

REQUEST FOR PROPOSAL 2025 - IT MANAGEMENT & MAINTENANCE

Contact:

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Proposal Due Date:

Monday, December 16, 2024, at Noon

SUMMARY

The Lakeview East Chamber of Commerce, a non-profit business organization, invites qualified IT service providers to submit proposals for IT management and maintenance. This RFP seeks comprehensive support, including hardware, software, and network management, to ensure the security, reliability, and efficiency of our technology infrastructure.

EQUIPMENT DETAILS

Workstations:

- Desktop Computers: 6 at Broadway location, 3 at Sheffield location

Laptops:

1. Lenovo YOGA 7I 16" (U7/16GB/1TB)
2. Lenovo ThinkPad
3. Lenovo ThinkPad
4. Lenovo

OBJECTIVES AND SCOPE OF SERVICES

The selected vendor will provide proactive and reactive maintenance, technical support, and strategic guidance for our IT infrastructure. The scope of services includes, but is not limited to:

1.1 Maintenance Services:

- Provide scheduled and on-demand maintenance to keep all systems operational and performing optimally.
- Offer both remote service and on-site visits for proactive maintenance and repair as required.
- Manage anti-virus protection across all devices.
- Ensure 24/7 access to a help desk for troubleshooting and support.
- Proposals should include options for monthly retainer fees as well as per-hour service rates.

1.2 Hardware and Network Support:

- Support and maintain workstations, laptops, servers, switches, firewalls, and related network components.
- Ensure compatibility and connectivity between devices, including secure configuration and management of firewalls and network hardware.
- Ensure all devices are up to date and run memory and software updates periodically

1.3 New Server Installation and Setup for QuickBooks:

- Provide a quote for a new server to host QuickBooks, with specifications suitable for our current and anticipated needs.
- Ensure the server is optimized for data security, backup solutions, and compliance with QuickBooks system requirements.

1.4 Backup and Disaster Recovery:

- Implement and maintain a reliable backup solution to secure our data and ensure rapid recovery in the event of hardware failure, data corruption, or other disruptions.

DESCRIPTION OF CURRENT OPERATIONS

- **Server:** On-site server – not currently in use
- **Internet Service Provider:** Comcast (Wi-Fi)
- **Phone Provider:** External provider

PROPOSAL REQUIREMENTS

Each proposal should address the following components:

1. **Company Background and Experience:** Provide a brief overview of your company, including relevant experience with similar organizations and any certifications or partnerships with technology providers.
2. **Scope of Services and Deliverables:** Detailed description of services, including maintenance plans, hardware recommendations, software management, support protocols, and any additional value-added services.
3. **Pricing:** Itemized pricing for monthly retainer, hourly rates, and new server setup for QuickBooks. Include any potential additional costs for emergency services, travel, or special projects.
4. **Service Level Agreement (SLA):** Outline response times, service guarantees, escalation protocols, and performance metrics.
5. **References:** Provide at least three references from similar clients that can verify the quality and reliability of your services.
6. **Timeline for Implementation:** Suggested timeline for server installation and setup, as well as onboarding for IT management services.

SUBMISSION INSTRUCTIONS - Please submit your proposal by email to info@lakevieweast.com by **Friday, December 13, 2024, at 9:00 AM.**