, impersonation, attachment scanning, and data leak protection
- Secure Email Messaging / Encryption
- End Point Security for Servers and Workstations
- Backup and Recovery with Local Virtualization and Offsite replication
- Support for company tablets and smartphones

3.01 CIO Services

USAO is seeking to identify an MSP that will be a true IT partner and adviser in the day-to-day delivery of IT services as well as helping USAO build and deliver a long-term IT Strategy roadmap that will meet the needs of USAO and its mission as the organization grows.

Required:

Provide ability to deliver CIO advisory Services including, but not limited to, IT strategic development, IT governance, IT relationship management with USAO business partners.

Consider how respondent can partner with USAO to develop a roadmap that will maximize USAO's return on investment for IT solutions in each area outlined in this RFP.

3.02 Help Desk/Escalation Support

The mission of the Help Desk / Escalation Support is to provide level 2 and 3 support for local front line IT staff for issues involving computer hardware or software. Its goal is to meet and exceed the expectations by providing consistent communication and support for all Information Technology services in a professional, competent, and timely manner. USAO requires that their outsourced help desk be made of a small group of dedicated technicians which will become familiar with their users and their environment.

USAO is looking for an MSP to review USAO's existing ticketing system and perhaps provide an online ticketing system supporting the services included in scope.

The Helpdesk is to be responsible for the following:

- Professionally Staffed Help Desk available during business hours
- Assist local IT staff with
 - User account creation
 - User account termination
 - Support of all personnel
 - MFA / 2FA management and support
- Maintenance of USAO's applications and network access
- Day to day support of any technology needs
- SLA backed/guaranteed initial response

Availability of Services

Standard Help Desk support hours are required to be from 7:30 AM CT – 5:00 PM CT Monday through Friday (with 24/7 emergency support available). Access to the Help Desk will be available via phone and a secure support portal.

For outside standard support hours, including weekends, calls and emails will be logged and handled on the next business day except if the user identifies the issue as an emergency. Emergency response may be based on a per call charge agreed to as part of the identified Service Level Agreements (SLAs) established during the contract negotiation process.

Required:

Please provide MSP details outlining ability to provide a help desk service via phone, support portal, and online ticketing system. Please also provide details outlining the ability to provide a small group of dedicated resources for the help desk. Lastly, please suggest typical SLAs which would be recommended for USAO given their size and requirements. You may refer to the following items when responding to this requirement.

Staffing Philosophy

Describe your approach to staffing the Help Desk in terms of types of people, experience level, career opportunities

- Experience level of Help Desk technicians
- Staffing levels
- Time zone coverage
- Physical location of the Help Desk technicians
- Proximity to L2, L3 Support Engineers

Engineer / Architect

- Provide design and overall architecture of IT strategy
- Provide highest tier support on technically complex or escalated issues

Field Service

- Provide service and end user support during field visits or dispatches

Lower Help Desk Tickets

Everyone wins when the number of tickets declines. How does the Help Desk help reduce tickets? What processes are in place to proactively identify trends and make recommendations?

Help Desk System & Reporting

Please describe your system for managing Help Desk tickets and your ability to report on Help Desk performance to your clients.

What software do you use to track tickets?

How long have you had that system in place?

What type of workflow is built into the system?

What type of access do your clients have to the system?

Can your system manage SLA based on priority and impact? Can the SLA, priority, and impact be customized for each client?

What base reporting package/metrics do you supply to your clients (please provide a sample)?

How often do you meet with your clients to review the Help Desk metrics?

Response to a Help Desk Ticket

Describe your philosophy to responding to a ticket. For instance, how long are Level 1 Help Desk technicians encouraged to work on a ticket before it is escalated to Level 2?

3.03 3rd Party Vendor Management & Application Support

USAO requires support of all general end-user applications such as Microsoft Windows, Internet Explorer/Chrome/Edge, Office products, Adobe (Reader and Publisher).

USAO requires the selected MSP to collaborate with other application vendors working with USAO to ensure the infrastructure supporting these applications is fully supported by the MSP or support the applications as outlined by SLA.

3rd Party Vendors and Applications include but are not limited to:

- Microsoft Office 365 Licensing
- Microsoft Office 365 Exchange Online
- Microsoft Office 365 Azure AD
- SonicWall Firewalls
- Ubiquiti Enterprise Wireless Access Points
- Dell
- Apple
- Internet Service Provider
- Microsoft SQL Server
- Adobe Premiere Elements
- Adobe Acrobat Pro
- Ellucian Colleague
- Jenzabar – POISE

Required:

Describe your approach and ability to collaborate with other infrastructure and application support vendors.

3.04 Workstations and Systems Management

USAO primarily uses a mixture of Dell desktops, Microsoft surfaces, and laptops in the environment. There are multiple operating system versions in the environment including Windows 10 and Windows 11. Almost of the workstations are loaded with Windows 11.

USAO requires the MSP to manage all system patching, updating, and software distribution. A desktop monitoring agent should be installed on each desktop / laptop. This agent should allow monitoring and remote control.

USAO currently has approximately 426 Lab workstations, and 435 Faculty/Staff workstations most of which are Dell desktops.

Required:

Please provide details outlining respondent's ability to administer and support workstations and provide systems management services and procurement. The MSP must have a relationship with

Dell that provides competitive pricing and be able to quote, purchase, and receive all IT related equipment and software.

3.05 Collaboration

USAO is utilizing Microsoft Exchange for email communication. The MSP will be expected to administer and support the Office 365 solution including troubleshooting and new user provisioning.

3.06 Server Infrastructure

USAO runs Dell PowerEdge Servers in their HQ office. Their physical servers are Hyper-V hosts housing all other Virtual Servers.

USAO also has a NAS dedicated BCDR appliances for backup.

Server Monitoring and Patching

USAO's current MSP is responsible for monitoring and patching all servers. USAO expects respondents to oversee that monitoring and patching.

3.07 Network Infrastructure

Network Monitoring

USAO requires that respondent's proposal must have a centralized operation center capable of monitoring, reporting, alerting and administrating all aspects of USAO's networks including servers, switches, firewalls, etc.

This Network Operations Center (NOC) must be **actively monitored** 24x7x365 and perform monitoring and alerting to critical events in our environment. USAO expects respondents to provide system monitoring and alerting to network devices for uptime and threshold-based triggers. Alerting will be configurable for delivery to both respondent and USAO resources. Thresholds will be configured working with USAO resources to determine the best values and services to trigger an alert.

This network monitoring services should include:

- Centralized logging
- Configuration backup
- SNMP polling
- Wireless monitoring
- Monitor Internet connectivity and response times and Up/Down
- Monitor network devices for availability and performance
- Identify and report hardware faults
- Alert on USAO-defined metrics and thresholds
- Daily configuration backups and change verification
- Alert on configuration changes, routing changes and failover events

- Firewall monitoring and policy management
- Roundtrip transaction monitoring

Required:

Please provide details outlining respondent's ability to support the following:

- Administration, support, and manage all networking hardware and software
- Administration, support, and manage all LAN and WLAN infrastructure for end-user computing
- Administration, support, and manage all WAN connectivity
- Monitor network infrastructure according to requirements.
- Administration, support, and manage all Wi-Fi hardware and software

3.08 Project Management Services

USAO will be using the MSP to provide PM Services. These services will include organizing internal IT initiatives, preparing task lists, timelines, road mapping, and budgeting. This includes bringing current projects and initiatives to completion.

Required:

Please provide details outlining respondent's ability and methodology to implement, deliver, and manage PM Services.

3.09 Backup & Restore Capability

USAO's Disaster Recovery (DR)

Methodology:

USAO uses a centralized servers-based backup strategy where all critical data is collected through various means and stored on a central server. USAO then backs the servers up locally to a dedicated set of disks. Local backups are then replicated offsite nightly to a secure datacenter. Servers are backed up hourly in the USAO Offices to a local set of disks. Each evening all backups are copied offsite to the current MSP's datacenter.

Required:

The MSP will be expected to provide and support the backup software and hardware, monitor backups, execute restores, and troubleshoot any issues.

Please provide details about respondent's ability to administer, monitor, and support a backup and restore process for all data required by USAO. In addition, include your firm's ability to assess the current back-up and recovery solution and propose and implement an alternative or improved solution.

3.10 General IT Services

USAO will also require general IT services to be managed that have not already been outlined in this document.

Capacity Reporting

USAO requires capacity planning and performance reports. These reports should cover the server environment, the Exchange environment, our storage environment, and the network.

Policy Adherence

USAO is currently considering a review and refresh of IT governance policies regarding operations within the IT function and throughout the organization. Respondents must have ability to advise, deploy, and monitor policies related to the IT function throughout the organization.

Required:

While delivering the services of a typical IT department, there will occasionally be requests that fall outside the scope specifically listed. The vendor will be required to address these as well.

Please provide respondent's ability and methodology to implement, deliver, and manage General IT Services, including but not limited to, the services previously mentioned.

Section 4: Summary Pricing

USAO would like MSPs to provide pricing information for all proposed elements. MSPs should propose all elements outlined in this document and itemized pricing should be included below. The proposed pricing should reflect the pricing for services as outlined in this document.

Managed Service Element	Non-Recurring Charge	Monthly Recurring Charge	“Other” Cost
CIO Services			
Help Desk Support			
Onsite Support			
Application Support			
Telephony Support			
Workstations and Systems Mgmt.			
Collaboration Support			
Server Support			
Network Support			
Storage Support			
PM Services			
IT Asset Management (ITAM)			
Backup Support			
General IT Services			
Total:			

The MSP proposal submitted must include responses to all the areas indicated within this document. Specifically, MSPs must outline all the areas highlighted as “required” for each section of this RFP, with respect to the content of each section. Please respond to:

Email: **NHATHAWAY@USAO.EDU**

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