

Request for Professional Services Proposals

Information Technology Services

December 12, 2023

The French Quarter Management District is a state political subdivision created by the Louisiana Legislature as a means for the residential and business communities to work together to protect, preserve, and maintain the world-famous French Quarter as a safe, clean, vibrant and friendly neighborhood for residents, businesses, and visitors.

I. REQUEST FOR PROPOSALS

Notice is hereby given that the Board of Commissioners of the French Quarter Management District ("FQMD") is seeking proposals from one or more qualified professional technology vendors ("Respondents") for a full range of Information Technology ("IT") Support Services. The qualified vendor will provide necessary technical services that will enable FQMD to:

- Serve as the outsourced IT and network consultant for an organization with two full-time staff and a thirteen-person board of commissioners.
- Ensure the efficient procurement and operation of its computer systems, internet network, and key applications used by staff and executive board members.
- Minimize spending and maximize the ROI for expenditures on technology support.
- Consult on the security and operability of FQMD's computer system and IT infrastructure.
- Provide technical assistance when requested by FQMD staff. The ideal vendor will resolve computer systems and network issues in accordance with standard and acceptable maintenance and support benchmarks. The successful vendor will be expected to implement and maintain a help desk service that efficiently and consistently responds to the needs of FQMD staff and ensure that there is no significant computer downtime during working hours in the New Orleans office. The ideal vendor will provide support by an engineer on an as needed. The vendor is expected to report on the status of technology issues and communicate effectively with FQMD staff.

FQMD contemplates award of a time and materials contract for one base year with an option for additional years of service contingent upon performance during the first year.

FQMD is NOT required to award any Agreement based solely on proposal pricing and may cancel this Request For Proposals ("RFP") and not award an Agreement in its sole discretion for any reason.

FQMD is subject to the Louisiana Public Records Law, La. R.S. 441:1, *et seq.*, which governs the public disclosure of certain records maintained by the FQMD. Proposal submission materials will generally be made available for inspection and copying upon written request, except when exempted from disclosure by law.

Costs of preparation or any other costs incurred to respond to the RFP and any costs associated with any administrative or judicial proceedings resulting from the solicitation process are the sole responsibility of the Respondent.

II. SCOPE OF SERVICES

This section summarizes the services to be provided to FQMD. FQMD is looking for a firm that will provide a consistently high level of IT customer service, maintenance, and support. FQMD expects the vendor proposal to define, in detail, the approach to be used to service and improve its existing computer system infrastructure and meet future requirements in a cost-effective manner. Each proposal should take into consideration the following key requirement areas (See A thru H of this section); and each firm must be equipped to meet each requirement area.

- A. Initial Assessment: Review of inventory, update network diagram, assessment of 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 March 15, 2024, and each September 1st as long as the contract is in force. This is to allow for necessary budget planning for the upcoming year.
- B. Convert FQMD office operating and hosting software and applications from Google to Microsoft utilizing Government Plan from Microsoft, assure secure backup of all data and functionality during transition, and provide training to staff on new operating platform, programs, and applications associated with the transition.
- C. Desktop Application Support: Performance of basic support functions, including the installation of PC's, laptops, mobile devices, printers, peripherals, and office software; diagnosis and correction of desktop application problems, configuring of PC's, laptops and mobile devices for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed; maintenance of an updated inventory of all related computer-related hardware, to be available to designated FQMD personnel upon request.
- D. Workstation Administrative Services: Management of networks and computer systems, including SaaS applications, Saas databases, messaging, associated hardware, software, communications, and operating systems necessary for performance, security, reliability, and recoverability of the systems.

Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for on-site visits, remote support, and telephone support is available; development of operations and quality assurance for backup plans and procedures are being followed.

Configuration management, including changes, upgrades, patches, etc. is maintained; management and security of user login credentials are documented, and support of software products relating workstations; timely response to repair and maintenance work for the user.

- E. Network Administration Services: Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices are included. Installation and maintenance of printers, scanners, network devices et al; analysis, routine configuration

changes, and installation of patches and upgrades; minor cabling as needed; alert notifications in case of failure of equipment. Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; continuous troubleshooting is required.

Maintenance of network documentation for daily, weekly, and monthly services is required.

F. Email, Security and Backup Efforts: Maintenance of organizational email accounts using the FQMD domain and Microsoft Government Account, adding, changing, and/or deleting FQMD employee accounts as requested; maintenance of virus-detection programs on the FQMD servers and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to designated FQMD point of contact are required. Voice of Internet Phone: Setup and maintain functionality of systems and hardware for VoIP telephone network and software.

G. Other General Requirements:

In addition to the requirements outlined in sections A-F of this RFP, the successful firm will reflect a demonstrated ability to respond to staff requirements in the following areas:

1. an ability to research and identify software solutions that meet the needs of FQMD staff;
2. identification and resolution of redundancies in FQMD's current computer system environment;
3. effective communication with staff to keep them updated on the progress of troubleshooting issues.

H. Not Included: The contract to be awarded does not obligate FQMD 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 FQMD.

III. PROPOSAL REQUIREMENTS

A. Written Proposals

The following shall be included in the bound submission:

1. Minimum Qualifications Summary (16-page limit): Respondents should provide a summary stating how they meet the evaluation criteria set forth in Section III A through F.
2. Resumes & List of Referrals: Respondents should include detailed resumes or curricula vitae for the principals performing the Services and a list of referrals in accordance with Section III B.
3. Price Proposal: Respondents should provide the hourly flat rate and annual maximum fee it proposes to charge FQMD to provide the Services in a separate sealed envelope, marked with the Respondent's name and "Request for Proposals – Information Technology Support Services."
4. Authorized Signatory: Respondents should provide the name of the individual who will be authorized

to sign an Agreement on its behalf if the event that its proposal is accepted; including his/her contact information.

By responding to this RFP, Respondent agrees to FQMD's Agreement, which is attached hereto, and therefore waives any future right to contest the provisions set forth therein.

B. Additional/Optional Information

The following may be included in Respondents' bound submissions:

1. Professional reference letters, limited to three (3), preferably directly related to work/services that are similar to the Services to be performed under this procurement.

C. Submission Instructions

Written proposals, required forms, and additional/optional information shall be submitted in a sealed box/envelope and contain the following: A complete electronic copy of the proposal on emailed to coordinator@fqmd.org

In the event of any inconsistencies between the bound proposal and the electronic copy, FQMD reserves the right to accept the version with the terms most favorable to FQMD.

Proposals shall be delivered to the Coordinator, Board of Commissioners of the French Quarter Management District, 400 N. Peters Street, Suite 206, New Orleans, LA 70130, no later than 11:00 a.m. (CST) on Friday, February 2, 2024. FQMD will not accept proposals after this deadline or allow any Respondent to change or submit additional information after the deadline.

Proposals will only be accepted Monday through Friday, excluding holidays, from 8:30 a.m. to 4:30 p.m.

Any Respondent failing to submit any material information (as determined by Coordinator) will be considered non-responsive.

IV. BOARD CONTACT

All questions, correspondence, inquiries, and other communications regarding this procurement shall be directed to Board of Commissioners of the French Quarter Management District, Coordinator, 400 N. Peters Street, Suite 206, New Orleans, LA 70130 or coordinator@fqmd.org no later than 5:00 p.m. (CST) on Tuesday, January 2, 2024. All questions will be answered via addenda and will be posted on the FQMD's website at: <https://fqmd.org/opportunities>

V. TENTATIVE SCHEDULE

Anticipated Proposal Timetable:

RFP Release	Thursday, December 21, 2023
Respondents' Questions Due	Tuesday, January 2, 2024
Proposal Submissions Due	Friday, February 2, 2024

FQMD will make every effort to administer the proposal process in accordance with the terms and dates outlined in the request for proposals, but FQMD reserves the right to modify the proposal process and dates as deemed necessary.

VI. ETHICS

FQMD calls the attention of all potential Respondents to the Louisiana Ethics Code, La. R.S. 42:1101, *et seq.* Those laws prohibit FQMD from doing business with any of its current directors or those who have served on the FQMD within the past two (2) years or from doing business with certain companies with which the following persons are connected.

2023 Commissioners:	Commissioners Serving in the Past Two Years:
David Bilbe Glade Bilby Christine Bondio Steve Caputo Jane Cooper Matthew Emory Jerome A. "Alex" Fein Mamie Gasperecz Susan "Sue" Klein Christian Pendleton Heidi Raines Robert "Bob" Simms Frank Zumbo	Gail Cavett Brittany Mulla McGovern Jack Rizzuto Robert Watters

VII. INSURANCE

Before an Agreement is executed, the selected Respondent must provide its current certificate(s) of insurance for the types and amounts of coverage as indicated in the Agreement.

FRENCH QUARTER MANAGEMENT DISTRICT

Request for Professional Services Proposals: Information Technology Services

FORM KPI

KEY PERSONNEL INFORMATION

Include Key Personnel Employed by Prime and any Sub-Consultants

Complete Chart as Applicable Specifically to this Proposal

Prime Consultant Name: _____

Lead Personnel	Name	Years of Applicable Experience	Professional Registration and/or Certification (if applicable)	Area of Expertise for this Contract (refer to minimum personnel requirements in RFQ)	Firm Employed By for This Contract	Percent of Time Dedicated to This Contract	Primary Office Location (CITY, STATE)
Project Manager							

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RFP
KPI – Key Personnel Information
KeyPersonneInformation.doc