



ILM

WILMINGTON INTERNATIONAL AIRPORT

**Request for Proposal (RFP) for:
Information Technology Managed Services**

RFP Issued	October 30, 2020
Deadline for Vendor Questions	November 13, 2020 at 5 pm
Q & A Posted to Website	November 20, 2020 at 5 pm
RFP Submission Deadline	December 11, 2020 at 2 pm
Committee Review	December 14-18, 2020
Anticipated Start of Contract	July 1, 2021

**Contact for Request for Proposal:
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INTRODUCTION AND BACKGROUND

Wilmington International Airport (ILM) serves southeastern North Carolina with commercial air service on American Airlines, Delta, and United. In 2019, ILM welcomed 1,075,963 passengers annually. ILM services numerous non-stop destinations; allowing for convenient domestic and international travel. The Wilmington International Airport is the fifth largest airport in North Carolina. The NCDOT Division of Aviation's 2018 report estimated ILM's economic impact at \$1.752 billion and nearly 13,000 jobs. For more information on ILM, please visit flyILM.com.

ILM is currently in the middle of a terminal expansion project due to be completed by 2023. This expansion will affect the location of several offices and the number and location of the public WIFI access points.

ILM seeks an appropriate and qualified vendor to provide contracted Information Technology Managed Services. The ideal vendor will provide technical support, assistance, hardware and software management and troubleshooting, and system maintenance and training, as needed.

The successful vendor will be expected to organize a local "help desk" presence to handle service calls efficiently and to ensure that there is NO significant computer downtime during normal working hours, keeping in mind that ILM is open and operational 24/7/365.

OVERVIEW AND CURRENT IT ENVIRONMENT

Services needed at 3 locations on ILM property:

Terminal Building (ADMIN & FIN) (1740 Airport Blvd.)

Dispatch/Rescue Base (PSO) (1851 Dolan Drive)

Maintenance Building (MAINT) (1803 Anna Pennington Drive)

IT services currently provided by Fluid IT:

Microsoft Azure Server Hosting

Microsoft Office 365 E3 License

Hardware and Server troubleshooting and support

28 Outlook Email Accounts (fluctuates but usually under 32 total) –

3 shared with multiple users: ARFF, electrician, maintenance

Virus Protection, Spam Filters and Firewall

5 network switches

Data Backup & Storage

Email backup to meet public information laws (8-10 users)

There are currently 24 active computers on our network.

Operating System: Windows 10

Internet service for ADMIN, FIN and PSO is currently provided by AT&T.

Internet service for MAINT and public WIFI in the terminal is through Spectrum.

Public WIFI equipment is currently managed by Atlantic Computer Services with 10 Wireless Access Points in the Terminal. (This will change as the terminal expansion progresses.)

The ILM telephone system currently runs thru the LAN and is managed by e-Telecom.

USA Parking is an outside vendor with limited access to the ILM network. Credit card payments are processed thru a restricted portion of ILM's network. (Subject to change.)

SCOPE OF WORK

Wilmington International Airport desires a fully outsourced IT management provider to provide proactive maintenance, support, and other IT related functions. The following details the minimum services to be provided:

- a. Initial Assessment
Compile/update inventory of all IT related assets. Assess system architecture and current processes and make recommendations for improved IT system performance.
- b. 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 ILM personnel with hardware and software purchases as needed. Assist with warranty and other technical support. Maintain an up-to-date inventory of ILM's computer related hardware.
- c. Server Administration
Manage computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Monitor server performance and capacity management services. Ensure scheduled preventive maintenance for equipment is promptly and properly preformed; maintain the maintenance records on the equipment; develop operations, administrative and quality assurance back-up plans and procedural documentation. 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 ILM data files.

d. Network Administration

Scope of activity includes all ILM 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. Maintain ILM campus-wide network diagram.

e. Security and Backup

Maintenance of virus/malware detection and spam reduction programs on ILM's servers, email, computers and laptops. Perform periodic security audits and notify ILM IT personnel immediately of suspected breaches of security or intrusion detection. The scope also includes a data backup policy with procedures in place to handle daily, weekly and monthly backup of the computer data and information, and email (8 users as required by public information laws); procedure to restore systems and data if servers go down and/or individual computers fail.

f. Strategic Planning

Engineering, planning, and design services for major system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchasing and technology needs. Keep ILM up to date on new technology changes and uses that will enable ILM to increase efficiency and reduce costs. Install new servers, software and hardware and transfer data when required. Strategic planning, design and installation/upgrade of core network systems. Assist with policy formulation and application.

g. Help Desk Support

End user support must be timely, friendly, and professional. Urgent and emergent support must be available 24/7/365. Routine support must be available Monday – Friday from 8:00 am – 5:00 pm.

h. Onsite Support

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

- i. 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 ILM or when a need is identified by the vendor.
- j. Public Records
Assist, as needed, in public records key word searches through active and archived email and network files of current and former employees as required under NC Public Records laws.
- k. Alternatives
Vendors may propose alternative services, if the vendor can demonstrate alternatives will significantly improve IT effectiveness, enhance its quality of services, minimize its support cost, and maximize return on investment in IT.

SUBMITTAL REQUIREMENTS

Respondents should complete all sections of the RFP. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Responses received under this RFP that fail to address each of the sections, in adequate and complete detail, will be deemed as non-responsive and will not be considered for selection. Note that responses of “to be provided upon request” or “to be determined” or the like, or that do not otherwise provide the information requested (e.g. left blank) are not acceptable.

Proposal should be clearly organized under five (5) headings:

- I. Letter of Transmittal
- II. General Vendor Information
- III. Proposal
- IV. Support
- V. Costs

I. Letter of Transmittal:

This letter is not intended to be a summary of the proposal itself. The letter of transmittal must contain the following statements and information:

- A. Company name, address, telephone number(s) and website.
- B. Name, title, email address, and telephone number of the person(s) to contact and who are authorized to represent the firm and to whom correspondence should be directed.

- C. Copy of current W-9.
- D. A brief statement of your understanding of the services to be performed and make a positive commitment to provide services as specified.
- E. The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.
- F. A statement indicating that the proposal and cost schedule will be valid and binding for one-hundred twenty (120) days following the proposal due date and will become part of the contract negotiated with ILM for FY2022 (July 1, 2021 – June 30, 2022).

II. General Vendor Information:

Please provide the following information:

- A. Length of time in business
- B. Length of time in business of providing proposed services
- C. Total number of clients, highlighting any local or airport clients
- D. Largest client by users
- E. Number of full-time personnel and years of experience in:
 - a. Consulting
 - b. Installation and training
 - c. Technical support
 - d. Sales, marketing, and administrative support
- F. Location
 - a. Location of headquarters and any field offices
 - b. Location of office which would service this account; including billing

III. Proposal:

- A. Please provide a proposed work plan for a migration to your organization as an ILM vendor. Specifically, provide the following information:
 - 1. Key activities
 - 2. Timeline for implementation of proposal
 - 3. Information/resource requirements from ILM
 - 4. Deliverables
 - 5. Key milestones, checkpoints, and other decision points

- B. Description of how your organization is positioned to provide the services requested, with a history of experience on providing similar services to complex clients.
- C. Provide three (3) references for clients whom you have provided similar services, including information referencing the actual services provided, customer size (number of users), and the length of tenure providing services to this client. Please include name, title, address and telephone number for these references.
- D. Naming of staff resources, with identification of principals and key personnel who will provide the services; experience and expertise of staff (local availability of staff is an important consideration); and role and responsibilities that each staff member will have. Some personnel may be subjected to North Carolina fingerprint criminal background checks. Please indicate what types of background check your organization currently uses or proposes to use and what screening/selection criteria is mandated by your firm.
- E. Technical Support services questions to be addressed:
 - 1. Help Desk description – When is support available? How are charges for support structures documented and tracked? Physical location of 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.
 - 3. Who is the final authority regarding conflicts?
 - 4. Indicate your response time goals and your statistics regarding meeting that goal.
 - 5. Please provide details on your standard reporting capabilities.
- F. Explanation of any contract termination for default or other incident in the past five years. Termination for default is defined as notice to stop services for non-performance or poor performance, and issue was either litigated or not litigated. If default occurred, list name, address, and telephone number of the party. If NO such termination occurred for default, declare it.
- G. Beyond the scope of this RFP, what services (related or otherwise) does your organization provide that may be of interest to ILM.
- H. Summarize your proposal and your organization’s qualifications. Additionally, you may articulate why your firm is pursuing this work and how it is uniquely qualified to perform it. Include other pertinent information that may help ILM determine your overall qualifications.

IV. Support and Reporting

- A. 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.
- B. What options are available for user training and technical training that may be required by our staff?
- C. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?
- D. ILM's user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.
- E. Please provide details on your standard reporting capabilities.

V. Cost of Services

- A. The proposal must contain a fee schedule that includes fixed rate business hours support and hourly rates for additional services.
- B. Payment schedule should also be included and should be on a monthly basis.
- C. List, specifically, any services which would not be covered in the proposal price.
- D. Vendor shall indicate the impact, if any, of changes in ILM's IT infrastructure (number of servers and PC's) on the fixed fee. Vendor shall also indicate any additional costs for initial set-up and transfer of data.
- E. Vendor shall provide a list of billable rates for additional services.
- F. Define any tiers of service and costs associated with those tiers.

EVALUATION AND CRITERIA

A selection committee will review the vendors' qualifications. From this review, an evaluation and selection process will be completed using the following criteria as a benchmark for making a recommendation. The ILM Selection Committee will make a recommendation, and the New Hanover County Airport Authority will approve the contract award.

The criteria are:

Evaluation Table	% of Points
Approach and Methodology	25%
Experience of the Firm	20%
Project Staffing and Experience	10%
Availability of Local Technicians and Response Times	10%
Satisfaction of Clients/End Users	10%
Cost	25%

The award of the contract will be made to the firm whose proposal receives a favorable evaluation, recommendation of the selection committee, and approval of the New Hanover County Airport Authority.

The selection committee may elect to interview vendor(s) with favorable evaluations prior to making the final recommendation to ILM staff and the New Hanover County Airport Authority

SUBMISSION INSTRUCTIONS

PROPOSALS ARE DUE:

Friday, December 11, 2020 by 2:00 pm – at 1740 Airport Blvd, Ste. 12, Wilmington, NC 28405

Three (3) copies of the proposal must be received by ILM prior to 2:00 pm on December 11, 2020. All copies of the proposal should be under sealed cover and plainly marked “Information Technology Managed Services RFP”.

Proposals shall be delivered to:

Wilmington International Airport

ATTN: Rose Davis, Executive Assistant

1740 Airport Blvd., Ste. 12 (2nd Floor of Terminal Building)

Wilmington, NC 28405

CONTRACT TERMS

The period of performance for contracts issued as a result of this RFP process will be for a three-year period (beginning on July 1, 2021 and ending on June 30, 2024). Mutually agreed upon renewals may be made for two (2) one-year periods.

a. Contract

ILM anticipates a three-year contract that will be renewable for an additional two (2) one-year periods. Renewal of the contract may require New Hanover County Airport Authority approval. All fees should be set for an annual term and clearly state that in the proposal. Exceptions desired must be noted in the proposal submittal. ILM reserves the right to revise the stated terms and conditions prior to contract signature.

b. Termination of Contract

The contract may be terminated by mutual agreement in writing or it may be terminated at any time by either party by delivery of a sixty (60) day written notice to the other party.

KEY DATES

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QUESTIONS

Any questions regarding this proposal are to be submitted to:

Name: Rose Davis
Title: Executive Assistant
Wilmington International Airport
1740 Airport Blvd., Ste. 12
Wilmington, NC 28405
Email: rdavis@flyilm.com

All requests from the vendor for additional information must be made in writing (includes email) no later than November 13, 2020. No inquires, written or oral, will be accepted after this date.

For all potential vendors to be treated equally, all questions raised regarding this RFP process and the responses made by ILM will be made available to all applicants. Written responses to questions received through November 13, 2020 will be posted online at www.flyilm.com no later than November 20, 2020 at 5 pm.

It is the responsibility of the vendor to monitor and verify receipt of any addendums to this RFP.

MISCELLANEOUS

ILM reserves the right to reject any and all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in ILM's sole judgment, best meets the requirements of the project.

This RFP creates no obligation on the part of ILM to award a contract or to compensate the vendor for any costs incurred during proposal presentation, response, or submission. ILM reserves the right to award a contract based upon proposals received without further discussion or negotiation.

ILM further reserves the right to make such investigation as it deems necessary to determine the ability of vendors to furnish the required services, and vendors shall furnish all such information for this purpose.

Vendors must specifically identify any portions of their submittals deemed to contain confidential or proprietary information, or trade secrets in accordance with North Carolina “sunshine laws”. Those portions must be readily separable from the balance of the proposal. Such designations will not necessarily be conclusive, and vendors may be required to justify why ILM should not, upon written request, disclose such materials.

Any contract to be awarded does not obligate ILM to purchase computer equipment, replacement parts, hardware devices, cabling, licenses, software, etc. from the successful vendor.

ILM reserves the right to change the schedule or issue amendments to the RFP at any time. ILM also reserves the right to cancel or reissue the RFP.

All requests from the vendor for additional information must be made in writing (includes email). All questions and answers are public information and will be shared upon public information request.

-END OF RFP-