



**Early Childhood Investment Corporation**

**Information Technology Services  
Network/Server Maintenance and Support  
Request for Proposal**

**Prepared June 14, 2010**

## **PURPOSE OF THE RFP**

The Early Childhood Investment Corporation (ECIC) was founded in February of 2005. It is a public, non-profit corporation charged to lead the development and implementation of a comprehensive early childhood system for the state of Michigan. This RFP seeks proposals for information technology services for the maintenance and support of the ECIC's IT network.

## **SCOPE OF WORK FOR THE RFP**

The ECIC is seeking an IT vendor to provide the following services:

### Microsoft Server (1) and Terminal Server (1)

1. Maintenance
  - a. Event Log Monitoring
  - b. Drive Space Monitoring
  - c. Log File Maintenance
  - d. Backup Monitoring and Administration
  - e. Exchange Maintenance and Administration
  - f. ISA Firewall Management
  - g. ISP/Webmail Management
2. Security
  - a. Network Security Monitoring and Administration
  - b. User Account Administration
  - c. File Sharing Permission Administration
  - d. Server Antivirus Management
3. Network Management
  - a. Asset Management and Equipment Inventory
  - b. Software License Management
  - c. Cable Modem/Router Management
  - d. Complete Network Documentation Package
  - e. Comprehensive Annual Technology Plan
  - f. Comprehensive Annual Security Audit
4. Helpdesk Support

- a. 24/7/365 Service Availability Monitoring
- b. Unlimited Remote Control Support
- c. After Hours Support

## Microsoft Desktop PCs (25)

1. Maintenance
  - a. Desktop Organization and Management
  - b. Log File Maintenance
  - c. Microsoft Office Application Patch Management
2. Security
  - a. Operating System Critical Patch Management
  - b. Anti-virus Management and Updates
  - c. Spyware/Adware/Malware Management
3. Helpdesk Support
  - a. 24/7/365 Service Availability Monitoring
  - b. Unlimited Phone Support
  - c. Unlimited Remote Control Support
  - d. Unlimited Onsite Support
4. Other Services
  - a. PC Inventory of Hardware and Software
  - b. Educate and Correct User Errors (deleted files, corrupted files, etc.)
  - c. Advise users on best way to accomplish a task
  - d. Scheduled Weekly Onsite Visit

## **METHOD OF PAYMENT**

Vendor to invoice ECIC monthly for services. ECIC is tax exempt and will provide a valid exemption certificate to the Vendor before services are rendered.

## **DUE DATES**

A written confirmation of the Vendor's intent to respond to this RFP is required by **June 22, 2010**. **All proposals are due by 5:00 PM EST on July 2, 2010**. Any proposal received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive. Any late proposals will not be evaluated for award.

## **SCHEDULE OF EVENTS**

<u>Event</u>	<u>Date</u>
RFP Release Date	June 15, 2010
Written Confirmation of Vendor's Intent to Bid	June 22, 1020
Proposal Due Date	July 2, 2010 @ 5:00 PM EST
Evaluation Period	July 6-9, 2010
Contract Award Date	July 12, 2010
Vendor Start Date	August 1, 2010

## **CONTACT INFORMATION**

Any questions concerning this RFP and all final proposals must be submitted to:

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