



NEK Broadband

Danville, VT

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Request for Proposal: Contracted IT Support Services

Introduction and Background

1.1. Purpose of the RFP

The purpose of this Request for Proposal (RFP) is to solicit proposals from qualified vendors to provide contracted IT support services for NEK Broadband. The goal of this project is to establish a reliable and responsive IT support system for our remote workforce, ensuring seamless business operations and employee productivity.

1.2. Company Overview

.NEK Broadband is a Communications Union District formed under 30 V.S.A. Chapter 82 with 56 member towns in the Northeast Kingdom of Vermont and Wolcott. The State of Vermont has promoted the development of CUDs and committed \$150 million in ARPA funding toward the buildout of fiber-optic cable to those with less than 25/3 Mbps service. NEK Broadband has teamed with NRTC Broadband Solutions for construction management, Mission Broadband Inc. as adjunct staff, and Waitsfield and Champlain Valley Telecommunications (WCVT) as our network operator and retail internet services provider for a 2,300-2,800 mile fiber project. With a significant portion of our workforce operating remotely, it is crucial to maintain an effective IT infrastructure that enables collaboration and communication among team members.

Scope of Work

2.1. IT Support Services

The selected vendor will be expected to provide the following services:

- a) Remote support for all employees, addressing technical issues related to software, hardware, and network connectivity. NEK Broadband primarily uses the Google Suite.
- b) Consult on whether any IT infrastructure, including servers, network devices, or security systems need to be implemented.
- c) Assist in the selection, implementation, and maintenance of software and hardware solutions that promote productivity and collaboration.
- d) Development and implementation of IT policies and procedures to ensure data security and compliance with relevant regulations.
- e) Periodic reporting on IT support activities, including issue resolution, system updates, and recommendations for improvements.
- f) All network IT support is provided by our network operator and NOT within the scope of this RFP.
- g) Review cyber security compliance with partner contracts and grant requirements.
- h) Establish backup and archive policies for company owned and personal devices used for company business.

2.2. Response Time

The selected vendor must commit to responding promptly to IT support requests. Please list the expected response times for the following and please define what types of issues fall in each category:

Remote:

- a) Critical issues: within X
- b) High priority issues: within X
- c) Medium priority issues: within X
- d) Low priority issues: within X

On-Site:

- a) Critical issues: within X
- b) High priority issues: within X
- c) Medium priority issues: within X
- d) Low priority issues: within X

Proposal Submission Requirements

3.1. Company Profile

Provide a brief overview of your company, including the number of years in business, core competencies, and experience in providing IT support services for remote teams.

3.2. Approach and Methodology

Describe your approach to providing remote IT support services, including your process for prioritizing and resolving issues, monitoring and maintaining IT infrastructure, and ensuring data security.

3.3. References

Provide three (3) references from clients with similar requirements, including the client's name, contact information, and a brief description of the services provided.

3.4. Pricing

Provide a detailed pricing structure for the IT support services, including any additional fees for on-site support or emergency services.

3.5. Service Level Agreement (SLA)

If available, include a draft Service Level Agreement (SLA) outlining the expected response times, issue resolution processes, and other service guarantees.

Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- a) Experience in providing IT support services for remote teams
- b) Approach and methodology for providing IT support services
- c) Response time commitment
- d) Pricing structure
- e) Client references

Submission Instructions

Please submit your proposal in PDF format to rfps@NEKBroadband.org as soon as possible. Interviews are ongoing.

For any questions or clarifications regarding this RFP, please contact Shannon@nekbroadband.org.