



Request for Proposals (RFP) Information Technology (IT) & Cloud Management Services

Issue Date: August 3, 2021

PART ONE: Overview

US Ignite seeks a vendor to provide Information Technology (IT) & Cloud Management Services. US Ignite intends to enter into a contract with the winning proposer for an initial 1-year term beginning September 15, 2021, with the option to renew for four additional one-year periods, should both parties elect to extend the contract.

The RFP process will proceed according to the following schedule. The target dates are subject to change.

| Target Date | Description |
|--------------------|---|
| August 3, 2021 | RFP made available to select firms and posted on US Ignite’s website. |
| August 20, 2021 | Vendor’s responses are due to Nancy Jemison (Nancy.Jemison@us-ignite.org) by midnight Eastern Standard Time. |
| September 10, 2021 | US Ignite evaluates responses, conducts follow-up interviews and negotiations, as necessary, selects a vendor, and finalizes Master Services Agreement and Task Order(s). |
| September 15, 2021 | Period of Performance begins (or sooner). |

PART TWO: US Ignite Context

US Ignite is a national nonprofit, a 501(c)(3), that is accelerating the smart city movement – and creating value for an entire ecosystem – by guiding communities into the connected future, creating a path for private sector growth, and advancing technology research that’s at the heart of smart city development. Why is this important? Because local governments need to improve the quality of life and ensure economic development in their communities, particularly during a time of rapid technological change. Businesses recognize the importance of the emerging market around smart communities and need to find commercial strategies that are repeatable, scalable, and sustainable. And foundations and federal agencies need to channel their institutional aims into efforts ranging from cutting-edge research to practical economic development initiatives that deliver measurable benefits. As a trusted partner, US Ignite brings this entire smart city ecosystem together, successfully pairing financial investment with technical and organizational expertise. Through the public-private partnership programs we run, US Ignite is a catalyst for communications network advancement, and for innovation in smart city services that are powered by a new generation of technologies. You can read more about US Ignite’s programs on its [website](#).

US Ignite sponsors a hybrid work environment wherein employees and contractors may work on-site in our Washington DC office or via local or remote teleworking. US Ignite employs or contracts with



approximately 20 team members. Team members are personally responsible for their own hardware acquisition, ownership and maintenance. US Ignite owns and maintains one server for cloud backup purposes. There is no incumbent providing *IT Services & Cloud Management Services* at this time.

PART THREE: Scope of Services

US Ignite seeks a vendor to support IT operations for US Ignite including the following:

1. **Cloud management support:** Provide all labor related to maintaining, configuration, logging, and monitoring of cloud services like AWS, Microsoft Azure and Google cloud platforms.
2. **IT solutions:** Offer solutions that will enable our team to work flexibly and securely from any location. Provide email infrastructure support like adding/deleting new users, access control, setting up domains, etc. Provide other suggested business solutions as and when required.
3. **IT help desk:** Provide technical assistance with computer hardware and software. Provide application and software management like installation, managing settings, software license compliance, and deployment and upgrading of applications and patches. Resolve issues for staff via phone, in person, or electronically. Log bugs and enhancement requests.
4. **Work with US Ignite's web hosting vendor:** Interface with our web development vendor team to ensure smooth operations of the official website.
5. **Cybersecurity requirements:** Ensure cyber security standards are maintained and audited. Provide expertise and consultation on the NIST SP 800-171 standard including DFARS clauses 252.204-7012, -7019, -7020, and -7021. This support may include completing the following steps to reach compliance with our DOD contracts.
 - a. Assess the environment where Controlled Unclassified Information (CUI) is stored against the 800-171 requirements.
 - b. Document findings and generate a System Security Plan (SSP), Plans of Action (POA) and Milestones (MS).
 - c. Calculate our SSP score and submit the results to the federal government in the Supplier Performance Risk System (SPRS).
 - d. Implement needed controls by changing configurations, deploying solutions, or updating company policies.
 - e. Maintain compliance by monitoring the organization and updating documentation periodically to accurately reflect current security posture.

PART FOUR: Qualifications and Instructions for Submission

US Ignite intends to issue a firm fixed price contract, to a vendor who demonstrates the capacity to deliver quality scope of services and is the most responsive to the requirements of the RFP. Please include the following in your response:



1. Proposer Information and References

- a. Provide primary contact information, including name of organization, phone number, email, and main point of contact.
- b. Provide a description of your firm and include the descriptions of any proposed subcontractors, if applicable.
- c. Provide a list of three professional references that US Ignite can contact – please include the following: a summary of the work provided, the name of organization, main point of contact, phone number, and email address.
- d. Share resumes of key staff proposed to work on this initiative, including a description of experience for each proposed staff member (1-page limit per proposed staff member).

2. **Qualifications and Response to Scope of Services:** Please detail the firm’s qualifications to perform the services outlined in **Part 3: Scope of Services**. Additionally, please respond on how your firm will perform the duties outlined in **Part 3: Scope of Services**.

3. **Service Level Agreements:** Please provide some general Service Level Agreements (SLA). The proposed SLAs should include information such as support hours, vendor response times, resolution times, and escalation triggers.

4. **Cost Proposal:** US Ignite intends to issue a **fixed-price contract**, to a suitable vendor who demonstrates the capacity to deliver quality scope of services and is the most responsive to the requirements of the RFP. Please note the following:

- a. Provide a firm-fixed price cost proposal showing the associated cost to deliver each of the services outlined in **Part 3: Scope of Services**. The cost proposal should show the fixed-price cost broken out for each service by year.
- b. US Ignite will pay fees supported by evidence of bona fide services rendered. US Ignite will not enter into a retainer agreement which pays fees in advance to a firm or individual to secure or keep services when required.
- c. Please note that after a contract is signed, US Ignite will pay the organization for travel and other incurred costs associated with serving US Ignite as a client. US Ignite will reimburse these costs in accordance with Federal and US Ignite travel policies.

Closing Date and Time:

US Ignite must receive proposals by email. Please send your proposal to Nancy.Jemison@us-ignite.org with a subject line of “RFP: Web Hosting Services – Your Organization”. Please email no later than **August 20, 2021 at Midnight, Eastern Standard Time.**

Proposal Preparation Guidelines:

1. Responses may not exceed 15 pages. Vendors may provide URLs, but US Ignite reviewers will not be required to review materials beyond the 15-page proposals.
2. All proposals must be submitted in writing.
3. Please direct any questions to nancy.jemison@us-ignite.org. All responses will be posted on the US Ignite website where this RFP is found.
4. All proposals must be emailed to US Ignite point of contact listed, Nancy Jemison.
5. A vendor may modify or withdraw a proposal prior to the submission deadline.
6. Proposals may not be changed after the submission deadline.

PART FIVE: Evaluation and Selection

US Ignite will review all proposals submitted and will ensure that all proposals are reviewed in a fair, competitive, transparent, and in-depth manner. If a proposer is invited to make a presentation to US Ignite, the costs for such presentation will be the responsibility of the proposer. After review of the submissions the US Ignite may request to meet with vendors prior to selecting a firm.

The proposals will be evaluated based on the following criteria:

1. Knowledge of project requirements as demonstrated under “Part 3: Scope of Services”
2. Qualifications and range of experience of proposed vendor
3. Qualifications and experience of proposed project staff and evaluation of previous work in similar situations
4. Project costs and overall value

No contractual obligation on behalf of US Ignite whatsoever shall arise from the RFP process. Additionally, this RFP does not commit the US Ignite to pay any cost incurred in the preparation or submission of any response to the RFP.

US Ignite may reject any or all proposals in whole or in part, waive a technicality in any proposal, make awards in a manner deemed in the best interest of US Ignite and, unless otherwise specified by the organization, accept any item in the proposal. US Ignite reserves the right to award one or more contracts, if necessary.