

Office of Administration and Finance
Holyoke Community College
303 Homestead Ave
Holyoke, MA 01040

**HOLYOKE COMMUNITY COLLEGE
Infrastructure Support Services**

RFP #19-02

ISSUE DATE:
Wednesday, August 1, 2018

PROPOSALS MUST BE RECEIVED BY:
Thursday, August 30, 2018
11:00 a.m. EST at the desk of Brian Jackson

DELIVER PROPOSALS TO:

Holyoke Community College
Business Office
Attn: Brian Jackson
303 Homestead Ave
Holyoke, MA 01040

**Envelope should be CLEARLY MARKED,
“Bid on Requisition No. 19-02 enclosed.”**

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Purpose

Holyoke Community College (HCC), an agency of the Commonwealth of Massachusetts, seeks proposals for a firm to provide infrastructure support services.

Timeline

RFP Issue Date: Tuesday, August 1, 2018

Submit questions specific to the RFP by: Tuesday, August 21, 2018.

Response to questions posted on *COMMBUYS* by: Wednesday, August 22, 2018.

Proposals due by: Thursday, August 30, 2018, 11 am EST at the desk of Brian Jackson, Business Office, Holyoke Community College

Dates may be revised due to unforeseen circumstances. Every effort will be made to inform respondents of changes to the timeline.

Contact Information

This Request for Proposal (RFP) has also been distributed electronically using the Commonwealth Procurement Access and Solicitation System (*COMMBUYS*). The project title is **Holyoke Community College Infrastructure Support Services** and the project number is 19-02. Correspondence to HCC should include project number as well as the title. Interested parties are advised to check the “last change” field on the summary page of this RFP on *COMMBUYS* (www.commbuys.com) to ensure that they have the most recent information.

Information submitted in response to this RFP is subject to the Massachusetts Public Records Law, M.G.L., Chapter 66, Section 10, and to Chapter 4, Section 7, and Subsection 26. Any statements in submitted information that are inconsistent with these statutes shall be disregarded. The Commonwealth makes no guarantee that any services will be purchased from any contract resulting from this RFP.

Inquiries

Questions about this RFP should be submitted to:

Brian Jackson
Holyoke Community College
303 Homestead Avenue
Holyoke MA 01040
Email: bjackson@hcc.edu

Bidders' Conference

In lieu of a Bidders' Conference, any questions concerning the specifications must be emailed to bjackson@hcc.edu by Tuesday, August 21, 2018 – no phone calls. The answers to those questions will be posted as an amendment on or before 5:00PM Wednesday, August 22, 2018.

General Information

This RFP contains instructions governing the response to be submitted and the material to be included, a description of the services to be provided, and other requirements which must be met by interested parties to be eligible for consideration. All proposals submitted in response to this RFP are subject to all terms and conditions contained in this RFP.

Interested parties must submit a complete and responsive proposal to this RFP by the deadline and received no later than 11 am EST at the desk of Brian Jackson, Holyoke Community College, Business Office, 303 Homestead Avenue, Holyoke, MA 01040, in order to be considered. Incomplete proposals and proposals not prepared in accordance with this RFP will be rejected.

HCC is not responsible for delays occasioned by the U.S. Postal Service, or any other means of delivery employed by the Respondent. Similarly, the **HCC is not responsible for, and will not open, any proposal responses that are received later than the deadline date, time and location as put forth in this RFP.** Late proposals will be retained in the RFP file, unopened.

Submission of Bid

Proposals must be submitted in hard copy format, along with all required forms (see Page 8 of this document), completed and notarized as indicated. Please include an *electronic* version on CD also.

Delivery Methods: Delivery may be in person, by U.S. Mail, or overnight courier, to:

Brian Jackson
Holyoke Community College
303 Homestead Avenue
Holyoke MA 01040

Deadline: Proposals must be received by Brian Jackson on or before **Thursday, August 30, 2018, 11:00 a.m. EST.** No late proposals will be considered.

Proposal Preparation

Bidders are expected to submit the following with their proposal:

1. Brief Company History
2. Pricing cost/pricing matrix
3. Completed checklist of forms (see Page 8)
4. ALL required forms and documents, signed in ink, and notarized, as required.
5. Two complete hard copies of the proposal (i.e., one original, one copy).
6. An electronic copy in generally-used format on Flash Drive.

7. Proposals should be simply prepared providing clear description of capabilities.
8. Terms and conditions
9. References and supporting material
10. Please include full contact information.

Preparation Costs

All preparation and presentation costs incurred by vendors in responding to this proposal request are the sole responsibility of the vendor. All documentation submitted to HCC as part of a response to this proposal becomes the property of HCC.

Confidentiality

The college reserves the right to review the content of vendor responses with internal or external persons for the purposes of vendor selection.

Evaluation Criteria

All responsive proposals will be evaluated by the RFP Review Committee. Evaluation will be based on the vendor's ability to meet Holyoke Community College's requirements. Proposal will be evaluated on the following criteria:

1. Compliance with submission of required forms.	Pass/Fail
2. Daily Rate	Up to 30 points
3. The general reputation of the firm and installed base.	Up to 20 points
4. Relevant experience in providing comparable services on projects of similar size and scope.	Up to 24 points
5. Product implementation and support.	Up to 15 points
6. Responder is certified with the State Supplier Diversity Program	3 points
7. Responder is a participant in the Commonwealth's Small Business Purchasing Program.	5 points
8. Responder provides prompt pay discount.	3 points
Total Possible Points	100 points

The college reserves the right to select the vendor it deems most appropriate for the project. The college reserves the right to waive stated requirements, negotiate further with vendors, discontinue the evaluation process, award based on the merits of a proposal and final demonstration, or choose not to award to any respondent.

Environmental Purchasing Policy

Products and services purchased by state agencies must be in compliance with Executive Order 515, issued October 27, 2009. Under this Executive Order, Executive Departments are required to reduce their impact on the environment and enhance public health by procuring environmentally preferable products and services (EPPs) whenever such products and services perform to satisfactory standards and represent best value, consistent with 801 CMB 21.00. In line with this directive, all contracts, whether departmental or statewide, must comply with the specifications and guidelines established by OSD and the EPP Program. EPPs are considered to be products and services that help to conserve natural resources, reduce waste, protect public health and the environment, and promote the use of clean technologies, recycled materials, and less toxic products.

Massachusetts Small Business Purchasing Program (SBPP)

This is a small procurement targeted to small businesses participating in the Commonwealth's Small Business Purchasing Program (SBPP). The Department intends to evaluate bid responses from and to award a contract to a SBPP-participating business(es) who submit a bid that meets or exceeds the solicitation criteria only. Subcontracting in these types of procurements is limited to no more than 20% of the value of the contract, unless it is with another SBPP registered participant. If determined that there is inadequate SBPP capacity, or no SBPP-participating vendors provide a responsive bid, the Department will evaluate and award bid responses received from non-SBPP businesses. To determine eligibility and to participate in the SBPP, please review the requirements and general program information at www.mass.gov/sbpp.

About HCC

Established in 1946, Holyoke Community College, located in Holyoke, MA, serves a diverse community with rapidly evolving needs. More than 12,500 students annually enroll in credit, noncredit, and workforce development courses. The college provides a university-caliber education and exceptional preparation for success, including a comprehensive academic and personal support system. A vibrant, accessible, and welcoming campus community enables HCC students to thrive.

Current Situation

The college presently relies on external and internal resources to support the Banner ERP system. The college is looking to create a relationship with a firm to increase the internal knowledge as well as provide support during the learning curve.

Objective

HCC is looking to hire a firm to provide Director of Infrastructure support services for our voice/data network and ITD Data Center. Areas of responsibility includes, servers, storage, network equipment, fiber backbone, telephony, network security Internet and network connectivity, disaster recovery and business continuity. Also responsible for the strategic direction for this group ensuring that it aligns and meets the business objective of the college. The vendor will need to be able to work around our academic calendar and provide services during off hours.

The conditions of this RFP will also apply to all Massachusetts four year and community state colleges. The work under this contract shall commence upon award of contract and be completed by June 30, 2019. This contract will be for the current fiscal year which ends on June 30, 2019, with 3 (three) one-year options to renew, if so desired by both the Successful Bidder and Holyoke Community College.

Requirements

Submit Hourly Rate(s) for providing remote and/or onsite infrastructure services.

Vendor Qualifications

- The successful bidder must have Banner & Oracle support experience from within the last one to two years
- 25 years of Information Technology experience
- 10 years as Information Technology Director
- 20 years managing staff
- 6 years in education consulting
- Disaster recovery
- Network Security
- 6 or more years' experience supporting the following:
 - Data Center Support
 - Cisco Nexus
 - Cisco Catalyst
 - Cisco Firewall
 - Cisco Call Manager
 - VMware
 - HP SAN
 - HP Blade
 - Windows Servers
 - Cisco Iron Port
 - Exinda packet shaper
 - Barracuda Load Balancer
 - Cisco Wireless Solutions
 - Banner

Vendor Information

1. Please provide any and all pertinent information about your company and the consultants that you will be proposing for this project.
2. Please provide three (3) references.

Request for Proposal - CHECKLIST OF FORMS

REQUIRED FORMS (to be completed and submitted with bid response)

<input type="checkbox"/>	Additional Environmentally Preferable Products/Practices
<input type="checkbox"/>	Affirmative Market Program (AMP) Plan Form
<input type="checkbox"/>	Business Reference Form
<input type="checkbox"/>	Commonwealth of Massachusetts Contractor Authorized Signatory Listing (notarized)
<input type="checkbox"/>	Commonwealth of Massachusetts Prompt Pay Discount Form (if applicable)
<input type="checkbox"/>	Commonwealth Terms and Conditions
<input type="checkbox"/>	Consultant Contractor Mandatory Submission Form (if applicable)
<input type="checkbox"/>	Holyoke Community College Standard Conditions and Terms for Bidding
<input type="checkbox"/>	Massachusetts Substitute W-9 Form – Request for Taxpayer Identification Number and Certification (DUNS number)
<input type="checkbox"/>	Noncollusive Affidavit (notarized)

INFORMATIONAL FORMS (must read and no action required at time of bid response)

<input type="checkbox"/>	ARRA Sub Recipient Vendors Quarterly Jobs Reporting (ARRA - if applicable)
<input type="checkbox"/>	Commonwealth of Massachusetts Contract Attachment – Notice of American Recovery and Reinvestment Act (ARRA) Performance and Reporting Requirements (ARRA - if applicable)
<input type="checkbox"/>	Authorization for Electronic Funds Payment (EFT) (if applicable)
<input type="checkbox"/>	How to Post Recovery Jobs (Massachusetts Works) (ARRA - if applicable)
<input type="checkbox"/>	Know Your Rights Under the Recovery Act! (ARRA - if applicable)
<input type="checkbox"/>	Operational Services Division – RFR-Required Specifications
<input type="checkbox"/>	Operational Services Division – RFR Required Specifications for Information Technology
<input type="checkbox"/>	Operational Services Division – RFR-Other Specifications (form used for Access to Security-Sensitive Information)
<input type="checkbox"/>	OPTIONAL and if applicable – Prevailing Wage Rates (must be updated annually)

FORMS REQUIRED, IF CONTRACT IS AWARDED

<input type="checkbox"/>	Commonwealth of Massachusetts – Standard Contract Form
<input type="checkbox"/>	Commonwealth of Massachusetts Standard Contract <i>Amendment</i> Form (used if necessary)
<input type="checkbox"/>	Commonwealth of Massachusetts Change in Contractor Identity Form (used if necessary)
<input type="checkbox"/>	Executive Order 504 Contractor Certification Form

Submitted by: _____
Company Name (please print)

Signature

Date Submitted