



Request for Proposal

Outsourced IT Services

ISSUED DATE: 3/09/2018

SUBMISSION DATE: 03/27/2018 AT 5:00 P.M. MST

C/O D. FRED MATT
EXECUTIVE DIRECTOR

NATIVE AMERICAN FISH & WILDLIFE SOCIETY

8515 PEARL ST, SUITE 203

THORNTON, CO 80229

303-905-1250

Fmatt@nafws.org

klynch@nafws.org

www.nafws.org

1 Request for Proposal (RFP)

The Native American Fish & Wildlife Society 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 beginning on 04/208 and ending no later than 12/2018. Following the initial term, there is a possibility to renew this contract for multiple years.

2 Introduction to Native American Fish & Wildlife Society

As a non-profit organization, the Society's mission is to assist Native American and Alaska Native Tribes with the conservation, protection, and enhancement of their fish and wildlife resources.

3 Overview of Current Native American Fish & Wildlife Society Technical Environment

There are three employees and one physical office. Both PC and MACs are utilized. The Society is currently using Microsoft services including Microsoft Exchange as their cloud-based email server and Office Enterprise 365. The society also maintains a Virtual Private Server (CentOS, WHM, CPanel, Joomla, MySql) for web hosting of four public and private web sites.

Initially, there will be clean-up and streamlining of the IT services, accounts and phone systems, then on going support for the employees and their IT needs.

4 Value Added Service Requirements

As part of this RFP, the following services are the current priority items for Native American Fish & Wildlife Society:

- **Microsoft Exchange Email system** – Maintenance, support, and monitoring of email services with proactive communication. This would include such tasks as adding, removing or disabling accounts, password resets, maintaining distribution groups, and email forwarding.
- **Microsoft Office Enterprise 365** – Administer the deployment of Office licenses to desktop users and remote cloud-based users.
- **Virtual Private Server Support** – Maintenance and support of web server including maximizing uptime, monitoring backups, installing upgrades, SSL management, responding to server email alerts, and supporting web site development and or developers as well as in-house content creators.
- **Implementation planning and guidance** – Assistance in deployment planning and execution of industry best practices.

- **Technical support** – Ability to support the Society's inquiries as required, including desktop support for remote users.
- **IT policy review and development** – Development of customized policies related to the use of technology.
- **Software licensing control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation.

5 Information Requirements

For the purposes of understanding more about your company and your ability to successfully fulfill this important Native American Fish & Wildlife Society requirement, please provide the information below as part of your response, clearly referencing each specific question.

1. Give an 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?
3. Indicate the number of employees in your organization. How many of those are dedicated to account management and/or technical support?
4. What differentiates your organization from your competitors in the marketplace and how will this be relevant to us?
5. 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 as well as a summary of past work that you have successfully completed together.
6. Please provide details of three current customer accounts that are similar in scope and requirements to those of Native American Fish & Wildlife Society.
7. Fee Schedule for services

6 Response Delivery Instructions

Please submit an electronic copy of your proposal to fmatt@nafws.org or klynch@nafws.org. All responses must be received on or before close of business (5:00 pm ET) on 3/27/2018.

7 No Obligation

The submission of a proposal shall not in any manner oblige Native American Fish & Wildlife Society to enter into a contract or to be responsible for the costs incurred by your organization in responding to this request.

8 Agreement of Non-Disclosure

This document is considered to be proprietary and shall not be disclosed to any other party. It is designed, developed and submitted to potential

2/22/2018

Native American Fish & Wildlife Society

partners of Native American Fish & Wildlife Society solely for the benefit of Native American Fish & Wildlife Society.

9 NATIVE AMERICAN PREFERENCE APPLIES

Thank you for submitting a bid!