



MUNICIPAL POLICE EMPLOYEES' RETIREMENT SYSTEM

Request for Proposal

Information Technology Managed Services

Louisiana Municipal Police Employees' Retirement System (MPERS)

RFP NUMBER: 23-001

ISSUED: 01/06/2023

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1.0 RFP Purpose

The Louisiana Municipal Police Employees' Retirement System (MPERS) invites qualified firms to respond to this Request for Proposal (RFP). The focus of the RFP is to select a single organization to provide Information Technology Managed Services.

1.1 – Purpose Overview

The Louisiana Municipal Police Employees' Retirement System (MPERS) herein referred to as MPERS is seeking an experienced vendor to provide Managed Information Technology Services for the organization. MPERS has an existing agreement in place with a local Baton Rouge firm for these services. This agreement is nearing the end of its term and MPERS has additional requirements not currently covered under the existing agreement. Consequently, this RFP will outline the current organization, managed service required, and the duration of a new agreement.

1.2 - Minimum Bidder Qualifications

The following list provides the minimum qualifications each proposal must contain for the work defined in this RFP. Any proposal failing to contain the minimum qualifications identified herein shall be automatically disqualified from the selection process.

Company Qualifications:

- Bidder shall demonstrate a proven and successful history in the field of Information Technology Managed Services.
- Bidder shall submit evidence of three or more years of experience providing Information Technology Services to at least three firms operating in the continental United States.
- Bidder must be in Good Standing with the State of Louisiana and able to conduct business in the state and be able to produce a certificate indicating same.
- Bidder must be located in the Continental United States.
- MPERS prefers prior experience with other government entities.
- Bidder must be able to provide on-site services from time to time.
- Bidder must agree that any contract between MPERS and the Bidder will be governed by Louisiana law with any disputes being heard in the 19th JDC.

1.3 - RFP / Vendor Selection Timeline

This section provides the timeline of the RFP and vendor selection process.

1.3.1 – Timeline

Date	Task
01/06/23	Publish RFP
1/20/2023	Bidders Conference call
1/27/23	Final Date to receive Bidder questions
2/3/23	Publish final answers to additional Bidder questions
2/17/23	Proposals Due
3/6/23 through 3/10/23	Oral Presentations from shortlist vendors
3/17/23	Deadline for BAFO
3/24/23	Vendor Selected and Notified

1.4 - RFP Instructions

This section provides Bidder instructions for submitting a response to this RFP.

1.4.1 – Proposal Submissions

The MPERS Point of Contact for this RFP is Taylor Camp (taylor@LAMPERS.org).

MPERS reserves the option to disqualify a proposal if a portion, or all, of the following submission criteria are unmet:

1. The Bidder's Proposal and copies thereof must be received at the MPERS office on or before **4:00 PM Central Daylight Time (CDT) on February 17, 2023 "the deadline"**. Responses received after the deadline will be disqualified.

The Bidder shall deliver the Bidder Proposal via email, in PDF format to the MPERS RFP Point of Contact listed above. Paper submissions will be rejected as non-conforming. The email must follow the constructs below:

- a. Proposal Response
<In the subject line of the email CAPITALIZED>
- b. Bidder's legal name and address
<At the beginning of the email>
- c. Bidder's primary contact name, cell number and email address
<At the end of the email>
- d. Bidder's back-up contact name, mobile number and email address
<At the end of the email>

Proposal Response shall also be submitted in Microsoft Office (Word, Excel, Project and PowerPoint files) version 2010 or later. Attachments should be submitted in the same manner.

Bidder responses, including all data, materials, pricing, and documentation, submitted in response to this RFP shall belong exclusively to MPERS and will be subject to public disclosure under Louisiana law. Therefore, any submitted information that a Bidder believes to be exempt from public disclosure must include a clear marking that identifies the specific provision of law that allows MPERS to withhold the information from the public. Consistent with its legal obligations, MPERS will consider these markings when determining what information must be released in response to any public record requests.

The cost of developing and submitting the response is solely the responsibility of the Bidder. This includes costs to determine the nature of this engagement, preparation of the response, submitting the response, negotiating for the contract, as well as any other costs associated with this RFP process. MPERS shall not reimburse any company for any costs associated with the preparation or submittal of any response to this request or for any travel and/or per diem incurred in any presentation of such responses.

1.4.2 – Response Format

A proposal will be deemed unresponsive, and therefore, disqualified for failure to apply the following formatting requirements.

A proposal will be deemed unresponsive, and therefore, disqualified for failure to apply the following formatting requirements.

The Proposal Response shall be formatted as described below, replacing the text between the <> symbols with the corresponding Bidder information:

The Bidder's Proposal Response shall contain five sections in the following order:

- Title Page
 - Table of Contents
 - Section 01 – Executive Summary
 - Section 02 – Bidder Information
 - Section 03 – Managed Services Requirements
 - Section 04 – Cost
 - Section 05 – Attachments
1. The first page of the Response shall be a title page only, and will state:
 - a. <Bidder's legal name>
 - b. Response to the MPERS ITMS RFP
 - c. Submitted on <submission date>
 - d. Authorized by <signed by at least one individual who is authorized to contractually bind these services>
 - e. <Authorized representative's printed name>
 - f. <Authorized representative's title>
 2. A "Table of Contents" shall follow the title page.

3. Title the first section of the Response, "01 - Executive Summary." This section shall contain the Bidder's executive summary of their Response and shall not exceed two (2) pages (the front and back of a double-sided sheet are considered two separate pages).
4. Title the second section of the Response, "02 – Managed Services Requirements." This section shall contain the Bidder's responses to the Technology Managed Services Required (Section 4.0 of this RFP).
5. Title the third section of the Response, "03 – Cost". This section contains the relevant costs associated with the Bidder's proposal.
6. Title the fourth section of the Response, "04 – Attachments". This section contains attachments referenced by the Bidder in their Response.
 - The text on all pages of the response shall use double spacing.
 - Every page of the response shall contain the Bidder's legal name in the header.
 - Every page of the response shall contain "Page <page number> of <total pages>" and <submission date> in the footer.
 - Use of the Bidder company logo and tagline is permitted throughout the response.
 - The response **must** be presented using the same numbering and ordering sequence used in this RFP (e.g., the section in the submitted proposal should be the SAME as the section in the RFP)

Failure to follow these response formatting instructions may result in the rejection of the Response.

1.4.3 – Communication during the Quiet Period

Bidders shall communicate solely with the MPERS Point of Contact designated above, or her designee, regarding administrative questions relating to the procurement process. The RFP Quiet Period consists of the date when the RFP is posted on MPERS website and continues until a contract is executed. Communication is prohibited between Bidders and members of the MPERS Board of Trustees ("Board of Trustees", "Trustees", or "Board"), Fund staff, Fund consultants and service providers regarding any product or service related to the RFP. All other questions shall be submitted in the RFP question and answer process.

Customary Bidder due diligence shall not be impeded by the Quiet Period. Communication initiated by MPERS, or communications with a current MPERS service provider participating in the RFP (provided that any such communication shall take place in the ordinary course of business and necessary for the delivery of current services provided by such service provider) may be allowed. Communication relating to the pending selection, however, are prohibited.

The Bidder shall only contact MPERS Point of Contact as follows:

- Questions (e-mail only)
- Mandatory Bidders Conference Call
- Bidder Oral Presentations
- Negotiations for the Best and Final Offer
- Contract Signing

Violation of this provision may result in disqualification of the proposal.

1.4.4 – Response Provisions

When responding to this RFP, Bidders should take note of the following provisions.

- a. MPERS reserves the right to request additional information from companies responding to this RFP. Additionally, upon reviewing the RFP responses, MPERS may ask certain companies to make oral presentations.
- b. MPERS reserves the right to reject all responses to this request, to waive any minor informality in a response, to request clarification of information from any responding company, and to enter any agreement deemed by MPERS to be in the agency's best interest with one or more of the companies responding.
- c. MPERS reserves the right to amend or cancel this RFP at any time.
- d. All responses and their contents submitted in response to this RFP shall become the property of MPERS and will not be returned to the Bidder. Bidders are cautioned that ideas, techniques, information, etc., submitted as part of the Bidder's response may be used by MPERS without separate payment to the Bidder or subcontractors.
- e. MPERS will not reimburse any company for any costs associated with the preparation or submittal of any response to this request or for any travel and/or per diem incurred in any presentation of such responses.

Failure to follow these provisions may result in the disqualification of the response.

1.4.5 – Incomplete Proposals

MPERS reserves the right to request additional information or to reject the proposal outright if the information provided in a Bidder's proposal is deemed to be insufficient for evaluation. False, incomplete, or unresponsive statements in connection with a proposal may be sufficient cause for its rejection. The evaluation and determination of the fulfillment of the requirements will be determined by MPERS and such judgment shall be final.

Proposals submitted shall be valid for two hundred seventy (270) days following the date the proposal is received by MPERS. MPERS and the Bidder may extend this period by mutual written agreement. If a solicitation is cancelled before the due date, the offer will be returned to the Bidder who submitted the response.

1.4.6 – RFP Withdrawal or Modification

Proposals may be withdrawn or modified by a written or email request prior to the RFP due date. MPERS may, by written notice to all Bidders, cancel, postpone, or amend the RFP prior to the due date. If MPERS decides, at its sole discretion, that the revision or amendment will require additional time for response, the due date will be extended for all Bidders.

1.4.7 – Project Duration

The duration of the contract entered into as a result of this RFP will be for the period of time planned for the Managed Services, as agreed upon during final contract negotiations.

The Contract resulting from this RFP shall be for a base period of one (1) year. MPERS, at its sole option, may renew the term of the Contract for, up to two (2) five (5) year optional periods for up to a total potential contract length of eleven (11) years.

1.4.8 – Selection of Winning Bid

Award of the contract resulting from this RFP will be based upon the most responsive Bidder(s) whose offer(s), in the sole discretion of the Board of Trustees, are the most advantageous to MPERS in terms of the Bidder's submission, including, but not limited to qualification, meeting contract requirements, cost, and other factors as specified in this RFP.

After evaluation of the proposals and approval by MPERS, all Bidders will be notified of the result. Contract negotiations will commence with the selected Bidder.

1.4.9 – Waiver of Claims

By submitting a proposal, the Bidder agrees to waive any claim it has or may have against MPERS, its Board of Trustees, and/or MPERS officers, employees, and agents arising out of or in connection with the administration, evaluation, or recommendation of any proposal, the waiver of any requirements under the RFP, the acceptance or rejection of any proposal, and/or the award of the contract.

1.4.10 – RFP Limitations and Conditions

- a. This RFP does not commit MPERS to award an agreement or procure services of any kind whatsoever. MPERS reserves the right, in its sole discretion, to negotiate with any or all applicants considered, or to postpone, delay, or cancel this RFP, in whole or in part. MPERS may terminate discussions, in its sole discretion, or select another finalist. MPERS reserves the right to award an agreement or agreements based upon the proposals received. The Company should not assume that there will be an opportunity to alter or amend its proposal at a later date or at the time of contract negotiations.
- b. MPERS may request that Bidder clarify the content of the proposal. Other than for purposes of clarification, no Bidder will be allowed to alter or amend its proposal after the RFP due date.
- c. All materials submitted in response to this RFP shall be the sole property of MPERS. MPERS reserves the right to use any and all ideas submitted in the proposals.
- d. MPERS reserves the right to reject or cancel in whole or in part at any time, any and all proposals received; to waive minor irregularities; to negotiate in any manner necessary to best serve MPERS and to make a whole award, multiple awards, a partial award, or no award.
- e. MPERS reserves the right to reject any or all offers and to discontinue this RFP process without obligation or liability to any potential vendor.
- f. MPERS reserves the right to reject the proposal of Bidder who is not currently able to perform the contract. MPERS reserves the right to award a contract, if at all, to the Company which will provide the best match to the requirements of the RFP and the

needs of the Fund, which may not be the proposal offering the lowest fees. MPERS may take into consideration any factor it deems relevant, including but not limited to, past experience, financial stability, the ability to perform the requirements as set forth in this RFP, or previous failure to perform similar contracts in accordance with the terms, or in a timely manner, and other relevant criteria. MPERS is not required to accept for consideration any proposal that fails to address or does not comply with each of the requirements or the criteria set forth in this RFP.

- g. MPERS reserves the right to award a contract on the basis of initial offers received, without discussions or requests for best and final offers. Conversely, MPERS reserves the right to request best and final offers.
- h. Any contract award is ultimately a decision of the Board of Trustees and is not required to be based on the evaluations, scoring, or recommendations by the Evaluation Committee.
- i. If Bidder submits a proposal, MPERS reserves the right to conduct its own due diligence and to undertake such investigations as it deems necessary to determine Bidder's satisfaction of the qualifications and ability to furnish the required services. Upon request, Bidder agrees to provide any and all information for this purpose.
- j. MPERS reserves the right to request additional documentation or information from Bidders. Requested information may vary by Bidder. MPERS may ask questions of any Bidder to seek clarification of a proposal to ensure the Bidder understands the scope of the work or other terms of the RFP.
- k. MPERS does not guarantee or commit to contracting any specific number of projects to Bidder during the life of the agreement.
- l. Written approval from MPERS will be required for any news releases regarding the award of contract.

1.4.11 – Most Favored Terms

All prices, terms, warranties, and benefits offered by the Bidder in its proposal must be comparable or better than those offered by the Bidder in agreements with substantially similar governmental or quasi-governmental clients. Should the Bidder make available more favorable terms to a substantially similar governmental or quasi-governmental client with respect to the types of services set forth in Bidder's proposal, Bidder will make such prices, terms or conditions available to MPERS.

1.4.12 – Agreement and Approval

The intent of this RFP is to select a single bidder; However, MPERS may select one or more companies to provide the services described herein.

To the extent one or more companies are selected, MPERS will work to negotiate an agreement with the selected company(ies), giving due consideration to the stipulations in the company's(ies) submitted standard agreement.

The selected company(ies) shall be required to assume full responsibility for all services and activities offered in its/their proposal whether or not provided directly. Further, MPERS will consider the selected company(ies) to be the sole point of contact with regard to contractual matters, including payment of fees.

The selected company(ies) and its/their personnel, including subcontractors, shall treat any and all information provided by MPERS as confidential and is/are prohibited from using that

information for any other purposes than those provided by contract, without MPERS' express written consent.

The selected company(ies) shall not use a subcontractor without MPERS' express written consent. All terms and conditions of a contract with the selected company(ies) shall be equally binding on any subcontractors.

The selected company(ies) shall meet specific performance standards established during the contract negotiation process. The approved project schedule, specifying agreed upon, significant milestone events, and a project completion date, shall be incorporated into the contract as projects are identified and assigned to the successful Bidder(s) by MPERS.

1.5 - RFP Questions and Answers

This section provides instructions on how to submit questions concerning the RFP, the deadline for submitting questions, and how MPERS will respond to the questions.

1.5.1 – Submitting Questions

Bidders shall submit inquiries concerning this RFP in writing (email) to the designated point of contact.

Each question shall follow the following format:

Subject Line: MPERS ITMS RFP Bidder Question

Body of Email: RFP Document: RFP Section: RFP Sub-section, Page Number

Question text

First and Last Name
Bidder Name

Example:

5.0 Bidder Qualifications – 5.1 Corporate information – item number 3. In what cities do you maintain offices.

What if our company does not have an office in Louisiana? Should we list the State where we do have offices?

(For Reference, the answer is “Yes”)

John Smith
Public Retirement Systems Software Company

1.5.2 – Deadline for Question Submissions

The deadline for submitting questions is **4:00 PM Central Daylight Time (CDT) on January 27th, 2023.**

1.5.3 – Mandatory Bidders’ Conference

MPERS will hold a Bidders’ Conference Call on **Friday, January 20th, 2023, from 1:00 pm to 3:00 pm Central Daylight Time (CDT)**. The conference will review the submitted questions and MPERS’ responses to these questions. Bidders are encouraged to submit any questions prior to the Bidders Conference. However, there will be the opportunity on the Conference Call to ask additional questions. Bidders shall provide the same identifying information for questions asked at the Bidders’ Conference as for those submitted in advance (e.g., RFP Section Name: RFP Sub-section Name and Page Number).

The Call-In Number for the Bidders’ Conference must be requested by each Bidder through an email sent to taylor@LAMPERS.org.

Bidders who would like to join the conference using computer audio may reach out to the point of contact listed above for the meeting link.

This will be the final opportunity for Bidders to ask questions regarding the ITMS RFP.

1.5.4 – MPERS Response to Questions

MPERS will post answers to all submitted questions and follow-up questions asked during the Bidders’ Conference Call on the MPERS website www.lampers.org by the date specified above.

MPERS will not identify the Bidder that submitted the question in the final Questions & Answers document.

1.6 - RFP Evaluation Criteria

This section provides the evaluation criteria that will be used to evaluate each Bidder’s proposal.

1.6.1 – Evaluation Criteria

The RFP Evaluation Process will consider such things as the written response, references, and vendor experience. The following criteria are the basic attributes that will be scored for each vendor. This list is not all-inclusive of the criteria that MPERS will use to score the proposals.

- Industry expertise and experience
- Demonstrated customer service quality and support
- Availability of local technicians
- Previous relevant experience
- Range of services offered
- Vendor strength and Stability
- Account Management
- Reporting Capabilities
- Financial considerations
- Prior experience with Government agencies

MPERS may elect to conduct oral presentations with Bidders who are scored as a finalist. This will be a one-hour presentation where the Bidder and MPERS will be able to explore the requested and proposed services in greater detail.

1.6.2 – Awarding of Work

Upon final evaluation, MPERS expects to identify the Bidder whose response, in MPERS' discretion, is the most responsive and responsible Bidder and offers the most advantageous solution to meet the needs of MPERS. The selection of the apparent successful Bidder will initiate, and contract negotiations will be finalized. MPERS reserves the right to terminate negotiations should negotiations fail and commence negotiations with another Bidder.

MPERS reserves the right to reject all bids it deems nonresponsive and responsible, and therefore, not in the best interests of MPERS. MPERS may cancel this Request for Proposal at any time and is not obligated to produce scores or a written or oral explanation of its finding that a proposal was not advantageous to MPERS. Procurement information is available only as provided through a Louisiana Public Records request.

Should MPERS determine in writing and in its sole discretion that only one Bidder is fully qualified, or that one Bidder is clearly more highly qualified than the others under consideration at any time during this process, that Bidder will be identified as the apparent successful Bidder pending successful contract negotiation, and a contract may be negotiated.

The contract shall serve as the award document and incorporate by reference all the requirements, terms and conditions of the solicitation, and the Bidder's response as negotiated.

2.0 MPERS Business Overview

This section provides information about MPERS intended to guide the Bidder in preparing a responsive and responsible solution and cost proposal. This section is strictly for informational purposes.

2.1 – MPERS Background

The Municipal Police Employees' Retirement System (MPERS) was established as of July 1, 1973, for the purpose of providing retirement allowances and other benefits as described under R.S. 11:2211 – 11:2235.

MPERS represents a cost sharing multiple employer, defined benefit governmental pension plan.

MEMBERSHIP – All full-time police officers empowered to make arrests, all full-time police officers decommissioned due to illness or injury, empowered by a municipality of the state of Louisiana, and engaged in law enforcement, all individuals in a position as defined in the municipal fire and police civil service system who are employed on a full-time basis by a police department of any municipality of this state, and are under the direction of a chief of police, and are paid from the budget of the applicable police department are required to become members of this retirement system, if they earn at least \$375 per month excluding

state supplemental pay. All elected chiefs of police, whose salary is at least \$100 per month, all academy recruits who are participating in or awaiting participation in a formal training program, required prior to commission as a municipal police officer, with complete law enforcement office authority, all full-time secretaries to an appointed chief or elected chief of police, and all full-time employees of the system are required to become members of this retirement system. Persons must be under the age of fifty on their date of employment to be eligible for system membership. Certain restrictions to membership apply to those who are receiving disability or regular retirement benefits from another system.

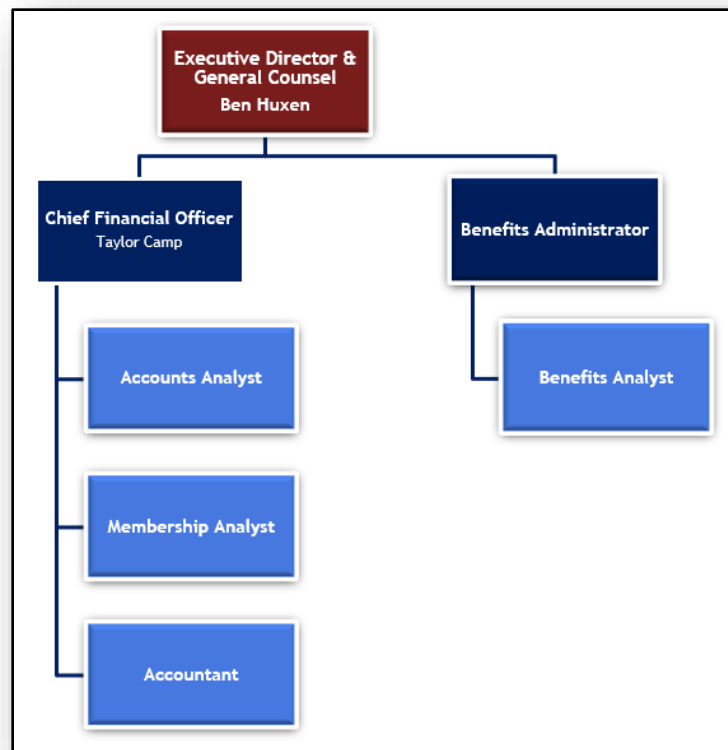
2.2 – Legislation Relating to MPERS

The MPERS statutes are R.S. 11:2211 through 2242.8 and selected general laws affecting all Louisiana Retirement Systems from R.S. 11:22 through 323; R.S. 33:1681-1681.1, R.S. 40:1665.2, and the Louisiana Administrative Code Title 58:101-105.

2.3 – Organization

MPERS employs seven (7) full-time employees at one physical location having an address of 7722 Office Park Boulevard, Suite 200, Baton Rouge, Louisiana 70809-7601. MPERS employees have returned to the physical building for full-time work. Employees are allowed to work remotely when pre-approved.

The Board of Trustees oversee the entire organization with operational responsibilities delegated to the appropriate MPERS staff as indicated in the organizational chart below.



3.0 MPERS Technology Overview

MPERS has a single location supporting seven (7) full-time employees. These employees are non-technical and support the administration of the Pension Benefits for the members of MPERS. There are no on premises servers and Microsoft 365 with an E5 license is used for email, security, and the office suite of products. All employees utilize laptops that are currently managed through CMA Technologies. There are eight printers on site: four of the newer models are managed by Quality Office Products & Service while the other four are older and managed by MPERS.

MPERS board of Trustees utilizes Surface Pros (17 in total) that are managed by the current Managed Services Provider. These devices are locked up on site between board meetings and are not taken out of the office. There is also one desktop computer in the Board Room that will be included under this agreement.

The network and wireless access points are supported by the building manager and the current Managed Services Provider.

The current phone system is an IP based phone system Intermedia. This phone system does not support faxing for the entire organization.

Voicemail – is through Intermedia and are emailed to the users

The imaging system used is part of the Pension Administration System (PAS) and managed by a third party – Tegrit.

The website is managed by a third party – CivicPlus

Internet is provided through Cox Communications with a failover through Uniti Fiber

The following Table represents the information discussed above:

Service Provided	Company
Financial Software	Community Brands Abila Fund Accounting
Internet Provider	Cox Communications
Internet - backup	Uniti Fiber
Investment Consultant	NEPC
IT Oversight	Provaliant
Managed IT Services / Helpdesk	CMA Technology Solutions
Pension Administration System	Tegrit
Public website	CivicPlus
Microsoft Office 365	Converge One
Telephone	Intermedia

4.0 Technology Managed Services Required

MPERS desires a fully outsourced IT management provider to provide proactive maintenance, support, and other IT related functions.

4.1 – Standard Support

The following details the minimum services to be provided. Bidders are asked to describe how the Bidder will complete the requirement. If the Bidder is proposing an alternative please discuss it in the appropriate section.

1. Initial Assessment

Compile/update inventory of all IT related assets. Assess system architecture and current processes and make recommendations for improved IT system performance.

2. Asset Inventory Management

Tagging, tracking, and management of computing related inventory.

3. Software licensing control – Oversight of software applications and maintenance of appropriate licensing compliance, renewals, and documentation.

4. Desktop Applications Support

Performance of basic support functions, including the installation of PC's Laptops, printers, peripherals, and software; training and educating users; diagnosis and correction of desktop application problems; configuring of PC's and laptops for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed. Assist designated MPERS personnel with hardware and software purchases as needed. Assist with warranty and other technical support. Maintain an up-to-date inventory of MPERS computer related hardware.

5. Microsoft 365 Administration

Manage the MPERS Microsoft 365 implementation to ensure the quality, security, performance, availability, recoverability, and reliability of the MPERS data on the platform. Set up new users and edit or remove existing users in the environment to be sure that users have proper access or restrictions as may apply to MPERS files.

6. Network Administration

Scope of activity includes all MPERS equipment including switches, firewalls, routers, wireless access points and other security devices. Primary maintenance including regular analysis routine configuration changes, and installation of patches and upgrades. Manage backup and disaster recovery systems. The scope also includes primary installation of network printers, scanners, and copiers, to include those being used locally. Complete proactive monitoring of network equipment including bandwidth utilization, and other performance indicators, with reporting when specified thresholds are reached.

7. Security and Backup

- a. Patch Management for all endpoints to ensure Operating System and other relevant programs are using the most current / stable version.
- b. Web Content Filtering – automatically block sites that have been blacklisted. Allow MPERS to determine which website categories to allow / block.
- c. Application Filtering – ensure that only applications that are approved by MPERS are

allowed to run on MPERS owned devices.

- d. Firewalls – ensure implemented and configured appropriately.
- e. Maintenance of virus/malware detection and spam reduction programs on behalf of MPERS for email, computers, and laptops. Perform periodic security audits and notify MPERS personnel immediately of suspected breaches of security and intrusion detection.
- f. Data backup policy with procedures in place to handle daily, weekly, and monthly backup of the computer data information, and email (as required by public information laws); procedure to restore systems and data if access to said data is lost and/or individual computers fail.
- g. Security Awareness training – for all MPERS users on a predefined basis.

8. Audit Support

MPERS is subject to multiple business and security related audits. The successful bidder will be required to assist any auditors with audits related technology and any subsequent actions required to mitigate findings.

9. Help Desk Support

End user support must be timely, friendly, and professional. Urgent and emergency support must be available 24/7/365. Routine support must be available Monday – Friday 8:00 AM – 5:00 PM – Central Time. Bidder must be able to provide a ticketing system where MPERS staff can enter issues, provide feedback to technician assigned, and conduct various reporting.

10. Onsite Support

Provide regular scheduled onsite support to address hardware and software issues. Additional onsite support may be needed for major projects.

11. End User Training

Provide training for various technology as needed. This would normally be for common software or hardware used in a business setting or new equipment installed. This can be at the request of MPERS or when a need is identified by the vendor.

12. Public Records

Assist, as needed, in public records key word searches through active and archived email and network files for current and former employees as required under Louisiana Public Records laws.

13. Alternatives

Bidders may propose alternative services if the Bidder can demonstrate alternatives will significantly improve IT effectiveness, enhance its quality of services, minimize its support cost, and maximize return on investment in IT.

4.2 – Additional Projects

MPERS has two additional projects that are outside of the scope of normal support. However, once implemented the selected bidder will be responsible for the maintenance of these components.

1. Document Retention

MPERS has developed a document retention policy and would like to use Microsoft 365 to enforce the rules regarding document retention. Bidders are asked to provide an explanation of how they would implement this policy and what resources would be required to do so.

2. Telecom

MPERS Currently uses Intermedia as a telecom solution and would like to migrate all telephony related services to Microsoft Teams. Bidders are asked to provide a explanation of how they would facilitate this transition and what resources would be required to do so. Bidders are also asked to provide examples of prior experience migrating the Telephony systems of other clients to Microsoft Teams.

5.0 Bidder Information

Bidders are asked to provide the following information.

5.1 – Corporate Information

1. Give a brief overview of your organization’s experience providing IT value added services in the marketplace and government entities.
2. How long has the Bidder’s organization been in this business and how many active clients does the Bidder support?
3. In what cities do you maintain offices?
4. Indicate the number of employees in your organization.
 - a. How many of those are dedicated to account management and/or technical support?
 - b. How many are full-time vs. contract?
5. What differentiates Bidder’s organization from competitors in the marketplace and how will this be relevant to MPERS?
6. Will Bidder 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 has been successfully completed together.

7. Please describe Bidder’s organization’s experience in IP based telephony solutions.
8. List any known professional or personal relationships Bidder or its employees or contractors may have with individual MPERS Board members, MPERS staff, MPERS Consultants and/or service providers.
9. Provide details of three current customer accounts that are similar in scope and requirements to those of MPERS (government entities are preferred).

5.2 – Proposed Solution

1. Please provide a proposed strategy and associated work plan to migrate MPERS to the Bidder's Support model.

Specifically, provide the following information:

- Key activities
 - Timing
 - Information/Resource/Staff requirements from MPERS
 - Key milestones, checkpoints, and other decision points
 - Deliverables
2. Describe the Bidders Information/Resource/Staff requirements after MPERS has fully transitioned to Bidder's support model.
 3. Identify the team that will be assigned to MPERS and describe how this team will interact with MPERS and any third-party providers that may provide services to MPERS.
 4. Please describe your experience in providing the following value-added services:
 - a. Technology Roadmap
 - b. Solution design
 - c. Network and email system monitoring
 - d. Remote backup
 - e. On-demand Technology Training
 - f. Managed Cyber Security
 - g. Technical support, including remote user support
 - h. Reporting and communication
 - i. IT policy review and development
 - j. Implementation planning and guidance
 - k. PC/laptop deployment
 - l. Business Continuity
 - m. Multi-factor Authentication
 - n. Asset Inventory Management
 - o. Software Licensing Control

5.3 – Support Model

1. Describe fully Bidder's technical support options including the assistance request / trouble ticket process, support hours, staffing levels, staff expertise, and physical location of the help desk.
2. Describe your problem escalation process, including:
 - a) Initial problem identification
 - b) Determination of priority and severity of problem.
 - c) Steps for resolving problem escalation when a solution is not forthcoming, or an implemented solution is unsatisfactory.
 - d) Who is the final authority regarding conflicts?
3. Indicate your response time goals and your statistics regarding meeting that goal.
4. Please provide examples of the types of reports and frequency thereof that will be provided to MPERS.

5. Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end-user perspective.
6. What options are available for user training and technical training that may be required by MPERS?
7. How does the Bidder propose to monitor Customer Satisfaction and Quality Assurance?
8. Describe Bidder’s ability to support a remote workforce having varying levels of technical sophistication.

5.4 – References

Bidder shall provide reference information for three clients where Bidder performs services similar to those requested in this RFP.

Company Name	The name of the company where similar services are performed
Reference Contact Person	full name and title of the reference contact person that has firsthand knowledge of Bidder’s performance
Contact Phone Number	The phone number for the reference contact person
Contact Email Address	The email address for the reference contact person
Start Date	The date Bidder began providing the similar services to this reference company
Services Provided	List the services that Bidder is performing for this client

6.0 Cost of Services

MPERS understands that Bidder’s will have fees for basic support and separate fees for additional projects.

6.1 – Support Options

1. Define any Tiers of Service and the costs associated with each Tier. If the Tiers have not been defined earlier in the Bidder’s proposal, they must be explained here.
2. The proposal must contain a fee schedule that includes fixed rate business hours support and hourly rates for additional services not covered under normal support.

6.2 – Additional Projects

Bidder must explain the proposed costs and resource requirements for ancillary services / additional projects

1. Document Retention Policy

The costs associated with implementing and enforcing a document retention policy within Microsoft 365.

2. Telecom

The costs associated with migrating to the Bidder's proposed Telecom system. If the Bidder is not proposing a Telecom system or is proposing an alternative to Microsoft Teams, please state that here. If an alternative system is being proposed, please list the costs associated with the transition to the platform along with ongoing licensing and maintenance fees.