



NOTICE OF REQUEST FOR INFORMATION Information Technology Managed Services

BACKGROUND:

The WMSRDC is a federal and state designated regional planning and development agency serving 120 local governments in Lake, Mason, Muskegon, Newaygo, and Oceana Counties. The agency established in 1970 under state enabling legislation; Public Act 46 (Regional Economic Development Commission Act); and Public Act 281 (Regional Planning Commission Act) and an Executive Directive issued by the Governor of Michigan. WMSRDC performs local, state and federal planning functions through programs in transportation, economic development, environmental, and local government services that provide funding and project eligibility to our region.

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This request for information does not commit the Commission to contract for any supply or service whatsoever. Further, the Commission is not at this time seeking proposals and will not accept unsolicited proposals. Respondees are advised that the Commission will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party's expense.

The Commission is a small government agency with 10 employees. We are currently in the process of upgrading our information technology equipment and parting ways from our current IT managed services provider. We are seeking a new managed services provider and anticipate our needs as follows—

- Migration of data to Microsoft Office 365
- Set-up of Microsoft Office 365 File share
- Migration of emails to Microsoft Office 365
- Domain management
- Configuration and deployment of new computers
- Set-up of new workstations
- Installation of software
- Set-up and management assistance in administrator accounts on computers
- Ongoing support service contract
- Antivirus and malware protection and monitoring
- New Internet Service Provider (ISP)

QUESTIONS

Questions regarding this announcement will be addressed on an open Zoom call to be held on **Thursday, November 12, 2020 at 2pm**. Representatives of the Commission will be in attendance to answer any questions regarding the Commission's anticipated needs. Interested parties are invited to attend. Meeting information will be available upon request by emailing Amanda Snyder at asnyder@wmsrdc.org. The Commission does not guarantee that questions received outside of this event will be answered.

REQUESTED INFORMATION

Interested parties are requested to respond to this RFI in writing after the Zoom call held on November 12, 2020. The responses should include the following—

- Recommended IT managed services strategy based on the needs listed
- Plans on how to assist the Commission to manage their IT environment
- The Commission, at this time, does not foresee needing a server. We plan to utilize Microsoft Office 365 and maintain a cloud-based environment. Recommendations as whether this is an appropriate solution or not for the Commission is encouraged.
 - Alternatives provided in place of Microsoft Office 365 should be provided if this is not a recommended solution.

A minimum of three (3) copies of your responses must be submitted in an envelope marked "IT Managed Services," addressed and delivered to:

Ms. Erin Kuhn, Executive Director
West Michigan Shoreline Regional Development Commission
316 Morris Avenue, Suite 340
Muskegon, MI 49440

REQUIRED TIME FOR RECEIPT OF RESPONSES:

Responses must be received in the office of the Commission no later than **1:00 PM, November 19, 2020**. Late submittals will not be accepted and will be returned unopened.

SUMMARY

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY to identify sources that can provide Information Technology Managed Services. The information provided in the RFI is subject to change and is not binding on the Commission. The Commission has not made a commitment to procure any of the items discussed, and release of this RFI should not be construed as such a commitment or as authorization to incur cost for which reimbursement would be required or sought. All submissions become Commission property and will not be returned.