REQUEST FOR INFORMATION
IT SUPPORT SERVICES
OPA-RFI-17-02

1.0 OBJECTIVES

The Office of Public Accountability (OPA) is soliciting information from interested vendors to obtain information technology (IT) technical support and maintenance for OPA's servers and network. The OPA has established a committee which will draft technical specifications that will form the basis of a Request for Proposal (RFP) for server and network technical support. The committee will use information received as a result of this Request for Information (RFI) to assist in developing required specifications and in cost estimation.

Any information submitted in response to this RFI will be considered during the development of the RFP. Any response to this RFI does not guarantee that the information offered will be integrated into the RFP, nor shall it prohibit any vendor from receiving or responding to the RFP when and if it is issued. The lack of response to the RFI will not preclude a vendor from participating in the RFP process.

The specific objectives the OPA intends to accomplish through this RFI are as follows:

- Identify vendors who provide IT technical support and maintenance services.
- Identify vendors and consultants offering technical support services for IT solutions and network improvements.
- Identify vendors and consultants offering technical support for email transition.
- Identify vendors offering technical support for audit work paper software maintenance.

2.0 BACKGROUND INFORMATION

The OPA was established on July 20, 1992 by Public Law (P.L.) 21-122 as an instrumentality of the Government of Guam, independent of the executive, legislative, and judicial branches. The OPA seeks to achieve independent and nonpartisan assessments that promote accountability and efficient, effective management throughout the government of Guam. The OPA serves the public interest and the various stakeholders by providing reliable and dependable information, unbiased analyses, and objective recommendations on how best to use government resources in support of the well-being of our island and our people.

Existing Server

The Office of Public Accountability procured its existing server in June 2011 and procured a second server in 2015. The office is currently using a SQL Server Express 2012 and Windows Server 2012 with a client operating system of Window 7 Professional 64-bit which is compatible with the office staff's Microsoft Office 2013 (majority of users) and Microsoft Office 2016 Professional. The Public Auditor currently utilizes an Apple iMac desktop computer. Currently OPA operates in a simple local area network (LAN) with 15 employees. The OPA utilizes shared resources on the network to include Xerox copying and scanner functions and various HP laser printers.

3.0 STATEMENT OF NEEDS

The OPA seeks to determine specifications of IT technical support services for its servers and network, as well as the possibility of email transitioning. Interested Vendors are asked to provide the following information:

- Describe the method used to provide technical support to customers and include information for an on-call 24/7 coverage. Detail what services fall under maintenance and support, and
- Describe the maintenance and support services it offers its clients for common user problems;
- Describe the support services it offers for email transition;
- Describe the support services if offers for audit work paper software maintenance;
- Describe the support and consultancy services it offers for data storage and back-up;
- Describe consultancy services it offers for security and compliance issues;
- Describe consultancy services it offers for any hardware and software purchasing needs, and other technology needs; and
- Describe system administrator and end-user trainings it offers.

4.0 PLANNING

Maintenance and Support Cost Estimate: Provide a budgetary cost estimate for annual maintenance and support services scoped by your responses to section 3 above.

System Upgrades/Enhancements: Describe how systems are upgraded or enhancements added to the base server system. Do users who have the current maintenance contracts receive regular enhancements or upgrades?

Company Background: Provide information regarding any names the company may have used in the past. Include list of clients and contact information (i.e., contact name, telephone number, email address, etc.), along with the service(s) it has provided to its clients.

Company Experience: Provide information regarding where the proposed service or similar service has been provided (successfully and unsuccessfully). How long has the company provided the service(s)?

System Partners: Is your company able to offer an entire solutions package or do you utilize affiliated companies to provide portions of the services offered? If other vendors are used, please provide background and experience information for those vendors also.

5.0 RESPONSES

Inquiries: Inquires of a technical nature may be directed to:

> **Office of Public Accountability**
> E-mail: **admin@guamopa.com**

Submission: Submit or email a copy of the requested information, along with any supplementary materials. Responses to this document must be received **no later than 12:00 pm., Chamorro Standard Time (GMT+10), April 21, 2017.**

Responses should be sent to:

> **Office of Public Accountability**
> **Attention: IT Committee**
> **Office of Public Accountability**
> **Suite 401, DNA Building**
> **238 Archbishop Flores Street, Hagatna, GU 96910**
>
> > **Or**
>
> **Email: admin@guamopa.com**

Format: Information should be organized in the format and information sequence found in this document.