

Bellevue Convention Center Authority
Meydenbauer Center
Bellevue, Washington

REQUEST for PROPOSALS (RFP):
Information Technology Services

May 22, 2019

PROPOSAL DEADLINE:

Wednesday, July 3rd, 2019, 3:00 p.m. local time in Bellevue, Washington

PROPOSAL DELIVERY ADDRESS:

Bellevue Convention Center Authority
Meydenbauer Center - Level 3 Administrative Offices
11100 NE 6th Street
Bellevue, WA 98004

EXPECTED PERFORMANCE PERIOD:

The period of performance for any Contract resulting from this solicitation is expected to begin on or about August 1, 2019, and end on July 31, 2022. The BCCA reserves the right at its discretion to extend the contract for a period of time to be specified, in accordance with the Contract.

CONTRACTOR ELIGIBILITY:

This procurement is open to all service providers who satisfy the minimum qualifications stated herein and that are available for work in Washington State.

All interested parties are invited to a pre-proposal meeting and site walkthrough scheduled for **11am on May 30, 2019**

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1. INTRODUCTION

1.1 PURPOSE & BACKGROUND

The Bellevue Convention Center Authority (BCCA), a public corporation chartered by the City of Bellevue (the "City") and has been duly constituted pursuant to RCW 35.21.730 et seq. and Ordinance No. 4092 of the City, has issued this Request for Proposals (RFP) to solicit responses from service providers interested in and qualified to provide information technology services for the BCCA, which is comprised of Meydenbauer Convention Center, Meydenbauer Theatre, and Visit Bellevue.

1.2 OBJECTIVE & SCOPE

The BCCA Board of Directors is seeking proposals from qualified, knowledgeable, and experienced companies to provide Information Technology (IT) Services. We encourage companies to submit the most comprehensive proposal possible offering the highest quality of service.

The nature of the service will be ongoing support and coordination with the in-house Technical Services Manager or Chief Financial Officer (CFO) to ensure proper implementation of new technology, general management and operation, along with maintenance and/or troubleshooting of existing systems. The company chosen will need to work closely with a variety of departments within the organization, providing support as needed or instructed.

Contractor will provide general professional services on an as-needed basis primarily during normal business hours: M-F 8:00 a.m. to 5:00 p.m. either remotely or on-site. However, contractor must be available 24 hours a day 7 days a week, including holidays. For emergency on-call services, the BCCA requires a response within four (4) hours. For on-site services, the BCCA requires a regular schedule of at least four (4) times a month. The specific and detailed Scope of Work to achieve this objective is contained in Exhibit A to the RFP.

1.3 MINIMUM QUALIFICATIONS

The Contractor must have no less than five (5) years providing Information Technology Services to convention centers, hotels or similar venues. The Contractor must be licensed to do business in the State of Washington, as applicable. Maintain a staffed, 24-hour a day, central office in the region. Have sufficient size and depth of management, resources and staff to support the services required in the specifications. Have sufficient financial resources to meet payroll, equipment and supplies to meet operational requirements and ensure quality service. Have measurable and demonstrated successful experience in providing specified Services for like size venue and operations. Provide Information Technology Services as the primary function of their business. Contractor shall, at its own expense, carry and maintain, during the period of performance: State required Worker's Compensation Insurance and Employer's Liability Insurance for its employees with limits of \$1,000,000 per occurrence, or evidence of self-insurance where permitted by law; Comprehensive General Liability Insurance with minimum limits of \$1,000,000 per occurrence/\$2,000,000 aggregate for personal injury and property damage and on which the BCCA is named as additional insured.

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1.4 PERIOD OF PERFORMANCE

The period of performance of any contract resulting from this RFP is tentatively scheduled to begin on or about July 1, 2019, and to end no later than June 30, 2022. The BCCA reserves the right in its sole discretion to extend the performance period as needed to accomplish the objectives of the expansion project.

1.5 DEFINITIONS

Definitions for the purposes of this RFP include:

Contractor – Individual or company whose Proposal has been accepted by the BCCA and is awarded a fully executed, written contract.

Proposal – A formal offer submitted in response to this solicitation.

Proposer – Individual or company submitting a proposal in order to attain a contract with the BCCA.

RCW and WAC – The “Revised Code of Washington” and the “Washington Administrative Code”, respectively, which together provide the statutory and regulatory framework for BCCA procurements.

BCCA – The Bellevue Convention Center Authority is the governmental entity issuing this RFP.

2. GENERAL INFORMATION

2.1 RFP COORDINATOR

All communication between potential Proposers and the BCCA shall be with the RFP Coordinator, as follows:

Name	Patrick McCluskey, Chief Financial Officer
Address	11100 NE 6 th Street Bellevue, WA 98004
Phone Number	425-637-1020
Fax Number	425-637-0166
E-mail Address	pmccluskey@meydenbauer.com

Proposers are to rely on written statements issued by the RFP Coordinator; any other information will be considered unofficial and non-binding on the BCCA. The BCCA reserves the right to appoint an alternate RFP Coordinator during the solicitation process, as may be necessary and convenient.

2.2 ESTIMATED SCHEDULE OF PROCUREMENT ACTIVITIES

Issue Request for Proposals	<u>May 22, 2019</u>
Pre-Proposal Meeting	<u>May 30, 2019</u>

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Last date for questions regarding RFP	June 7, 2019
Issue addendum to RFP (if applicable)	June 10, 2019
Proposals due	July 3, 2019
Evaluate Proposals	July 8, 2019
Conduct oral interviews with finalists, if required	July 9-11, 2019
Announce apparent successful Contractor(s) and send notification via fax or e-mail to unsuccessful Proposers	July 12, 2019
Negotiate contract(s)	July 15-17, 2019
Begin contract work	August 1, 2019

The BCCA reserves the right to revise the above schedule.

2.3 QUESTIONS REGARDING THE SOLICITATION

A pre-proposal meeting and site walkthrough for this solicitation will be conducted at 11am on May 30, 2019. Written questions may be submitted to the RFP Coordinator no later than the close of business, Friday, June 7, 2019. A statement of any questions received and the BCCA response(s) in the form of an addendum to the RFP will be issued no later than the close of business, Monday, June 10, 2019.

2.4 REVISIONS TO THE RFP

In the event it becomes necessary to revise any part of this RFP, one or more addenda to the solicitation will be issued. The BCCA also reserves the right to cancel or to reissue the RFP in whole or in part, prior to execution of a contract.

2.5 PROPRIETARY INFORMATION & PUBLIC DISCLOSURE

All proposals received under this RFP shall remain confidential until the contract, if any, resulting from this solicitation is executed by the BCCA and the apparent successful Contractor; thereafter, the proposals shall be deemed public records as defined in Chapter 42.56 RCW.

Any information in the proposal that the Proposer desires to claim as proprietary and exempt from disclosure under the provisions of RCW 42.56 must be clearly designated. The page must be identified, as must the particular exception from disclosure upon which the Proposer is making the claim. Each page claimed to be exempt from disclosure must be clearly identified by the word "Confidential" printed on the lower right hand corner of the page. The Proposer must be reasonable in designating information as confidential; marking the entire proposal as exempt from disclosure will not be honored.

The BCCA will consider a Proposer's request for exemption from disclosure; however, the BCCA will make a decision predicated upon Chapter 42.56 RCW and Chapter 143-06 WAC. If any information is marked as proprietary in the proposal, such information will not be made available until the affected Proposer has been given an opportunity to seek a court injunction against the requested disclosure.

All requests for public records should be directed to the BCCA Administrative Services at the address on the face page of this RFP. A charge is made to the requestor for copying

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and shipping of disclosed public documents, as outlined in RCW 42.56.120. No fee shall be charged for inspection of contract files.

2.6 EQUAL OPPORTUNITY REQUIREMENTS

The successful vendor must comply with BCCA equal opportunity requirements. The BCCA is an Equal Opportunity Employer. It does not discriminate and does not do business with others who discriminate on the basis of race, color, creed, sex, age, nationality or disability.

2.7 COMPLIANCE WITH LAWS AND REGULATIONS

In addition to nondiscrimination and affirmative action compliance requirements previously listed, the vendor awarded the contract shall comply with federal, state and local laws, statutes and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health; environmental protection; waste reduction and recycling; the protection of natural resources; permits; fees; taxes; and similar subjects.

2.8 INDEMNIFICATION

The vendor shall hold harmless, defend, and indemnify the BCCA and the BCCA's officers, agents, and employees against any liability that may be imposed upon them by reason of the vendor's failure to provide compensation coverage or liability coverage.

2.9 SUBMISSION OF PROPOSALS

Proposals may be submitted in hardcopy or electronically, but may not be transmitted via facsimile.

If submitting the Proposal in hard copy, the following information is applicable. Proposers are required to submit three (3) copies of their Proposal. One (1) copy must have original signatures and the additional copies may have photocopied signatures. The Proposal, whether mailed or hand-delivered, must be received by the BCCA no later than 3:00 p.m. local time in Bellevue on Wednesday, July 3, 2019. The Proposal is to be sent to the RFP Coordinator at the address noted in Section 2.1, above. The submittal package should be clearly marked to the attention of the RFP Coordinator, and should include the notation "RFP Submittal for Information Technology Services".

Consultants mailing Proposals should allow for normal mail delivery schedules to ensure timely receipt of their Proposals by the RFP Coordinator. Hand-delivered Proposals will only be accepted at the reception desk, BCCA Level 3 Administrative Offices, 11100 NE 6th Street, Bellevue. Proposers assume all risk for the method of delivery chosen; the BCCA will accept no responsibility for delays caused by any delivery service or external circumstance, e.g. traffic congestion.

If submitting the Proposal electronically, the following information is applicable. Proposals being submitted electronically must be sent as an attachment to an e-mail, addressed to the RFP Coordinator as noted in Section 2.1, above, and must include the notation "RFP Submittal for Information Technology Services" in the e-mail subject line. Proposals must arrive at the BCCA by 3:00 p.m. local time in Bellevue on Wednesday, July 3, 2019. At-

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tachments to the e-mail shall be in Microsoft Word® and Excel® software, and/or in .pdf file form. Proposers submitting Proposals via e-mail must also send hardcopies of the cover submittal letter and the Certifications and Assurances form (Attachment A) with original signatures to the RFP Coordinator. The BCCA will accept no responsibility for problems encountered in the e-mail transmittal process.

Proposers are specifically advised that as to Proposal submittal:

1. Late Proposals will not be accepted and will be automatically disqualified from further consideration.
2. The Proposal must respond to the procurement requirements set forth herein.
3. The Proposal must be complete, must stand on its own merits, and should not respond by referring to material presented elsewhere.
4. A concise and well thought-out Proposal is more advantageous to the Proposer than a voluminous one.
5. All Proposals and any accompanying documentation submitted in response to this procurement shall become the property of the BCCA and will not be returned.

2.10 ACCEPTANCE PERIOD

Proposals must provide sixty (60) days for acceptance by BCCA from the due date for receipt of proposals.

2.11 RESPONSIVENESS

All Proposals will be reviewed by the RFP Coordinator to determine compliance with administrative requirements and instructions specified in the RFP. Proposers are hereby specifically notified that failure to comply with any part of the RFP may result in rejection of the Proposal as non-responsive. The BCCA reserves the right, however, at its sole discretion to waive minor administrative irregularities in the Proposals received.

2.12 REJECTION OF PROPOSALS

The BCCA reserves the right at its sole discretion to reject any and all Proposals received without penalty.

2.13 MOST FAVORABLE TERMS

The BCCA reserves the right to make an award without further discussion of any Proposal submitted. Therefore, the Proposal should be submitted on the most favorable terms that can be offered. The BCCA does reserve the right to contact a Proposer for clarification of its Proposal during the evaluation process. In addition, the BCCA reserves the right to enter into contract negotiations with the apparent successful Proposer, which may include discussions regarding the terms of the proposal. Contract negotiations may result in incorporation of some or all of the subject proposal. The Proposer should be prepared to accept this RFP document for incorporation into a contract resulting from this solicitation. It is also understood that the Proposal will become part of the BCCA's official procurement file.

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2.14 CONTRACT AWARD AND EXECUTION

The BCCA shall not be bound or in any way obligated until both parties have executed a vendor contract. The general conditions and specification of the RFP and the successful vendor's response, as amended by contract between the BCCA and the successful vendor, including e-mail or written correspondence relative to the RFP, will become part of the contract documents. Additionally, the BCCA will verify vendor representations that appear in the proposal. Failure of a vendor to perform services as represented may result in elimination of the vendor from further competition or in contract cancellation or termination.

The vendor selected as the apparently successful vendor will be expected to enter into a contract with the BCCA. The foregoing should not be interpreted to prohibit either party from proposing additional contract terms and conditions during negotiations of the final contract. If the selected vendor fails to sign the contract within five (5) business days of delivery of the final contract, the BCCA may elect to cancel the award and award the contract to the next-highest ranked vendor. All parties may incur no cost chargeable to the proposed contract before the date of execution of the contract.

2.15 COSTS TO PROPOSE

The BCCA will not be liable for any costs incurred by the Proposer in preparation of a submittal in response to this RFP, in conduct of a presentation, or any other activities related to responding to the RFP.

2.16 NO OBLIGATION TO CONTRACT

Issuance of this RFP does not obligate the BCCA to contract in whole or in part for services specified herein.

3. PROPOSAL FORM & CONTENTS

Written proposals must be prepared on letter-size (8-1/2 x 11 inch) paper with tabs separating the major sections of the Proposal; electronically-submitted Proposals are to be formatted analogously. Proposals are not to exceed twenty-five (25) pages. The major sections of the Proposal are to be in the order noted below:

1. Signed Letter of Submittal, including signed Certifications and Assurances
2. Executive Summary
3. Qualifications Questionnaire
4. Cost Proposal

3.1 LETTER OF SUBMITTAL & AFFIDAVIT CONCERNING CONFLICTS OF INTEREST

The Letter of Submittal must be signed and dated by a person authorized to legally bind the Proposer to a contractual relationship, e.g., the President or Executive Director if a corporation, the Managing Partner if a partnership, or the proprietor if a sole proprietorship. This introductory letter should convey the Proposer's interest in the project, and highlight particular strengths of the proposed service provider. In addition, it is to include by attachment the following information about the Proposer and any proposed subcontractors:

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1. Name, address, principal place of business, telephone/fax number, and e-mail address of legal entity or individual with whom contract would be written.
2. Name, address, and telephone number of the principal officer(s) (President, Vice President, Treasurer, Chairperson of the Board of Directors, etc.).
3. Legal status of the Proposer (sole proprietorship, partnership, corporation, etc.) and the year the entity was organized to do business as it now substantially exists.
4. Federal Employer Tax Identification number or Social Security number and the Washington Uniform Business Identification (UBI) number as issued by the Washington State Department of Revenue.
5. Location of the facility from which the Contractor would operate.
6. Identification of any current or former BCCA employees on the firm's governing board or in a management position as of the date of the proposal. Include their position and responsibilities within the Proposer's organization. If following a review of this information, it is determined by the BCCA that a conflict of interest exists, the Proposer may be disqualified from further consideration for the award of a contract.

The Affidavit Concerning Conflicts of Interest form (Attachment A to this RFP) must be signed and dated by a person authorized to legally bind the Proposer to a contractual relationship, and is to be included with the Letter of Submittal in the proposal.

3.2 EXECUTIVE SUMMARY

Please provide a one or two page executive summary to briefly describe your technology managed services proposal. This summary should highlight the major features of the proposal and must indicate any requirements that cannot be met.

3.3 QUALIFICATIONS QUESTIONNAIRE

Provide in-line responses to all questions outlined in Questionnaire (Attachment B to the RFP). Please respond to each question, specify "N/A" rather than leaving blank responses for any questions that are not applicable.

3.4 COST PROPOSAL

The evaluation process is designed to award this procurement not necessarily to the least cost proposal, but rather to the proposal(s) which represent the best overall value in meeting the requirements of this RFP. However, Proposers are encouraged to submit proposals that are consistent with BCCA efforts to conserve public resources.

Proposed Fees – Using their own cost proposal form/format, Proposers are to identify all costs, including all hourly rates for service, including all travel time, nights, weekends, holidays, and any other requested reimbursable expenses and/or administrative or management fees to be charged for performing the services. Note that contractors are required to collect from the BCCA and remit to the WS Department of Revenue any Washington State sales tax applicable to the contract.

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The following minimum components must be included:

- All one-time costs and monthly recurring costs
- Detailed listing of the services included in the above costs
- Detailed listing of all services not included
- A listing of any optional services and associated costs
- Service level agreements (SLAs) along with any service credits offered for breached SLAs

4. EVALUATION & CONTRACT AWARD

Responsive Proposals will be evaluated in accordance with the requirements stated in the solicitation and any addenda issued. Only those Proposals meeting all mandatory submittal requirements will be evaluated for possible contract award. The evaluation of Proposals shall be accomplished by an evaluation team to be designated by the BCCA, which will determine the ranking of the Proposals.

4.1 PROPOSAL SCREENING

Proposals received by the published deadline will be administratively screened for “responsiveness”, i.e., meeting all the material requirements of the solicitation, and for proposer “responsibility”, i.e., being a service provider in good standing in the State of Washington, eligible for receiving public contracts.

4.2 CLARIFICATION OF PROPOSAL

The RFP Coordinator may contact a Proposer for clarification of any portion of the respective Proposal.

4.3 EVALUATION WEIGHTING & SCORING

For all Proposals determined to be responsive to the requirements of the solicitation and determined to have been submitted by responsible Proposers, the following weighting and points will be assigned for evaluation purposes:

Executive Summary – 20%	20 points
Qualifications Questionnaire – 40%	40 points
Cost Proposal – 40%	40 points
Total	<hr/> 100 points

4.4 ORAL PRESENTATIONS

The BCCA, at its sole discretion, may select the top scoring finalist(s) from the written evaluation for an oral presentation and final determination of contract award. Should the BCCA elect to hold oral presentations, it will contact the top-scoring firm(s) to schedule a date,

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time and location. Commitments made by a Proposer at the oral interview, if any, will be considered binding.

4.5 NOTIFICATION TO PROPOSERS

Firms whose Proposals have not been selected for further negotiation or award will be notified via fax or by e-mail.

4.6 PROTEST PROCEDURE

Proposers protesting this procurement shall follow the procedures described below; protests that do not follow these procedures will not be considered. This procedure constitutes the sole administrative remedy available regarding this procurement, and is available only to those Proposers who submitted a response to this solicitation document.

Upon completing the debriefing conference, the Proposer is allowed three (3) business days to file a protest with the RFP Coordinator. Protests may be submitted by facsimile or e-mail. All protests must be in writing and signed by the protesting party or an authorized agent, e.g., legal counsel. The protest must state the grounds for the protest with specific facts and complete statements of the action(s) being protested. A description of the relief or corrective action being requested should also be included. All protests shall be addressed to the RFP Coordinator.

Only protests stipulating an issue of fact concerning the following subjects shall be considered:

- A matter of bias, discrimination or conflict of interest on the part of an evaluator.
- Errors in computing the score.
- Non-compliance with procedures described in the procurement document or with BCCA policy.

Protests not based on procedural matters will not be considered. Protests will be rejected as without merit if they address issues such as: 1) an evaluator's judgment on the quality of a proposal, or 2) BCCA's assessment of its own needs or requirements.

Upon receipt of a protest, a protest review will be held by the BCCA. The BCCA Chief Officer or an employee delegated by the Chief Executive Officer who was not involved in the procurement will consider the record and all available facts and issue a decision within five (5) business days of receipt of the protest. If additional time is required, the protesting party will be notified of the delay.

In the event a protest may affect the interest of another Proposer under the RFP, such Proposer will be given an opportunity to submit its views and any relevant information on the protest to the RFP Coordinator.

The final determination of the protest shall:

- Find the protest lacking in merit and uphold the BCCA's action; or
- Find only technical or harmless errors in the BCCA's acquisition process and determine the BCCA to be in substantial compliance, and therefore reject the protest; or
- Find merit in the protest and provide the BCCA options which may include:

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- Correct the errors and re-evaluate all proposals, and/or
- Reissue the solicitation document and begin a new process, or
- Make other findings and determine other courses of action as appropriate.

If the BCCA determines that the protest is without merit, the BCCA will enter into a contract with the apparently successful Proposer. If the protest is determined to have merit, one of the alternatives noted in the preceding paragraph will be taken.

5. RFP ATTACHMENTS

Attachment A – Affidavit Concerning Conflicts of Interest

Attachment B – Qualifications Questionnaire

6. RFP EXHIBITS

Exhibit A – Scope of Work

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Attachment A
Affidavit Concerning Conflicts of Interest

STATE OF: _____)
•) ss.
COUNTY OF: _____)

The undersigned, being first duly sworn, on oath states on behalf of _____, hereinafter called the Proposer, as follows:

A. CONFLICT OF INTEREST

That the Bidder, by submitting its Qualifications to perform or provide work, services or materials, has thereby covenanted, and by this affidavit does again covenant and assure, that it has no direct or indirect pecuniary or proprietary interest, and that the Bidder shall not acquire any such interest, which conflicts in any manner or degree with the work, services or materials required to be performed under a contract which may result from this Request for Qualifications.

B. CONTINGENT FEES AND GRATUITIES

That the Proposer, by submitting its Qualifications to perform or provide work, services or materials, has thereby covenanted, and by this affidavit does again covenant and assure:

1. That no person or selling agency except bona fide employees or designated agents or representatives of the Proposer has been employed or retained to solicit or secure this submittal with an agreement or understanding that a commission, percentage, brokerage, or contingent fee would be paid; and
2. That no gratuities, in the form of entertainment, gifts or otherwise, were offered or given by the Proposer or any member of its agents, employees or representatives, to any official, member or employee of the Owner or other governmental agency with a view toward securing a Contract or securing favorable treatment with respect to the awarding or amending, or the making of any determination with respect to the performance of a contract which may result from this Request for Qualifications.

SIGNED this _____ day of _____, 20____.

Name of Proposer

By: _____

Title: _____

SUBSCRIBED AND SWORN to before me this _____ day of _____, 20____.

NOTARY PUBLIC in and for the State of Washington

Residing at _____

My Appointment Expires _____

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**Exhibit A
Scope of Work**

INFORMATION TECHNOLOGY SERVICES

The Bellevue Convention Center Authority (BCCA) is seeking proposals from qualified, knowledgeable, and experienced companies to provide Information Technology (IT) Services. We encourage companies to submit the most comprehensive proposal possible offering the highest quality of service.

The nature of the service will be ongoing support and coordination with the in-house Technical Services Manager or CFO to ensure proper implementation of new technology, general management and operation, along with maintenance and/or troubleshooting of existing systems.

Additionally, recommendations for improving existing systems and providing technical support for future designs and purchases of equipment, software, and licenses agreements. The company chosen will need to work closely with a variety of departments within the organization, providing support as needed or instructed.

Background Information

IT Systems and Infrastructure at the BCCA support two primary functions. First, the IT and computer systems support an internal administrative function, server, and communication pathway for building systems such as security camera, HVAC, lighting, digital signage, etc. The second function is to support our client's internet connectivity through wired and wireless systems. The apportionment of bandwidth between our client service and administrative functions is 5:1 in favor of client needs. Because of the unique nature of internet services delivered to clients, the current configurations do not utilize port blocking and as a result may have additional cybersecurity risks to be addressed. We have significant infrastructure for monitoring redundant systems and failover, and have made consistent investment to our wireless networks, fiber optic cabling, and switch hardware.

Matrix Networks is responsible for managing and maintaining the wireless network, including the access points, Zone Director, and the RG nets. Matrix also helps with the VLAN programming on their network switches for the different associated networks. We also offer a 24/7 support line that guests can call should they have issues connecting to the network.

The BCCA administration network currently runs servers running Microsoft Windows Server 2012 or 2016 along with Microsoft Windows Desktop PC's, notebook, and tablet PC's running Windows 10. Additionally, there are iPads deployed in various capacities. There are a series of WAP's that are in addition to WAP's that service client spaces, which combined provide a wireless "admin" network throughout Meydenbauer Center. See list below for details.

Desktop PC's are located throughout the complex and are of Dell manufacture. These PC's vary by age, specifications, software, and service pack versions. The notebook or tablet PC's are of Dell manufacture and vary by age, specifications, software, and service pack versions.

The client network services provide the distribution of internet connectivity throughout the building up to 1 Gig. Services provided can include managed and unmanaged networks, depending on client needs.

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Scope of Work

The primary scope of work is to provide on demand support, routine preventative maintenance service and recommendations for improving existing systems and providing technical support for future designs and purchases of equipment, software, and licenses agreements in coordination with and directed by the BCCA's Technical Services Manager or CFO.

Contractor will provide general professional services on an as-needed/as-instructed basis primarily during normal business hours: M-F 8:00 a.m. to 5:00 p.m. either remotely or on-site. However, vendor must be available 24 hours a day 7 days a week, including holidays. For emergency on-call services, the BCCA requires a response within Two (2) hours. For on-site services, the BCCA requires a regular schedule of at least four (4) times a month.

Scope of work to be performed by contractor will be coordinated and managed by BCCA's Technical Services Manager or CFO.

A. Initial Assessment

In coordination with the Technical Services Manager or CFO, review the inventory, assess the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations. A report of this initial assessment shall be submitted by October 1, 2019 and each October 1st as long as the contract is in force. This is to allow for necessary budget planning for the upcoming year.

B. Desktop Application Support

Perform support functions including but not limited to: new user setup according to established organizational standards and maintenance of user accounts, installation of PC's, laptops, tablets, printers, peripherals, and software. Contractor will diagnose and correct desktop applications issues, configure all computers for standard applications and identify and correct end user hardware problems and perform advanced troubleshooting.

C. Server and Workstation Administrative Services

Manage computer network and associated hardware, software, communications and operating systems necessary for the quality, security, performance, availability, recoverability and reliability of the system. Monitor server performance and capacity management services. Ensure scheduled updates, system maintenance, and/or any action that could impact the ability to connect to servers or internet are coordinated in advance with Technical Services Manager. Develop back-up plans and procedural documentation. The contractor shall be responsible for configuration management, including changes, upgrades, patches, etc.; and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user.

D. Network Administration Services

Maintenance and support of network equipment, including switches, firewalls, routers and other security devices. Installation and maintenance of printers, scanners, network devices and other computer peripherals. Analyze routine configuration changes and install software patches and upgrades as well as minor cabling if needed. Complete proactive monitoring of network equipment including alert notifications to BCCA's Technical Services Manager or CFO in the event of significant impacts to the delivery of service or device failure. Network performance and capacity management services, and network monitoring tools and troubleshooting. Contractor shall create and continually maintain records and written documentation that effectively describe the network architecture, data flow, and

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system configuration files, as well as detailed written instruction for processes and operations performed by the BCCA.

E. Email

The contractor shall manage the BCCA's email system and ensure domain names are maintained properly. As needed and as determined by the BCCA's Technical Services Manager or CFO, the contractor may be responsible for adding, deleting or changing employee email accounts and ensure that each email account is working efficiently and effectively free of uninterrupted errors, and ensure that each individual email account can maintain ample server space.

F. Cybersecurity and Backup Efforts

Ensure that all servers, desktops and laptops are protected by antivirus software and that adequate firewalls are in place to prevent unwanted intrusion into the BCCA's computer network system. Contractor shall provide a written and detailed cybersecurity plan that addresses asset management, information, technology management, vulnerability management, incident management, and service continuity. Identify management, employee, and contractor cybersecurity responsibilities. Establish an assessment program to ensure cybersecurity plan has been implemented effectively. Systems shall be designed to notify BCCA's Technical Services Manager or CFO when system securities are breached and or when system hardware is not operating efficiently. The contractor shall perform security audits as requested and notify BCCA's Technical Services Manager or CFO immediately of suspected breach of security or intrusion detection. A backup system shall be established to prevent loss of data and functionality as well as reduce downtime. The consultant shall configure BCCA's system to enable remote access in a secure environment and provide remote access administration as requested by the Technical Services Manager or CFO.

G. Strategic Planning

The contractor shall engineer, plan and design services for major system enhancements, including installations and upgrades of new and existing systems. Examples include major server upgrade, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchases of hardware, software and technology needs. Install new servers, software and hardware and transfer data when acquired. Strategic planning, design and installation/upgrade of core network systems. Examples include major network upgrades, provider changes, IP schema design, installation of core network devices, etc.

H. On Demand Response

The contractor shall offer on-demand response to the BCCA's IT requests. The contractor shall have access and be available during the BCCA's normal business hours. It is expected that contractor is to perform maintenance service after hours and on weekends in situations which would least likely disrupt daily operations. Specific times and dates shall be coordinated with the Technical Services Manager or CFO.

I. Not Included

The contract to be awarded does not obligate the BCCA to purchase computer equipment, hardware devices, cabling, licenses, software et al from the successful vendor. Replacement parts are not part of this contract. The scope also does not include computer equipment and networks not owned by the BCCA.

Equipment/Software List

60 Dell Desktop PC's
10 Dell Laptop PC's
10 iPad's

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10 Dell Desktop Printers
2 Xerox Network Printer/Photocopiers

2 HPE ProLiant DL360 G10 Servers
12 Virtual Servers (5 running Server 2012, 4 running Server 2012 R2, and 3 running Server 2016)

Networking Hardware:

Cisco ASA 5516-x Firewall

- FirePOWER Service enabled
- Cisco AnyConnect SSL VPN

Cisco ISR4431 router (edge and WAN)

Cisco 3850 L3 Switch

5 Cisco 2960S-24TD switches

2 Cisco 2960S-10G switches

5 Cisco ESW-520-24 switches

1 Cisco 2960S-48TD switches

Cisco 3750 switch

Cisco SF302-08 switch

Cisco SG300-28 switch

Wi-Fi Hardware:

Front of house wireless consists of 42 Ruckus WAPs installed by Matrix
RG NETS servers control routing Ruckus Servers control WAPs

Internet & External Networks include CenturyLink-100Mbps for internal network, Comcast-200mbps fiber backbone.

Cerium Avaya Phone System with VoIP

Email – Office 365

Four Winds Interactive Digital Signage System with 14 Controller PC's

Database: MB-SQL01 (Microsoft Dynamics GP) SQL 2012, MB-SQL02 (Crystal Reports, FAS100, FRx Financial Reporter) SQL 2008 R2

Paycom Payroll (Web Based)

Microsoft Office ProPlus 2010, ProPlus 2013, 365 ProPlus

Microsoft Forecaster Budgeting

EBMS-Ungerboeck (Web Based)

Microsoft Dynamics Great Plains Accounting

SolarWinds

QManager, Quantum view – Lutron

Daktronics Venues 1500

Honeywell for HVAC controls

Avigilon Security System

Potter Fire Panel System

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Attachment B
 Qualifications Questionnaire

Information Requested	Service Provider Response
Provider Information	
1. Key Contact Details through RFP Process (A) Key contact name (B) Title (C) Address (D) Direct telephone number (E) Email address	
2. Company Background (A) Legal name of the company (B) Tax ID number (C) Company type (corporation, partnership, etc.) and ownership structure (D) Headquarters location address, phone number, and website (E) Other office locations (F) Number of years offering managed technology services (G) Number of employees overall (H) Number of employees dedicated to the technology Managed Service Provider (MSP) business (I) Describe any pending lawsuits	
3. Company Experience (A) Please describe the product/market differentiators that distinguish you from your competitors. (B) For how many clients do you provide complete managed IT services? (C) Please provide service details for at least three clients of similar size and scope to the services requested. Details should include: <ul style="list-style-type: none"> • Period of contracted services • Number of users, PCs, and servers supported • Number of supported locations • Overview of performance, including successes, challenges, etc. 	
4. Company References Please provide three references. Include company name, company URL, contact name, title, direct phone number, email address.	

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<p>5. Management Experience Include biographies and relevant experience of key staff and the CIO that will be assigned to manage the relationship.</p>	
<p>6. Insurance What kind of insurance coverage do you have? Please include a copy of your current certificate of insurance.</p>	
<p>Infrastructure Support</p>	
<p>1. SLAs (A) Describe your standard SLAs including, but not limited to, response times, and resolution times. (B) What is the remedy if the SLA is not met?</p>	
<p>2. Support Model (A) Describe the support model and your defined hours of operation. (B) How do you manage on-premise response support? (C) How do you provide support after hours/holidays?</p>	
<p>3. Network Operations Center (A) Do you have a 24/7 staffed Network Operations Center (NOC)? (B) Is it staffed by your employees, subcontractors or outsourced? (C) What happens if the help desk cannot resolve the problem? (D) Are all support personnel located in the United States? If not, where are they located? (E) Describe the disaster recovery plan for your NOC.</p>	
<p>4. Remote Monitoring and Management (A) What system(s) do you use for remote monitoring of workstations and servers? (B) What system(s) do you use for remote monitoring of network devices (switches, routers, etc.) (C) Does the client have at least read only access to some/all of the monitoring tools? (D) Describe your hardware, software, and license tracking capabilities and services. (E) Describe how you manage renewals (licensing, SSL certificates, etc.)</p>	
<p>5. Microsoft Partnership (A) Are you a Microsoft Cloud Solution Provider (CSP) partner? (B) How many Office 365 accounts do you manage?</p>	
<p>6. Technology Stack Please describe your experience and qualifications to manage and support the technology stack described. Please list any of the service providers and systems in use at our company with which you do not have experi-</p>	

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ence or do not fully support.	
7. Service Delivery Framework Describe the service delivery framework(s) utilized in providing managed technology services.	
8. Change Management Describe your change management process, including client approval process, end-user notification strategy, and methods for backing out changes that do not function as planned.	
9. Reporting Examples (A) Give an example of the standard reports you provide that would assist us in understanding the network, server, and workstation performance and availability. (B) Give an example of the reports you provide that assist with inventory and capacity planning. (C) Give an example of the reports you provide to demonstrate firmware and software patching is taking place reliably. (D) Give an example of the reports you provide to assist us in assessing the security of its technology infrastructure. (E) Give an example of any additional standard reporting you provide.	
10. Documentation (A) Explain the level of documentation you keep on the customer's environment and how this is kept up-to-date. (B) Describe how the documentation is stored, how security is maintained (C) Explain how passwords related to our environment would be managed and secured.	
User Support	
1. Support Desk Ticketing System (A) What system(s) do you use to manage end-user support requests? (B) What system(s) do you use for remote support? (C) Describe the process for support desk ticket submission, assignment, and customer follow-up. (D) Is there an ability to view our tickets through a secure online portal? (E) Describe any special procedures required of an end user to escalate a critical issue. (F) Describe your problem escalation procedures for critical issues and how we are kept informed throughout the process? (G) Describe how end-users are notified of progress on their support requests.	
2. End-user Support (A) What are the help desk hours? Please describe	

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<p>coverage provided outside of those hours.</p> <p>(B) Who can call the help desk? (i.e., all staff, primary contact)</p> <p>(C) Is there a limited quota of support calls?</p> <p>(D) Is there a limited quota on the number of hours included in the full service as requested by us?</p> <p>(E) Describe how support calls for 3rd party hosted applications would be handled. Example: A user reports having an issue with our line of business application</p>	
<p>3. Support Desk Performance</p> <p>(A) What is the average time to answer a support call for clients?</p> <p>(B) What level of employee answers the phone when someone calls for support (technician, dispatcher, account manager)</p>	
<p>4. End-user Training</p> <p>Please describe any end-user training services you can provide for:</p> <p>(A) Standard productivity software such as MS Office</p> <p>(B) Security Training</p>	
<p>5. Client Satisfaction</p> <p>(A) To what extent do you measure Client Satisfaction</p> <p>(B) What is the current average satisfaction level of your clients</p> <p>(C) How has this trended over the past 24 months</p> <p>(D) How do you gather additional feedback from clients?</p> <p>(E) How do you review this feedback?</p> <p>(F) Please provide a specific example of negative feedback you received, how you responded and what you changed to improve the situation/relationship</p> <p>(G) Have you ever had a client resale internet and wireless data?</p>	
<p>6. Line of Business Application Support</p> <p>(A) Describe your experience with the following applications:</p> <ul style="list-style-type: none"> a. EBMS b. Four Winds c. SolarWinds d. Microsoft Dynamics Great Plains 	
Security	
<p>1. Cybersecurity Framework</p> <p>To what extent do you use the NIST cybersecurity</p>	

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framework for your organization?	
<p>2. Managed Security Solutions</p> <p>(A) Please describe all managed security services included in your standard MSP offering.</p> <p>(B) Do you offer any enhanced/advanced/option managed security solutions? If so, please describe.</p> <p>(C) Do you have experience with Cisco firewalls? If so, please describe.</p> <p>(D) Do you offer end-user security training?</p> <p>(E) Do you offer end-user phishing testing?</p> <p>(F) Do you provide assistance with the development of IT policies and procedures?</p>	
<p>3. Background Checks</p> <p>(A) Describe your process and policy for background checks for full time employees</p> <p>(B) Are there contractors that will have access to our data? If so, what is the process and policy for those background checks.</p>	
Implementation	
<p>1. Implementation Methodology</p> <p>(A) Please describe your approach for implementing the services you will be providing, including project management methodology, onboarding process, timeline etc..</p> <p>(B) Please detail how you would propose to interact with our current technology MSP and the specific roles you will need them to play.</p> <p>(C) Please detail how you would propose to interact with our staff during the implementation and the roles we will need to play.</p> <p>(D) Please provide a detailed list of all information you will need during the onboarding process</p>	
<p>2. Implementation Team</p> <p>(A) Describe the implementation team roles and identify which, if any, are subcontractors/outsourced.</p> <p>(B) Describe the on-going operational team roles and identify which, if any, are subcontractors/outsourced.</p> <p>(C) Describe the hand-off approach between the implementation team and the operational team the implementation team will ensure continuity during the hand-off to the operational team.</p>	
<p>3. Implementation Challenges</p> <p>(A) Please describe the common challenges when on-boarding a new MSP client.</p> <p>(B) How many MSP clients have you won this year that entailed a conversion from another MSP?</p>	
General Support and Relationship Management	

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<p>1. Third Party Service Providers Describe your approach for working with our third-party service providers, such as circuit providers, SaaS providers, and other outsourced services providers.</p>	
<p>2. Special Projects Explain your process for handling special requests or projects from your MSP clients.</p>	
<p>3. Hardware and Software Procurement (A) Please describe your services around hardware and software procurement? (B) Is someone in your organization paid commission for the hardware and software that we purchase?</p>	
<p>4. Invoicing Procedures Please describe your invoicing process (such as how you invoice for third-party services, such as hardware purchases, Azure hosting services, etc.)</p>	
<p>5. Scheduled Business Reviews (A) How frequent will your organization have standard business reviews? (B) Who will attend from your organization? (C) Who is expected to attend from our organization? (D) What deliverables will we receive during the review? (E) What deliverables will we receive after the review? (F) Provide a sample of the business review documentation we will receive (G) To what extent will your company play in the annual budgeting of IT expenses (H) Provide a sample IT Roadmap that you will provide</p>	
<p>6. Relationship Management (A) Describe how you will manage the relationship with us, including any regular review meetings, status reporting, strategy sessions, etc. (B) What is the involvement of the executive level/C-Suite from your organization with ours? Will we have access to the C-level executives of your organization as needed?</p>	
<p>7. Industry Benchmarking (A) Does your company belong to any industry benchmarking services that rank the operational and financial health of your organization? (B) How do you rank among other Managed IT Services companies?</p>	