

Request for Proposals (RFP)

REQUEST FOR PROPOSALS Information Technology Services

Summary

The Lincoln Institute of Land Policy and its affiliate Claremont Lincoln University are requesting bids that will provide a profile of managed information technology services to address the support requirements. We seek an organization located in the Phoenix, Arizona area, as in-person support for our Phoenix office is an essential part of performing the services required. Travel to our other office locations may be required on occasion. Proposals should indicate a fixed monthly fee to provide all of the services described below.

Description of Services Needed

The technology support services will consist of the following components:

- Senior level technical issue resolution support across entire Institute currently consisting of 159 staff
- Helpdesk support that averages 150 tickets per month
- Design analysis and implementation of technical solutions to support business functionality
- Proactive maintenance of existing systems and infrastructure to mitigate technical issues
- 24x7x365 on call support coverage
- Manage vendor relationships related to specific systems and functional areas.

The Institute's functional areas for which this support will be provided:

- The Phoenix, Arizona Lincoln Institute offices and conference center
- Claremont Lincoln University in Claremont, California
- The Cambridge, Massachusetts worldwide headquarters of the Lincoln Institute
- Specific to the Phoenix, Arizona location, one-on-one technology support for the Chair of the Board

Areas of technology support:

- Support services for the IT network infrastructure across the entire organization
- Support services for the Microsoft Office 365 environments across the entire organization
- Support services for the Audio-Visual conferencing center systems in Phoenix, Arizona and Claremont, California
- Phone system support in Phoenix, Arizona and Claremont, California

Staffing level and work hour provisions

- Two senior level dedicated support staff
- Workday coverage to match the following:
 - SOB 3:30AM MST/PST (DST adjusted) to match Cambridge, Massachusetts 6:30AM EST
 - COB Claremont/Phoenix 6:00PM MST/PST (DST adjusted)
- Senior technical on-call support 24x7x365

Evaluation Criteria

The Lincoln Institute will evaluate the proposals based on the following criteria:

Price	30%
Quality of services offered	30%
Proposal addresses all needs described in context/background section	40%
Total Score	100%

RFP Schedule

Submissions must be submitted by 11:59pm ET on December 15, 2023. The Lincoln Institute will select the information technology services provider by January 30, 2024.

Application Guidelines

- Who can apply?
 - Any business in the Phoenix, Arizona area (routine presence at our Phoenix, AZ office is a requirement for the firm selected)
- Content and formatting instructions
 - Name of Respondent (company name), address, contact name and job title, email address, phone number, website (if applicable)
 - Who will do the work (names, job titles, and relevant background information for the staff who would be performing the services)
 - A description of your ability to address all the needs outlined in the “Description of Services Needed” and any time considerations or constraints that we should be aware of
 - Terms of agreement (if any)
 - Pricing terms (must be a fixed monthly fee to provide all services described above and an hourly rate that would be charged for performing services that are out of scope)
 - Description of relevant experience
 - At least one reference
 - Language: English
- Submission instructions
 - Attach submission in one PDF file via email
 - Due by 11:59 pm, December 15, 2023

Confidentiality

The contents of a respondent's submission and the information presented in the evaluation and selection processes will be treated as confidential between the respondent, the Institute, and any external experts invited to be part of the selection committee.

Questions about this RFP

Contact Scott Kinkade, Director of Technology, skinkade@lincolninst.edu

About the Lincoln Institute of Land Policy

The Lincoln Institute of Land Policy seeks to improve quality of life through the effective use, taxation, and stewardship of land. A nonprofit private operating foundation whose origins date to 1946, the Lincoln Institute researches and recommends creative approaches to land as a solution to economic, social, and environmental challenges. Through education, training, publications, and events, we integrate theory and practice to inform public policy decisions worldwide.

FREQUENTLY ASKED QUESTIONS

Budget

- Can the budget be changed?
 - Yes, with ample justification and 30 days notice
- Does the Lincoln Institute of Land Policy finance acquisition of equipment?
 - Yes, for equipment that will be used for and owned by Lincoln Institute of Land Policy in pursuit of the advancement of the mission
- Is there a maximum budget amount?
 - No, but we will enter into a written agreement that indicates prior approval will be needed if the monthly cost is expected to surpass a certain amount.

Evaluation Criteria

- Is it necessary to be a U.S. citizen to apply?
 - No
- Can I get feedback on the substance of my proposal?
 - No
- Can I make changes to a section of my proposal after having sent it in?
 - Yes