

# French Quarter MANAGEMENT & DISTRICT

## Request for Proposal

MANAGED INFORMATION TECHNOLOGY SUPPORT SERVICES

MARCH 2024

## I. INTRODUCTION

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.

## II. 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 Managed 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.
- 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 a 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.

### III. 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. 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 internet network, VoIP phone system (Ring Central), cloud-based data storage, operating systems, cybersecurity, and asset and equipment inventory, Vendor will 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, assure secure backup of all data and functionality during transition, and provide support to staff on new operating platform, programs, and applications associated with the transition.
- C. Managed IT services to cover a full spectrum of technology solutions, including remote maintenance and monitoring networks 24/7/365, service desk support for users, on-site support when needed. Including the 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.

Email, Security and Backup Efforts: Maintenance of organizational email accounts using the FQMD domain and Microsoft, 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.

#### D. 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.
- E. 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.

**IV. 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 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 monthly flat fee it proposes to charge FQMD to provide the 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.

B. Submission Instructions

Written proposals, required forms, and additional/optional information shall be emailed to [coordinator@fqmd.org](mailto:coordinator@fqmd.org)

**V. 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](mailto: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>

**VI. REQUEST OF PROPOSALS SCHEDULE**

Tentative Timetable:

Step	Activity	Timeline
1	RFP Release	March 6, 2024
2	Vendors submit questions to FQMD	March 13, 2024
3	FQMD response to Vendor questions	March 15, 2024
4	Vendors deliver RFP submission	March 20, 2024 16:00
5	FQMD RFP evaluations, questions as needed	Week of March 25-29, 2024
6	Vendor selection & communication	March 30, 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.

**VII. ETHICS**

FQMD calls the attention of all potential Respondents to the Louisiana Ethics Code, La. R.S. 42:1101, *et seq.*

§1112. Participation in certain transactions involving the governmental entity

A. No public servant, except as provided in R.S. 42:1120, shall participate in a transaction in which he has a personal substantial economic interest of which he may be reasonably expected to know involving the governmental entity.

B. No public servant, except as provided in R.S. 42:1120, shall participate in a transaction involving the governmental entity in which, to his actual knowledge, any of the following persons has a substantial economic interest:

- (1) Any member of his immediate family.
- (2) Any person in which he has a substantial economic interest of which he may reasonably be expected to know.
- (3) Any person of which he is an officer, director, trustee, partner, or employee.
- (4) Any person with whom he is negotiating or has an arrangement concerning prospective employment.
- (5) Any person who is a party to an existing contract with such public servant, or with any legal entity in which the public servant exercises control or owns an interest in excess of twenty-five percent, or who owes any thing of economic value to such public servant, or to any legal entity in which the public servant exercises control or owns an interest in excess of twenty-five percent, and who by reason thereof is in a position to affect directly the economic interests of such public servant.

C. Every public employee, excluding an appointed member of any board or commission, shall disqualify himself from participating in a transaction involving the governmental entity when a violation of this Part would result. The procedures for such disqualification shall be established by regulations issued pursuant to R.S. 42:1134(A)(1).

D. No appointed member of any board or commission, except as otherwise provided in R.S. 42:1120.4, shall participate or be interested in any transaction involving the agency when a violation of this Part would result.

§1113. Prohibited contractual arrangements; exceptions; reports

A.(1)(a) No public servant, excluding any legislator and any appointed member of any board or commission and any member of a governing authority of a parish with a population of ten thousand or less, or member of such a public servant's immediate family, or legal entity in which he has a controlling interest shall bid on or enter into any contract, subcontract, or other transaction that is under the supervision or jurisdiction of the agency of such public servant.

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

**VIII. 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.