BERMUDA COLLEGE

MANY PATHS. DISCOVER YOURS.

Request for Proposal

IT Infrastructure & Helpdesk Services

RFP ISSUED DATE:
April 1st, 2025 at 12:00 PM AST

PROPOSAL SUBMISSION DUE DATE:
May 8th, 2025 at 5:00 PM AST

PROPOSAL PRESENTATION DATE:
June 5th, 2025

rfp@college.bm

Core Values

Commitment to Students

Quality Teaching

Commitment to Employees

Responsibility and Accountability

Respect, Recognition and Being Valued

Stability, Security and Safety

Commitment to High Standards

Vision

Transforming lives through innovative education

Mission

Bermuda College is committed to providing the community with innovative programmes, training, support services and access to partnerships that lead to local and global success.

Contents

1. Request for Proposal (RFP)

The Bermuda College invites you to respond to this Request for Proposal (RFP), the focus of which is to select the right mix of vendors to provide IT managed services. This is anticipated to be a three-year agreement.

2. Introduction to Bermuda College

The Bermuda College (BC) was created by the Parliament of Bermuda via the passage of the NC Act 1971. The College is Bermuda's only post-secondary institution and has a total enrollment of approximately 800 students covering both traditional and non-traditional.

Bermuda College offers a range of programmes at Associate Degree, Certificate and Diploma levels, as well as professional and vocational courses. The full listing of its programmes and professional courses is on the College website, www.college.bm.   Bermuda College is accredited by the New England Commission of Higher education (NECHE).

Bermuda College is dedicated to maximizing opportunities for students and staff to flourish academically and professionally, and views Technology as a key element in achieving this goal.

This RFP is being put forth as a result of a contractual expiration and its goal is to build on current successes while ensuring a robust cybersecurity in the environment and removing any access barriers to IT services. Cybersecurity, accessibility, and end-user experience are a top priority for Bermuda College and are critical elements in measuring the success or failure of IT service.

3. Overview of Current Bermuda College IT Environment

Currently, the Bermuda College's IT services are built around the Citrix cloud, which includes Citrix workspace and virtual desktop infrastructure (VDI). Citrix cloud enables students, faculty, and staff to access IT resources (desktop, printers, files, software applications) using a variety of College-supplied and end-user devices irrespective of their geographic location and time zone. The VDI configuration is non-persistent, meaning that users get a fresh virtual desktop image whenever a new session is established.

Our Citrix environment is supported by various technologies and systems comprising the VMWare VSphere for hardware virtualization and Nimble all-flash SAN for storage services. The server infrastructure consists of Cisco servers distributed between the primary and secondary data centers on campus. Users can connect to IT services using a variety of Bermuda College issued and personal end-user devices (laptops, notebooks, smartphones, PCs, etc.). Wireless connections are provided on campus via approximately 80 FortiNet access points. However, the majority of employee workstations, including PCs, printers, and VoIP telephones, are hardwired, as are lab computers and printers.

The core network switching is powered with the Cisco switches while distribution points are provided by Fortinet switches. The perimeter defense is supported by the FortiGATE enterprise firewall appliance.

To ensure redundancy and facilitate local disaster recovery, Bermuda College operates two data centers on campus which are linked by a 20-Gigabit fiber link. Disaster recovery and business continuity plans are constantly under review to strengthen the disaster recovery and business continuity (DR/BC) plans.

Bermuda College IT services include both generic and specialized software applications that cater to academic and administrative functions. As a Microsoft Campus Agreement subscriber, the College has access to most of the vendor's business productivity software and operating systems. Access to those applications and to other generic non-Microsoft instructional applications are provided either via the Citrix Workspace/VDI or installed locally on College-owned computers. Specialized and higher education-specific applications include the Moodle Learning Management System (SaaS), Student Information System (Anthology Student, soon to be SAAS), and Symphony Library System. These applications are delivered as web or virtualized apps (XenApp). For Business Accounting and Financial functions, Bermuda College currently uses the on-prem version of Microsoft Dynamics GP but is anticipating a cloud option. Appendices B, C, and D provide tabulated lists of the hardware, software, and applications that comprise the BC IT infrastructure.

Bermuda College is currently under contract with a local vendor to support the College's network infrastructure and helpdesk services. This contract will expire June 2025 and a new contract is expected to start July 1st, 2025. This RFP is being issued at this time to allow for sufficient time for a smooth transition if required.

4. Upcoming Changes

Bermuda College is undergoing a significant IT transformation over the next 6-12 months. This includes:

- *Cloud Migration:* A shift from on-premises infrastructure to a cloud-based environment (Azure) is planned. While the on-premises environment is expected to remain in some capacity, vendors should be prepared to support a hybrid environment and facilitate the migration process.

- *Windows 11 Upgrade*: The College plans to upgrade all eligible PC's to Windows 11 and replace any PC's not eligible.

5. Value Added Service Requirements

As part of this RFP, the following services are current priority items for Bermuda College:

- **Cybersecurity:** Assisting the College to continuously review and enhance its cybersecurity controls and promptly address any vulnerabilities identified by means of pen Test and/or security assessments.
- **End-User Experience:** This is a top priority for the Bermuda College community. This includes, but is not limited to, IT service availability, accessibility, and reliability.
- **Disaster recovery (DR) and business continuity (BCP):** Extend the existing robust backup solution to include affordable and sustainable DR/BCP.
- **Cost control and efficiency:** Continuously seek ways to consolidate various systems and reduce unnecessary duplication of services.
- **Network and email system monitoring:** Maintaining and continuously enhancing the existing 24/7 monitoring of the network and associated services for proactive mitigation.
- **Procurement management:** Assisting in the selection of commercially rated equipment, order placement, equipment returns, and ordering of replacement parts.
- **Technical support:** Ability to support users' inquiries as required, via the internal IT help desk, for both walk-in and remote users, or escalated to senior resources if required.
- **Regular communication:** Ensuring regular communication with the Bermuda College IT team for status reports and prognosis of issues.
- **Software Image preparation and management:** Ensuring that the software image on the College-owned devices are continuously updated.
- **Documentation:** Documentation of all software and hardware configurations, and processes.

- **Life cycle management of hardware units:** Assistance with equipment end-of-life notification, replacement, and asset decommissioning/disposal.
- **Warehousing:** Maintain an inventory of standard stock units on behalf of Bermuda College.
- Demonstrated expertise in Azure Cloud environments, including migration, management, and support, is essential.

6. Selection Criteria

Bermuda College will use multiple criteria to select the most appropriate partner. The following list summarizes the major qualitative areas that will be evaluated:

- **Cost of the engagement:** Provide a clear and detailed breakdown of all costs.
- **Industry expertise and experience with higher education:** Demonstrate a strong understanding of the unique IT challenges and requirements in the higher education sector.
- **Demonstrated customer service quality and support:** Provide evidence of excellent customer service and support capabilities, including response times, escalation procedures, and customer satisfaction metrics.
- **Vendor's financial strength and stability:** Demonstrate financial stability and the ability to meet contractual obligations.
- **Reporting capabilities:** Provide clear and comprehensive reports on service performance, security incidents, and other relevant metrics.
- **Completion of Work:** Include provisions in the proposed agreement that address potential delays or incomplete work. This should include measurable performance indicators and, where applicable, penalties for non-compliance.
- **Demonstrated expertise**: Azure Cloud environments, including migration, management, and support, is essential.

7. Response Contents and Format

Please complete all sections of the RFP. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Your response to this RFP will serve as the basis for the consideration of your potential as a partner.

8. Information Requirements

For the purposes of understanding more about your company and your ability to successfully fulfill this important Bermuda College requirement, please provide the information below as part of your response, clearly referencing each specific question.

8.1 Corporate Information

1. Give a brief overview of your organization's involvement in providing IT value added services in the marketplace.
2. How long has the organization been in this business and what is your current market share?
3. Indicate the number of employees in your organization. How many of those are dedicated to account management and/or technical support?
4. How many are full-time vs. contract?
5. What differentiates your organization from your competitors in the marketplace and how will this be relevant to us?
6. Will you subcontract any components of the proposed solution to third party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.
7. Please describe your organization's experience in transitioning clients to public or private cloud technology from more traditional IT service models.
8. Please provide details of three current customer accounts that are similar in scope and requirements to those of Bermuda College.

8.2 Proposed Approach and Solution

1. Please provide a proposed work plan for a transition to your organization as a Bermuda College preferred vendor. Specifically, provide the following information:
   - Key activities
   - Timing
   - Information/resource requirements from Bermuda College
   - Deliverables
   - Key milestones, checkpoints, and other decision points
2. If we elect to move forward with your organization, what Bermuda College resources would you require (e.g., information, data, staff resources, communication) during the course of migration and on an ongoing basis?
3. Please identify the team that will be assigned to the account and describe how you plan to interact with us and any third-party providers that may provide services to Bermuda College.
4. Please describe your experience in providing the following value-added services:
   a. Remote backup and restoration
   b. Cloud based provisioning of services, e.g., Microsoft 365
   c. Technology strategy planning
   d. Solution design
   e. Network and email system monitoring
   f. Procurement management
   g. Warranty, break fixes and installation
   h. Technical support, including remote user support
   i. Reporting and communication
   j. IT policy review and development
   k. Implementation planning and guidance
   l. Imaging/cloning management
   m. Image loading
   n. Life cycle management of hardware units
   o. Software licensing control
   p. Warehousing
   q. Demonstrated expertise in Azure Cloud environments, including migration, management, and support, is essential.

8.3 Support

1. Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk. **Please specify whether the help desk will be staffed by your organization, the number of staff (1 or 2), and the hours of operation.** The vendor is required to provide on-site technical support coverage from 8:30am AM to 7:30 PM, Monday through Friday, excluding public holidays. This necessitates dedicated personnel to ensure continuous service availability during these hours.
2. Please provide details on your standard reporting capabilities.
3. Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end-user perspective.
4. Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end-user perspective.
5. What options are available for user training and technical training that may be required by our staff?
6. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?

8.4 Financials

1. Describe the pricing model(s) that you typically employ for your standard services.

2. Please provide your standard pricing model for the following technology units:
    a. Desktops
    b. Laptops
    c. Servers
    d. Core infrastructure hardware (Firewalls, Servers, Switches, Access Points, Storage, etc.)
    e. Software

3. Please indicate the charges associated with each of the following services, including the key driver of each cost and whether it is included in a standard per unit cost vs. charged on an ad hoc basis.
    a. Remote backup and restoration
    b. Solution design
    c. Network and email system monitoring

d. Procurement management

e. Warranty, break fixes and installation

f. Technical support

g. Reporting and communication

h. IT policy review and development

i. Implementation planning and guidance

j. Image development and management services

k. Image loading

l. Life cycle management of hardware units

m. Software licensing control

n. Warehousing

9. Communications and Response

For any information relative to this RFP, please direct all inquiries and responses to the following email address:

rfp@college.bm

10. Notification of Intent to Respond and Clarification Questions

Specify the required format for indicating intent (e.g., email with subject line "RFP - Intent to Respond, by email, to the above email address. The *Intent to respond and Questions Due* dates are outlined in the *Key Dates* table below. In addition, please provide the contact details of the individual responsible for coordinating your RFP response. At the same time, we ask that you submit any clarification questions regarding the RFP. Answers will be provided to all respondents by the *Answers Provided* date.

11. Response Delivery Instructions

Please submit an electronic copy of your proposal to the email address indicated in the *Communications and Response* section above (e.g., PDF, Word). All responses must be received on or before close of business (4:00 pm AST) on the *Proposals Due* date indicated in the *Key Dates* table below.

12.Vendor Presentations

Our intention is to hold presentations/demonstrations with one or more vendors on the *Presentations* dates indicated in the *Key Dates* table below. The presentations will be held virtually via MS Teams or similar.

13.Key Dates

Event	RFP Issued	Intent to Respond and Questions Due	Answers Provided	Proposals Due	Presentations
Date	April 1st 2025	April 14th 2025	April 28th 2025	May 9th, 2025	June 5th, 2025
Time	12 Noon AST	5:00 PM AST	5:00 PM AST	5:00 PM AST	To Be Determined

14.No Obligation

The submission of a proposal shall not in any manner oblige Bermuda College to enter into a contract or to be responsible for the costs incurred by your organization in responding to this request.

15.Agreement of Non-Disclosure

This document is considered to be proprietary and shall not be disclosed to any other party. It is designed, developed and submitted to potential partners of Bermuda College solely for the benefit of Bermuda College.

Appendices

Appendix A – Vendor Response Check List

No.	Item	Supplied	Comments
1	Corporate Information		
2	Proposed Approach		
3	Support and Services		
4	Financials		
5	References		

Appendix B – Hardware

Resource Name	Vendor/Model	Number of Units
Laptops	ThinkPad / Lenovo / HP	120
Desktops	HP, Apple, Lenovo, IBM / Dell	280
Telephone PBX System	IPCortex	1
Telephone Sets	Yealink Desk Phone	150
Wireless Access Points	Fortinet	80
Wireless LAN controller	Forti Gate Enterprise	2
SIEM	FortiSIEM	
Switches (core)	Cisco	4
Switches (distribution)	FortiSwitch	23
Backup System	Cohesity	1
NAS/SAN system	Nimble	2
Network Printers	Xerox, Kyocera, etc.	49
Servers	Cisco	3
Virtualization	VMware	72 Vms
Internet Services	Two active-active: - 500 Meg and 250 Meg DIA's (moving to SMB)	2

Appendix C – Systems and Auxiliary Software

Software Function	Vendor/Model
Remote Access	Citrix Cloud – Workspace/VDI
Workstation/laptop Imaging software	Windows Deployment Services (WDS)
DBMS	SQL Server 2014 - 2022, MySQL
Systems Management, Monitoring	Logic Monitor
Active Directory Management Tool	UMRA (Tools4Ever) and AD Manager
Helpdesk Ticketing software	Jira ITSM
Application Provisioning	Citrix Virtualization

Appendix D – Application Software

Application Function	Application Name	Vendor	Status
Student Information System (SIS)	Anthology Student	Anthology Inc.	Moving to Azure
Financial and HR Application	Microsoft Dynamics GP	Microsoft	Moving to Dynamics 365
Portal	Anthology Student Portal	Anthology Inc.	Moving to Azure
Email	Microsoft 365	Microsoft	No change
Learning Management System	Moodle Open LMS	Learning Technologies Group	Moving to Azure
Productivity Applications	Microsoft Office 2019, 365	Microsoft	No change
Library System	Symphony	SirsiDynix	Slated to move to cloud
Event Scheduling	CalendarWiz	CalendarWiz	Integrations planned
Bookstore	Booklog	Computer Works of Chicago	Possible move to cloud
Instructional Software	Visual Studio, Adobe Suite, macromedia, Minitab, Maple 10, Merit suite, Science Software (Biology), Hawkes learning, SNAP		To be reviewed individually