

---

# **Request for Proposal**

---

**The Stockbridge-Munsee Community**

**Request for Proposal**

**Managed Services and Management Tools**

**04/04/2017**

# Table of Contents

<b>1</b>	<b>STATEMENT OF WORK</b>	<b>3</b>
1.1	PURPOSE	3
1.2	COVERAGE & PARTICIPATION	4
<b>2</b>	<b>GENERAL INFORMATION</b>	<b>4</b>
2.1	ORIGINAL RFP DOCUMENT	4
2.2	THE ORGANIZATION	4
2.3	SCHEDULE OF EVENTS	4
<b>3</b>	<b>PROPOSAL PREPARATION INSTRUCTIONS</b>	<b>4</b>
3.1	VENDOR'S UNDERSTANDING OF THE RFP	4
3.2	GOOD FAITH STATEMENT	5
3.3	COMMUNICATION	5
3.4	PROPOSAL SUBMISSION	5
3.5	CRITERIA FOR SELECTION	6
3.6	SELECTION AND NOTIFICATION	6
<b>4</b>	<b>PRICING</b>	<b>6</b>
<b>5</b>	<b>ADDITIONAL TERMS &amp; CONDITIONS</b>	<b>6</b>
6.1	PERSONAL INFORMATION	6
6.2	NON-DISCLOSURE AGREEMENT	7
6.3	COSTS	7
6.4	INTELLECTUAL PROPERTY	7
6.5	RESPONDENT'S RESPONSES	7
6.6	GOVERNING LAW	7
6.7	NO LIABILITY	8
6.8	ENTIRE RFP	8

# 1 Statement of Work

## 1.1 Purpose

The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit a proposal to quote for IT Managed Services and Management Tools for the scope of work defined as:

The scope of work for this RFP is to augment our IT Operations and IT Staff with the following managed services and tools:

- Incident Management System
  - Approximately 500 End Users.
  - Must have work order ticketing system accessible up to 20 IT staff.
  - Escalation to vendor for further diagnosis if unable to resolve internally. This should be included in the overall monthly and annual cost.
  - Off-premise tool preferred.
  - Monitoring capabilities of desktop and server environment.
- Asset Management System
  - Robust and automated tool to search and discover current and new assets.
  - Purchase Order capturing cost and depreciation. Must have Life Cycle Replacement reporting capabilities.
- Anti-Virus Protection
  - Approximately 500 End Users.
- Anti-Spam Protection
  - Approximately 500 End Users
- Patch Management
  - 2 Firewalls
  - 12 Physical Servers
  - 150 Virtual Servers
  - 10 Storage (MSA2000, Left Hand)
  - 4 Wireless Controllers
  - 20 Switches
- Network Monitoring
- Training of Staff through Problem Resolution.

Locations in Scope:

- Stockbridge-Munsee Tribal Government
- Stockbridge-Munsee Health and Wellness Center
- Little C Store and General Store
- North Star Mohican Casino and Golf Course

## **1.2 Coverage & Participation**

The intended coverage of this RFP, and any agreement resulting from this solicitation, shall be for the use of the Stockbridge-Munsee Community and reserves the right not to enter into any contract, to add and/or delete elements, or to change any element of the coverage and participation at any time without prior notification and without any liability or obligation of any kind or amount.

## **2 General Information**

### **2.1 Original RFP Document**

The Stockbridge-Munsee Community shall retain the RFP, and all related terms and conditions, exhibits and other attachments, in original form in an archival copy. Any modification of these, in the vendor's submission, is grounds for immediate disqualification.

### **2.2 The Organization**

The Stockbridge-Munsee Community is a federally recognized Indian Tribe that owns and operates the Mohican North Star Gaming and Resort, which is located on its reservation by Bowler, Wisconsin.

### **2.3 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. Changes will be communicated by e-mail to all invited bidders.

Issuance of RFP	04/04/2017
RFP Closes	04/18/2017
Final Award Notification	05/09/2017
Project Kickoff	06/02/2017
Completion	09/02/2017

## **3 Proposal Preparation Instructions**

### **3.1 Vendor's Understanding of the RFP**

In responding to this RFP, the vendor accepts full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to the Stockbridge-Munsee Community as necessary to gain such understanding. The Stockbridge-Munsee Community reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, the Stockbridge-Munsee Community reserves the right to determine, at its sole discretion, whether the vendor 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 the Stockbridge-Munsee Community.

### 3.2 Good Faith Statement

All information provided by the Stockbridge-Munsee Community in this RFP is offered in good faith. Individual items are subject to change at any time. The Stockbridge-Munsee Community makes no certification that any item is without error. The Stockbridge-Munsee Community is not responsible or liable for any use of the information or for any claims asserted there from.

### 3.3 Communication

Verbal communication shall not be effective unless formally confirmed in writing by a specified procurement official in charge of managing this RFP process. In no case shall verbal communication govern over written communication.

- 3.3.1 **Vendors' Inquiries.** Applicable terms and conditions herein shall govern communications and inquiries between the Stockbridge-Munsee Community and vendors as they relate to this RFP. Inquiries, questions, and / or requests for clarification related to this RFP are to be directed in writing to:

Stockbridge-Munsee Tribal Secretary  
N8476 Moh He Con Nuck Road  
P.O. Box 70  
Bowler, WI 54416

Attention: Jerilyn Johnson  
Telephone: (715) 793-4387  
Fax: (715) 793-4887  
E-mail: jerilyn.johnson@mohican-nsn.gov

- 3.3.2 **Formal Communications** shall include, but are not limited to:

Questions concerning this RFP should be directed to Mary Thao, mary.thao@mohican-nsn.gov or 715-787-2506.

Errors and omissions in this RFP and enhancements. Vendors shall recommend to the Stockbridge-Munsee Community any discrepancies, errors, or omissions that may exist within this RFP. With respect to this RFP, vendors shall recommend to the Stockbridge-Munsee Community any enhancements, which might be in the Stockbridge-Munsee Community's best interests. These should be included in the final proposal.

### 3.4 Proposal Submission

Proposals shall be in writing and identify the bidder's pricing for providing the requested products and services, as well as other information requested in this RFP. Proposals must be delivered in a sealed envelope marked "IT Managed Services and Tools RFP 2017" on the outside to:

**Mail**  
Jerilyn Johnson, Tribal Secretary

Sealed Bid – IT Managed Services and Tools RFP 2017  
Stockbridge-Munsee Community  
N8476 Moh He Con Nuck Road  
P.O. Box 70  
Bowler, WI 54416

on or prior to 04/07/2017, 4:30 p.m. CST. The Stockbridge-Munsee Community shall not accept proposals received by fax or email.

Vendors are to submit 1 original copy of proposal marked “Original” and 2, marked “Copy.” Each original and copy must be individually bound.

### **3.5 Criteria for Selection**

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, and capability, to supply the Stockbridge-Munsee Community with a quality product offering identified in the Scope of Work.

#### **Evaluation Criteria:**

1. Capability of vendor to meet or exceed requirements set forth in Scope of Work.
2. Expressed interest in working with the Stockbridge-Munsee Community.
3. Financial stability of vendor.
4. Ability of vendor to communicate its vision and capacity for establishing a relationship that addresses current and future needs and trends in the industry.
5. Apparent likelihood and desirability of proposed product.

### **3.6 Selection and Notification**

Vendors determined by the Stockbridge-Munsee Community who possess the capacity to compete for this contract will be selected to move into the negotiation phase of this process. Written notification will be sent to these vendors via mail. Those vendors not selected for the negotiation phase will not be notified.

## **4 Pricing**

The proposal shall also identify the cost to provide the services, as well as an estimate of the cost for any reimbursable services. All vendors must provide total costs including shipping, handling fees, gas surcharges, and administrative fees if applicable for services described in this RFP. The vendor must agree to keep these prices valid for 90 days of the proposal bid and for up to 24 months following agreed terms.

## **5 Additional Terms & Conditions**

### **6.1 Personal Information**

#### **6.1.1 General**

Depending on the circumstances, the Stockbridge-Munsee Community may require information related to the qualifications and experience of persons who are proposed or available to provide services. This may include, but is not limited to, resumes, documentation of accreditation, and/or letters of reference. The Respondent should not submit as part of its Response, any information related to the qualifications, experience of persons who are proposed or available to provide services unless specifically requested. Unless specifically requested, any such information, whether in the form of resumes or other documentation, will be returned immediately to the Respondent.

#### **6.1.2 Requested Personal Information**

Any personal information as defined that is requested from each Respondent by the Stockbridge-Munsee Community shall only be used to *consider* the qualified individuals to undertake the project/services and to confirm that the work performed is consistent with these qualifications. It is the responsibility of each Respondent to obtain the consent of such individuals prior to providing the information to the Stockbridge-Munsee Community. The Stockbridge-Munsee Community will consider that the appropriate consents have been obtained for the disclosure to and use by the Stockbridge-Munsee of the requested information for the purposes described.

### **6.2 Non-Disclosure Agreement**

The Stockbridge-Munsee Community reserves the right to require any Respondent to enter into a non-disclosure agreement.

### **6.3 Costs**

The RFP does not obligate The Stockbridge-Munsee to pay for any costs, of any kind what so ever, that may be incurred by a Respondent or any third parties, in connection with the Response. All Responses and supporting documentation shall become the property of The Stockbridge-Munsee Community. The Stockbridge-Munsee Community, subject to claims of confidentiality in respect of the Response and supporting documentation.

### **6.4 Intellectual Property**

The Respondent should not use any intellectual property of The Stockbridge-Munsee Community including, but not limited to, all logos, registered trademarks, or trade names of, The Stockbridge-Munsee Community at any time without the prior written approval of The Stockbridge-Munsee Community, as appropriate.

### **6.5 Respondent's Responses**

All accepted Responses shall become the property of The Stockbridge-Munsee Community and will not be returned.

### **6.6 Governing Law**

This RFP and the Respondent's Response shall be governed by the laws of the Stockbridge-Munsee Community.

## **6.7 No Liability**

The Stockbridge-Munsee Community shall not be liable to any Respondent, person, or entity for any losses, expenses, costs, claims, or damages of any kind:

- Arising out of, by reason of, or attributable to, the Respondent 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.

## **6.8 Entire RFP**

This RFP, any addenda to it, and any attached schedules, constitute the entire RFP.

## **6.9 Selection and Contracting Standards**

The successful bidder will be selected in accordance with tribal bid policies, as applicable. The Tribe reserves the right to revise the selection process and, in its sole discretion, to accept or reject any or all responses to this RFP. The Tribe may negotiate with or request additional information from any or all considered bidders. The Tribe may waive informalities or irregularities in a proposal. The successful bidder will be required to enter into a written contract with the Tribe. The successful bidder will be required to carry all appropriate insurance, such as professional liability, errors and omissions, general liability, vehicle and worker compensation coverage's. The successful bidder must not engage in discriminatory conduct and may not be a barred contractor under tribal or federal contracting requirements.