

**COLUMBUS AIRPORT COMMISSION
IT NETWORK AND CYBER SOLUTIONS SERVICES REQUEST FOR PROPOSAL**

MARCH 2025

**Proposals are due to CSG Finance Department no later than 2:00 p.m. EST time
February 13, 2025**

A mandatory pre-proposal meeting will be held on **Tuesday, January 28, 2025** at
9:00 a.m. eastern time to answer questions regarding this RFP package.

Proposers are REQUIRED to attend in person or via teleconference

AIRPORT CONTACT PERSON:

**Tim Strickland
Director of Finance
Columbus Airport Commission
3250 W. Britt David Road
Columbus, Georgia 31909
Email:
tstrickland@flycolumbusga.com**

**REQUEST FOR PROPOSALS
COLUMBUS AIRPORT COMMISSION
IT NETWORK & CYBER SOLUTIONS SERVICES
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SECTION I – INTRODUCTION

A. ABOUT COLUMBUS AIRPORT COMMISSION (CSG)

The Columbus Airport Commission (“CSG”) is the state’s fourth busiest airport with over fifty thousand passengers per year. CSG provides flights within the United States. The Airport is often a visitor’s first impression of the region. CSG has completed significant upgrades and terminal modernization which has greatly increased and enhanced the revenue and customer satisfaction. Additional information about CSG is available at www.flycolumbusga.com.

B. PURPOSE & SCOPE

CSG invites the submission of Proposals from all interested and qualified Proposers desiring to manage and service IT Network & Cyber Solutions at CSG. Proposers are defined as the entity that signs Exhibit A (“Proposer”).

C. CONFIDENTIALITY STATEMENT

All information included in this RFP is considered confidential and intended only for use by Proposers. No information included in this document, or in discussions related to Columbus Airport selection effort, may be disclosed to another party, or used for any other purpose without express written or verbal consent.

IT IS IMPERATIVE THAT ALL PROPOSERS READ, REVIEW AND UNDERSTAND THIS RFP AND ALL EXHIBITS AND ATTACHMENTS. YOUR ATTENTION IS SPECIFICALLY DIRECTED TO THE DRAFT AGREEMENT ATTACHED. SPECIFIC TERMS AND CONDITIONS OF THE AGREEMENT TO BE AWARDED UNDER THIS RFP ARE CONTAINED THEREIN.

SECTION II – INSTRUCTIONS TO PROPOSERS

A. PROPOSAL DEADLINE

The deadline for Proposal submission is 2:00pm EST February 13, 2025. Each Proposal must be in the format set forth in Section V.B., including all required exhibits and/or

attachments. Proposals received after the deadline may not be accepted and may be returned, unopened, to the Proposer.

Proposer must submit one (1) unbound original and four (4) bound identical copies of the Proposal and one (1) electronic copy (flash drive) of the Proposal, in a suitably sized envelope or box. The outside of the package should clearly identify the name of the Proposer. All Proposals are to be delivered to the Airport Contact Person at the following address:

Columbus Airport Commission
2025 IT NETWORK & CYBER SOLUTIONS PROPOSAL
Attention: Tim Strickland
3250 W. Britt David Road
Columbus, Georgia 31909
706-324-2449 ext. 1412
tstrickland@flycolumbusga.com

B. PRE-PROPOSAL MEETING

1. Meetings

CSG has scheduled a mandatory pre-proposal meeting on Tuesday January 28, 2025, at 9:00am EST to review the RFP and answer questions related to the RFP. The meeting will be held in the CSG Layfield Conference Room located on the second floor of the terminal. Proposers may dial into a conference number provided upon request in lieu of an on-site visit.

CSG will not accept Proposals from those not attending the meeting (physically or via conference call). Interested Proposers are strongly encouraged to send a qualified representative who can competently represent it or its company's best interest to the pre-proposal meeting. A tour of the server rooms will be scheduled after the completion of the meeting.

Interested parties must RSVP by emailing tstrickland@flycolumbusga.com before Friday January 24, 2025 in order to attend the pre-proposal meeting.

C. PRE-PROPOSAL QUESTIONS

1. Questions

CSG invites all questions referencing this RFP by Friday, January 31, 2025. Questions submitted after 4:00 P.M. on January 31, 2025 may be ignored. To be sure that your questions are properly understood and answered, your questions **MUST** be e-mailed or mailed to the Airport Contact Person at tstrickland@flycolumbusga.com.

2. Addenda

Following the pre-Proposal conference, CSG may issue addenda to the RFP to make any necessary clarifications or corrections and to address questions submitted. This addendum will include a listing of all people and contact information for those in attendance.

CSG is not responsible for any explanation, clarification, interpretation, or approval made or given in any manner except by addendum. A copy of each addendum will be made available to each person who attended the pre-Proposal conference and additional copies will be made available upon request.

D. PROPOSER RESPONSIBILITY

Each Proposer must carefully examine the RFP and related documents and the facilities of the Airport. Each Proposer must judge for itself as to the completeness of all requirements, conditions, and circumstances in the RFP. Failure on the part of any Proposer to make such examination and to investigate thoroughly the RFP and related documents will not constitute a ground for declaration by a Proposer that it did not understand the conditions with respect to its Proposal.

E. WITHDRAWAL OF PROPOSAL

Proposals may not be withdrawn after the Proposal due date. In submitting the Proposal, the Proposer agrees that the Proposal will remain valid for 180 calendar days after the deadline for submission of Proposals and may be extended beyond that time by mutual agreement.

F. UNACCEPTABLE PROPOSALS

The Commission reserves the right not to award a contract to any person, firm or corporation that is in arrears or in default to CSG upon any debt or under any contract, whether as surety or otherwise, or where such Proposer has failed to perform faithfully under previous contract with the CSG.

G. AIRPORT CONTACT PERSON

From the date the RFP is issued through the Commission award, Proposers shall not contact any members of the Commission or CSG staff in any way related to this RFP process, except the Airport Contact Person as referenced on the cover page of this RFP.

SECTION III – INFORMATION TO PROPOSERS

A. OVERVIEW AND SCOPE OF RFP

The purpose of this RFP is to select a single organization to provide IT Network and Cyber Solution Services over the next two-year period, beginning March 25, 2025, and ending no later than March 25, 2027. Following the initial term, there will be a possibility of renewing this contract for an additional two years.

1. Environment Overview

The information presented below outlines the general demographics of CSG and our current technical environment.

Location: 3250 W. Britt David Road, Columbus, GA 31909

Number of Employees: 42 (not all have access to computers or internet)

2. Current Technical Environment:

M365 Premium & Employee Monitoring

Datto Enterprise Backup and Disaster Recovery

Cyber Security – Virus filter, network monitoring, email phishing protection,

Antivirus and Malware protection

24x7x365 Remote and Onsite IT Support

Cloud Firewall

Employee Cyber Education

Software License Management

Asset Management

SECTION IV – PROPOSAL REQUIREMENTS

3. Service Requirements:

As part of this RFP, CSG has requirements for the following services. We realize that every Proposer will not be able to provide all the services listed below, but we encourage you to respond regardless.

- **Help Desk Support & Server/Network System Monitoring** - The Proposer should offer superior 24x7x365 Help Desk support from Tier One to Three services utilizing industry best practice processes and procedures and provide 24x7 monitoring of CSG's server & network system with proactive

communication and escalation protocols based on the severity of any unscheduled outages.

- **Business Continuity and Disaster Recovery and Remote Backup** – The Proposer must be able to support CSG’s ability to recover based on the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) agreed upon by organizational constituents must also execute a nightly backup plan for the critical servers, including a regularly- tested recovery process. In addition, backup and redundancy should be used to support this need.
- **Antivirus, AntiSpam & Antispyware Protection** – CSG is looking for solutions to defend against security threats including phishing, malware, spam, viruses.
- **On-Site Support** – When needed, Proposer should have the ability to deploy onsite resources to assist in issues which cannot be resolved through remote access to in-house systems.
- **Networking Support** - CSG requires proactive management and monitoring of our switches, firewalls, routers and Wi-Fi systems, and other networking equipment as identified by CSG.
- **Microsoft 365 Support** – The Proposer should be able to provide support for the Microsoft 365 applications and environment.
- **Warranty and Asset Inventory Management** – CSG expects the Proposer to maintain a hardware and asset inventory that includes desktops, laptops, servers, printers/scanners, fax machines, and notify CSG of any potential service or warranty issues. The Proposer must also assist with managing the lifecycle of CSG’s devices and maintain an equipment inventory to ensure our systems are always current.
- **Software Licensing Control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation.
- **PC Deployment & Desktop and Laptop Support** - The Proposer must be able to deliver and setup of machines onsite and include their ability to support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement of failed equipment, and the acquisition and provisioning of new equipment as needed.
- **Printers, Copiers, and Scanners** -The Proposer must be able to support existing printers, copiers, and scanner related network-printing issues.
- **Desktop Software Standardization and Software Licensing and Upgrades** – The Proposer must have a process for identifying standardization and management of desktop images and ensuring that staff are using current products as well as current OS and browser versions.

- **Lifecycle Management of Hardware Units** – The Proposer should have processes for end-of-life notification, replacement, and asset decommissioning/disposal.
- **Break Fixes and Installation** – The Proposer should offer planned and on-call break/fix services, including Help Desk Support emergency response to server issues.
- **Move, Add, Change (MAC)** – CSG is looking for the Proposer to help with any changes to the location, configuration of existing equipment or software, and installation of additional equipment or software as needed.
- **Reporting** – The Proposer should provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.
- **Technology Strategy Planning** – The Proposer will work with management to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
- **Account Management** – The Proposer must offer an internal escalation process in tandem with CSG to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered.
- **Service Levels** – The Proposer should identify service level agreements or objectives and report back on a regular basis to CSG on their ability to meet these agreements or objectives.
- **Onboarding and Offboarding Staff** - The Proposer must have process and procedures in place to onboard or offboard team members in a timely and efficient manner.
- **Compliance** – The Proposer must use systems that comply with published Payment Card Industry Security (PCI) Standards. In addition, the Proposer should also support rules and regulations as provided by relevant governing organizations as identified by regulatory or grant based requirements.
- **Scalability** – The Proposer must be able to offer a model where scaling up or down from a systems and cost perspective is simple and nimble.
- **Multi-Factor Authentication (MFA)** – The Proposer must be able to provide and manage a Multi-Factor Authentication (MFA) solution to provide an easy-to-use method to verify user identities at login and to protect logins with multi-factor authentication.

- **End-User Security Awareness Training** – The Proposer should offer Security Awareness Training to teach CSG staff members about current threats, terms, standards, and compliance to help them avoid a security incident.
- **Vulnerability Testing** - The Proposer should offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of CSG’s business network.
- **Managed SOC-as-a-Service** - The Proposer should offer Managed SOC-as-a-Service to monitor CSG’s environment and ensure proactive detection and response to threats, intrusions, and attacks.

SECTION V – SELECTION & PROPOSAL REQUIREMENTS

A. SELECTION PROCESS

Each bid will be evaluated according to the following process to determine how well it meets the requirements of this RFP. The Authority is not bound by the Review Team recommendation in making its final selection.

1. Minimum Requirements

Each bid must meet the minimum requirements found within this RFP. Those bids failing to meet the minimum requirements as stated within each section, including completeness, format and content, may be rejected without further evaluation.

2. Evaluation

The Review Team may verify and substantiate all information contained in each bid. Proposers may be asked to revise, clarify and/or provide additional information during the bid review process. These requests will require prompt action by the Proposer. Those bids not rejected will be evaluated by the Review Team. The Review Team consists of CSG staff from several areas of expertise.

3. Review Team Recommendation

The Review Team will make its recommendation for the award to the Board of Commissioners.

4. Commission Decision

CSG’s Board of Commissioners will consider the Review Team’s recommendation and award the contract. The full Board makes the final selection decision. Any Proposer may request to speak at the at the full Board of Commissioners meeting.

5. Award of Agreement

CSG will notify the successful Proposer. The selected Proposer must fully execute and deliver the signed Agreement to CSG, within fifteen (15) days after receipt of the Agreement in the form negotiated by CSG and the Proposer. CSG reserves the right to extend the fifteen-day timeline, as necessary. In the event that the winning Proposer fails to enter into an Agreement with CSG, CSG may award the contract to another Proposer.

B. BID FORMAT

Each bid should be typewritten in a standard 8 ½" x 11" - page format not to exceed fifteen (15) pages; single sided, excluding graphics, exhibits and/or other attachments. The pages shall be numbered, and sections of the bid shall be titled and tabbed consecutively. **Please submit the following:**

1. Attachment A (at the end of this document)

2. Attachment B (at the end of this document)

3. Pricing Breakdown

4. A sample Master Services Agreement, or other contract, that would be used if chosen.

SECTION VI – KEY DATES

KEY DATES

January 13, 2025 - RFP issued to Proposers.

January 24, 2025 – RSVP to attend Mandatory Pre-Proposal meeting 9:00 a.m. Eastern time.

January 28, 2025 - Mandatory Pre-Proposal meeting 9:00 a.m. Eastern time.

January 31, 2025 - Last day for receipt of any questions concerning the RFP by 4:00 pm ET.

February 13, 2025 - All Proposals due to the Columbus Airport Finance Office at 3250 W. Britt David Road via in person, mail, or UPS/Fed-Ex by 2:00 p.m. eastern time.

February 26, 2025 - Commission to be presented with the recommendation for award

March 25, 2025 – IT Network and Cyber Solutions agreement estimated start date.

CSG reserves the right to adjust the schedule as necessary.

Attachment A

RFP Response Form: Corporate Information

Please provide the following information about your company.

1-0 Company Profile

1-1 Company Name

1-2 Company Address

1-3 Contact Information (Party responsible for responding to this RFP)

1-4 Company Webpage

1-5 Main Products / Services

1-6 Main Market / Customers

1-7 Number of years in the Market

1-8 When did you first start providing similar solutions?

1-9 Company location(s)

1-10 Number of Employees

1-11 Number of Employees in Account Management

1-12 Number of Employees in Technical Support* (note how many are not actually employed by your organization) *Include Average Tenure of Technical Support Staff

1-13 List of Sub-Contractors

1-14 Notable Acquisitions

1-15 Key Business Partnerships

Attachment B

RFP Response Form: Questions

Please provide responses to the questions below to the best of your ability.

1-0 General

1-1 Q. What are the general types of organizations your clients represent?

1-2 Q. Why do you believe that you are a good fit with our organization?

1-3 Q. Describe your onboarding/implementation process and approach if you were selected?

1-4 Q. Do you conduct Quarterly Business Reviews and what is the nature of those meetings?

1-5 Q. What do you feel your overall strengths and differentiators are?

1-6 Q. Do you serve clients with 24 X 7 requirements?

1-7 Q. What services do you offer besides the core services of a Managed Service Provider?

1-8 Q. What type of training do you offer either during onboarding or ongoing?

1-9 Q. What do you feel are your biggest hurdles to a successful relationship?

1-10 Q. What training resources are available for team members?

1-11 Q. What type of general expertise can you provide in key technology areas?

1-12 Q. What types of support and services do you provide for Microsoft 365?

2-0 Processes

2-1 Q. Do you use in-house or contracted resources for services?

2-2 Q. Describe your process for migrating CSG to your organization?

2-3 Q. What CSG resources would you require (i.e., information, data, staff resources, communication) during initial migration and on an ongoing basis?

2-4 Q. Outline the methods by which clients can access you (i.e. online, by phone, etc.).

2-5 Q. Describe the escalation and account management process.

2-6 Q. Where is/are your support center(s) located?

2-7 Q. How involved is your team with creating project plans/testing during technical projects?

2-8 Q. Do you follow ITIL or other processes aligned with industry standard practices?

2-9 Q. Do you participate in drills or tests i.e. DR, IRP, etc.?

2-10 Q. How do you notify users of maintenance windows or system outages?

2-11 Q. What types of diagrams would you typically create/maintain?

2-12 Q. Do you offer knowledge bases for common issues and how are they utilized?

2-13 Q. What is your willingness or ability to support the security systems, phone systems, audio/visual systems?

2-14 Q. How often do you conduct Disaster Recovery testing?

3-0 Technology

3-1 Q. What types of monitoring agents would you use for end user devices?

3-2 Q. What is the back end help desk system you use?

3-3 Q. Do you offer managed firewalls or other managed technology?

3-4 Q. Do you offer MDM or other mobile management technology?

3-5 Q. Do you offer a SIEM or other security-based technology?

3-6 Q. Do you have tools to provide system uptime metrics?

3-7 Q. What tools do you use for network monitoring?

3-8 Q. What tools do you use for system monitoring or general health level of end user devices?

3-9 Q. Do you offer or partner for laptop and workstation encryption?

3-10 Q. If hosting/co-location is an option please describe details of option i.e. services, vendor partners, etc.

4-0 Support

4-1 Q. 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.

4-2 Q. Please provide details on your standard reporting capabilities.

4-3 Q. 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.

4-4 Q. What options are available for user training and technical training that may be required by staff?

4-5 Q. Describe any user groups, websites, newsletters, conferences, or any other means you support for sharing information and soliciting service feedback.

4-6 Q. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?

5-0 Pricing & Contracts

5-1 Please attach cost proposals and worksheets to support these figures, if applicable. Itemize non-recurring and recurring costs. Recurring costs should be quoted as per user per month costs. Other pricing models may be provided as an option.

5-2 Please attach a Master Services Agreement or other legal documents beyond a proposal which accompany a proposal.

6-0 References

6-1 Please provide at least three references for customers with similar operations to the proposed solution. Include contact names, phone numbers, email addresses and industry.

EXHIBIT A - PROPOSAL CHECKLIST

This Proposal checklist is provided as a convenience to Proposers. If any discrepancies exist between this checklist and other parts of the RFP, the RFP shall govern.

- Executive Summary
- Attachment A
- Attachment B
- Pricing and Contracts
- Sample Services Agreement
- References
- Exhibit B Properly Executed Proposal Acknowledgement Form
- Exhibit C Affidavit of Non-Collusion

- Pages are numbered consecutively throughout Proposal
- Sections are labeled and tabbed
- Proposal does not exceed 15 pages (excluding exhibits and attachments)
- Any trade secret information labeled “not public”
- One (1) unbound original copy, four (4) bound copies and one (1) electronic copy
- Other exhibits that must be submitted

EXHIBIT C - CSG AFFIDAVIT OF NON-COLLUSION

STATE OF _____
COUNTY OF _____

_____, being first duly sworn deposes and says

Individual only: that he or she is the Proposer and an individual doing business under the name of _____ in the City of _____ in the State of _____

Partnership only: that he or she is the duly authorized representative of the Proposer, a partnership, doing business under the name Of _____ in the City of _____ in the State of _____

Corporation only: that he or she is the duly authorized representative of the Proposer, a corporation organized and existing under the laws of _____ the State of _____ and that the Proposer is filing herewith a Proposal to the Columbus Airport Commission in conformity with the specifications therefore on file with the Commission.

Further, the Proposal filed herewith is not made in the interest of or on behalf of any undisclosed persons, partnership, company, association, organization or corporation; that such Proposal is not collusive or sham; that said Proposer has not, directly or indirectly, induced or solicited any other Proposer to put in a sham Proposal, and has not, directly or indirectly, colluded, conspired, connived or agreed with any Proposer or anyone else to put in a sham Proposal, or that anyone shall refrain from Proposing; that said Proposer has not in any manner, directly or indirectly, by agreement, communication, or conference with anyone, sought to fix the Proposal price of said Proposer or of any other Proposer, or to fix any overhead, profit, or cost element of such Proposal price or that of any other Proposer, or to secure any advantage against the Columbus Airport Commission or anyone interested in the proposed contract; that all statements contained in such Proposal are true; that said Proposer has not, directly or indirectly, submitted his Proposal or any breakdown thereof or the contents thereof, or divulged information or data relative thereto, or paid or agreed to pay, directly or indirectly, any money, or other valuable consideration for assistance or aid rendered or to be rendered in procuring or attempting to procure the Agreement, to any corporation, partnership, company, association, organization or to any member or agent thereof, or to any other individual; and further that said Proposer will not pay or agree to pay, directly or indirectly, any money or other valuable consideration to any corporation, partnership, company, association, organization or to any member or agent thereof, or to any other individual, for aid or assistance in securing the Agreement in the event the same is awarded to the aforementioned Proposer.

Signed by _____

Sworn before me and subscribed in my presence this ____ day of _____, 2025.

_____, Notary Public