



REQUEST FOR PROPOSALS

Web Services Network and Website Maintenance

Cynthia Foskey
Executive Administrator
(910) 277-3500
FAX: (910) 291-3054
foskeyc@scfsnc.org

Date: July 17, 2017
Proposal Due Date: July 2, 2017, 4:00 p.m. (EST)

Late or Faxed Proposals will not be accepted

REQUEST FOR PROPOSAL:

RFP No. 2017-18

“Information Technology Support Services”

This request for proposal consists of (9) pages with this one excluding attachments.

Southeastern Community & Family Services, Inc. is soliciting proposals from service providers to provide information technology support services, complying with all terms and conditions described in this document.

Proposals will be accepted no later than 4:00 p.m. eastern standard time, July 27, 2017. Proposals received after this time will not be accepted.

Mark all documents with “RFP No. 2017-18: IT Support Services.” Mail or deliver all proposals and accessory documents to:

**Southeastern Community & Family Services, Inc.
c/o Cynthia Foskey, Executive Administrator
Post Office Box 1025
Lumberton NC 28358**

Proposals must be manually signed on this SCFS form in the space provided.

Please submit 3 paper sets of your proposal. Clearly mark the original copy as “ORIGINAL” on the cover.

SCFS reserves the right to accept or reject any or all proposals and to award a contract in the best interests of SCFS.

By signing below, Proposer agrees to the Terms and Conditions for this Request for Proposal.

I have read the terms and conditions of this RFP and submit for consideration the attached proposal and exhibits, if any. I also affirm that I am authorized to offer this proposal on my behalf of my company, and may bind the company under contract if selected.

The fees and costs in this proposal have been arrived at independently, and have not been divulged, discussed, or compared with the proposals of other respondents. No attempt has been made nor will be made to induce any other person or firm to submit or not submit a proposal for the purpose of restricting competition.

Company Name _____ Business Phone Number _____

Company Address _____ Fax Number _____

City, State, Zip Code _____ Email Address _____

Authorized Signer’s Full Name and Title

Authorized Signature

Date

Introduction

Southeastern Community & Family Services, Inc. (SCFS) is a (501) (c) (3) agency funded through both federal and state grants. Our administrative office is located at 405 N. Elm Street, Lumberton North Carolina. SCFS provides services in Bladen, Brunswick, Columbus, Hoke, Robeson, and Scotland Counties and has centers in each of these counties.

The mission SCFS is to improve and empower the lives of the families that we serve. Our vision is that everyone overcomes adversity to achieve a sustainable future.

Request for Proposal/Qualifications

SCFS is requesting proposals from professional technology vendors for Information Technology Support Services. Currently there are no internal staffs dedicated to IT operations. The selected provider will provide all professional IT services. The IT function is currently housed under the CEO. The proposal must include a high level single point of contact that will manage the relationship/contract with the CEO or their appointee.

All of SCFS's employees have an email address and our IT Department oversees all computers. The qualified vendor would provide necessary technical services and support, which would include) but not limited to):

- Network Administration
- Internet
- Email
- Application Management
- Infrastructure Support
- Software Support
- Network Security
- Disaster Recovery & Backups
- On Site and Remote Client Service
- Continuous System Monitoring and Response
- On site Services 5 Days per Week (during business hours)
- Phone Systems
- Hardware
- Surveillance/Security Systems
- Mobile Devices (including tablets)
- SCFS Website Support
- SCFS Facebook page
- Virtual Chief Technology Officer (CTO) type support

Software Applications utilized by SCFS includes (but is not limited to):

- Microsoft Office Suite
- Microsoft Exchange
- Adobe Suite
- Child Plus

- Grants Management Systems
- Clockwise
- Clockwise Electronic Timesheets
- Online HR System (People-Trak)

SCFS technological infrastructure is approximately as follows:

- 168 plus PCs in use
- 68 plus laptops
- 50 plus mobile phones
- Phone System
- Voice Mail
- Inclement Weather Lines
- 68 plus network printers
- 26 network copiers
- Windows XP professional, Windows 7
- Backup software, with USB backup hard drives
- Firewalls protection
- Symantec Endpoint Protection

The following sites are included in this proposal and will be serviced in accordance with requirements set forth under this contract in Services Required:

Main Administrative Office 405 and 407 N. Elm St. Lumberton NC 28359 Phone: (910) 277-3500 Fax: (910) 291- 3054	Section 8 HUD Office & CSBG 915 S. Main St., Suite H Laurinburg NC 28352 Phone: (910) 277-3535 Phone: (277-3526	Lumberton NSC 435 Caton Road Lumberton, NC 28358 910-738-6819/ 910-738-6809
Red Springs NSC 925 4 th Street, P.O. Box 937 Red Springs, NC 38277 910-843-5092 910-843-5878 Fax	Hoke NSC 366 Thomas Drive Raeford, NC 28376 910-875-5536	Whiteville NSC 425 S. Lee St. Whiteville, NC 28472 910-642-6083 or 910-642-5407 Fax
Brunswick NSC 143 Holden Beach Rd., Ste. 5 Shallotte, NC 28459 910-754-9441	Elizabethtown NSC 106 West Broad Street Elizabethtown, NC 28337 910-862-6791 or 910-862-6792 fax	Pender NSC 112 South Dickerson Street Burgaw, NC 28425 910-259-3274
Elizabethtown HS Center 601 David St. Elizabethtown NC 28337 910/862-3880 910/862-7075 fax	Baltimore HS Center 2100 So. Elwell Ferry Rd Council NC 28434 910/669-2536	Piney Grove HS Center 71 N. Piney Grove Rd., Unit 1 Bolivia NC 28422 910/253-8155
Longwood HS Center 7360 Mt. Zion Rd. Longwood NC 28452 910/287-3638		Mt. Olive HS Center 5465 Silverspoon Rd. Whiteville NC 28472 910/648-4860

<i>Ransom HS Center</i> 2694 General Howe Hwy. Riegelwood NC 28456 910/655-4025	<i>Hoke HS Center</i> 366 Thomas Dr. Raeford NC 28376 910/875-2373	<i>South Robeson HSC</i> 1832 Marion Stage Rd. Fairmont NC 28340 910/628-7994
<i>Maxton HS Center</i> 613 E. Rockingham Rd. Maxton NC 28364 910/844-3406	<i>Pembroke HS Center</i> 1509 Union Chapel Rd. Pembroke NC 28372 910/521-9230	<i>Red Springs HS Center</i> 931 W. 3 rd St. Red Springs NC 28377 910/843-5825
<i>St. Pauls HS Center</i> 715 E. George St. St. Pauls NC 28384 910/865-4233	<i>Laurel Hill HS Center</i> 10541 Ida Chapel Rd. Laurel Hill NC 28351 910/462-3488	<i>Laurinburg HS Center</i> 710 Corona Ave. Laurinburg NC 28352 910/276-4911

Services Required

Selected vendor would execute contract and have a start date of September 18, 2017.

A. Initial Assessment

Review of the inventory, assessment of the system architecture and equipment for efficiency, recommendations for improving routine support criteria and eliminating emergency maintenance situations. A report of this initial assessment shall be submitted to allow for necessary budget planning for the upcoming year.

B. Desktop Application Support

Performance of basic support functions, including the installation of PC's laptops, printers, peripherals, and office software, diagnosis and correction of desktop application problems, configuring of PC's and laptops for standard application; identification and correction of user hardware problems, with advanced troubleshooting as needed; maintenance of inventory of all related computer related hardware, to make available to Administration upon request; and implementation of HD policies and procedures.

C. Server and Workstation Administrative Services

Management of networks and computer systems, including complex applications, databases, messaging, servers and associated hardware, software, communications, and operating systems, necessary performance, security, reliability, and recoverability of systems.

Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for all HD tickets for both onsite visits and telephone support; development of operations and quality assurance for backup plans and procedures to be followed.

Configuration management, including changes, upgrades, patches, etc. is maintained; timely response to repair and maintenance work for user.

D. Network Administration Services

Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices is included.

Installation and maintenance of printers, scanners, network drives; analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed; alert notifications in case of failure of equipment.

Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; continuous troubleshooting is required.

Maintenance of network documentation for daily, weekly, and monthly services is required.

E. Email, Security and Backup Efforts

Maintenance of SCFS email accounts using the agency's domain, adding, changing, and/or deleting employee accounts as requested; maintenance of virus detection programs on the servers and user computers and laptops, performance of periodic security audits, including notification of suspected breaches of security to the SCFS Administration is required.

Configuration of the SCSF systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by the SCFS Administration is required.

Requirements for a data backup policy, with procedures in place to handle daily, weekly, and monthly backup of the computer, data and information, email, and the like; program to restore systems and data if servers and/or computers go down, are required, in addition to ensuring that staff is properly using auto-archive from Outlook email.

F. Security Systems

Maintenance of SCFS surveillance security systems at all locations including daily, weekly and monthly services if needed. Proactive monitoring of videos to monitor and review as needed.

G. 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 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, etc.

H. Purchasing

Vendor will be tasked with adhering to fiscal policy and procedures when obtaining quotes and bids for additions to the Information Technology inventory. Vendor will be required to access which products will best meet the needs of SCFS and effectively adhere to necessary cost measures.

I. Not Included

The contract to be awarded does not obligate SCFS to purchase computer equipment, replacement parts, hardware devices, cabling, licenses, software et al from the successful vendor.

J. Submission Requires

Proposals should be submitted following the guidelines in this RFP. Additional information, options, fee alternative, and materials are welcome, but should be submitted following the specifics listed in this RFP. Proposals may become public record, so proposers should be careful when submitting proprietary information.

Letter of transmittal must contain the following statements and information:

- a. Company name, address, telephone number(s), and website
- o Name, title, email address, and telephone number of the person(s) to contact and who are authorized to represent the firm and to whom correspondences should be directed.
 - b. Federal and State taxpayer identification numbers of the firm.
 - c. A brief statement of your understanding of the services to be performed and make a positive commitment to provide services as specified.
 - d. The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.
 - e. A statement indicating that the proposal and cost schedule will be valid and binding for ninety (90) days following the proposal due date, and will become a part of the contract negotiated with SCFS.

SCFS requires a Contractor with demonstrated dedication to responding to the strategic plans of the agency which requires significant changes in the way we utilize technology.

K. 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 nonprofit (501) (c) (3) sector clients
- e. Number of full-time personnel
- f. Location of headquarters and any field offices
- g. Location of office which would service this account
- h. If your business is a:
 - Minority Business Enterprise (MBE)
 - Women Business Enterprise (WBE)
 - Disadvantage Business or Small Business Enterprise (DBE/SBE)
 - Veteran Owned Business (VBE)

L. Proposal

- a. Description of the approach the firm will use in providing the services requested.
- b. Description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services.
- c. Name, title, address, and telephone number of three references for clients, whom similar services have been provided, including information referencing the actual services performed, number of users, and length of tenure.
- d. Naming of staff resources, with identification of principals and key personnel, who are available to provide the services; experience and expertise of staff; local availability of staff is an important consideration; role and responsibilities that each staff member will have. Personnel must be subjected to criminal background checks. Please indicate what type of background check your organization currently uses or proposes to use and what screening/selection criteria is mandated by your firm.
- e. Support services questions to be addressed:
 - Help Desk Description
 - Steps for resolving problem escalation
 - Final authority regarding conflicts
 - Response time and goal for resolving problems

- a. Explanation of any contract termination for default or other incident in the past five years. Termination for default is defined as notice to stop services for non-performance or poor performance, and issue was either litigated or not litigated. If default occurred, list name, address, and telephone number of the party. If NO such termination occurred for default, declare it.
- b. Scope of service beyond the RFP that the firm provides which may be of interest to SCFS.
- c. Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.

M. Cost of Services

SCFS is requesting that the vendor submit a FIXED FEE service contract for a twelve month period, with an option to renew for a second twelve months. The contract may be renewed for another 3 years if agreed upon by SCFS and the vendor. Payments schedule should also be include and should be on a monthly basis to coincide with the monthly report submission.

N. Evaluation Criteria

A selection committee will review the vendors' qualifications. From this review, and evaluation the selection process will be completed using the following criteria as a benchmark for making a recommendation. The SCFS Selection Committee will make a recommendation, and the SCFS Board of Directors will approve the contract award.

The criteria are:

- a) Approach and Methodology
- b) Experience of the Firm
- c) Project Staffing and Experience
- d) Satisfaction of Clients/End Users
- e) Pricing

A rating system, based on pre-defined points will be used to evaluate the proposals. The award of the contract will be made to the firm, whose proposal receives a favorable evaluation, recommendation of the selection committee, and approval of the Board of Directors.

O. Miscellaneous

SCFS reserves the right to reject any or all proposals, and to select the proposal which, SCFS's sole judgement, best meets the requirements of the agency.

SCFS further reserves the right to make such investigation as it deems necessary, to determine the capability of the vendors to furnish required services, and vendors shall furnish such information for this purpose as SCFS may request.

Vendors must specifically identify any portions of their submittals, deemed to contain confidential and proprietary information, or trade secrets.

All requests from the vendor for additional information must be made in writing (includes email), and this information provided will be made available to all vendors at the discretion of SCFS.

Therefore, the Parties have executed this Agreement:

Southeastern Community & Family Services, Inc.

Dated: _____, 20_____

By: _____

Ericka J. Whitaker
Chief Executive Officer
405 N. Elm Street
Lumberton, NC 28359

Legal Name of CONTRACTOR

Dated: _____, 20_____

By: _____

Signature of Authorized Officer

Name and Title of Authorized Officer

Address

City, State, Zip Code