



XL CENTER MANAGED IT SERVICE REQUEST FOR PROPOSAL

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XL CENTER

ONE CIVIC CENTER PLAZA · HARTFORD CT 06103 · 860.249.6333



1. Introduction

- 1.1 About – The XL Center is a multi-purpose arena and convention center located at 1 Civic Center Plaza, Hartford, Connecticut 06103. It is owned by the City of Hartford, managed by the Capital Region Development Authority under a lease with the city, and operated by the Oak View Group.
- 1.2 Purpose – This RFP invitation solicits formal proposals from qualified bidders with the capabilities and experience as a Managed IT Service Provider with strong AV experience to provide IT contracted services and AV game/event support for the XL Center’s mixed environment. The XL Center seeks a bidder that will be able to provide all tiers of IT support and AV support with their own in-house staff or union resources. Will further be able to provide 7 days a week, onsite support for both IT and AV issues.

This RFP is a solicitation only and not a contract or commitment of any kind. Bidders are responsible for any information or administrative costs incurred from participating in this RFP process (examples include time spent, printing, travel, etc.).

- 1.2 Confidentiality Statement – Information contained in this RFP and/or gathered as a result of participation in this RFP is considered confidential and intended only for use by the bidders. No information included in this document or shared by the XL Center relating to this RFP may be disclosed to another party or used for any other purpose.

2. Scope of Work

- 2.1 Location Details:
 XL Center
 1 Civic Center Plaza
 Hartford, CT 06103

2.2 Covered Equipment List

Qty	Description
35	Managed Desktops
21	Managed Laptops
66	AD Users
2	Barracuda F280 Firewalls
2	Dell Layer 3 Core Switches
30	Managed Layer 2 Dell Switches
1	Managed Layer 2 Meraki Switch
70	Meraki and Other Wireless Access Points
3	Physical Servers
4	Virtual Servers

(any changes to quantity in the above are subject to additional costs)

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2.3 Additional Services for all devices and users

- Antivirus Solution with 24/7 proactive monitoring
- Desktop and server patch management at automatic fix application
- Active 24/7 network proactive monitoring
- Hybrid hosted backup solution for entire environment including VMs. Offers bare metal and file level restoration
- Endpoint Detection and Response
- DNS Filtering
- Shadow IT Reporting
- Continuing Employee Education Training
- IT Help Desk Assistance (remote and onsite IT Support to the XL Center)
- IT game support
- IT event support
- Ability to provide AV game support, including all audio and video broadcast elements
- Ability to provide AV event support, including all audio and video broadcast elements

2.4 Support Requirements

The Support requests for the IT Managed Services are as follows:

- Support day is defined as 7 am to 11 pm, seven days a week
- Remote non-emergency initial working response time is 30 minutes
- Remote emergency initial working response time is immediate
- Onsite non-emergency initial working response time is 2 hours
- Onsite emergency initial working response time is 1 hour
- Ability to manage large scale multicast networks

3. Response and RFP Process

3.1 Timeline and Deadlines

Release of RFP Package to Bidders: 11/10/23

Site Walkthrough for Bidders: 11/20/23 at 10AM

- Location: XL Center Atrium, 1 Civic Center Plaza, Hartford CT 06103.
- Please walk into the building off of Trumbull Street under the large video marquee board out front.

RFI Questions Due By: 11/27/23

RFP Bid Due Date: 12/8/23

RFP Award: 12/15/23

Contract Start: 1/1/24

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3.2 Primary RFP Contact

Contact Name: **Pearson Davis**
Title: **Assistant General Manager**
Direct Phone Number: **860-508-2911**
Email: **pearson.davis@oakviewgroup.com**

3.3 Submission Instructions

Submit via electronic (email) transmission a complete RFP response in the form of the following:

- Proposal Document
- Pricing Breakdown
- Sample Contract/Agreement
- Company Background and Experience
- Similar Projects
- References (5 references of Sports & Concert venues of at least 10k+ seats)
- Reference AV-IT capabilities including fluency with managing a live environment with QLAN, Dante, AVB, AES67 and other protocols as well as IEEE1588 Precision time
- References for managing network traffic for scoring, stats distribution, interstitial VPN, and LED content management

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