

NADAP, Inc.

REQUEST FOR PROPOSALS

Information Technology Managed Services

Release Date: December 1, 2022



NADAP's Authorized Contact for all matters related to this RFP is:

Name: Denia Mota, Director of Administrative Services

Email: NADAPITRFP@Outlook.com

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Timeline

- | | | |
|-----------|--|-------------------------|
| a. | Release Date of the RFP | December 1, 2022 |
| b. | Letter of Intent (LOI) to Bid Due to NADAP | December 12, 2022 |
| | Email LOI to Denia Mota, NADAP's Authorized Contact at NADAPITRFP@Outlook.com ;
LOI must be received by 5:00 pm to submit proposal. | |
| c. | Questions from Vendors Due to NADAP | December 12, 2022 |
| | Email up to five (5) RFP questions to Denia Mota, NADAP's Authorized Contact at NADAPITRFP@Outlook.com
Questions must be received by 5:00 pm. | |
| d. | Responses to Vendor Questions Emailed | December 16, 2022 |
| | NADAP will email answers to all questions submitted by all companies that provided an LOI. | |
| e. | Proposals Due to NADAP by 2:00 pm. | January 13, 2023 |
| | Proposal format and email submission instructions are listed in <i>Section VII, Format and Content of the Proposal</i> | |
| f. | Anticipated Contract Start Date | April 1, 2023 |

I. Request for Proposal Summary

a. Purpose of the Request for Proposal

NADAP is using this competitive solicitation process to obtain sealed bids from appropriately qualified Information Technology companies to provide comprehensive managed IT support services including network design, implementation and maintenance, procurement of hardware, software and maintenance agreements, PC set-up, monitoring and support, Help Desk support, telecommunication management, user basic training, and administrative activities (strategic planning, budgeting, assisting in developing proposals for IT funding, system documentation, etc.) to meet NADAP's business needs. Due to funding requirements, NADAP is required to periodically solicit bids for services.

A full description of required services is detailed in *Section IV. Vendor Responsibilities*.

b. Definitions

In this RFP, the terms NADAP, Organization and Company are used interchangeably to refer to NADAP, Inc. The terms Proposer, Vendor, Contractor, Responder and You are used interchangeably to refer to the entity submitting the proposal.

c. Service Option

NADAP will select one vendor to provide IT managed services. Vendors must be able to cost-effectively provide the Scope of Services.

d. Proposer Eligibility Criteria

Proposers must meet the following criteria to be eligible to respond to this RFP:

1. Have a minimum of five (5) years of experience providing a full range of IT managed services to at least one company with 200 users,
2. Currently, support a minimum total number of at least five hundred (500) users combined in all client companies,
3. Maintain a business office in the New York Metropolitan area and have the ability for IT staff to reach any NADAP office within one-hour.
4. Have company employees who are certified and/or have demonstrated experience in the following:
 - a. VMware,
 - b. Cisco,
 - c. Microsoft,
 - d. Azure Cloud Services.
5. Be in good standing with New York City and State governments and contracts, and not be in default of any contract within the past seven (7) years,
6. Have not been found guilty of Medicaid fraud or listed on the New York State Office of Medicaid Inspector General's (OMIG) Exclusion List,
7. Have a good credit rating from one of the following agencies:
 - a. Dun & Bradstreet PAYDEX or Experian Business Credit score of 75 or above,
 - b. Credit score from other source with supporting documentation.
8. Not have declared bankruptcy within the past seven (7) years.
9. Meet the following insurance requirements, required by NADAP's landlords, to provide on-site services at any of our offices:
 - a. **Commercial General Liability Insurance**, including Contractual Liability (to specifically include coverage for the indemnification clause of the Indemnity Agreement), Products & Completed Operations Liability, Personal and Advertising Injury Liability, written on an occurrence form, with combined bodily injury and

property damage limits of liability of no less than \$5,000,000 per occurrence, \$5,000,000 General Aggregate, \$5,000,000 Personal & Advertising Injury and \$5,000,000 Products and Completed Operations liability with an aggregate limit per project. Products & Completed Operations coverage shall be maintained for two (2) years after completion of the work. The limits of liability can be provided in a combination of a Commercial General Liability policy and an Umbrella Liability policy, which is written on a no less than follow form basis. The policy should be written on form CG 00 01 07 98 or its equivalent and shall not include any exclusions or limitations other than those incorporated in the standard form. Such insurance is to be primary and non-contributory, notwithstanding any insurance maintained by the Indemnitees.

- b. **Professional Liability Insurance** (Errors & Omissions), with coverage specific to the type of work being performed for at least \$5,000,000 per claim.
 - c. **Automobile Liability Insurance**, including owned, non-owned and hired vehicle liability insurance, for combined limits of liability of \$2,000,000 per occurrence. The limits of liability can be provided in a combination of an Automobile Liability policy and an Umbrella Liability policy, which is written on a no less than follow form basis.
- Vendor will be required to provide Certificate of Insurance documents naming NADAP and Rudin Management as additional insured.**
- d. **Worker's Compensation Insurance** providing statutory benefits for Contractor's Parties' employees,
 - e. **Employer's Liability Insurance** for New York State in an amount that is no less than \$500,000.

Proposers must complete and submit the following:

Attachment A, Proposer Eligibility Questionnaire attesting to meeting the above eligibility criteria and,

Attachment B Proposer Business Questionnaire.

e. Anticipated Contract Term & Length

It is anticipated that the term of the contract awarded from this RFP will be for one (1) year, with options to renew for two (2) additional one (1) year periods. NADAP reserves the right, prior to a contract award, to modify the length of the initial contract term and each option to renew, if any.

f. Anticipated Start Date

The anticipated start date for services is April 1, 2023

g. RFP Due Date

A complete response to this RFP is due to NADAP by 2:00 p.m. on **Friday, January 13, 2023.**

h. Anticipated Payment Structure

The payment structure will be one set monthly fee for the full range of Managed IT Services described in the Vendor Responsibilities/Scope of Services. Proposers must complete **Attachment C, Price Proposal**, and attach a schedule of hourly rates, for various types of IT staff for work outside of the Scope of Services.

i. Assumptions Regarding Vendor Approach

1. Responders should propose a service delivery model that effectively meets NADAP's Managed IT Services needs as described in this RFP.
2. NADAP currently outsources its IT Managed Services.
3. The current vendor uses a Managed Services delivery model with a full-time (42.5 hours) IT technician on-site at the 355 Lexington Avenue, Manhattan central office. On-site visits to NADAP's other five offices are regularly scheduled for half- or full-day weekly or bi-weekly based on the number of users and/or work to be performed.
4. Although it is not a required vendor responsibility in the Scope of Services in this RFP, the current IT vendor provides project management and support for NADAP's Data Services Team for the following activities:
 - a. Direct project management support for the Director of Data Services including strategic planning, replacement recruitment, supervision, performance evaluation, troubleshooting and consultation on technical issues.
 - b. The Director of Data Services directly supervises:
 - i. Developer/Analyst
 - ii. Learning Management System Coordinator
 - c. The Data Services Team is responsible for the following activities:

- i. **Proprietary Database** – Development and enhancement of the organizations existing proprietary databases currently utilized by three of NADAP’s programs with approximately 135 users.
- ii. **Data Warehouse** – Collection and aggregation of data from internal and external sources into a centralized repository.
- iii. **Dashboards** – Developed with MS Power BI and customized for eight NADAP programs.
- iv. **Learning Management System** – Delivering client employment services through 175+ modules built on the Moodle platform.
- v. **Intranet** – Development and maintenance of the agency’s Intranet platform.
- vi. **Website** – Updates to NADAP’s website

j. Subcontracting

Vendors must describe in detail any services to be assigned to a subcontractor.

k. Authorized NADAP Contact

Proposers are advised that all communication with NADAP regarding this RFP must be in writing to NADAP’s authorized contact:

Name: Denia Mota

Email: NADAPITRFP@Outlook.com

II. About NADAP

NADAP Overview

NADAP is a private, nonprofit, social services organization founded in 1971 operating programs providing employment (vocational assessment, job readiness, placement and retention services), substance use assessment, case management, care coordination, and health insurance enrollment services to more than 25,000 individuals annually in New York City and Nassau County. We provide services to adult job seekers, cash assistance recipients, individuals with medical and behavioral health conditions in need of care coordination, and to individuals seeking healthcare insurance. The majority of NADAP’s clients are cash assistance recipients receiving our services to help them become self-sufficient.

NADAP has approximately 300 staff in six (6) offices throughout the New York metropolitan area.

See *III. Network Information Section, item #4* for a list of NADAP locations.

Additional information about NADAP is available on our website at www.nadap.org.

III. Network Information

The following information is about NADAP's network as of November 2022.
See **Attachment F, Network MPLS Diagram/Server and Storage Backup Infrastructure:**

1. Servers (Total Servers: 41)

- a. NADAP Maintains a server and network infrastructure with Web/SQL servers and RDS environment in Azure and local servers at each site for Active Directory, Files and Print.
- b. All on premise servers are running Virtual Machines on VMWare ESX 6.7+ on HP Proliant Servers G9+. All locations including Azure are networked together using IPSEC Site to Site VPNs.
- c. There are 15 Azure hosted servers providing Active Directory, Remote Desktop Gateway and Session Hosting and AppDev-Web/SQL hosting and services.
- d. There are 9 VMWare hosted servers in Brooklyn, providing Active Directory, File Server, Backup Server proxy and AppDev-Web/SQL hosting and services (2 physical server).
- e. There are 9 VMWare hosted servers at the Manhattan Headquarters, providing Active Directory, File Server, Backup Server proxy and AppDev-Web/SQL hosting and services (1 physical server).
- f. There are 3 VMWare hosted servers at the Manhattan Career Compass office, providing Active Directory, File Server, Backup Server proxy and AppDev-Web/SQL hosting and services (1 physical server).
- g. There are 5 VMWare hosted servers at the Manhattan SUCAP/HRA office, providing Active Directory, File Server, Backup Server proxy and AppDev-Web/SQL hosting and services (1 physical server).
- h. There is one physical phone server at 1 Smith Street in Brooklyn.
- i. All the virtual servers combined utilize ~10TB or disk space.

2. Server Backups

- a. Backup Software: Veeam Backup and Recovery 7.0
- b. NADAP Servers Require the following Backup Scheme with onsite and offsite requirements
- c. Backup Scheme - GFS = Grandfather, Father, Son scheme)

Son = Daily	30 Days, onsite, offsite
Father = Monthly	12 months, offsite
G= Yearly	7 Years, offsite
- d. For Disaster Recovery, the Daily Backups need to be readily available at the offsite location in the event of an emergency.

- e. Offsite storage required to be geographically outside of tri-state area
- f. The offsite storage totals 15 TB
- g. The offsite backup storage cost should be included as a separate line item in the bid proposal.

3. Telephone System

- a. IT administers the phone system for all sites except Site1-NYC which is managed by the funder, NYC Human Resources Administration. All sites have their own individual system. There is no call routing or dial by extension from site to site.
- b. HQ-355 Lex and Site 4-Brooklyn are currently being transitioned to cloud based VOIP such as Vonage. We expect this process to take place 2023.

Location	Phone	PBX/Voicemail	PRI	Switches	Phones	QTY
HQ - 355 Lex*	Cisco UCC/UCM PBX	On premise	Verizon	POE	Cisco 8800 Series	85
Site1-NYC	Provided by HRA	On premise	N/A	N/A	N/A	N/A
Site2-NYC	Vonage VOIP	Hosted	N/A	POE	Yealink	25
Site3-Hempstead	Vonage VOIP	Hosted	N/A	POE	Yealink	20
Site4-Brooklyn*	Cisco UCC/UCM PBX	On premise	Verizon	POE	Cisco 5600 series	75
Site5-Brooklyn	Vonage VOIP	Hosted	N/A	POE	Yealink	15

4. Site Locations and Bandwidth

Location	ISP1	ISP2
HQ - 355 Lex	Fiber 100MB	Copper 250x20MB (Spectrum)
Site1-16 th St NYC	Fiber 20MB (FIOS)	Copper 150x20MB (Spectrum)
Site2-Park Ave. NYC	Copper 150x15MB (Spectrum)	Copper 150x15MB (FIOS)
Site3-Hempstead	Copper 150MBx20MB (FIOS)	None
Site4-Smith St Brooklyn	Fiber Wimax 50MB	None
Site5-Flushing Ave Brooklyn	Fiber 50MB	None

IV. Vendor Responsibilities – Scope of Work

NADAP will select a vendor to provide comprehensive IT Managed Services including:

1. IT Strategic Planning
2. Network Management and Support
3. Help Desk Support
4. Network Security
5. Business Continuity Planning
6. Hardware and Software Support and Maintenance
7. Mobile Devices
8. Telecommunication Systems
9. Staff Training & Onboarding
10. IT Policies and Procedures
11. Administrative and Managerial Responsibilities

12. Documentation and Reporting
13. Project Management for Data Services (Optional)

Vendors should provide detailed responses in their proposal about how these services will be delivered and monitored for NADAP.

Although the Vendor may assign specific staff to work on the NADAP account, it is expected that the Vendor will have an array of staff with skills and certifications relative to NADAP's business needs who will provide subject matter expertise to the Agency.

NADAP seeks a Vendor that is flexible with service delivery and can consistently provide the services necessary to keep its IT environment stable and secure.

Vendor Availability for the Provision of Comprehensive IT Managed Services

- 24/7 availability for on-site or remote support as needed,
- Workday user support on-site or remotely, during regular business hours from 8:30 am to 5:30 pm,
- Remote network and user support during non-business hours 5:31 pm to 8:29 am weekdays, and on Saturdays, Sundays and holidays.
- See **Attachment E, NADAP's 2023 Holiday Schedule**,
- On-site support at any NADAP office, as needed,
- Regularly scheduled on-site visits to NADAP offices for new equipment set-up, moves, and other activities requiring an on-site presence; submission of on-site tech schedules,

1) IT Strategic Planning for NADAP

- a) If a new IT vendor is selected from this RFP, develop a comprehensive Transition and Implementation Plan:
 - i) Designates a transition team,
 - ii) Assesses NADAP's IT needs,
 - iii) Secures NADAP devices and network,
 - iv) Develops and implements a Transition Plan,
 - v) Attends to all issues to ensure a smooth transition.
- b) Completes a technology needs assessment of the organization on an agreed upon regular basis,
- c) Designs NADAP's IT infrastructure,
- d) Develops a Technical Strategic Plan addressing proposed network, hardware and software changes with timeline,
- e) Advises NADAP on its current information technology and approach it should take for new technology; implements transition to new technologies,
- f) Makes appropriate technical decisions to support NADAP's business needs,
- g) Evaluates cost effectiveness of current and proposed systems and equipment,
- h) Recommends cost effective IT upgrades and improvements, ensures the best options are identified considering limited resources,

- i) Assists NADAP in pursuing funding for IT equipment and services through various sources including City Council, Foundations, government, and other entities,
- j) Develops and manages all IT budgets including:
 - i) Case Management Services
 - ii) Health Home Care Coordination Services
 - iii) Employment Services in five (5) programs in New York and Nassau County
 - iv) Substance Abuse Centralized Assessment Program
 - v) Technical Assistance & Professional Training
 - vi) In-person Assistance Health Insurance Enrollment Program
 - vii) NADAP General Administration Budget
- k) Disaster Recovery and Business Continuity Planning,
- l) Participates in ongoing strategic planning with NADAP's administration on IT and telecommunication services that support the overall IT goals and objectives to meet the Company's business needs,

2) Network Management and Support

- a) Designs, implements and maintains the network infrastructure including servers, inter-office and internet connectivity; advises NADAP on connectivity to support business needs,
- b) Develops operational strategies and workflows to support business needs,
- c) Ensures agency-wide standardization of equipment,
- d) Optimizes hardware and software, applies administrative rights,
- e) Manages Active Directory,
- f) Remotely monitors NADAP's servers, network, data back-ups and telephone systems,
 - i) Performs 24/7 remote monitoring of IT equipment at all NADAP offices:
 - 1. Servers
 - 2. Desktop Computers and Network Laptops
 - 3. WAN/LAN Hardware Equipment
 - 4. Back-up Services
 - 5. Telephone Systems
 - ii) Implements and maintains mutually agreed upon monitoring software,
 - iii) Reviews monitoring software regularly to evaluate effectiveness and expense to determine its continued use; evaluates new monitoring software as needed,
 - iv) Provides proactive notification to designated NADAP administrators for outages and system malfunctions.
- g) Manages and maintains Microsoft Office 365,
- h) Manages back-up of network and data,
 - i) Conducts daily back-up of all network data, databases and applications at each site,
 - ii) Develops back-up schedule and written procedures,
 - iii) Ensures back-ups are accurate and complete,
 - iv) Generates back-up reports,

- v) Tests restoration of back-up data.
- i) Network Security
 - i) Provides network security solutions including firewalls, network access control, and desktop and applications security.
- j) Remote Access (Terminal Server)
 - i) Provides monitoring and support of remote access.

3) Help Desk Support

- a) Provides onsite or remote Help Desk support to resolve issues related to network services, software and hardware, including network peripherals, at all NADAP offices during general business hours 8:30 am to 5:30 pm, Monday through Friday; provides on-site follow-up support, within a mutually agreed upon timeframe, when the IT problem cannot be resolved remotely,
- b) Provides remote Help Desk support, if needed, during non-business hours 5:31 pm to 8:29 am, Monday through Friday, and Saturday and Sunday, and holidays; provides on-site follow-up support, within a mutually agreed upon timeframe, when the problem cannot be resolved remotely,
- c) Develops and adheres to mutually agreed upon Service Level Agreements including response time for ticket acknowledgement, and on and off-site troubleshooting response,
- d) Implements and/or maintains a mutually agreed upon Help Desk ticketing and tracking system, (NADAP currently uses a system from its IT vendor) with acknowledgement responses, status updates, and ticket close-out information to staff submitting tickets and program managers,
- e) Submits Help Desk Reports, in an agreed upon format and at an agreed upon frequency, for all Help Desk services provided,
- f) Analyzes trends and problems and discusses issues with NADAP's administration in regularly schedule IT Operations Meetings.

See Attachment G, NADAP Help Desk Report

4) Network Security

- a) Collaborates with NADAP's Privacy Officer on issues related to information security and HIPAA compliance,
 - i) Ensures systems are in place to protect electronic transmission of data e.g., email encryption.
- b) Collaborates with NADAP's Security Officer on issues related to cyber security to protect the Agency's physical network and information,
 - i) Ensures appropriate safeguards are in place for securing user's data
 - ii) Develops and enforces login password policies,
 - iii) Manages security for employees' remote access into the NADAP network including web-based database access,

- iv) Coordinates Cyber Security Training and follow-up testing for users; reports findings to Agency.

5) Business Continuity Planning

- a) Identifies cost-effective business continuity plan (disaster recovery) to meet NADAP's service needs with the business objectives of having NADAP staff access NADAP's network data from a remote location within twenty-four (24) to forty-eight (48) hours,
- b) Maintains business continuity plan including the following:
 - i) Clear Escalation process, and decision-making hierarchy including list of the team members managing it,
 - ii) Develop datacenter continuity strategy,
 - iii) Develop workforce continuity strategy, including communicating with users, from alternate network access methods,
 - iv) Develop plan for scaling up/out based on the severity of the situation,
 - v) Comprehensive backup schedule including off-site storage of data back- ups,
 - vi) Bringing the systems back online and restoring any lost data,
 - vii) Written processes/procedures for NADAP to follow,
 - viii) Minimizes potential downtime during the switch over.

6) Hardware and Software Support and Maintenance

- a) Conducts IT support visits to all NADAP offices, as needed, to address IT needs,
- b) Installs hardware and software,
- c) Updates software applications on a regular basis according to a mutually agreed upon schedule to ensure that the most up-to-date software, including patches and new releases,
- d) Ensures functionality of hardware and software meets user needs,
- e) Learns functionality of specialty software used by NADAP e.g., LaserFiche document imaging software. Troubleshoots software problems and serves as the NADAP point of contact with manufacturer and maintenance vendor,
- f) Manages printer services for desktop and network equipment including maintenance, coordination of internal or external repairs, and/or replacement.

7) Mobile Devices

- a) Sets-up NADAP issued cellular telephones e.g., iPhone, Android,
- b) Sets-up NADAP issued tablets,
- c) Troubleshoots mobile device service issues with users and vendors.

8) Telecommunication Systems

- a) Manages two VOIP telephone systems owned by NADAP which are supported by SmartNet maintenance contracts,
- b) Manages two (2) leased VOIP telephone system provided by Vonage,
- c) Recommends telephone technology, plans and services as needed,
- d) Negotiates new leases and service agreements as needed,
- e) Functions as the technical point person with telephone maintenance vendors,
- f) Monitors the functioning of telephone systems in NADAP offices:
 - i) 355 Lexington Avenue - Cisco UCC/UCM PBX owned system with approximately 85 users),
 - ii) 630 Flushing Avenue, Brooklyn – Vonage hosted system with approximately 15 users,
 - iii) 109 E. 16th Street – system provided by NYC HRA with approximately; not supported by NADAP,
 - iv) 1825 Park Avenue – Vonage hosted system with approximately 25 users,
 - v) 1 Smith Street, Brooklyn – Cisco UC/UCM PBX system with approximately 75 users,
 - vi) 50 Clinton Street, Hempstead – Vonage hosted VOIP system with approximately 20 users
- g) Adds new and existing users to the telephone systems.

9) Training

- a) Onboarding - Provides training to new employees on their first workday on network login, passwords, intranet, email virus precautions, Help Desk support and other relevant information,
- b) Identifies patterns of user problems, using Help Desk reports, and develops and delivers training, in an appropriate format, to address the issues,
- c) Develops Users Manuals where appropriate,
- d) Security awareness training,
- e) Vendors can propose to provide additional training for NADAP employees.

10) IT Policies and Procedures – Development, Maintenance and Enforcement

- a) Develops, writes, enforces and updates information technology Policies and Procedures,
- b) Develops and updates IT processes and workflows for NADAP services.

11) Administrative & Managerial Responsibilities

- a) **Operations Meetings** – Proposer’s account manager and other IT staff participate in regularly scheduled operations meetings (weekly during a

transition/implementation phase, bi-weekly thereafter) with NADAP senior administration,

- b) **Managers' Meetings** –Participates in monthly NADAP Managers' Meetings to discuss IT issues, provide information and updates about IT-related services to staff with Assistant Director or above titles,
- c) **Financial**
 - i) Develops annual IT plans and budgets for Administration and each program with input from program managers, CFO and NADAP senior administration, identifying projects and needs to be addressed during a fiscal year period,
 - ii) Monitors IT spending for each budget,
 - iii) Participates in regularly scheduled budget-to-actual meetings with Finance.
- d) **New Business Development Activities**
 - i) Identifies IT needs and develops IT budgets and technical language for proposals developed by NADAP for new programs and funding,
 - ii) Collaborates with development team to write justifications, technical information and other material for capital requests and proposals.
- e) **Client-Vendor Relationships**
 - i) Identifies and recommends vendors for purchasing,
 - ii) Develops and maintains good business relationship with vendors and account managers for bids, purchasing and billing services,
 - iii) Reviews and negotiates Service Level Agreements (SLA) for new services, monitors SLAs in relation to services received, discusses and resolves service issues with vendor and requests billing credits as needed.
- f) **Procurement – Hardware, Software, Support Contracts**
 - i) Coordinates all IT purchasing activities,
 - ii) Provides NADAP with control over selection of products, vendors and services,
 - iii) Conducts purchasing in a cost-effective manner in accordance with limited agency resources; identifies purchasing resources that provide nonprofit pricing,
 - iv) Researches, selects and recommends hardware and software to be purchased,
 - v) Obtains bids from vendors based the number required by funding sources and completes bid documentation form,
 - vi) Secures purchasing approval from NADAP administration through the use of an approval form,
 - vii) Orders equipment and software,
 - viii) Tracks receipt of goods, reconciles purchases with invoices, and reports this information to NADAP administration.

g) Hardware Asset Inventory

- i) Develops and maintains asset inventory in NADAP approved software, in accordance with funder requirements,
- ii) Conducts periodic verification of hardware asset inventory,
- iii) Updates inventory whenever equipment is purchased, moved or discarded,
- iv) Coordinates necessary e-waste removal process. Consults with Finance to secure necessary funder approvals before disposal.

h) Software Asset Inventory

- i) Develops and maintains software inventory in NADAP approved software,
- ii) Updates inventory when software is added or deleted,
- iii) Regularly performs asset inventory spot checks to ensure accuracy.

i) Manages and Monitors IT, Telephone and Other Vendor Contracts

- i) Participates in contract negotiations with vendors,
- ii) Reviews draft contracts,
- iii) Develops a thorough knowledge of contract terms,
- iv) Ensures vendor compliance with contract terms,
- v) Monitors contract end dates and provides proactive and timely notification,
- vi) Recommends contract renewals.

j) Monitors and Maintains Maintenance Contracts

- i) Ensures identified hardware and software have appropriate warranties and/or maintenance contracts,
- ii) Documents and tracks contract renewal dates,
- iii) Recommends renewal contracts,
- iv) Negotiates new and renewal contracts.

k) Other Responsibilities

- i) Develops and executes a transition plan, if a new IT vendor is selected,
- ii) Reviews insurance coverage periodically to ensure appropriate property coverage, recommends changes as needed,
- iii) Assists NADAP in identifying vendors for goods and services,
- iv) Establishes good working relationships with directors & business managers,
- v) Maintains a comprehensive understanding of each site's IT operations.

12) Documentation and Reporting

- a) Provides high-level managerial reports on NADAP's network,
- b) Provides monthly cumulative Help Desk reports, with analysis, in approved format
- c) Provides monthly log and/or system monitoring reports for all outages e.g., internet outages, servers, hardware failure, and application issues,
- d) Provides notification of outages, as they are identified, to NADAP administrator,
- e) Maintains up-to-date IT documentation of NADAP's systems including:
 - i) Network Diagrams,

- ii) Passwords,
- iii) Contact Lists,
- iv) Policies and Procedures.

13) OPTIONAL SERVICE—Oversight and Project Management of NADAP’s Data Services Team including Proprietary Database Development. Although optional, this responsibility is important to NADAP and we prefer that it is not outsourced to a third party to simplify communication and management.

Vendors that do not include DB management are still eligible to submit a proposal. Vendors including this service in their proposal will receive up to ten (10) additional points to their evaluation score if their approach is deemed to be sound and reasonable. See Section *VIII. Proposal Evaluation & Selection Criteria* for details.

The fee for DB management should be included in the price proposal, separated as a clearly identified line item.

NADAP currently has seven (7) proprietary databases that were developed using ColdFusion, MS SQL Server, HTML and JavaScript which are hosted on multiple servers at six (6) NADAP offices. These include:

- 5 proprietary ColdFusion\HTML\JS applications
- 2 proprietary PHP\HTML\JS application
- All 7 applications run on SQL Server Databases
- Additional databases and servers to support the Data Warehouse (DW)
- Many custom Python applications to support data collection that feed into the DW and SUCAP program
- The entire Data Systems Infrastructure runs on a total of 10 windows based virtual servers.

The Agency’s Data Services Team consists of four full-time positions. NADAP wants to maintain the staff as employees of NADAP and not have them become part of the proposer’s workforce or have their work performed directly by the Proposer.

- The Director of Data Services manages the Data Services team and infrastructure including the maintenance and administration of all NADAP’s database applications, data warehouse and various data collection & analysis projects, including documentation, reporting, engineering, programming, and user support. This position also provides support for administration of the Credible Electronic Health Record system.
- The Developer/Analyst works alongside the Director of Data Services to help maintain and administer all NADAP’s database applications, including documentation, reporting, and user support. This position also provides support for administration of the Credible Electronic Health Record system for the EHR Administrator.

- The MIS Project Manager oversees the Credible Database for all NADAP Departments. This includes maintaining Security Matrix, overseeing staff training on Credible, assisting with creation of reports and forms for all NADAP departments and resolving system issues. The objective of the position is to ensure that all NADAP departments utilize Credible effectively and meet the data tracking and reporting requirements of the agency.
- NADAP's Learning Management Systems (LMS) Coordinator oversees NADAP's Learning Management System in coordination with all agency departments. This includes maintaining Security Matrix, overseeing staff training on the LMS, and assisting with creation of content, reports and other data.

The following DB development support services are expected:

- a) Oversee development of NADAP's database software,
- b) Consult with NADAP on database development, strategies, and upgrades,
- c) Evaluate database structure to ensure efficient functionality,
- d) Evaluate quality of application coding for optimal performance,
- e) Provide formal weekly supervision to NADAP's Director of Data Services to monitor programming, including documentation, and database administration,
- f) Consult with NADAP on issues related to set-up, maintenance and troubleshooting of the development, testing and production environments,
- g) Monitor the Source Code repository and code release procedure,
- h) Monitor the To-do Work and Completed Tasks lists,
- i) Report on development activities at the on-site IT Operations Meetings with NADAP's senior administrator,
- j) Complete introductory and annual performance appraisals which have personalized goals that are regularly review with employees throughout the year,
- k) Evaluate training needs and requests; identify training opportunities for development of database staff,
- l) Participate in recruitment activities including resume review, interview and selection of candidates for the database positions.

NADAP reserves the right to remove or amend this service component prior to a contract award at its sole discretion.

14) Miscellaneous

- a) Expenses for regular travel between NADAP offices, cellular telephone and other mobile devices are the responsibility of the vendor,
- b) NADAP retains the right to interview and approve the placement of the vendor's staff person if the vendor proposes a model with regularly scheduled on-site staff,
- c) NADAP retains the right to have the vendor's on-site staff replaced at NADAP's request,
- d) It is the Vendor's responsibility to train their staff on NADAP's systems, hardware, software, processes and contracted service requirements. The vendor is also responsible for training its employees during staff transitions to ensure continuity of services, without disruptions, at the same service level.

V. Technical Proposal

Proposers must answer the following questions clearly and concisely describing their **experience** delivering outsourced managed IT services and their **proposed approach** for providing this type of service to meet NADAP's business needs. The format of the Technical Proposal is described in *Section VII., Format and Content of the Proposal*.

There is no page limit on the technical proposal narrative.

Proposer's Experience

1. Describe the general services your company offers.
2. Describe your **experience providing managed IT and telecommunication services**, similar to those described in *Section IV. Vendor Responsibilities* to client companies that are the same size or larger than NADAP and those with multiple locations throughout the New York City metropolitan area. Include:
 - a. Virtual Server Solutions
 - b. Cloud IT Solutions (if available)
 - c. Network Support
 - d. Security and Firewall
 - e. Desktop and User Support
 - f. Remote Access
 - g. Disaster Recovery
 - h. Database Development and Support
3. Describe your **experience providing managerial/administrative services**, similar to those listed in *Section IV. Vendor Responsibilities, #11*, that support the business needs of your clients.
4. Describe the **qualifications and technical certifications** of your IT staff.
5. Proposers must submit **Attachment B, Proposer Business Questionnaire**.

Proposed Approach

1. Describe your approach for **developing an IT strategic plan** for NADAP.
2. Describe the **service model** that you would use to complete the work described in *Section IV. Vendor Responsibilities*. Include detailed information about both on and off-site staffing and resources.
3. Describe your **key IT staff**, including qualifications, who would work on the transition and on NADAP's account on an ongoing basis delivering the work

described in *Section IV. Vendor Responsibilities*. Indicate if any other resources would be used to provide value added services.

4. Describe how you would provide **network support and management** to ensure availability and reliability. Indicate from what location the network will be monitored and describe the capabilities of the Network Operations Center. Provide details about network monitoring software and procedures, including notification time targets for informing NADAP about service outages. Include any other relevant information to demonstrate how you will manage NADAP's network.
5. Describe how you would **manage and configure servers** and deliver **virtualization solutions**.
6. Describe your plan to **secure NADAP's IT infrastructure, including cybersecurity**.
7. Describe the **back-up and disaster recovery solutions** you would implement for NADAP to achieve business continuity goals described in *Section IV. Vendor Responsibilities, #5*.
8. Describe how you would **deliver desktop and user support** (Help Desk) services. Include information about response time, ticket submission, reporting, alerts, hours of availability and other relevant service level standards. Describe both onsite and remote troubleshooting.
9. Describe your **Help Desk reporting**. Attach a sample Help Desk report(s). Include all available reports including those reporting on outages, network alarms, and carrier outages.
10. Describe how you would provide **management oversight** to ensure the delivery of IT services meets contractual requirements including management of service level agreements. Provide details about who would provide this oversight, where the person is located, qualifications of the individual and any other relevant information. Does your company have high-level management reports given to clients that provide an overview of their IT network or operations? If so, attach a copy of the report.
11. Describe how you would **maintain equipment** (desktop and laptop computers, desktop and network printers, and peripherals) to ensure optimal functioning including patches, upgrades and other maintenance activities.
12. Describe how you would **maintain an asset inventory** of hardware and software for tracking and auditing purposes. List the software program that would be used.

13. Describe how you would develop **IT budgets** for NADAP's 10 programs and 5 administrative departments and monitor IT expenditures.
14. Describe how you would assist NADAP in **purchasing hardware and software** including obtaining multiple bids to meet grant funder requirements.
15. Describe how you would **manage NADAP's telecommunications systems**: two (2) CISCO VOIP systems UCC/UCM PBX both with SmartNet maintenance contracts, and manage the contracts for the three (3) leased Vonage VOIP systems.
16. Describe how you would **document and maintain information** about NADAP's systems, services, IT policies and procedures and any other material.
17. Describe how you would **evaluate your performance**, including staff, to determine if expected quality of service and service level agreement (SLA) commitments are met.
18. Describe how you would assist NADAP, a nonprofit organization, in **keeping up to date with current technology** while containing expenses.
19. Describe your **Service Level Agreements** as they would apply to NADAP for services described in *Section IV. Vendor Responsibilities*.
20. Describe your **migration plan** for assuming full responsibility of NADAP's IT services, if selected. Include timeframes, downtime, overnight and weekend work, resources needed from NADAP and other information as needed.
21. Describe user and technical training that you provide which may be required by NADAP staff.
22. Describe how you monitor customer satisfaction and quality assurance on an ongoing basis and how NADAP would benefit from these processes.
23. Describe, if any, additional services you think NADAP needs or should be delivered. Indicate whether the services will be included in the monthly fixed fee or if there will be an additional charge.

VI. Price Proposal

NADAP requires a pricing model with an all-inclusive monthly fixed fee for delivery of the outsourced information technology and telecommunication services described in *Section VII. Vendor Responsibilities*.

It is important for Proposers to present complete information about their total rates for the services described in the RFP.

Proposers must submit **Attachment C, Price Proposal** providing the following information:

1. Monthly fixed fee for all expenses to include all charges for supporting up to 300 users. Describe the impact on pricing in the event that NADAP goes above or below 300 employees; include the formula for any changes.
2. Fee for managing the Director of Data Services (**optional service**),
3. Detailed information about which services or resources that NADAP may require which are not part of this agreement and would be an additional charge,
4. Vendor rates for professional services which includes base/standard rates for various IT positions that may be used for work outside the Scope of Services,
5. Rate adjustments related to SLA targets.

NADAP, Inc. is responsible for the following expenses and Proposers should not include them in the pricing structure:

1. Cost of hardware, software licenses and computer supplies
2. Maintenance agreements for hardware and software from manufacturers
3. Cable Runs
4. Expenses for equipment repair
5. Website maintenance and hosting
6. Salaries for data services staff

NADAP reserves the right to review and renegotiate fees based on significant changes to its business including, but not limited to reduction in staff or service

VII. Format and Content of the Proposal

RFP Submission Format

1. Proposals can be emailed at any time with return receipt but must be received by **2:00 on Friday, January 13, 2023** to the following email address:

NADAPITRFP@Outlook.com

2. Proposers submitting a proposal will receive an email acknowledgement no later than the end of the next business day.
3. Vendors must email their complete proposal and any attachments.

4. Proposals must be organized with page numbers and margins must be 1", line spacing 1.5 and font 12 point.
5. The subject line of the transmittal email should read: Proposal for NADAP IT RFP with the name of the proposing company.
6. There is no page limit on the technical proposal narrative.
7. Proposers may include additional material as attachments supporting their proposal.

VIII. Proposal Evaluation & Selection Criteria

Complete proposals from qualified vendors that are received by the due date and time will be reviewed to determine responsiveness to the RFP requirements. Proposals meeting submission, format and content criteria will be deemed acceptable for review and non-responsive proposals will be rejected. NADAP reserves the right to reject any proposal.

Proposers must demonstrate experience and expertise with the full range of IT services requested in the RFP, an understanding and responsiveness to NADAP's needs, timeliness in completing tasks, and an ability to maintain NADAP's best interests while implementing efficient and cost-effective technology solutions.

NADAP plans to award a contract from this RFP based on the proposal that best meets our requirements. While price will be a factor in consideration of the proposals, it is not the sole criterion. NADAP will evaluate all proposals based on selection criteria that include, but are not limited to the following:

1. Submission of a complete proposal,
2. Experience providing managed IT services,
3. Detailed and clear proposed approach to meet NADAP's requirements,
4. Service model,
5. Service Level Agreements,
6. Reporting capabilities,
7. Pricing including any additional fees and expenses.

NADAP has an IT Committee comprised of key staff with technical expertise to evaluate proposals. The evaluation process may involve NADAP asking some Proposers for clarification or additional questions in order to make a decision. An in-person or virtual interview may be required to discuss the Proposer's approach and finalize the selection process leading to a contract award.

Proposal Evaluation/Selection Criteria

Evaluation Procedures

The evaluation process assesses the Proposer's service delivery approach, technology solutions, cost effectiveness and comprehensiveness.

NADAP will rate proposals based on the following criteria:

Proposed Approach (40 points) – Scoring is based on the Proposer's approach to implementation and operation of the services described in the RFP; evaluation of service quality and proposed service level agreements; breadth of the scope of services offered; ability to provide an IT infrastructure with up-to-date working technology, maintenance of a stable IT environment; network security; responsiveness to users' needs; maximization of IT resources; reporting capabilities; and proposed approach with administrative responsibilities.

Responses should demonstrate a clear understanding of NADAP's IT needs and a detailed approach for service delivery.

Qualification, Capacity and Experience (25 points) – The Proposer's qualifications, capacity and resources to effectively deliver the services requested in this RFP; demonstrated experience and success in providing similar services to companies comparable in size or larger than NADAP, experience with nonprofit organizations and the overall range of services delivered.

Cost-effective Pricing (25 points) – Proposed pricing, other fees and inclusiveness of the types of work in the Scope of Services. The vendor's ability to work with a nonprofit IT budget, provide cost-effective solutions and minimize add-on expenses for work considered outside the Scope of Services.

Value Added Services (10 points) – Resources and services to be provided in addition to those listed in *Section VII. Vendor Responsibilities – Scope of Services* that you will deliver to NADAP.

Optional Service for Management of NADAP's Data Services Activities - (Extra 10 points) – The approach and quality of the Proposer's plan to manage NADAP's Director of Data Services, Refer to *Section VII. Vendor Responsibilities, item 13*.

IX. RFP Terms & Conditions

The information about NADAP contained herein is confidential and cannot be shared.

NADAP reserves the right to change the terms of a contract, if awarded, or not award a contract based on this RFP.

Attachment A- Proposer Eligibility Questionnaire
NADAP IT Request for Proposals - December 2022

Please complete all information.

1. Proposer's Company Name:
2. Proposer's Company Owners:
3. Proposer's Business Formation
LLC ☐ Partnership ☐ Corporation ☐
4. Address:
5. City, State & Zip:
6. Telephone Number:
10. Website Address:
7. Proposer's Contact Person:
11. Contact Email Address:
8. Title:
12. Tax ID #:
9. Phone Number:
13. Dun & Bradstreet #:
14. To be eligible to submit a proposal, your company is required to meet the established criteria and answer the questions below:
 - i. How many years of experience does your company have in providing a full range of outsourced Managed IT services?
The minimum amount of experience required is five (5) years.
 - ii. How many clients does your company have in which managed IT services are provided to two hundred (200) or more users?
Proposer must have at least one client with two hundred users.
 - iii. How many total users does your company support in providing outsourced managed IT services?
Proposer must currently support a minimum of five hundred (500) total users.
 - iv. Does your company maintain a business office in the New York metropolitan area and have the ability for your IT staff to reach any NADAP office within one hour?
Yes ☐ No ☐

If yes, specify the office address:

v. Does your company have employees certified in the following:

VMware: Yes ☐ No ☐

Cisco: Yes ☐ No ☐

Microsoft: Yes ☐ No ☐

Azure Cloud Yes ☐ No ☐

Add Other Certifications:

15. Has Proposer defaulted on any New York City or State Government contract within the past seven (7) years?

Yes ☐ No ☐

16. Has the Proposer been found guilty of Medicaid fraud or listed on the Exclusion List of the New York State Office of Medicaid Inspector General (OMIG).

Yes ☐ No ☐

17. Has the Proposer declared bankruptcy within the past seven (7) years?

Yes ☐ No ☐

18. Provide your company's credit rating:

19. Does the Proposer meet the following insurance requirements?

- i. **Commercial General Liability Insurance**, including Contractual Liability (to specifically include coverage for the indemnification clause of the Indemnity Agreement), Products & Completed Operations Liability, Personal and Advertising Injury Liability, written on an occurrence form, with combined bodily injury and property damage limits of liability of no less than \$5,000,000 per occurrence, \$5,000,000 General Aggregate, \$5,000,000 Personal & Advertising Injury and \$5,000,000 Products and Completed Operations liability with an aggregate limit per project. Products & Completed Operations coverage shall be maintained for two (2) years after completion of the work. The limits of liability can be provided in a combination of a Commercial General Liability policy and an Umbrella Liability policy, which is written on a no less than follow form basis. The policy should be written on form CG 00 01 07 98 or

its equivalent and shall not include any exclusions or limitations other than those incorporated in the standard form.

Such insurance is to be primary and non-contributory, notwithstanding any insurance maintained by the Indemnitees.

Yes ☐

No ☐

ii. **Professional Liability Insurance**

(Errors & Omissions), with coverage specific to the type of work being performed for at least \$5,000,000 per claim.

Yes ☐

No ☐

iii. **Automobile Liability Insurance**

Including owned, non-owned and hired vehicle liability insurance, for combined limits of liability of \$2,000,000 per occurrence. The limits of liability can be provided in a combination of an Automobile Liability policy and an Umbrella Liability policy, which is written on a no less than follow form basis.

Yes ☐

No ☐

iv. **Worker's Compensation Insurance**

Providing statutory benefits for Contractor's Parties' employees and Employer's Liability coverage in an amount that is no less than \$500,000.

Yes ☐

No ☐

v. **Employer's Liability Insurance for New York State**

In an amount that is no less than \$500,000.

Yes ☐

No ☐

By signing below, you verify that the company submitting this proposal meets the criteria and insurance requirements specified herein.

Proposer's Authorized Representative:

Name:

Title:

Signature:

Date:

Disclaimer: By entering your name above, you are signing this document electronically. You agree that your electronic signature is the legal equivalent of a manual signature on this submission.

Attachment B - Proposer Business Questionnaire
NADAP IT Request for Proposals December 2022

Please complete all information.

1. Legal Company Name:
2. Provide a Brief Description of Company (500 characters or less):
3. Number of Employees (by category):
4. Estimated Annual Revenue in 2022:
5. Number of Nonprofit Clients:
6. List your five (5) largest Business Clients (not for reference purposes):

Company Name	# of Users	For Profit	Non-Profit
1.		<input type="checkbox"/>	<input type="checkbox"/>
2.		<input type="checkbox"/>	<input type="checkbox"/>
3.		<input type="checkbox"/>	<input type="checkbox"/>
4.		<input type="checkbox"/>	<input type="checkbox"/>
5.		<input type="checkbox"/>	<input type="checkbox"/>

7. Is your company certified through the New York State's Division of Minority and Women's Business Development (DMWBD) as a Minority/Women-owned Business Enterprise (M/WBE)? **A Proposer is not required to be an M/WBE to be eligible for a contract award.**
Yes ☐ No ☐
8. List and describe all past and pending legal claims and financial judgments against your company during the past seven (7) years. If none, specify N/A:

9. List three (3) client references for which your company delivers managed IT services similar to those described in Section VII. Vendor Responsibilities.

Company 1:

Description of Services Provided:

Start Date:

End Date:

Contact Name:

Title of Contact:

Telephone #:

Email Address:

Company 2:

Description of Services Provided:

Start Date:

End Date:

Contact Name:

Title of Contact:

Telephone #:

Email Address:

Company 3:

Description of Services Provided:

Start Date:

End Date:

Contact Name:

Title of Contact:

Telephone #:

Email Address:

10. In the past 5 years, have any of your clients experienced a data security breach while under your management? If yes, please describe and explain what was done to address the situation(s).

Yes ☐

No ☐

11. Describe your Business Continuity Plan.

12. Provide a list of partnerships held with resellers.

Attachment C - Price Proposal
NADAP IT Request for Proposals December 2022

- A. Monthly Fee for Required Scope of Services:
- B. Annual Fee for Required Scope of Services:
- C. Monthly Fee - Optional Management of Data Svcs. Director:
- D. Annual Fee - Optional Management of Data Svcs. Director:
- E. Sub-total Monthly Service Fees:
- F. Sub-total Annual Service Fees:
- G. List any other fees, if applicable, and specify purpose and frequency
e.g., monthly monitoring software, etc.:
- H. Total Monthly Service and Other Fees:
- I. Total Annual Service and Other Fees:
- J. List additional information about your fees that we should know about
e.g., adjustments related to SLAs, etc.:
- K. Attach your company's rate sheet.

Attachment D - Proposal Submission Checklist
NADAP IT Request for Proposals – December 2022

1. Technical Proposal Narrative
☐
2. Attachment A: Proposer Eligibility Questionnaire
☐
3. Attachment B: Proposer Business Questionnaire
☐
4. Attachment C: Price Proposal
☐
5. Rate Sheet for IT Personnel
☐
6. Sample Help Desk Report
☐
7. Sample High-Level Management Report
☐
8. Attachment D: Proposal Submission Checklist with original
signature of Proposer's authorized representative
☐

Proposer's Authorized Representative:

Name:

Title:

Signature:

Date:

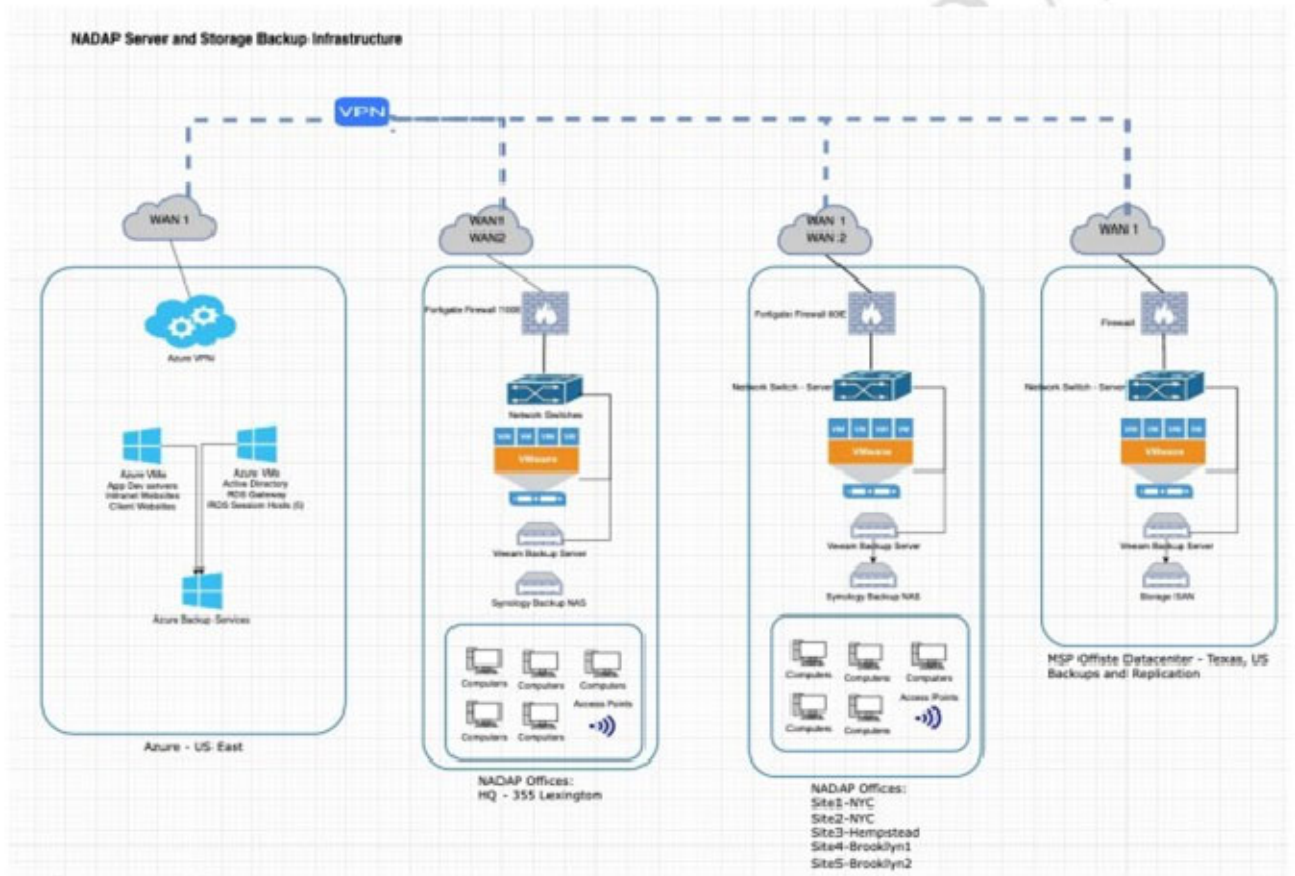
Disclaimer: By entering your name above, you are signing this document electronically. You agree that your electronic signature is the legal equivalent of a manual signature on this submission.

Attachment E - NADAP 2023 Holiday Schedule

<i>Holidays</i>	<i>Day/Date of Observance</i>
<i>January</i>	
New Year's Day Observed	Monday, January 2
Martin Luther King's Birthday	Monday, January 16
<i>February</i>	
President's Day	Monday, February 20
<i>May</i>	
Memorial Day	Monday, May 29
<i>June</i>	
Juneteenth	Monday, June 19
<i>July</i>	
Independence Day	Tuesday, July 4
<i>September</i>	
Labor Day	Monday, September 4
<i>October</i>	
Columbus Day Indigenous Peoples' Day	Monday, October 9
<i>November</i>	
Election Day	Tuesday, November 7
Veterans Day Observed	Friday, November 11
Thanksgiving Day	Thursday, November 23
<i>December</i>	
Christmas Day	Monday, December 25

Attachment F – Network MPLS Diagram

Server and Storage Backup Infrastructure Diagram



Attachment G – Help Desk Report – 6 Month Summary

Category	Ticket Category	Monthly Average	Six Month Total
SYSTEM	ServerAlerts-Kaseya Alarms and Maintenance	48.33	290
ON and OFF BOARDING	Employee Setup	36.33	218
USER	Authentication	26.00	156
USER	Workstation Issues	25.00	150
USER	Remote Access	22.67	136
USER	Print/ Scan / Copy	20.00	120
ON and OFF BOARDING	Employee Separation	16.67	100
USER	Access-Fileserver	15.67	94
USER	Laptop Issues	12.33	74
USER	Office 365 -Email - Outlook	12.33	74
USER	Office 365 -Email - Management	11.00	66
USER	Office 365 -Email - Signature	11.00	66
SYSTEM	Server Alerts -Space Alerts	10.00	60
USER	NYCWAY/STARS (NYC Citrix and Office365)	10.00	60
SYSTEM	Software-Security EDR	10.00	60
SYSTEM	Server Alerts-Backups	9.33	56
SYSTEM	Server Alerts-Account Creation Monitor	7.33	44
USER	Office365 -Email	7.33	44
USER	Phone (Desktop VOIP)	7.00	42
USER	Equipment-Setup (Desktop /Laptop)	6.67	40
USER	Equipment-Office Move	6.67	40
SYSTEM	ISP-outage	5.33	32
USER	Connectivity	5.00	30
USER	Software-General	5.00	30
USER	Software-Zoom	5.00	30
USER	Website-Compliance Training (Reuters)	5.00	30
SALES	Sales (hardware)	4.33	26
USER	Equipment-Delivery	3.67	22
USER	Equipment- Request - Peripherals	3.67	22
USER	Mobile (iOS)	3.67	22
USER	Office 365 - Email - Phishing	3.67	22
USER	Website-SSL	3.67	22
SALES	Renewals (software and warranty)	3.33	20
USER	Equipment Setup (mobile)	3.33	20
USER	Server - general maintenance	3.00	18
USER	Website-General	3.00	18
USER	Mobile-apps	2.33	14
SYSTEM	ISP-circuits	2.00	12
USER	Office365 - Email - Encryption	2.00	12
USER	Access-SQL Database	1.67	10
USER	Laptop-charger	1.33	8
USER	Software-Power BI	1.33	8
USER	Website-Intranet	1.33	8
USER	Software-Adobe	1.00	6
USER	Software-MSOOffice	1.00	6
USER	Software-Teams	1.00	6
USER	Software-PulseSecure	0.67	4
Totals:		408.00	2448

Attachment H – Asset Inventory by Site – Hardware

Row Labels	Sum of QTY
1 Smith St. Brooklyn	300
Copier	2
Desktop	74
Fax Machine	1
Laptop	99
Phone	81
Printer	20
Projector	2
Router	3
Scanner	1
Server	2
Shredder	2
Tablet	11
Television	1
VOIP Gateway	1
16th Street, Manhattan	57
Desktop	12
Fax Machine	2
Laptop	30
Printer	10
Scanner	2
Switch	1
1825 Park Ave, Manhattan	95
Desktop	42
Fax Machine	1
Firewall	2
Laptop	14
NAS	1
Phone	23
Printer	6
Projector	2
Scanner	1
Server	1
Switch	2

355 Lexington, Manhattan	400
Conference Phone	3
Desktop	77
Fax Machine	4
Firewall	2
Laptop	117
Mac Mini	1
Network AP	4
Phone	110
Printer	31
Router	4
Scanner	6
Server	2
Server Power Supply	2
Shredder	1
Sound/Mic System	1
Switch	20
Tablet	13
Television	2
630 Flushing, Brooklyn	193
Desktop	106
Fax Machine	2
Firewall	1
Laptop	12
NAS	2
Phone	47
Printer	14
Projector	3
Server	1
Switch	5
Nassau County	56
Desktop	27
Fax Machine	1
Firewall	1
Laptop	3
Network AP	1
Phone	13
Printer	4
Router	1
Server	2
Switch	2
Synology	1
NYCHA, Manhattan	4

Firewall	1
Laptop	1
Printer	1
Switch	1
Grand Total	1105

Attachment I – Asset Inventory by Site – eWaste

Row Labels	Sum of qty
1 Smith St. Brooklyn	26
Desktop	4
Laptop	9
Monitor	4
Printer	4
Server	1
Tablet	4
16th , Manhattan	49
Desktop	22
Laptop	3
Monitor	15
Printer	5
Projector	1
Scanner	3
1825 Park Ave, Manhattan	9
Desktop	2
Laptop	3
Phone	3
Printer	1
355 Lexington, Manhattan	149
Desktop	27
Fax Machine	1
Firewall	2
Laptop	39
Monitor	18
Network AP	4
Printer	2
Router	1
Scanner	1
Server	4
Switch	2
Tablet	47
Wireless Controller	1
630 Flushing, Brooklyn	24
Desktop	6
Firewall	2
Laptop	2
Monitor	6
NAS	2
Printer	5
Switch	1
Nassau County	30
Desktop	29
Router	1
Grand Total	287