



REQUEST FOR PROPOSALS

Gana-A'Yoo, Limited

Information Technology Services

Key RFP Dates

The following outlines the planned schedule of activities related to the RFP distribution, response submission, evaluation, and selection process. Gana-A'Yoo, Limited reserves the right to amend the schedule as necessary.

RFP Issued via email and webpage	December 2, 2019
Responses to written questions	December 9 – December 20, 2019
Submit Proposals	December 30, 2019
Evaluation	January 6 – January 10, 2020
Selection	January 14, 2020

Introduction

Gana-A'Yoo, Limited, an Alaska Native Village Corporation, headquartered in Anchorage, Alaska, is seeking an Information Technology company to provide IT support services beginning February 14, 2020.

Currently, the company has one server located in Anchorage, 62 active systems being monitored, and two conference rooms that have video conferencing capabilities. The 62 active systems are located all over the United States with the bulk being in Anchorage, Alaska and Sparta, Wisconsin. Hours of operation can span from 5 am to 5 pm Alaska Standard Time. A larger window of time for help desk support is critical as the company operates on the East coast as well.

Current subsidiary companies include:

- Gana-A'Yoo Services Corporation
- Kaiyuh Information Technologies, LLC
- Kaiyuh Services, LLC
- Khotol Services Corporation
- Six Mile, LLC
- Yukon Management, LLC

Gana-A'Yoo, Limited has a requirement to obtain and maintain compliancy with the Cybersecurity Maturity Model Certification (CMMC) within the upcoming year.

Scope of Services

- Initial Discovery Process – conduct initial systems and network discovery process to determine the state of the Designated Systems. This includes network, network security, and IT systems infrastructure.
- Systems and Network Monitoring – conduct testing to certify that the Designated Systems are monitored.
- Systems and Network Operations – conduct routine maintenance on Designated Systems, including review of data protection and network operations.
- Security – identify and manage cyber security risks and mitigate adverse impacts from Electronic Threats.
- Technical Support – ability to support personnel inquiries as required via help desk support for remote users.
- Updates – install updates to support software and hardware.
- On Site Support – server maintenance in the Anchorage office.
- Video Teleconferencing – upgrade equipment in Anchorage and Sparta.
- Microsoft O365 – some users are not assigned systems, but would require minimal support at times (Outlook, SharePoint, etc.).

- Procurement Management
- Backup Process – Gana-A’Yoo, Limited has a backup appliance that runs on the server nightly. It is stored locally on the appliance and a replica to the cloud. The backup subscription will need to be monitored weekly and monthly by prospective company.
- Software licensing control – Gana-A’Yoo, Limited has control of licensing, however prospective company will have full access and be able to make changes to Adobe and Microsoft accounts.
- Cyber Security Certification (CMMC) – As a DoD Contractor, Gana-A’Yoo, Limited has a requirement to obtain and maintain compliance with the upcoming CMMC. Respondent will be responsible for ensuring appropriate levels of cyber security controls and processes are adequate and in place to protect controlled unclassified information.

Response to RFP

A. Corporate Information

1. Give a brief overview of your company’s involvement in providing IT services in the marketplace.
2. How long has your company been in business?
3. What differentiates your company from your competitors in the marketplace?
4. Will you subcontract any components of the proposed agreement with a third party company?

B. Industry Experience

1. Describe your experience specific to IT services.
2. Describe your knowledge with cyber security certification.
3. List any certifications.

C. Financial Considerations

1. Provide the pricing model that you use for your services.
2. Provide a comprehensive description of how your company will price the scope of work. Include all fees, costs, and expenses in detail to assist in evaluating your proposal.

D. Approach and Solution

1. Timing of implementation
2. Information/resource requirements from Gana-A’Yoo, Limited
3. Deliverables

Submission Requirements

Submit your proposal electronically to Carrol LeFevour at clefevour@ganaayoo.com by 5 pm Alaska Standard Time Monday, December 30, 2019. Questions may be addressed to Carrol LeFevour.

Evaluation

Gana-A'Yoo, Limited will review each proposal for completeness and overall assessment of the ability of the proposer to meet the requirements listed in the scope of work. Evaluation of proposals will be completed between January 6, 2020 to January 10, 2020.