



**Picayune Rancheria
of the
CHUKCHANSI INDIANS**
49260 Chapel Hill, PO Box 2226 | Oakhurst, CA 93644 | (559) 412-5590

JANUARY 27, 2021

PICAYUNE RACHERIA OF THE CHUKCHANSI INDIANS/

REQUEST FOR PROPOSAL

Managed IT Service Provider

The Picayune Rancheria of the Chukchansi Indians (PRCI or Tribe), is pleased to invite you to respond to this Request for Proposal (RFP) for Managed IT Services. The intention of this RFP is to solicit responses and formal proposals from qualified Managed IT Services Providers (MSPs) and select an organization to provide IT services to PRCI.

Proposals must be submitted to Daniel Aguayo, PRCI HR Director via email at dagauyo@chukchansi-nsn.com no later than February 28, 2021, and the Tribe expects to make a decision by March 18, 2021.

Tribal Background

The Picayune Rancheria of the Chukchansi Indians (PRCI or Tribe), a federally-recognized sovereign Indian tribe, PRCI is a tribal government.

Service Requirements

- Help Desk Support – The MSP should offer superior M-F 8am to 5pm (excluding national holidays) Help Desk support utilizing by industry best practice processes and procedures. We are also interested in options for 24x7x365.
- Server & Network System Monitoring – The MSP must provide 24x7 monitoring of PRCI server & network system with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- Patch Management Services & Preventative Maintenance – The MSP must provide management of critical security and system patches to all servers and systems on the network to ensure PRCI IT systems and resources are properly managed and maintained.
- Remote Backup – The MSP must execute a nightly backup plan for the critical servers, including a regularly-tested recovery process.
- Cloud Capability – The MSP must be able to provide a secure avenue for electronic dissemination of documents.
- Email System Management – PRCI requires the management and administration of PRCI's cloud email system for all users.
- Antivirus, Antispam & Antispyware Protection – PRCI is looking for solutions to defend against security threats including phishing, malware, spam, viruses, and ransomware.
- On-Site Support – When needed, the MSP should have the ability to deploy onsite resources to assist in issues which cannot be resolved through remote access to in-house systems.
- Networking Support – PRCI requires proactive management and monitoring of our switches, firewalls, routers and Wi-Fi systems, and other networking equipment as



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identified by PRCI.

- Security Systems Monitoring – MSP must provide proactive monitoring and management of PRCI's security systems, including firewalls, intrusion prevention, secure remote access, and any implementations of advanced security solutions PRCI may utilize.
- Vendor Management – The MSP should be able to manage other vendors which may be contracted for by PRCI and serve as the key point of contact unless escalated.
- Warranty and Asset Inventory Management – PRCI expects the MSP to maintain a hardware and asset inventory that includes Desktops, Laptops, Servers, Printers/Scanners, Fax Machines, and notify PRCI of any potential service or warranty issues. The MSP must also assist with managing the lifecycle of PRCI devices and maintain an equipment inventory to ensure our systems are always current. PRCI requires an annual report of equipment inventory.
- Lifecycle Management of Hardware Units – The MSP should have processes for end-of-life notification, replacement, and asset decommissioning/disposal.
- Software Licensing Control – Oversight of automatic renewal of software applications and maintenance of appropriate documentation.
- Procurement Management – The MSP must assist with the selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.
- PC Deployment – Delivery and setup of machines on-site.
- PC Support – MSPs must include their ability to support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning for new equipment as needed.
- Desktop Software Standardization and Software Licensing and Upgrades – MSP must have a process for identifying standardization and management of desktop images and ensuring that staff are using current products as well as current OS and browser versions.
- Printers, Copiers and Scanners – The MSP must be able to support existing printers, copiers and scanner related network-printing issues.
- Break Fixes and Installation – The MSP should offer planned and on-call break/fix services, including emergency response to server issues.
- Move, Add, Change (MAC) – PRCI is looking for the MSP to help with any changes to the location, configuration of existing equipment or software, and installation of additional equipment or software as needed.
- Mobile Device Support – In addition to laptops and desktops, some staff use mobile phones and tablets. The MSP will need to support secure provisioning (and ongoing support of that provisioning) of any mobile device into the company network as authorized. In the event the device is lost, the corporate mail data should be able to be easily wiped from the device while preserving individual's personal information. A Mobile Device Management strategy/system recommendation should be considered and included in response to this RFP.
- Reporting – The MSP should provide relevant reporting, not only based on their performance from a help desk perspective, but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.
- Technology Strategy Planning – The MSP will develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap.



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- Account Management – The MSP must offer an internal escalation process to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered.
- Service Levels – The MSP should identify service level agreements (SLA's) to meet these agreements or objectives.
- IT Policy Review and Development – The MSP should be able to assist in the development of customized policies related to the use of technology.
- Hosting – The MSP should offer services relative to hosting or co-location of equipment, either directly or through partners.
- On-boarding and Off-boarding Staff – The MSP must have processes and procedures in place to on-board or off-board team members in a timely and efficient manner.
- Remote 2FA – MSP must be able to provide and manage a Multi-Factor Authentication (MFA) solution for remote users to verify user identities at login.
- End-User Security Awareness Training – The MSP should offer Security Awareness Training to teach PRCI staff about current threats, terms, standards, and compliance to help them avoid a security incident.

Evaluation Criteria

Tribal Council will evaluate the responses based on multiple criteria and will select the best overall solution to fit its needs. All responses will be evaluated in the following areas:

- Completeness of solution
- Expertise and experience
- Customer service quality and support
- Previous relevant experience
- Vendor strength and stability in local market
- Ability to scale with Tribes business growth
- Account management
- Reporting capabilities
- Financial considerations



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Pricing and Contracts:

Please attach cost estimates and worksheets to support these estimates if applicable. Itemize non-recurring and recurring costs. Recurring costs should be quoted as per user per month costs. Other pricing models may be provided as an option.

Please attach a Master Services Agreement or other legal documents beyond a proposal which accompany a proposal.

References:

Please provide at least three references for customers with similar size operations to the proposed solution. Include contact names, phone numbers, email addresses and industry.

Include with your proposal this Company Overview Form:

Company Profile	
Company Name	
Company Address	
Contact Information (Party responsible for responding to this RFP)	
Company Webpage	
Main Products/Services	
Main Market/Customers	
Number of years in the Market	
When did you first start providing similar solutions?	
Company location(s)	
Number of Employees	
Number of Employees in Technical Support	
Notable Acquisitions	
Key Business Partnerships	

Financial Information	
Previous year gross revenue	
Previous year net income	
Return on investment	



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Indian Preference:

PRCI and CEDA exercise Indian preference in contracting. You are encouraged to include any information in your response that would qualify you for Indian preference including evidence that: (1) the majority ownership of the firm consists of one or more persons who are members of a federally recognized tribe; (2) that the persons claiming tribal membership are actively involved in the management of the firm; and (3) of the structure, management, and financing affecting the Indian character of the firm.

Questions:

For questions on this RFP, please contact:

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