

## Appendix C - Bidder Technical/Service Proposal Requirements

Appendix C lists all of the non-pricing information required from the Bidder as part of its proposal. Required pricing information is included in Appendix D. Every proposal requirement is numbered with an item # shown in the table below. The Bidder should number its proposal submissions to correspond with these item #'s. The Bidder is strongly advised to prepare the main body of its responses to concisely and specifically address the information requested. If required, generic information such as that in corporate literature can be provided separately in an Appendix and referred to as additional or substantiating information.

The Bidder is also advised to read all six components of the contract documentation provided (main RFP document, five appendices) to properly understand the information requested in the Bidder Technical/Service Proposal. In particular Appendix B should be considered an essential document to the Bidder Technical/Service Proposal Requirements, and one which can add substantial context to the proposal requirements.

The Scoring of Rated Requirements will be weighted as identified in Section 5 (“Evaluation And Selection Methodology”) of the Main RFP document.

Requirements are listed in table format below. The table columns can be described as follows:

**Item#:** The reference number of the item – to be cross-referenced for every element included in the Bidders proposal.

**Mandatory(M) / Rated(R):** Indicates if the item is a mandatory or rated requirement. If the item is mandatory the Bidder must fully respond to and meet the described requirement or it will be eliminated from consideration. Bidders must take care to respond to all components of a mandatory requirement. If the item is rated the Bidder’s proposal will be evaluated and assigned a score by the Museum’s RFP evaluation team. Some items have both a mandatory and a rated component. For example Bidders must as a minimum submit certain information and in addition the quality of that information will be rated. In these cases the item will be listed twice under the same item number with the mandatory and rated components individually described. Bidders are encouraged to submit one response to the item clearly addressing both the mandatory and rated requirements.

**RFP Doc. Reference:** Includes, for information purposes, reference to other highly relevant sections of this RFP document. This is particularly applicable for references to the Technical/Service requirements listed in Appendix B. Appendix B includes detailed information on service requirements which could substantially assist the Bidder in understanding the context for information requested in its proposal. Section references in the RFP Doc. Reference column are prefaced with the appropriate letter(s) as follows:

- RFP = RFP document
- A = Appendix A
- B = Appendix B
- C = Appendix C
- D = Appendix D
- E = Appendix E

**Description of Proposal Requirements:** This is a description of what the Bidder must/should address in its response. For Mandatory Requirements, the Bidder must provide all required information or clearly indicate its agreement or compliance depending upon the nature of the requirement. To obtain the best scores for Rated Requirements the Bidder should:

- provide clear, concise responses which directly address the information requested
- avoid providing elaborate generic information in the body of the response (if necessary this can be provided as additional or substantiating information in an appendix)
- avoid excessive cross referencing
- avoid including information and/or references the evaluation team will be unable to evaluate (e.g. reference to Web Sites)

Item#	M/R	RFP Doc. Reference	Description of Proposal Requirements
C1.0			<b>GENERAL REQUIREMENTS</b>
C1.1			<p><b>Executive Summary</b>                      The Bidder should provide an Executive Summary including the following information:</p> <p>a) Bidder name and address:                      b) Bidder representative name, title, contact information                      c) A concise history of the Bidder’s business including and a description of the company’s principal business lines and its experience delivering services similar to those required by the Museum.                      d) A concise description of the Corporate Organization</p>
C1.2	M	RFP 3.3	<p><b>Bidder Acknowledgement of Receipt of Contract Documentation</b>                      The Bidder <b>must</b> acknowledge that it has received and reviewed all of the documentation included in this RFP including the RFP document and Appendices A through E.</p>
C1.3	M	C	<p><b>Response to Mandatory Items and Proposal Numbering</b>                      The Bidder <b>must</b> respond to every mandatory item listed in Appendix C and should number all responses to correspond with the relevant item#</p>
C1.4	M	RFP 4.0	<p><b>Bid Submissions</b>                      All Bids <b>must</b> be delivered according to the conditions (address, date/time, signatures, etc.) specified in Section 4 of the RFP document.</p>
C1.5	M	D, RFP 3.4.1	<p><b>Pricing (Appendix D)</b>                      The Bidder <b>must</b> submit a completed pricing form in paper <u>and</u> in electronic MS Excel format which includes <u>all</u> pricing information listed in Appendix D. Electronic copies of the Excel file are available from the Museum’s Contracting Authority during the Solicitation Period provided in <b>Section 3.4.1 of the RFP document</b>. For any discrepancy between the paper and electronic versions of Appendix D, the paper version shall have precedence.</p>
C1.6	M	B	<p><b>Agreement to Appendix B Contract Clauses</b>                      The Bidder <b>must</b> clearly indicate its full acceptance of all of the statements included in Appendix B (Statement of Technical/Service Requirements) of this RFP document. This Appendix will be part of the final IT Outsource contract and represents a comprehensive description of the services and Service Levels to be provided. Any qualification of acceptance by the Bidder to any statements included in this Appendix may be deemed non-compliant to this mandatory requirement.</p>
C1.7	M	E	<p><b>Agreement to Appendix E Contract Clauses</b>                      The Bidder <b>must</b> clearly indicate its full acceptance of all of the statements included in Appendix E (Resulting Contract Clauses) of this RFP document.</p>

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			Any qualification of acceptance by the Bidder to any statements included in this Appendix may be deemed non-compliant to this mandatory requirement.
C1.8	M		<b>Agreement to include Bidders Proposal in Final Contract</b> The Bidder <b>must</b> clearly indicate its full agreement to include its Technical /Service Proposal as part of the final Contract with the Museum, including any capability, service, or procedure put forth in its proposal.
C1.9	M		<b>Prime Contractor</b> The Bidder <b>must</b> certify that it is submitting a proposal as a Prime Contractor for this RFP i.e. as a single entity which will assume full responsibility for all aspects of the Contract resulting from this RFP. Bids from consortia will not be accepted.
C1.10	M	B	<b>Proposed Subcontractors</b> The Bidder <b>must</b> identify any Services or portions of Services included in Appendix B which it intends to subcontract, the name of the intended subcontractor (if known), and the nature and duration of any current agreement it has with this subcontractor. It is understood that subcontractors may change during the life of the contract.
C1.11	M	E1.0	<b>Certification of Security Clearance</b> The Bidder <b>must</b> certify that it will obtain an Enhanced Security clearance level for all Bidder personnel prior to their working on CMN premises or having direct access to CMN data. The Bidder <b>must also</b> certify that it agrees to obtain a Secret Security Clearance level within a maximum timeframe of six months for any Bidder personnel who, in the judgment of CMN Security, has access to classified or highly sensitive information or assets.
C1.12	R		<b>Quality/Clarity of Proposal</b> The overall quality and clarity of the Bidder's proposal and the degree to which it directly addresses all requirements will be evaluated by the Museum's RFP evaluation team. If the Bidder has included "additional fees" in its Bidder Pricing Proposal (Appendix D) it should describe them under this item number.
C2.0			<b>GENERAL CORPORATE CAPABILITY</b>
C2.1	M	B2.1	<b>Bidder IT Service Experience and References</b> The Bidder <b>must</b> provide three examples of contracts it has had within the past five (5) years delivering IT Services similar to the ones described in Appendix B. References <b>must</b> be for situations where the Bidder was the prime contractor, not a subcontractor. It is suggested that these examples be provided in the general format of the <b>Bidder Experience/Reference Form</b> at the end of this Appendix to ensure that Bidder clearly addresses all requirements. Each example (or reference) should include as a minimum:  <ul style="list-style-type: none"> <li>a) The name of the Organization the services were provided to.</li> <li>b) The name and contact phone number of a current employee of the Organization who can corroborate the information provided by the Bidder and a brief description of their role in the contract/project</li> <li>c) Contract period (dates services provided)</li> <li>d) Contract name/title and concise description of services provided</li> </ul> Included in the three references the Bidder <b>must</b> include at least two examples of each of the following services:  <ul style="list-style-type: none"> <li>e) Network and Systems Management Services for a server infrastructure of at least 10 servers which includes servers with the Microsoft Windows Network Operating System</li> <li>f) Bilingual Service/Help Desk which provides service to at least 150 users</li> </ul>

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			<ul style="list-style-type: none"> <li>g) Bilingual Deskside/Onsite Services for at least 150 PCs using the MS Windows Operating System</li> <li>h) Services supporting the MS Office suite</li> <li>i) a contract period of at least 3 years</li> </ul> <p>The references provided are subject to corroboration by the Museum. Any reference check which does not corroborate the statements made by the Bidder in its proposal may result in a non-compliant rating for a Mandatory Requirement and a reduced score for Rated Requirement.</p>
C2.2	R	B2.1	<p><b>Bidder IT Service Experience and References</b></p> <p>The three references provided by the Bidder above should demonstrate the degree to which these services are similar (or better) to those required by the Museum and the degree of success achieved by the Bidder in managing and delivering services. Where Service Levels are mentioned, the Bidder should indicate the required service levels and the degree to which they were being met. Specifically the Bidder's proposal should demonstrate:</p> <ul style="list-style-type: none"> <li>a) Similarity of Network &amp; Systems Management services i.e. number and type of servers and switches supported, general network architecture, Network Operating System, major corporate applications, network utility applications, service levels)</li> <li>b) Similarity of Service/Help Desk Services i.e. number of users, type and level of desktop software supported, Service Desk application capability, Service Levels</li> <li>c) Similarity of Deskside/Onsite Services i.e. number of desktops, Desktop software supported, desktop hardware platform (Mac and Win-Tel), hardware support provided)</li> <li>d) General similarity of Telecommunications Services i.e. Telecommunication architecture, type of service provided</li> <li>e) General similarity of Other Recurring, Technical Specialist, and Transition Services i.e. type of cable management, DBA, Technical Specialist services provided; nature and timeframe of transition services provided</li> <li>f) Similarity in client's business and/or operating environment (e.g. Public Sector, etc.)</li> <li>g) The Bidder played a major role in planning and implementing a major change/upgrade to the client's IT Environment</li> <li>h) The overall degree of project/service success and client satisfaction level achieved</li> </ul>
C2.3	R	B2.1	<p><b>IT Services Best Practice Framework</b></p> <p>The Bidder should provide a description of the extent to which its normal service management and delivery practices and procedures conform to a recognized best practices framework such as the Information Technology Infrastructure Library (ITIL) and how it has applied best practices such as Incident, Problem, Change, Configuration, and Service Level Management</p>

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			with other clients. The Bidder should also describe how it proposes to apply these practices and related methodologies (e.g. quality management/control programs) and tools to ensure the consistent delivery of high quality services to the Museum.
C2.4	R		<p><b>Business Intentions</b></p> <p>The Bidder should concisely describe and give substantiating examples of its continued commitment to develop and/or maintain technology business lines and services similar to those described in Appendix B or to meet anticipated future Museum requirements including continuous improvement and cost containment strategies/initiatives.</p>
C2.5	R	B2.1	<p><b>Existing IT Service Delivery Infrastructure</b></p> <p>The Bidder should provide a concise description of any existing IT service delivery infrastructure under its control which it proposes to leverage to address the services required by the Museum as identified in Appendix B, in particular the following services:</p> <ul style="list-style-type: none"> <li>a) Network &amp; Systems Management</li> <li>b) Service/Help Desk</li> <li>c) Deskside/Onsite</li> <li>d) Telecommunications</li> <li>e) Other Recurring (Cable Management and DBA)</li> <li>f) Technical Specialist</li> </ul> <p>The Bidder should clearly identify if these services are part of the core capability of the Bidder or are subcontracted how it will ensure cohesive management and good communication across all services (e.g. Service Desk to Deskside).</p>
C2.6	R	B2.2	<p><b>Additional IT Services Capability</b></p> <p>The Bidder should concisely describe its capability to provide additional services to those described in Appendix B, both in terms of increased service volumes and in terms of new services such as those which might be required to implement a project or meet a new business requirement related to Museum operations.</p>
C3.0			<b>CONTRACT PERSONNEL &amp; RELATIONSHIP MANAGEMENT</b>
C3.1	M		<p><b>Education/Experience Certification</b></p> <p>The Bidder must certify that all statements made with regard to the education and experience of individuals proposed for performing the subject Work are accurate and factual. The Museum reserves the right to verify this information and reject any Proposal containing untrue statements.</p>
C3.2	R	B3.1, B3.1.1, B3.1.2, B3.1.3	<p><b>Organization Chart and Key Personnel</b></p> <p>The Museum places great value on the Bidders Key Personnel, their roles and responsibilities, authorities, relationship to one another, and in particular, their qualifications and skills.</p> <p>Bidders should submit:</p> <ul style="list-style-type: none"> <li>a) An organization chart showing the following key roles and their organizational relationship to one another in the management and delivery of services to the Museum. Note that a single individual may fulfill more than one role and the Bidder may indicate its own titles for roles cross referenced to the titles below: <ul style="list-style-type: none"> <li>i. Systems Administrator</li> <li>ii. Site Service Delivery Manager</li> <li>iii. Deskside Analyst/Technician #1</li> </ul> </li> </ul>

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			<ul style="list-style-type: none"> <li>iv. Deskside Analyst/Technician #2</li> <li>v. Account Manager</li> <li>vi. Network Specialist</li> <li>vii. Contractor Executive Sponsor</li> <li>viii. Service/Help Desk Personnel (in general)</li> </ul> <p>b) The main responsibilities and authorities of each of these roles. Identified responsibilities will not override those described in B3.1 but will be considered as supplemental information. Where key authorities to make decisions in the management and delivery of services to the Museum is not included in any of the roles shown the Bidder should identify additional roles for these authority centers.</p> <p>c) The profiles and minimum qualifications the Bidder will apply for original or replacement personnel fulfilling each of the roles listed in a) above.</p> <p>d) The names of current Bidder personnel whom the Bidder proposes to fill roles i, ii and v in item a) above and a description of their actual training, experience, and applicable certifications. These should be put forward as “representative” of the Bidder’s personnel selection even if they are not necessarily the actual personnel assigned at contract start date.</p> <p>e) The proposal for C3.1 will be evaluated for:</p> <ul style="list-style-type: none"> <li>i. the completeness, clarity and efficiency of the roles/responsibilities identified</li> <li>ii. the clarity and efficiency of the interrelationships among roles/responsibilities and of lines of authority</li> <li>iii. the quality and relevance of minimum qualifications for roles</li> <li>iv. the quality of training, experience and skills of the representatives identified for each role</li> </ul>
C3.3	R	B3.1	<p><b>Training of Key Personnel</b></p> <p>The proposal should include a description of how and how often the Bidder trains its personnel to ensure they have currently required skill sets and are kept up-to-date on new and changing technologies.</p>
C3.4	R	B1.4, B3.4	<p><b>Relationship Management</b></p> <p>The Museum has a small IT staff and limited IT resources and places great value on a Service Provider’s ability work very collaboratively, professionally, and efficiently without excessive managerial overhead, unnecessary paperwork, or debate over minor details. The successful bidder will be expected to effectively deliver daily/basic Museum IT network, service desk, deskside, and telecommunication services without requiring a lot of Museum IT staff intervention. The Museum will depend upon the Provider’s judgment and concise/accurate reports to flag and prioritize issues with these daily services which need to be resolved. On the other hand technology development, change, and project activities will be planned in close collaboration with CMN IT and other selected staff. As a small organization the Museum also values a Provider’s willingness and ability to leverage its expertise and continual service improvements to benefit the Museum at minimal cost.</p> <p>The proposal should include a description of how the Bidder proposes to manage the relationship with the Museum, including proposed regular</p>

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			meetings, presentations, issue escalation/dispute resolution process, other major processes, reports, and Key Personnel involved in order to best meet the Museum needs within the context described above. Note that this description will not replace the requirements listed in B3.4 but will be considered as additional items and details.
C3.5	R	B3.4.8	<p><b>Client Satisfaction</b> The Bidder should:</p> <ul style="list-style-type: none"> <li>- describe its approach and methodologies for measuring client satisfaction</li> <li>- give two examples of how these methodologies have been applied to benefit another client</li> <li>- describe how the Bidder proposes to apply these methodologies to benefit the Museum</li> </ul>
C4.0			<b>SERVICES – GENERAL</b>
C4.1	R	B4.2.3, A7	<p><b>CMN IT policies and procedures</b> The Bidder should describe how it will assist the Museum in the effective development of new and the refinement of existing CMN IT policies and procedures and in the integration of these policies and procedures with the Bidder's Services. The Bidder should include a list and brief description of (or sample/partial copies of) up to ten (10) existing policies, procedures or templates it has developed for use in other organizations which it believes would be the most beneficial to the Museum. A description of the Museum's existing policies and procedures is included in Appendix A, section 7.</p>
C4.2	R		<p><b>Flexibility to Provide Best Effort Services</b> The Museum recognizes that it is very difficult to articulate every expectation and requirement in Service Descriptions. The Museum also has a relatively fixed and limited annual IT infrastructure budget. The Museum would like to minimize the number of minor "out of contract scope" issues and to take advantage of Best Effort Services at little or no cost when required services are not time critical.</p> <p>The Bidder should describe its willingness and flexibility to provide services closely related to those described under Network &amp; Systems Mgt., Service/Help Desk, Deskside/Onsite, Telecommunications, and Other Recurring Services on a Best Effort basis when providing such services will have minimal impact on the Bidder's cost (e.g. when personnel could readily incorporate an additional task into their normal work routine).</p>
C4.3	R	B4.3.1, B4.3.2, B4.3.3, B4.5.1 h, B4.5.5	<p><b>Problem Management and Configuration Management Programmes</b> The Bidder should describe:</p> <p>a) the specific Problem Management Programme and processes which it proposes to employ to meet the Museum's needs at both the network and desktop levels.</p> <p>b) the specific Configuration Management Programmes and processes which it proposes to employ to meet the Museum's needs at both the network and desktop levels.</p>
C5.0			<b>NETWORK AND SYSTEMS MANAGEMENT SERVICES</b>
C5.1	R	B4.3.1	<p><b>Network and Systems Change Recommendations</b> CMN is depending upon the successful Bidder to proactively monitor and analyze the Museum's Network and Systems needs on an ongoing basis, to apply senior level expertise to this task when required and, at a minimum frequency of every six months, to formally recommend upgrades and changes to meet Museum needs.</p>

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			<p>The Bidder should concisely describe how it will effectively monitor and make recommendations on network/system upgrades and changes to resolve problems, reduce costs, and best meet growth and evolving Museum business needs, industry standards, best practices and new available technologies.</p>
C5.2	R	B4.3.2, B4.3.3, B4.3.4	<p><b>Network and Systems Ongoing Operation and Maintenance</b>  The Bidder should concisely describe how it will effectively operate and maintain the Museum's network on a daily basis to ensure high availability, reliability, and performance. The description should include:</p> <ul style="list-style-type: none"> <li>• Any key procedures the Contractor will implement; and</li> <li>• The name of the proposed network monitoring tool that the Bidder will provide, its key capabilities, and how the Bidder will employ this tool to monitor/control network performance, implement automated failure alarms, and/or perform remote system reboots to reduce downtime and costs.</li> </ul> <p>The Bidder should also describe any network monitoring tool capabilities beyond the minimum requirements identified in Appendix B, Section 4.3.4 which it can demonstrate would have substantive benefit to the Museum. The description should also include a brief explanation of how the Bidder will provide CMN IT staff with live read and ad hoc report generation access to this tool in order to gather information and independently verify performance metrics.</p> <p>The Bidder should substantiate and reinforce its description of key procedures and network monitoring tools with examples of existing use of these procedures and tools with other clients</p>
C5.3	R	B4.3.5, B4.5.10	<p><b>Asset Management and Software Distribution Tool(s)</b>  The Bidder should name and describe the key capabilities of the Asset Management and Software Distribution Tool(s) it will provide and explain how it will employ these tools to meet the Museum's requirements. It is recognized that asset management and software distribution functionality may be combined in one application or be in separate applications. In its description the Bidder should identify:</p> <ul style="list-style-type: none"> <li>• how its tools will meet the minimum requirements of the Museum described in B4.3.5 and B4.5.10</li> <li>• any additional capabilities of these tools which the Bidder believes will be of substantial benefit to the Museum</li> <li>• a brief description of how it will provide CMN IT staff with direct (i.e. without Contractor intervention) access to current data generated by the tool; with ad hoc query and report generation capability; and with assistance/training in using these capabilities.</li> </ul> <p>The Bidder should substantiate and reinforce its descriptions with examples of the existing installation and use of this software with other clients.</p>
C5.4	R	B4.3.6	<p><b>Windows Network Operating System - Active Directory</b>  The Bidder should concisely describe how it will manage and optimize the existing Active Directory structure of the Windows Network Operating System as a central repository to administer the Museum's IT environment. The description should include an indication of the Bidder's experience and expertise in this area and the processes it will use to ensure that the Museum's procedures and needs are integrated into Active Directory.</p>
C5.5	R	B4.3.12	<p><b>IT Infrastructure Security Program</b>  The Bidder should concisely describe the standard processes and procedures it will apply to proactively prevent and reduce the impact of security threats on</p>

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			the CMN Network & IT Infrastructure and to facilitate recovery from security incidents. Descriptions should include: - key existing tools in the Museum’s existing infrastructure (hardware and software) the Bidder expects to use - any new tools the Bidder thinks are very important - other processes and resources the Bidder plans to use to identify and prioritize threats, and mitigate risks
C6.0			<b>SERVICE/HELP DESK &amp; DESKSIDE (ONSITE) SERVICES</b>
C6.1	R	B4.4.2	<p><b>Service/Help Desk Services and Software</b>                      The Bidder should include a description of its proposed Service/Help Desk Services including:</p> <ol style="list-style-type: none"> <li>a) How users can contact the Desk to report incidents, provide additional information or query incident status</li> <li>b) The name and capabilities of the Bidders Service/Help Software and specifically the software’s incident handling, escalation, and other minimum capabilities described in Appendix B 4.4.2</li> <li>c) Any other capability of the software tool which the Bidder believes will be of substantial benefit to the Museum.</li> <li>d) How the Bidder would proactively address recurring incidents</li> <li>e) How the Bidder will handle Frequently Asked Questions</li> <li>f) How the Bidder will compose and distribute all staff alerts and information notices when required</li> <li>g) How the Bidder will provide real time read access to its Service/Help Software for CMN IT staff, give them the ability to generate ad hoc reports, and provide them with guidance and instruction</li> </ol> <p>The Bidder should substantiate and reinforce its descriptions with examples of the existing installation and use of this software with other clients.</p>
C6.2	R	B4.5	<p><b>Deskside/Onsite Services</b>                      The Bidder should propose its plan to deliver Deskside/Onsite Services which will provide responsive, high quality and cost effective services which meet or exceed service levels. The Bidder should also describe how it will ensure that onsite personnel have excellent client service skills.</p>
C6.3	R	B4.5.3	<p><b>Change Management Software</b>                      The Bidder should name and describe the key capabilities of the Change Management software it will provide and explain how it will be employed to meet the Museum’s requirements. In its description, the Bidder should identify:</p> <ul style="list-style-type: none"> <li>• how its proposed software will meet the minimum requirements of the Museum described in B4.5.3</li> <li>• any additional capabilities which the Bidder believes will be of substantial benefit to the Museum</li> <li>• a brief description of how it will provide CMN IT staff with direct (i.e. without Contractor intervention) access to current data generated by the tool; with ad hoc query and report generation capability; and with assistance/training in using these capabilities.</li> </ul> <p>The Bidder should substantiate and reinforce its descriptions with examples of how this software is used by some of its other clients.</p>
C7.0			<b>OTHER SERVICES</b>
C7.1	R	B4.6	<p><b>Telecommunication (Voice) Services</b>                      The Bidder should describe how it proposes to deliver this service and ensure quick, reliable, and cost effective incident response, incident resolution and telecommunication IMAC services. The Bidder should include any existing</p>

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			procedures or practices it has in dealing with this kind of service which may benefit the Museum.
C7.2	R	B4.7.1	<b>Communications Cable Management Services</b> The Bidder should briefly describe how it proposes to deliver this service effectively. The Bidder should include any existing procedures or practices it has in dealing with this kind of service which may benefit the Museum
C7.3	R	B4.7.2	<b>DBA Services</b> The Bidder should briefly describe how it proposes to deliver this service effectively and provide timely access to the DBA Specialist when required. The Bidder should include any existing procedures or practices it has in dealing with this kind of service which may benefit the Museum.
C7.4	R	B4.8	<b>Technical Specialist Services</b> Though a small organization, the Museum still periodically requires expert advise in a number of technology areas. These requirements are often not large and may even occasionally be as simple as a single question. Other requirements range from 1/2 day to discuss a specific issue to several days or more to produce a report or implement a project. CMN is interested in timely access to Technical Specialists in a number areas without having to spend extensive time briefing the Specialists on the Museum's IT environment  The Bidder should concisely describe) the Technical Specialist services it can provide (with reference to B4.8.4) and how it plans to make technical specialists available to the Museum on an occasional basis and often for small requirements while ensuring that services are timely and cost effective.
C8.0	R	B4.9	<b>Transition Services</b> The Bidder should describe the plans and processes it will employ to deliver a smooth transition in and transition out and ensure minimal disruption to end users, continual achievement of Service Levels, and no loss of critical Museum data. The Bidder should substantiate its plans by providing relevant examples of how it has managed and implemented transitions in other organizations.
C9.0	R	B4.10	<b>Value Added Services – Additions &amp; Enhancements</b> The Bidder should describe a maximum of five additional services, enhanced services, service methodologies or other items not included in the required services described in Appendix B that the Bidder believes would be of most value to the Museum and that the Bidder wishes to add to improve its bid. For example the Bidder may be able to provide continuously upgraded Services/Service Levels, an offsite IT Disaster Recovery capability, offsite application hosting, temporary equipment loans or another desirable application. The Bidder should describe the five services/methodologies which it believes are most relevant and likely to be implemented at the Museum. The Bidder should clearly articulate the nature of these services and their potential value/benefit to the Museum. Responses will be evaluated on the basis of utility (i.e., the degree of benefit to the Museum) and likelihood that benefits can be realized within a reasonable timeframe. In its response, the Bidder should provide an indication of costs to implement and maintain these value-added services. Services that can be implemented and maintained at no cost to the Museum will receive higher evaluation preference.
C10.0	R	B4.10	<b>Value Added Services – Cost Savings</b> The Bidder should describe a maximum of three cost savings measures which it believes it can implement to save direct existing IT outsourcing contract costs, near future IT outsourcing contract costs, and/or other Museum IT costs. The Bidder should describe the three measures which it believes are most relevant and have the highest cost savings value to the Museum and should clearly quantify the cost saving value. Proposals will rated on the amount of

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			cost savings and on the likelihood that they can actually be achieved at the Museum.

## Bidder Experience / Reference Form

### 1. Mandatory Criteria

The Bidder **must** provide three examples of contracts it has had within the past five (5) years delivering IT Services similar to the ones described in Appendix B. References must be for situations where the Bidder was the prime contractor, not a subcontractor. For each reference, the proposal should include a customer contact name and telephone number, as well as a description of the reference project that includes the criteria detailed below.

Included in the three references the Bidder **must** include at least two examples of each of the following services:

- a) Network and Systems Management Services for a server infrastructure of at least 10 servers which includes servers with the Microsoft Windows Network Operating System
- b) Bilingual Service/Help Desk which provides service to at least 150 users
- c) Bilingual Deskside/Onsite Services for at least 150 PCs using the MS Windows Operating System
- d) Services supporting the MS Office suite
- e) a contract period of at least 3 years

The references provided are subject to corroboration by the Museum. Any reference check which does not corroborate the statements made by the Bidder in its proposal may result in a non-compliant rating for a Mandatory Requirement and/or a reduced score for Rated Requirement.

It is the Bidder's responsibility to include a current, valid client contact name and telephone number. The evaluation committee reserves the right to limit the number of attempts to contact the references to three (3) attempts. If after reasonable attempts to reach a reference(s) via telephone, the reference cannot be contacted, then the reference will be not be considered.

### 2. Rated Criteria

In the tables below, the Bidder is being evaluated on its experience delivering services similar to those required by the CMN. The proposal **should (R) include** a response to each item and, **if the services were subcontracted, the name of the subcontractor.**

The Bidder should note that there is no advantage to providing more than the three (3) references requested.

It is not mandatory that references match all of the characteristics detailed below, rather each reference project will be **rated (R)** on the degree to which it matches the elements of similar nature, scope, and complexity.

Ref#	Contract/Project Information	Reference Project 1 of 3
C2.1a	Client Organization Name	Provide Name of Organization
C2.1b	Client Contact Person	Provide the name of an individual working for the organization, who is in a management position, and who may be called upon to confirm the information provided by the Bidder concerning the reference.
C2.1b	Contact's Role in Contract/Project	Describe the role of the Client Contact Person in the project
C2.1b	Client Contact Telephone #	
C2.1c	Contract Period (Mandatory Element)	
C2.1d	Contract/Project Name	
C2.1d	Brief Contract/Project Description	
#	Mandatory & Rated Elements	Response
C2.2a	Similarity of Network & Systems Management services :	
i	number and type of servers supported;	Indicate number and type supported, if any;

ii	number and type of switches supported;	Indicate number and type supported, if any;
iii	general network architecture;	Describe
iv	Network Operating System;	Name and revision
v	major corporate applications;	Name and revision
vi	network utility applications	Name and revision
vii	service levels, if any.	Provide details of service levels required and the degree to which they have been met
viii	other similarities	
C2.2b	Similarity of Service/Help Desk Services	
i	bilingual services provided	
ii	number of users	
iii	type and level of desktop software supported	
iv	Service Desk application capability	
v	Service Levels	
vi	other similarities	
C2.2c	Similarity of Deskside/Onsite Services	
i	bilingual services provided	
ii	number of desktops	
iii	desktop software supported	
iv	desktop hardware platform (Mac and Win-Tel)	
v	hardware support provided	
vi	other similarities	
C2.2d	General similarity of Telecommunications Services	
i	Telecommunication architecture	
ii	type of service provided	
C2.2e	General similarity of Other Recurring, Technical Specialist, and Transition Services	
i	cable management services provided	
ii	DBA services provided	
iii	Technical Specialist services provided	
iv	Transition Services provided (incl. nature and timeframe)	
C2.2f	Similarity in client's business and/or operating environment (e.g. Public Sector, etc.)	
C2.2g	Bidder assisted the client to plan and perform a major upgrade of its IT environment (e.g. refresh all workstations, upgrade O/S).	
C2.2h	The overall degree of project/service success and client satisfaction level achieved by the Bidder in conducting the contract/project.	

The evaluation team may contact each reference to verify the information provided in the proposal and may ask additional questions.

