STATE OF HAWAIʻI
OFFICE OF HAWAIIAN AFFAIRS
560 NORTH NIMITZ HIGHWAY, SUITE 200
HONOLULU, HAWAIʻI 96817

June 7, 2018

REQUEST FOR QUOTATIONS (RFQ) IT 2018-45
INFORMATION TECHNOLOGY SERVICES

To All Interested Parties:

Notice is hereby given that the Office of Hawaiian Affairs (hereinafter "OHA") will be accepting quotes from interested Offerors to assist with our in-house Information Technology (IT) infrastructure issues as they arise. Interested Offerors are to provide onsite services and remote services.

The anticipated Time of Performance is twelve (12) months from the start date of the Contract, with a maximum length of twenty-four (24) months

SUBMISSION OF QUOTATION

The selection shall be contingent on the price quote providing the best value for the OHA. Interested Offerors shall submit, their **quote based on** an **hourly rate/quote** for all services listed below and shall be inclusive of wage, withholding, FICA, Medicare, payroll taxes, unemployment insurance, workers compensation insurance, medical insurance (if applicable) and any other taxes, insurance or deductions as required by law or benefits offered by the agency.

The Interested Offeror quote must be received State of Hawaii e Procurement system (HIePro) https://hiepro.ehawaii.gov/welcome.html by **Friday, June 15, 2018** at **2:00 p.m.** Hawaiʻi Standard Time (HST). **Electronic mail and facsimile transmission of the offer shall not be accepted and shall automatically be rejected.** Please contact Phyllis Ono-Evangelista at (808)594-1833 or email phylliso@oha.org with any questions.

The OHA reserves the right to cancel this procurement and/or award due to funding or non-performance.

1. **Summary of Categories of Requested Services**

   IT services required can be summarized into five categories:
   1) Cloud Software as a Service (SaaS),
   2) Mobile device,
   3) Network administration and troubleshooting (i.e., routers and switches),
   4) Server and NAS administration (i.e., physical and virtual), and

5) Workstation (Desktop/Laptop) system installation and support.

2. IT Infrastructure:

a. Cloud:
OHA uses mail and Intranet resources in the Cloud. For regular, full-time staff their mailbox is hosted in the Cloud. For student and volunteer colleagues their mailbox is hosted on an on-premise, mail server. Intranet in the Cloud is in the development stage, and will require support once it goes live for end users. Spam filtering and end point protection solutions are hosted in the Cloud.

b. Mobile Device:
OHA IT provides support for mobile devices that are assigned to work-colleagues. Approximately, 30 users are assigned a mobile device. Management and security of these assets are important to prevent data loss or security incidences. Mobile devices are configured to support business requirements.

c. Network:
OHA is currently connected to the State of Hawaii NGN network. virtual Firewall security and VPN support is provided by the State of Hawaii ETS department in conjunction with the local, OHA IT staff. For our Neighbor Island and Washington DC locations they are connected to a VPN concentrator at Location A. This VPN concentrator is on the State of Hawaii NGN network so all staff are connected on the same network.

d. Server and NAS:
OHA hosts both physical and virtual servers at two(2) primary locations. At Location A there is a 4-node server hosting twenty-five(25) server VMs and (3) three desktop VMs. At Location B there is a single node server hosting (7) seven server VMs and (1) one desktop VM. The majority of servers are running the Microsoft Windows Server operating system.

    i. There are (4) four NAS appliances hosting shared folders for various departments.

    ii. Servers host various services including:
- LDAP
- Mail services
- Intranet web server
- Asset inventory and management system
- Helpdesk ticketing system
- Security patch management system
- Remote application installation services
- Loan financing services
- Financial and procurement services
- File services
- Print services
- End point protection

- Backup services
  Spam filtering services

e. Workstation:
OHA has work colleagues on a number of Hawaiian islands (i.e., Oahu, Big Island, Kauai, Lanai, Maui, and Molokai) and also in Washington DC. On Oahu there are approximately 160 end users. The rest of the staff are remote and total approximately twenty (20) end users. The desktops and laptops primarily run on the Microsoft Windows operating system. The primary hardware vendor is Dell. OHA also utilizes a desktop imaging solution. This imaging solution provides support for software package installation that are used by OHA colleagues.

3. Scope of Work:
OHA requires support for their entire IT infrastructure. The scope of work shall include the following tasks:

a. Cloud Administration
- Manage user accounts and mailboxes;
- Manage directory services;
- Manage subscriptions to insure license count adhere to license agreement;
- Implement security policies that are consistent with industry best-practices and specific to OHA requirements;
- Insure Intranet resources in the Cloud are available to end users;
- Monitor usage of Cloud resources and verify security best-practices are followed by end users; and
- Manage DNS domains that are under the control of OHA

b. Mobile Device
- Manage user accounts and mobile assets;
- Insure security best-practices are followed by end users;
- Configure mobile device with OHA approved apps; and
- Implement security policies to protect confidential data and mobile assets.

c. Network Administration and Troubleshooting
- Identify and correct problems with the network as they arise;
- Maintain network security and follow designated network policies;
- Coordinate with State of Hawaii ETS for any network issues that arise and are related to their NGN network; and
- Coordinate with State of Hawaii ETS for new user VPN token as needed.

d. Server Administration
- Keep servers up to date and secure;
- Ensure backups are being performed and stored correctly;
- Create user accounts, mailboxes, and manage security policies;
- Troubleshoot server issues and/or server service outages;

- Manage directory services and computer/user resources; and
- Operate and support multi-function server -- helpdesk ticketing system, security patching system, remote application installation, scripting solutions, and inventory asset management system.

   e. Workstation System Installation and Support
- Assist staff with various computer related issues to ensure smooth day-to-day operation of the facility;
- Install and set up newly imaged computers. If the imaging system is down, then a manual installation of the Windows operating system and supporting software is necessary;
- Install and set up new office equipment -- printers, scanners, fax machines, copiers, etc.;
- Insure machines are up to date with security patches and are free of viruses, malware, and spyware; and
- Perform minor hardware repairs -- replace hard drive, upgrade memory, etc...
- Hardware/Software purchase consultation -- assist in hardware/software purchase decisions.

4. Qualifications: minimal three (3) years
- Deep understanding of network technology;
- Knowledge of network protocols and security;
- Experience in server administration with emphasis on virtual services and server security;
- Experience with workstation administration and maintenance;
- Experience with Cloud solution by major vendors;
- Experience managing and securely configuring mobile devices for business use;
- Experience in scripting solutions;
- Experience with multi-function systems that integrate helpdesk ticketing, patch management, remote installs, scripting, and inventory, asset management;
- Experience with office equipment installation and setup (printers, faxes, copiers, etc)
- Some hardware troubleshooting and repair experience (replacing hard drives, upgrading memory, replacing power supply, etc.);
- Excellent verbal and written communication skills; and
- Excellent customer service skills.

5. Compliance, Documentation, and Hawai'i Compliance Express

The selection shall be contingent on the lowest most responsible and responsive quote for the OHA. The interested offeror is required to be compliant with all appropriate state and federal statutes. Proof of compliance/documentation may be obtained from each of the agencies listed below, or may choose to register with Hawai'i Compliance Express.
- Department of Taxation
- Internal Revenue Service
- Department of Commence and Consumer Affairs

- Department of Labor and Industrial Relations

To access the services of Hawai'i Compliance Express (HCE), the interested offeror shall register in HCE, a program separate from HIePRO. The annual subscription fee to utilize the HCE services is currently $12.00. Allow two (2) weeks to obtain complete compliance status after initial registration. Should the interested offeror choose to use HCE to verify compliance the interested offeror will need to subscribe to HCE prior to responding to this solicitation. The Vendor Name on the Certificate of Vendor Compliance must exactly match the Vendor Name under which the quote for this solicitation is submitted.

The interested offeror is responsible for maintaining compliance. If the interested offeror does not maintain timely compliance, the offer otherwise deemed responsive and responsible may not be awarded.

NOTE: The OHA may check HCE for compliance at any time. Non-compliance may result in a vendor not receiving an award, delay of payment, or cancellation of award.
The interested offeror must be a registered company to do business in the State of Hawai'i. No individuals may apply.

End of Solicitation