

Introduction

Currently in search of a company to provide technological services to a progressive non-profit organization in Goldsboro NC. Technological services requested: network creation and development, server implementation and other managed/security services.

Goals

The Goals of the aforementioned re-evaluation would be to:

1. Evaluate the Technological strengths and weaknesses of the organization
2. Provide a technological advancement Plan to organization
3. Assess the needs for upgraded security and other server/security needs

Background Information

Our organization does not currently support any server system. Instead we are running individual un-networked workstations, each separately tied to the internet. These workstations are connected to the internet via fiber provided by Spectrum. Our organization currently uses single license personal Anti-virus software for each workstation located within Headquarters and throughout the field.

Services Requested

I. Initial Assessment

- Compile/update inventory of all information technology related assets
- Assess system architecture and current processes
- Make recommendations for improved IT Security and system performance.

II. Desktop Applications Support

- Diagnosing and correcting desktop application problems
- Identifying and correcting end user hardware problems
- Performing advanced troubleshooting.

III. Server Administration Services

Our organization seeks assistance in developing and managing computer systems and networks that include servers and associated hardware; software; communications; and operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system.

Server Administration Services (Continued)

In addition, we are requesting that a company secure scheduled preventive maintenance for equipment and develop quality back-up plans with procedural documentation; consistent monitoring of server performance and capacity management services with reporting when specified thresholds are reached; configuration management, including changes, upgrades, patches, etc.; and support of coordinate repair and maintenance work with contracted repair vendors, ensuring repairs are conducted in a timely fashion.

IV. Network Administration Services

Also, if selected, the company will be required to complete a full network set-up including, but not limited to: scope of switches, firewalls, routers, and other security devices; a designee to work in conjunction with Printer vendors to assist with the primary installation and maintenance of printers, network copiers/scanners, etc; digital alert notifications to designated Organization personnel in the event of Network or system/server failure; complete proactive monitoring of network equipment including bandwidth utilization and other performance indicators, with reports generated when specified thresholds are reached; network performance and capacity management services, and network troubleshooting. Documentation of network status and procedures should be scheduled.

V. Security

Establish VPN and other security means as well as maintenance of virus detection programs on organization servers, email and all other organization computers and laptops. Perform security audits as requested and notify organization personnel immediately of suspected breaches of security or instruction detection. Configure organization system to enable remote access in a secure environment and provide remote access to administration as requested by designated organization personnel.

VI. Strategic Planning

Engineering, planning, and design services for major system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchasing and technology needs. Install new servers, software and hardware and transfer data when acquired. Strategic planning, design, and installation/upgrade of core network systems. Examples include major network upgrades, provider changes, IP schema redesign, installation of "core" network devices,

Submittal Requirements

The following information shall be required in the RFP submittal:

1. Letter of Transmittal–The letter is not intended to be a summary of the proposal itself. The letter of transmittal must contain the following statements and information:
 - a. Company name, address, and telephone number(s) of the firm submitting the proposal.
 - b. Name, title, address, e-mail address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.
 - c. Federal and state taxpayer identification numbers of the firm.
 - d. Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.
 - e. The letter must be signed by a corporate officer or other individual who is legally authorized to bind the applicant to both its proposal and cost schedule.
 - f. Statement which indicates ***“proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with the Organization.”***
2. General Vendor Information – Please provide the following information:
 - a. Length of time in business
 - b. Length of time in business of providing proposed services
 - c. Total number of clients
 - d. Total number of public sector clients
 - f. Location of headquarters and any field offices
 - g. Location of office which would service this account
3. Provide the name, title, address, and telephone number of three references for clients whom you have provided similar services. Please provide information referencing the actual services provided, customer size (number of users), and the length of tenure providing services to this client.
4. Staff Resources – Identify names of principals and key personnel who will actually provide the information technology services. Summarize the experience and technological expertise of these staff. Describe the role and responsibilities that each of these individuals will have. The local availability of staff that will be providing these services shall be an important consideration.
5. Support Services – Please answer the following:
 - a. Is help desk support available?
 - b. When is support available? (Indicate XX a.m. to XX p.m. and the days of the week.)

Submittal Requirements (Continued)

- c. How are charges for support structured, documented, and tracked?
 - d. Do you provide a toll-free support number?
 - e. Please describe your problem escalation process, including:
 - ⇒ Initial problem identification (hand-off from help desk)
 - ⇒ Triage for priority and severity of problem
 - ⇒ Steps for resolving problem escalation when a solution is not forthcoming or an implemented solution is unsatisfactory
 - ⇒ Final authority regarding conflicts
 - f. Indicate your response time and goal and also your statistics regarding meeting that goal.
6. Cost of Services
- a. The proposal must contain a fee schedule that includes hourly rates for proposed services.
 - b. Describe how your services are priced, and any specific pricing you are able to provide.
 - c. Define any additional charges (e.g. travel expenses).
 - d. Provide an itemized list of products and services along with their respective prices.**
 - E. Provide upfront costs, as well as monthly managing (maintenance) costs.**

*Please take into consideration when preparing your proposal, we are a **501(c)(3) non-profit organization**. We will consider gently used, warranted equipment to help lower costs. If you are offering any units that fit this criteria please explain the units origin, and any other pertinent information regarding how the unit was used prior to offering it to our organization.*

Evaluation Criteria and Process

A selection committee will conduct an evaluation of qualifications and will rate each submittal based upon the following criteria:

1. Experience
2. Understanding of services to be provided
3. Personnel expertise
4. Compatibility with end users
5. Project approach
6. Satisfaction of clients/end users

Once we receive all of the correctly submitted proposals which meet the criteria listed in this request, contact will be made to the most qualified vendors, so that they can meet with the organization and continue the next phase of the selection process.

Deadline for Submissions of Proposals

Proposals may be emailed to ybarksdale@breachrepairers.org by 5:00 PM on Friday July, 27, 2018. You may also mail proposals to:

Yolanda Barksdale,

Program Coordinator

PO Box 1638

Goldsboro, NC 27533

1. The Organization reserves the right to reject any and all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in the organization's sole judgment, best meets the requirements of the project.
2. The RFP creates no obligation on the part of our Organization to award a contract or to compensate the proposer for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews (if held). The Organization reserves the right to award a contract based upon proposals received without further discussion or negotiation.
3. The Organization further reserves the right to make such investigation as it deems necessary to determine the ability of proposers to furnish the required services, and proposers shall furnish all such information for this purpose as the organization may request.