



REQUEST FOR PROPOSAL

EASTERN MARKET PARTNERSHIP NETWORK INFRASTRUCTURE

Issued August 5th, 2019

Responses due August 26th, 2019

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2 General Information

2.1 Objective

The purpose for this Request for Proposal (RFP) is to solicit proposals from qualified Vendors to perform a complete maintenance and necessary upgrades for Eastern Market Partnership's Network Infrastructure including VOIP Phone System and Video Security System.

Eastern Market Partnership is seeking proposals that include all elements of the design, build, install, provision, management and support of all IT systems, platforms, desktop and laptop support, server maintenance and support, network security, on-premise data center support, management and support of hosted cloud environment, application support, data backup, VOIP phone system support, security camera network management, new employee training and support, equipment and software life-cycle management and inventory. Bidding vendors are responsible for familiarizing themselves with the organization. A bidders meeting and worksite examination will be conducted on August 12th at 10:00 AM.

Vendor proposals should include:

- Desktop and Laptop Computer Support including computer configuration, hardware, operating system, productivity suite, remote access, antivirus and regular updates.
- Physical Server Maintenance and Updates/Upgrades including but not limited to network controllers, switches, firewall, software applications, daily data backup, etc.
- Network Support – Configure and secure data connections within and between sites via LAN and WLAN.
- Ensure reliable and fast internet connection.
- Manage and ensure network security through updated firewall and network routing hardware/software solutions to prevent data breach and cyber security threats including virus/spam/spyware/malware attack.
- If new hardware/software solutions are necessary to be added, then quotes for the purchase, test, installation, initial provisioning and warranty maintenance of the network equipment which are included in the proposed network design.
- A specification and quote for the emergency maintenance, repair or replacement of the network equipment.
- Diagrams, in printed and electronic formats, of physical and wireless network interconnections
- Diagrams, in printed and electronic formats, of logical network interconnections
- A specification and quote for the emergency maintenance, repair or replacement of the network equipment.

The ideal Vendor will also have qualified network security staff assigned to this project and have experience (within the last 2 years) performing network design and implementation for businesses similar in size or larger to Eastern Market Partnership.

2.2. Eastern Market Partnership (EMP) Background

Eastern Market Partnership is a 501(c)(3) organization established in 2006 that is dedicated to

nourishing its residents by providing fresh and nutritious food throughout Southeastern Michigan. In more recent years, Eastern Market Partnership has built an infrastructure around the market to support our unwavering mission to enrich Detroit—nutritionally, culturally and economically. Our current IT environment supports approximately 25 end users through both remote and on site desktop use, as well as Wi-Fi connections that span our 20-acre campus. EMP also uses VoIP Phone System and Video Security System.

2.3 Eastern Market Partnership - Technology Environment

The Market's network consists of a Local Area Network (LAN) in main office building and 3 Wireless Local Area Networks (WLAN) available for employees, vendors and guests at Market's 7 locations. WiFi signal is being sent via directional antennas from main office to Market's other structures. Eastern Market Partnership currently uses Meraki MX64 series firewall (reaching end of life and needs upgrade), 15 Access Points (UniFi AP-PRO, UniFi AP-AC-PRO, Cisco Meraki MR18, etc.), 10 switches (Ubiquiti Edge, Cisco SG, Lanolinx), a 3CX VoIP - PBX phone system (5 Yealink desktop units and 25 mobile device 3CX applications) and Avigilon video security with 50 cameras located throughout the Market.

Eastern Market Partnership has several physical servers and a handful of virtual servers. Main physical server is HP Proliant 360DL using Microsoft Windows Server 2016 operating system with several other virtual servers for Domain Control, Quick Books, PBX Gateway etc. is located in the Markets main office building on 2934 Russell Street. The server is regularly backed up. Another physical server, Avigilon, located at Market's Main Office controls Market's Video Security System. A separate server that is being used as Market's HVAC monitor System (Web-Control) is located in Shed 5.

Eastern Market Partnership has 8 desktop computers and 19 laptop computers. The standard operating system is Windows 10 Pro 64-bit with just a couple of desktop computers using Windows 7 or 8, and 3 Apple computers (iMac and MacBook Pro).

Current Internet Service Provider is Comcast with 150Mbps download and 25Mbps upload speed.

Software and applications in place:

- ADP – Cloud
- Donor Perfect – Cloud
- Farm Spread – Cloud
- PBX – Server/Cloud
- Sip Trunks – Cloud
- Firewall – Server/Cloud
- Office 365 – Cloud/Client Software
- Microsoft Office Suite/Local Machines

2.4 RFP Official Contact

Upon release of this RFP, all vendor communications concerning the overall RFP should be directed to the RFP Administrator listed below. Unauthorized contact regarding this RFP with other EMP employees may result in disqualification. Any oral communication will be considered unofficial and non-binding on Eastern Market Partnership. Vendors should rely only on written statements issued by the RFP Administrator.

Name: Belmin Pinjic, RFP Administrator
Address: Eastern Market Partnership
2934 Russell Street, Detroit, MI 48207
E-mail: bpinjic@easternmarket.org

3 Proposal Information

3.3 Proposal Schedule

| Milestone | Date |
|--|--------------------------------|
| Release of RFP to Vendors | August 5 th , 2019 |
| Optional walkthrough (bidders meeting) of EMP facilities | August 12 th , 2019 |
| Vendor questions (if any) due | August 16 th , 2019 |
| Responses to Vendor questions (if any) | August 20 th , 2019 |
| Proposal responses due | August 26 th , 2019 |

3.2 Deadline for Proposals

Proposals must be received by 5:00 P.M. on Monday, August 26th, 2019. Vendors are required to prepare and submit, at their own cost, one signed, original and two copies of the proposal. Submissions must include the Vendor's full response including *all attachments, product services, and specifications*. Proposals sent via electronic mail are acceptable and must be sent in PDF or Microsoft Word format, and received by the published deadline. Proposals sent via Postal Service must arrive by the published deadline to be considered.

3.3 Questions Regarding the RFP

Requests for clarification are encouraged. Vendors who request a clarification of the RFP requirements must submit written questions to the RFP Administrator by 5 p.m. on August 16th, 2019. An email attachment sent to bpinjic@easternmarket.org is acceptable. Responses to all questions submitted by this date will be emailed back to Vendors by 5:00 p.m. August 20th, 2019. If you have no questions but wish to be included in the responding email, send your email address indicating such. Eastern Market Partnership reserves the right to deny access of this information to individuals it cannot authenticate as a legitimate contractor or service firm. This is not a process to deny any firm from responding to the RFP, but to ensure that the information remains only in the hands of qualified bidders and limit risk.

3.4. Confidential and Proprietary Information

Vendors must understand that information and other materials submitted in response to this RFP or in connection with any contract because of this RFP may be subject to disclosure as a public record. Therefore, submission of trade secrets or proprietary information or materials is discouraged. Confidential information in the RFP should be clearly marked.

3.5 Worksite Examination

Vendors are invited to walkthrough (bidders meeting) the Market's facilities on August 12th, 2019 at 10:00 AM at 2934 Russell Street, Detroit, MI 48207. Failure to do so will not relieve the successful Vendor from providing any product or performing any labor or services that may be required to carry out the intent of the contract.

4 Proposal Preparation

4.1 General information

The proposal must provide a summary of the firm's qualifications to perform the duties outlined in the requested services section. A complete proposal should include the following sections and statements:

4.1.1 Cover Letter

Name, title, address, e-mail address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.

4.1.2 Organization

List the full name of your firm, any affiliates, subsidiaries, and parent company. Describe history and background information on your firm. List the firm's full address, phone number, facsimile number, email address and website.

4.1.3 Scope of Proposed Services

Detail the support and maintenance plans your firm proposes to meet the IT needs of Eastern Market Partnership. Include network infrastructure recommendations, support for a VoIP phone system and a security camera system maintenance and operation. Include the ability to provide development services (training, application building) if needed on an ad hoc basis.

4.1.4 Key Technical Staff Background Information

List the full name, title, address, phone number and e-mail address of the individual(s) who will be directly responsible for the performance of the work under this contract and identify their responsibilities. Provide a summary of qualifications for those individuals in reference to this Request for Proposal.

4.1.5 Customer References

List four clients for whom your company has provided similar services. Each client should be listed with the name, position and phone number of a client contact.

4.1.6 Examples of prior work

Vendor must provide at least two example reports from previous similar work. Sensitive customer information may be redacted if necessary.

4.1.7 Fee Structure

Provide the fee structure for the described work. The fee structure should include all costs associated with the services to be provided under this Request for Proposal and cover a potential

one- two- and three-year period. Include the hourly (or other basis) cost for ad hoc development requests.

4.1.8 Other

Include topics such as data security, data storage and backup, equipment life cycle management and remote user support as it fits into your overall proposal.

4.2 Proposal Preparation Costs

The Vendor is responsible for all costs incurred by the Vendor or their subcontractors in responding to this request for proposal.

4.3 Right to Request Additional Information

Eastern Market Partnership reserves the right to request any additional information, which might be deemed necessary after the completion of this document.

4.4 Ownership of Responses

All materials submitted, including but not limited to proposals, attachments, and supporting documents shall become the property of Eastern Market Partnership and will not be returned.

4.5 Selection Criteria

Vendors will be evaluated based on the following selection criteria:

4.5.1 Compliance to Specifications

- a. Submission deadline compliance
- b. Proposal format
- c. Completeness of information supplied

4.5.2 Experience

- a. Success with similar projects. Vendor should include reference contact information
- b. Experience with similar tools and applications
- c. Pertinent experience, qualifications, certifications, and past performance of proposed personnel that will be directly involved in providing services, including Subcontractors
- d. Ability to provide timely on-site services, problem resolution, and telephone support
- e. Overall capacity of Vendor to successfully provide the required services
- f. Credentials of Vendor's team members

4.5.3 Proposal Price and Value

- a. Alignment of response to needs
- b. The ability of equipment to interoperate with existing systems or those of a different manufacturer should one vendor offer products that fill the requirements better and provide more features
- c. Management system features
- d. Comprehensiveness of reporting
- e. Cost
- f. Reference checks

4.5.4 Federal or State Sales, Excise or Use Taxes, and Permits

Vendors shall include all applicable taxes (Federal, State, and Local) in the proposal price. Eastern

Market Partnership is 501(c)(3) non-profit organization and as such is exempt from Michigan sales tax. Vendor shall be responsible for obtaining any applicable permits should their proposal include special construction.

4.5.5 Selection Process

- a. Eastern Market Partnership staff will evaluate, and rate proposals based on the written information provided in the proposal
- b. A selection of recommended Vendors will be contacted and given the option to present their proposal
- c. Based on the written proposal and presentation, the Executive Leadership and Board of Directors of Eastern Market Partnership will select a successful bidder

4.5.6 Right of Refusal

Eastern Market Partnership reserves the right to reject any or all proposals, either in whole or in part. Eastern Market Partnership also reserves the right to postpone or cancel the award or execution of a contract for any reason prior to contract execution.

4.5.7 Right to Negotiate Price

The proposal price will be the total dollar amount of all services, materials, taxes and labor described in the proposal. The proposal amount is to be held firm for at least 12 months from the proposal opening date.

All prices quoted must include:

1. All costs related to the maintenance of the current network and the proposed upgrades.
2. All costs of the proposed equipment necessary to make the system fully operational with exceptional performance.
3. All costs related to changes to network design and engineering of the equipment.
4. All costs related to the order, receipt, storage, test, installation, provisioning and maintenance of EMP network infrastructure
5. All costs related to ongoing technical support of the network equipment.
6. All costs of other activities proposed by the vendor as part of this project.

Eastern Market Partnership reserves the right to negotiate all final terms of the proposal, including price.

4.5.8 Proposal to Become Part of Agreement

This RFP, Vendor's response and any subsequent written communications, along with any formal, signed agreement will become part of the contract documentation governing performance of this project.

Where conflicts exist, the later dated document will govern.

4.5.9 Statement of Liability

Eastern Market Partnership shall not be liable to any person or entity for any losses, expenses, costs, claims, or damages of any kind:

- Arising out of, by reason of, or attributable to, the Vendors responding to this RFP; or
- As a result of the use of any information, error, or omission contained in this RFP document or provided during the RFP process

4.5.10 Approval by Board of Directors

Final contract award is subject to approval by the Eastern Market Partnership Board of Directors.