

**VML INSURANCE PROGRAMS
REQUEST FOR PROPOSALS
STRATEGIC TECHNOLOGY PARTNER FOR MEMBERS**

INTRODUCTION AND BACKGROUND

VML Insurance Programs (VMLIP) is requesting Proposals from qualified firms to serve as our Strategic Technology partner for member Virginia local political subdivisions. The selected vendor is expected to:

- ☐ Act as the partner of choice for members seeking technology advice or guidance.
- ☐ Participate in selected VMLIP events with a focus toward providing technology information sharing among the VMLIP members.
- ☐ Allow VMLIP the opportunity to provide input on technology oriented products and/or services which are targeted toward VMLIP's members.
- ☐ Work with VMLIP to identify technology solutions that will improve our ability to deliver services to our members.
- ☐ Offer priority service to VMLIP members.

VMLIP is a tax exempt, group self insurance pool of Virginia local political subdivisions. VMLIP provides general liability, automobile liability, auto physical damage, public officials' liability, school board legal liability, law enforcement liability, cyber liability, line of duty act liability, workers' compensation, property, boiler & machinery, fidelity and crime coverages. VMLIP has approximately 460 members purchasing property insurance.

VMLIP is governed by a nine-member Members' Supervisory Board that is comprised of eight elected or appointed officials from member jurisdictions and the executive director of the Virginia Municipal League (VML).

VMLIP maintains an agreement with VML to serve as administrator and service agent. VML provides general administration, accounting, investment management, claim processing, information technology, marketing, communications, underwriting, and loss prevention services.

VMLIP reserves the right to reject any or all Proposals submitted and to re-solicit for Proposals. During the evaluation process, VMLIP reserves the right to request additional information or clarifications from firms submitting Proposals, or to allow corrections of errors or omissions.

VMLIP reserves the right to retain all of the Proposals and to use any ideas in a Proposal regardless of whether the Proposal is selected. Submission of a Proposal indicates acceptance by the appraisal firm of conditions contained in this Request for Proposals (RFP), unless clearly stated to the contrary and specifically noted in the Proposal submitted and confirmed in the contract between VMLIP and the selected appraisal firm.

GUIDELINES FOR PROPOSAL PREPARATION

The submitted proposals are to include each of the following sections:

1. Executive Summary
2. Company Overview
3. Qualifications and Skills
4. Services and Solutions
5. Compensation
6. References
7. Proposed Strategic Alliance Agreement
8. Insurance
9. Company Financials

The detailed requirements for each of the above-mentioned sections are outlined herein.

DETAILED RESPONSE REQUIREMENTS

1. EXECUTIVE SUMMARY

This section will present a high-level synopsis of the Vendor's response to the RFP. The Executive Summary should be a brief overview of the relationship the vendor would expect to have with VMLIP and should identify the main features and benefits of the relationship.

2. COMPANY OVERVIEW

Provide the following for your company:

- ☐ Official registered name (Corporate, D.B.A., Partnership, etc.), address, main telephone number, toll-free numbers, and fax numbers.
- ☐ Key contact name(s), title, address (if different from above address), direct telephone and fax numbers.
- ☐ Brief history, including year established and number of years your company has been offering Information Technology services.

3. QUALIFICATIONS AND SKILLS

All vendors must respond to each question below as it relates to their qualifications and skills.

Do you have a 7x24/365 Service Desk and Trouble Ticket Tracking System?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are you able to provide on-site services on weekdays from 8am – 5pm?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are you available nights, weekends, and holidays for emergencies?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you have guaranteed response times (GRT) for remote and onsite services? If yes, list GRT for remote services _____ & Onsite Services _____	<input type="checkbox"/> Yes <input type="checkbox"/> No

Do you have staff with technical certifications in the following areas:	
Microsoft Certifications	
Sharepoint	<input type="checkbox"/> Yes <input type="checkbox"/> No
MCSE's	<input type="checkbox"/> Yes <input type="checkbox"/> No
Networking hardware/software	<input type="checkbox"/> Yes <input type="checkbox"/> No
Network security	<input type="checkbox"/> Yes <input type="checkbox"/> No
Communications	
Wireless	<input type="checkbox"/> Yes <input type="checkbox"/> No
Unified	<input type="checkbox"/> Yes <input type="checkbox"/> No
Virtualization – Server and desktop	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you have at least 20 full-time staff members? If yes, how many are dedicated to providing technology services? _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you have experience supporting law enforcement agencies (i.e. police departments, 911 call centers)?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Please list all hardware/software certifications and partnerships (i.e. Microsoft, Cisco, HP):

4. SERVICES & SOLUTIONS

All vendors must respond to each question as it pertains to their ability to offer the following services and solutions to VMLIP's members.

Premise Based Managed Support Services	
Proactive network, server and client monitoring	<input type="checkbox"/> Yes <input type="checkbox"/> No
Network, server and client administration	<input type="checkbox"/> Yes <input type="checkbox"/> No
Remote and onsite remedial support	<input type="checkbox"/> Yes <input type="checkbox"/> No
Cloud Based Services	
Hosted desktop solutions	<input type="checkbox"/> Yes <input type="checkbox"/> No
Hosted VoIP telephony solutions	<input type="checkbox"/> Yes <input type="checkbox"/> No
Website hosting services	<input type="checkbox"/> Yes <input type="checkbox"/> No
Hosted Microsoft SharePoint	<input type="checkbox"/> Yes <input type="checkbox"/> No
Hosted Exchange and POP3 email	<input type="checkbox"/> Yes <input type="checkbox"/> No
Hosted Anti-Virus and Anti-Spam packages	<input type="checkbox"/> Yes <input type="checkbox"/> No
FTP site hosting	<input type="checkbox"/> Yes <input type="checkbox"/> No
Business Continuity Services	
Off-site encrypted data backup	<input type="checkbox"/> Yes <input type="checkbox"/> No
Full IT recovery services at remote site within 48 hours	<input type="checkbox"/> Yes <input type="checkbox"/> No
Business continuity consulting	<input type="checkbox"/> Yes <input type="checkbox"/> No
Disaster recovery simulation and testing	<input type="checkbox"/> Yes <input type="checkbox"/> No
Consulting, Design and Implementation Services	
Technology assessments	<input type="checkbox"/> Yes <input type="checkbox"/> No

Virtualization – Server and Desktop	<input type="checkbox"/> Yes <input type="checkbox"/> No
Networking	
Local Area Networks	<input type="checkbox"/> Yes <input type="checkbox"/> No
Wide Area Networks	<input type="checkbox"/> Yes <input type="checkbox"/> No
Wireless Networks	<input type="checkbox"/> Yes <input type="checkbox"/> No
Unified Communications	<input type="checkbox"/> Yes <input type="checkbox"/> No
Microsoft Active Directory	<input type="checkbox"/> Yes <input type="checkbox"/> No
Microsoft Exchange	<input type="checkbox"/> Yes <input type="checkbox"/> No
Network Security Services and Solutions	
Security Audits	<input type="checkbox"/> Yes <input type="checkbox"/> No
E-mail security with encryption	<input type="checkbox"/> Yes <input type="checkbox"/> No
Anti-Virus, anti-spam, malware filtering and Internet access filters	<input type="checkbox"/> Yes <input type="checkbox"/> No
Firewalls with Intrusion Detection and Prevention systems	<input type="checkbox"/> Yes <input type="checkbox"/> No
Compliance and regulatory assistance (i.e. PCI, HIPPA)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Website Design and Consulting Services	
Website design & development	<input type="checkbox"/> Yes <input type="checkbox"/> No
Intranet and Extranet design and development	<input type="checkbox"/> Yes <input type="checkbox"/> No
Mobile website development	<input type="checkbox"/> Yes <input type="checkbox"/> No
Content management solutions	<input type="checkbox"/> Yes <input type="checkbox"/> No
Application Development Services	
Provide development for automation of existing business processes	<input type="checkbox"/> Yes <input type="checkbox"/> No
Develop custom applications to meet specific business needs	<input type="checkbox"/> Yes <input type="checkbox"/> No
Microsoft SharePoint Certified Consulting Services	
Collaboration and enterprise content management solutions	<input type="checkbox"/> Yes <input type="checkbox"/> No
WSS 3.0, MOSS 2007, SharePoint 2010 Foundation and Server solutions	<input type="checkbox"/> Yes <input type="checkbox"/> No

5. COMPENSATION

Provide your proposed hourly rates to provide various services to members.

6. REFERENCES

Provide three current local government references for which you have performed similar work. Also include at least two references in which you have a similar type strategic alliance agreement where you provide technology services to the members of that association.

7. PROPOSED STRATEGIC ALLIANCE AGREEMENT

Include a copy of the proposed strategic alliance agreement that would identify the terms and conditions of the agreement between your company and VMLIP. Proposed agreements must include the following:

Indemnification

The Proposal should include an affirmative statement that the firm, if awarded the engagement, will Indemnify and hold VMLIP harmless for losses and defense costs arising out of the firm's actions in undertaking this engagement. As an instrumentality of government, VMLIP cannot indemnify/hold harmless any other entity nor can it agree to waive its remedy rights. Language to this effect, substantially in the form indicated below, shall be included within the agreement:

The firm agrees to indemnify VML Insurance Programs from direct and indirect costs incurred by VML Insurance Programs solely because of the negligent acts or omissions by the firm in performing the engagement. It is expressly understood, however, that the firm is not responsible to indemnify VML Insurance Programs for any costs, expense or liability that relates directly or indirectly to acts by VML Insurance Programs, including but not limited to those acts undertaken by VML Insurance Programs in exercising management responsibilities.

Exclusivity

The agreement should outline any exclusivity arrangement between the Proposer and VMLIP.

Sponsorship Revenue

The agreement should include any proposed sponsorship revenue to be provided to VMLIP.

8. INSURANCE

Maintain in full force at all times professional liability insurance in the minimum amount of \$1 million per occurrence and supply evidence of the same to VMLIP;

Maintain in full force at all times workers' compensation insurance meeting statutory obligations and supply evidence of the same to VMLIP; and

Maintain in full force at all times general liability and automobile liability insurance in the minimum amount of \$1 million per occurrence and supply evidence of the same to VMLIP.

9. COMPANY FINANCIALS

Vendor must provide at least three years of audited/reviewed company financials.

PROPOSAL EVALUATION CRITERIA

Proposals will be evaluated as follows:

1. Responsiveness to this RFP.
2. Qualifications and experience of the firm to be assigned to the engagement with respect to relevant expertise and experience

appraising properties owned by local governments, in particular water/sewer plants and historic properties.

3. Ability to provide timely and effective technology services to member local political subdivisions located throughout the Commonwealth of Virginia.
4. Ancillary services offered such as training for member local governments at regional workshops, webinars, provision of content for VMLIP communications.
5. Cost.

DEADLINE AND CONTACT INFORMATION:

Responses to this RFP should be submitted no later than 4:30 pm, February 28, 2012. Submissions can be sent via email to strategicallianceRFP@vmlins.org, or they can be printed and mailed to:

Strategic Alliance RFP Response
VML Insurance Programs
Attn: Steven Bergman
PO Box 3239
Glen Allen, VA 23058-3239

All responses should contain the name and contact information for the main point of contact that will be responsible for any follow up information or questions required by VMLIP.