



**Grand Central**  
**PARTNERSHIP**

***REQUEST FOR PROPOSAL***

**IT MANAGED SERVICES**

**DATE ISSUED: SEPTEMBER 7, 2021**

**RESPONSES DUE NO LATER THAN:**

**5:00 PM**

**OCTOBER 21, 2021**

RPUKOS@GCPBID.ORG  
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GRAND CENTRAL PARTNERSHIP, INC.  
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NEW YORK, NY 10168  
212-883-2420

# IT Managed Services Request for Proposals

## I. INTRODUCTION

The Grand Central Partnership, Inc. (GCP), a not-for-profit corporation organized under the laws of the State of New York, is soliciting proposals from qualified IT managed service providers to manage and support GCP's IT environment for its Executive Office Suite and its Field Operations Office, which are located, respectively, at 122 East 42nd Street, Suite 601 New York, NY 10168 and at 120 East 41st Street New York, NY 10017 as fully set out in this Request for Proposal (hereinafter "RFP"). See Appendix A – Technical Environment for a description of GCP's current technical environment, including number of users, hardware, and application and network information.

GCP is an Equal Opportunity Employer that currently manages one of the world's oldest, busiest, and largest business improvement district management firms that provide a wide array of services within a 70-square block area in Midtown Manhattan surrounding Grand Central Terminal, the landmark transportation hub and destination. A nonprofit organization, GCP is now in its third decade of delivering supplemental public safety, sanitation, capital improvements, maintenance, horticultural displays, business support and visitor services on a full-time basis that are financed by special assessments on the geographic area's properties pursuant to contract with the City of New York.

The contract period shall be for a period of twelve (12) months commencing on or about January 1, 2022 and ending on December 31, 2022, with an option to renew the contract period for up to an additional twenty-four (24) months. GCP reserves the right to alter the commencement date of the proposed agreement, and to adjust prices and other provisions of the proposed agreement on a pro rata basis, and, at its option, to alter the commencement and termination dates.

Qualified bidders must have not less than five (5) years of experience in the provision of IT managed services within the State of New York. The bidder may not have been barred from or suspended from entering into contracts with the City of New York during the past five (5) years.

All bidders expressly agree not to discriminate against any employee or applicant for employment because of race, religion, national origin, color, sex, sexual orientation, or handicap during the term of the proposed agreement, and shall affirmatively agree to comply with all federal, state, and city laws and regulations respecting equal opportunity employment, including executive orders issued relating thereto.

GCP encourages and wishes to afford maximum participation in this project by Minority-owned Business Enterprises ("MBEs") and Women-owned Business Enterprises ("WBEs"). Therefore, MBEs and WBEs are strongly encouraged to respond to this RFP.

All bidders must, prior to the submission of a response to this RFP declare that they have carefully examined this RFP and are familiar with its contents.

## I. RFP SEQUENCE

1. Upon receipt of the Request for Proposal (“RFP”), each potential bidder should review the entire package and submit questions for clarification of those items addressed in the RFP.
2. All questions should be e-mailed to Ryan Pukos, Senior Project Manager of the Grand Central Partnership at [rpukos@gcpbid.org](mailto:rpukos@gcpbid.org) no later than 5:00 pm EST on Friday, October 1, 2021.

Questions will be promptly answered, and all questions and responses will be distributed to all potential bidders.

3. The Bidder should submit a response to the proposal no later than **5:00 PM, EST on Thursday, October 21, 2021**. The proposal shall be in the format in this RFP and hand-delivered or emailed to Ryan Pukos, Senior Project Manager for the Grand Central Partnership at the following address:

**Ryan Pukos, Senior Project Manager  
Grand Central Partnership  
122 East 42nd Street, Suite 601  
New York, NY 10168  
Email: [rpukos@gcpbid.org](mailto:rpukos@gcpbid.org)**

Responses must be submitted by email with the subject line “***Grand Central Partnership IT Managed Services Bid***” or in one sealed envelope marked “***Grand Central Partnership IT Managed Services Bid***” with the attached cover sheet (see page 10 of this RFP) identifying your firm, authorized representative, and contact information.

4. At least three (3) bidders will be selected as finalists and will be invited on or about **Monday, November 1, 2021** via email to schedule an interview with members of GCP’s management team.
5. The successful bidder and all other bidders will be notified on or about **Monday, November 29, 2021** by email.
6. Negotiations and contract execution shall begin promptly after selection and shall be executed on or about **December 17, 2021**.
7. The successful bidder shall begin its duties on or about **January 1, 2022**.
8. GCP reserves the right to award the contract to other than the bidder offering the lowest overall cost and the right to award the contract based on the initial submission without further discussion. GCP further reserves the right to reject all proposals, or to postpone and/or cancel this RFP.

9. The GCP will select the Proposer which, in its sole judgment, most successfully demonstrates the necessary qualities to undertake the assignment, provide favorable financial terms, and best meet the needs and goals of the Corporation.
10. Under no circumstances will GCP pay any costs incurred by a Proposer in responding to this request. The review or selection of a proposal will create no legal submission or equitable rights in favor of the proposer, including without limitation, rights of enforcement or reimbursement.

## **II. PROPOSAL FORMAT**

The proposal shall be submitted with the attached cover page (page 9) and in the following format detailed below. Any proposal not in the format outlined in this section of the RFP will be considered not responsive to this bid and may not be accepted. Please submit each item in the order and form defined below.

### **A. Executive Summary**

1. Provide a list of New York State based organizations of comparable quality and size to GCP to which your organization is currently under contract for IT managed services. These clients may be contacted regarding work performance. The list should include no less than three (3) references, all of whom have been clients for at least one (1) year.
2. Briefly explain your company's management approach, including controls you have in place to manage staff and support hours. Also, please address your company's approach to risk management and issue escalation.
3. Describe the firm's professional and technical approach to performing IT managed services, the level of staff assistance and how your firm is different from other firms being considered, and why our selection of your firm is in our best interests.
4. Identify your firm's proposal contact, a phone, email address and fax number where they may be reached, and the address to which correspondence should be sent on the cover sheet.
5. Responses to this RFP shall consist of not less than the following:
  - a. Statement of qualifications, consisting of a description of the bidders' firm, including, but not limited to, legal names and form of organization of the bidder; listing of any and all trade names used by the bidder or predecessor organizations under substantially common ownership during the past five (5) years; and the names and the qualifications of likely employees who will be assigned to perform the IT managed services if the firm is the successful bidder.
  - b. Recent case studies of clients that the firm has provided IT managed services to in the past three (3) years; and

- c. A fully executed copy of this RFP, signed as indicated on page 9 hereof, with prices complete as shown in page 10 hereof.

**B. Fixed Fee (Lump Sum Basis)**

1. Provide a lump sum cost to provide all services required by this RFP as necessary to carry the requirements of the RFP.
2. In addition to the above lump sum cost, please provide an hourly rate for the provision of services. This will be helpful in the event GCP requires additional auditing services outside of the scope of this RFP.

This section must contain all information concerning costs, fees, and hourly rates for providing the development and related services requested in this RFP. Proposers should submit proposed fee schedules showing maximum, not-to-exceed amounts. Provide a breakdown of cost by tasks and hours. GCP is tax-exempt; therefore, prices must not include state or local sales or use taxes. GCP is not liable for any costs incurred by proposers in preparing their proposals or for any work performed before the approval of an executed contract.

**III. SCOPE OF SERVICES**

**A. Basic Services**

- 1, Network management and security, including maintaining network documentation
2. Support for all on-premises servers, workstations, and network equipment
3. Email management, including spam and anti-virus protection
4. Application and cloud-based services support (i.e., Office365)
5. Firewall monitoring and remediation
6. Backup management and disaster recovery
7. On-site and remote client support
8. Domain name registration, SSL certificate and DNS management
9. Staff training (on an as needed basis)

## **B. Insurance and Indemnification**

### **Insurance**

The successful bidder shall at all times during the term of the proposed agreement maintain such types of insurance in such amounts as are hereinafter set forth:

- (a) Commercial General Liability insurance, on an occurrence basis, with at least the following limits of insurance and covering as Additional Insured the Grand Central District Management Association, Inc. ("GCDMA"), the Grand Central Partnership ("GCP"), and the City of New York, and their officers and employees, as their interests shall appear in the amount of two (\$2) million for each occurrence of Bodily Injury/Property Damage on a combined single limit basis.

The following coverage shall be specifically included in the Commercial General Liability Insurance: GCDMA's protective liability; blanket contractual liability - all oral and written contracts; products and completed operations liability; personal injury liability; independent contractor's coverage; broad-form property damage liability; employees as additional insured; and cross-liability coverage. The policy shall contain no restrictions relating to worker injury assumed under contract including but not limited to Section 240 of the New York State Labor Law.

The Commercial General Liability Insurance shall have a notice of occurrence endorsement providing substantially that knowledge of an occurrence by the agent, servant or employee of the insured shall not in itself constitute knowledge by the insured, unless an executive officer of the insured, if a corporation, or a general partner of the insured, if a partnership, shall have received such notice from its agent, servant, or employee. Failure on the part of any interest insured under the policy hereunder to give such notice shall in no way prejudice the rights of any other interest.

- (b) Worker's Compensation insurance, including Employer's Liability insurance, and any other employee benefit insurance required by law in the amount of \$1,000,000.00 per accident.
- (c) Technology Errors and Omissions Insurance including Technology Products and Network Security and Privacy Liability for limits of two (\$2) million Each Claim and two (\$2) million in the aggregate covering as Additional Insured GCDMA, GCP, and the City of New York, and their officers and employees, as their interests shall appear. The policy shall include coverage against Computer or network systems attacks; denial or loss of service; introduction, implantation or spread of malicious software code, unauthorized access to computer systems, privacy liability and breach of coverage response. If policy is written on a claims-made basis, coverage must be continued for a minimum period of two (2) years after the completion or termination of the agreement.
- (d) Third Party Crime/ Employee Dishonesty in amount not less than \$1 million. Such insurance shall name GCDMA and GCP as loss payees.

All required insurance shall be issued by an insurer licensed and authorized to do business in the State of New York and acceptable to the GCDMA and GCP. All policies shall be in a form

acceptable to GCDMA and GCP. No insurance company rated by the A.M. Best's Insurance Reports lower than A and having a policyholder surplus of less than \$100,000,000 shall be deemed acceptable. Before beginning Project, the successful bidder shall deposit with GCDMA and GCP a certificate evidencing coverage limits of each policy, together with all endorsements. A certified copy of each policy must be furnished to GCDMA upon request.

Successful bidder's policy of insurance shall contain the following provisions if available:

- (1) notices from the insurer to the City in connection with this policy shall be addressed to the Director, BID Program Management, NYC Dept of Small Business Services, 110 William Street, New York, NY 10038;
- (2) the insurer shall accept notice of accident from the City within one hundred twenty (120) days after receipt by the City of notice of such accident as valid and timely notice under this policy;
- (3) the insurer shall accept notice of claim from the City within one hundred twenty (120) days after any such claim has been filed with the Comptroller of the City as valid and timely notice under this policy;
- (4) notice of accident or claim to the insurer by the City shall be deemed notice by each under this policy;
- (5) this policy shall not be canceled, terminated, or modified by the insurer unless sixty (60) days prior written notice is sent by registered mail to GCDMA and the City, nor shall this policy be canceled, or terminated, or modified by GCDMA without prior written consent by the City;
- (6) the insurer shall waive any rights of subrogation it may have against GCDMA, GCP, or the City; and
- (7) the presence of engineers, inspectors, or other employees of the City at the site of any work performed by GCDMA shall not invalidate this policy of insurance.

For all insurance required under this Agreement other than Workers Compensation, Employers Liability, and Disability Benefits insurance, successful bidder shall submit one or more Certificates of Insurance in a form acceptable to GCDMA and GCP. All such Certificates of Insurance shall (a) certify the issuance and effectiveness of such policies of insurance, each with the specified minimum limits; and (b) Identify Grand Central District Management Association Inc. as certificate holder, and identify GCDMA, GCP and the City as Additional Insureds in connection with the Project. All such Certificates of Insurance shall be accompanied by a most recent format of, and duly executed copy of the "Certification by Insurance Broker or Agent."

Any other insurance concurrent in form or contributing to the event of loss with that required hereunder shall name the Additional Insured with loss payable as provided herein. The successful bidder shall immediately notify the GCDMA and GCP of the carrying of such separate insurance and shall cause proof of the same to be delivered as required hereunder.

All required insurance shall be issued by an insurer licensed and authorized to do business in the State of New York and acceptable to the GCDMA and GCP. All policies shall be in a form acceptable to GCDMA and GCP. No insurance company rated by the A.M. Best's Insurance Reports lower than A and having a policyholder surplus of less than \$100,000,000 shall be deemed acceptable. Before beginning Project, the successful bidder shall deposit with GCDMA and GCP a certificate evidencing coverage limits of each policy, together with all endorsements. A certified copy of each policy must be furnished to GCDMA upon request.

## **Indemnification**

The successful bidder shall assume liability for, and agree to indemnify, protect, defend, save and keep harmless GCP, GCDMA, the and the City of New York and its officer and employees from and against any and all liabilities, obligations, losses, damages, penalties, claims, actions, suits, costs, expenses and disbursements, including, without limitation, reasonable legal and investigative fees and expenses, of whatsoever kind and nature which may be incurred by or imposed at any time on GCPP, GCDMA, and the City and in any way relating to or arising out of this Contract, except for the negligent acts or omissions of GCP, GCDMA, and the City.

## **C. Subcontracting and Assignment**

The successful proposer will be fully responsible for providing the services outlined in Section III. If a Proposer intends to utilize a business partner or subcontractor to provide services, proposals submitted must clearly identify every business partner and subcontractor who will supply services under the contract and the nature of the relationship to the proposer.

## **D. Warranties**

The prospective bidder warrants that it is competent to perform the proposed services to be furnished hereunder. The successful bidder further warrants that the services, of any nature, to be furnished pursuant to any subsequent agreement shall be rendered by qualified personnel in accordance with the best accepted practices of social services provision.

## **E. Independent Contractor Status**

Notwithstanding anything contained herein to the contrary, it is specifically understood and agreed that in the performance of the terms, covenants, and conditions of the proposed agreement, the successful bidder and any of its directors, officers, agents, employees, subcontractors or permittees shall not be deemed to be acting as agents, servants or employees of the GCP, GCDMA or of the City of New York, either by virtue of any subsequent agreement or by virtue of any approval, permit, license, grant, right or otherwise given by the GCP or its directors, officers, employees or agents or by the City of New York, or any of its officers, agents or employees pursuant to any subsequent agreement, but shall be, for all purposes whatsoever, independent contractors performing services for the GCP or for the City of New York, and shall be solely responsible for all acts taken by them pursuant to the proposed agreement.



GRAND CENTRAL PARTNERSHIP, INC.  
122 East 42nd Street, Suite 601  
New York, NY 10168

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## ***RFP FOR IT MANAGED SERVICES COVER SHEET***

The Bidder, by its duly authorized officer whose signature appears below, represents and warrants that, in responding to this RFP, it will, if awarded the contract, execute a firm and binding agreement containing, without exception, all the conditions and responsibilities set forth in this RFP.

Bidding Firms' Full Legal Name: \_\_\_\_\_

Name of Authorized Representative: \_\_\_\_\_

Title: \_\_\_\_\_

Contact number: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

RESPONSE TO RFP SHOULD BE SUBMITTED NO LATER THAN **OCTOBER 21, 2021 AT 5 PM**  
TO:

:  
**RPUKOS@GCPBID.ORG**  
**RYAN PUKOS, SENIOR PROJECT MANAGER**  
**GRAND CENTRAL PARTNERSHIP, INC.**  
**122 EAST 42ND STREET, SUITE 601**  
**NEW YORK, NY 10168**  
**212-883-2420**

## **Appendix A – Technical Environment**

GCP's information technology resources are based around a local area network with approximately 20 Windows based PCs (DELL), and multiple Wintel based servers utilizing Microsoft domain and directory services. See the sections below for descriptions of GCP's technical environment.

### **Network**

Internet connectivity consists of redundant WAN connections with failover capabilities. The GCP network is protected by an enterprise-class firewall (Watchguard). A point-to-point VPN exists between the Executive and Field Operations offices.

Access to the GCP network is available through a terminal services gateway or VPN as needed.

### **Hardware, Servers, and Backup**

All PCs are protected by contemporary anti-virus software and receive automatic updates. Anti-spam and anti-virus services are integrated into Microsoft's Office365 email systems.

All workstations run contemporary operating systems (Windows 10) and are typically replaced within 5 years of use. Servers run Windows 2008r2, 2012, or 2016. Servers are virtualized using ESXi and Hyper-V.

Data backup and disaster recovery is performed locally and synced to a cloud-based service nightly (Datto).

### **Applications and Email**

The core of GCP's business productivity software is Microsoft Office 2016/365. GCP migrated core email infrastructure from an on-premise Exchange Server to Microsoft's Office365 cloud based services.

Email can be accessed via Microsoft's Outlook Web Access.