

Request for Quote

SolarWinds Network Management System Professional Support Services

May 11, 2021

The contractor will provide technical design, development, configuration, troubleshooting and other support services to the Office of Enterprise Technology Service (ETS) Network Branch based. **Offers are due by Thursday, May 20, 2021 at 2:00pm (HST)**. Responses received after the deadline may not be considered. **Responses shall be as a single fixed hourly rate**. More than one vendor may be awarded. It is anticipated that up to fifty (50) hours will be procured over the next 12 months (multiple purchase orders may be issued in different time periods). Pricing shall be held constant from May 10, 2021 thru June 30, 2022. The actual hours procured by the State will depend on the hourly cost and available budget.

REQUIRED SERVICES:

The contractor will provide technical development and support services for Department of Accounting and General Services (DAGS), Office of Enterprise Technology Services (ETS) Network Branch and their SolarWinds application. Contractor shall provide a maximum of fifty (50) hours of remote technical support services over the phone and Internet to:

- (1) Perform health assessments of our Solarwinds environment including
 - a. Analyze all Solarwinds logs for errors
 - b. Examine interactions between the different SolarWinds modules and with the environment it is monitoring
- (2) Document deficiencies from evaluations
- (3) Based on best practices, prepare recommendation to remediate issues discovered and optimize as necessary
- (4) Provide technical assistance to implement changes needed
- (5) Assist with report creation, training on using software modules, technical guidance/configuration on supporting a multi-tenant environment, etc.
- (6) Upon receipt of a purchase order, customer will coordinate a schedule for the completion of the work awarded. For a maximum of **50 Professional Services Hours**, these hours shall be available for use till June 30, 2022.

The requirements are as follows ("staff" refers to one or more provided personnel from the offeror's company):

- Vendor must be an authorized SolarWinds partner.
- Staff providing support (may be more than one person) must be currently a SolarWinds Certified Professional (SCP) at minimum Network Performance Monitor (NPM) certified.
- Personnel assigned must have a minimum of 10 years of experience in SolarWinds Network Performance Monitor (NPM), Server & Application Monitor (SAM), Network Configuration Management (NCM) and NetFlow Traffic Analyzer (NTA).
- Knowledge of ETS' current SolarWinds environment is highly desirable.

- The assigned staff must be available to provide services during ETS – Network Branch's standard business hours 7:45am – 4:30pm (HST).
- Staff must be willing to work outside of normal business hours i.e. nights and weekends for work that would/could be disruptive to operations. No additional hourly compensation for afterhours work (i.e. overtime) will be paid however, work schedules can be adjusted when afterhours work is performed.
- The State has the right to request resumes and interview all persons before acceptance and once selected, request assignment of another person based on, but not limited to, technical performance, interpersonal skills, communication skills, attendance, legal/ethical violations, etc. If the State and the vendor is unable to reach agreement on a suitable person, the State at its discretion may elect to terminate the agreement with the offeror with full reimbursement of unused funds.

SECURITY AND OTHER SOW CONDITIONS

For security reasons, remote control services must be over a secure encrypted connection. In addition, all work must be visually overseen by State of Hawaii staff through the entire process. There will be one primary Hawaii point of contact, but other work duties may necessitate additional representatives providing oversight. All information shall be treated as confidential and at no time shall any information/data be electronically transferred, recorded, or used except for the purposes of completing the SOW. All configuration data must not be stored by the contractor and will return all configuration files back to the State of Hawaii.

OFFER

Offerors must hold the rates, or lower, for potential additional procurement(s) until June 30, 2021.

Please provide hourly rate (all applicable tax and fees must be included in the hourly rate) and the name(s) of personnel that are expected to be provided the requested support:

DESCRIPTION	HOURLY RATE	NAME(S):
SolarWinds Professional Service Hours		

NOTE PO will only be issued for total hours x hourly rate based on hourly cost and available budget.

Invoicing Procedures:

Contractor shall submit an invoice to the STATE, at the address below, each month for services performed (hourly rate x hours of service provided) in the previous month.

Department of Accounting and General Services
 Office of Enterprise Technology Services
 P.O. Box 119
 Honolulu, HI 96810-0119
 Attention: Fiscal Office

Payment shall be made to the Contractor upon certification by the STATE that the Contractor has satisfactorily performed the required services. All invoices shall reference a contract or purchase order number.

Offeror: _____

Point of Contract: _____

Telephone Number: _____

Email: _____