REQUEST FOR PROPOSAL  
INFORMATION TECHNOLOGY SUPPORT SERVICES

The Community Action Partnership of the Greater Dayton Area (hereinafter CAPGDA) is requesting proposals from qualified, professional technology vendors for Information Technology Support Services. The ideal vendor will provide technical support, assistance, hardware and software troubleshooting, system maintenance and training and documentation of CAPGDA hardware and software inventory.

The successful vendor will be expected to organize Help Desk (hereinafter HD) service calls efficiently and to ensure that there is NO significant computer downtime during normal working hours, generally 8:00 a.m. to 6:00 p.m., Monday through Friday.

Pre-Bidder’s Conference:
Friday, May 6th, 2011 at 10:00 a.m. at 719 S. Main St. Dayton, OH 45402
Please sign-in at the security desk and wait to be called back.

Bid Packets are Due:
Friday, May 20th, 2011 at 1:00 p.m. at 719 S. Main St. Dayton, OH 45402
Five (5) sealed copies of the proposal must be received by CAPGDA prior to 1:00 p.m. on Friday, May 20th, 2011. One (1) copy should be submitted as a loosely-bound reproducible (grayscale or black & white). All copies of the proposals must be under sealed cover (envelope or box) and plainly marked as “Information Technology Support Services Proposal”.

Proposals shall be delivered or mailed to:
Community Action Partnership of the Greater Dayton Area
IT Support Services Proposal
719 South Main Street
Dayton, OH 45402

Any questions regarding this proposal are to be submitted to:
Cherish L. Cronmiller, Community Action Partnership of the Greater Dayton Area
719 South Main Street
Dayton, OH 45402
(937) 341-000 ext. 127
cherish@cap-dayton.org
2. BACKGROUND INFORMATION

CAPGDA technological infrastructure is approximately as follows:

- 160 PCs in use
- 14 laptops
- 50 Comdial Impact digital Phones
- PBX Phone system, VMMI version: 220a
- Voice Mail: Database Administrator Version: 12.1.6.6086.1/ VPS Version: 12.1.6.6086.1
- 11 EVO phones, 19 BlackBerry’s
- 25 networked printers
- 3 networked copiers (multi-function machines)
- Windows XP professional, Windows 7 Professional operating systems
- **Server software being used:**
  - 1-Windows server 2003 Standard- SQL
  - 3-Windows Server 2003 R2 Standard- app01, APP02,
  - 1-Windows 2008 R2 Standard
  - 1-Windows 2008 server R2 Enterprise
  - 1-Windows Server 2003 Standard 64x
  - 1-Windows server 2003 Standard- Black Berry
- Acronis backup software version 10/ESXI, with USB backup hard drives
- Has a Main Fiber line and service is Road Runner.
- 1 County uses Road runner and a Fortigate Firewall to connect through firewall VPN
- Job Center, Needmore locations use DSL Microsoft VPN connection.
- Youth Center uses DSL and a Fortigate firewall to connect throw a firewall VPN
- 2 Counties use Road Runner and a Cisco 1800 Series router to connect through a Firewall VPN
- CAPGDA specialized software
  - OCEAN
  - TRACKER
  - GMS
  - Weatherization System
  - Weathertite Advantage
  - RSS
  - BROMA
  - Blackberry Enterprise server
  - Housing Pro/File Maker Pro

- 4 Firewalls:
  - 2-Fortigate 50B
  - 1-Cisco 1800
  - 1-Fortigate 200B

- 11 Switches:
  - 1-Cisco 4506
  - 2-Corning LanScape Fiber Boxe’s
  - 1-Cisco SD2008
  - 1-Intel 24 Port
  - 1-3Com 24 Port
  - 1-Fortigate 100C Analyzer
  - 1-Reliant Fiber Box
  - 6-PCT CCC v3 Smart Diagnostics Media Converter.
  - 2-Linksys 24 Port
  - 1-Netgear 16 Port
  - 1-Cisco 2960 48 Port
  - 1-D-Link Wire router.
  - 1-Linksys 4124 24 Port
  - 1-Linksys 18 Port
  - 5-Linksys 5 port
  - 1-Netgear 24 Port
  - 2-Linksys 8-Port

The following sites are included in this proposal and will be serviced in accordance with requirements set forth under Section 3. Services Required
3. SERVICES REQUIRED

Selected vendor would execute contract and have a start date of Wednesday, June 1st, 2011.

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 by August 1, 2011 and each August 1st as long as the contract is in force. This is 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, PDA’s, printers, peripherals, and office software; diagnosis and correction of desktop application
problems, configuring of PC’s and laptops for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed; maintenance of an updated inventory of all related computer related hardware, to make available to CAP 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 for performance, security, reliability, and recoverability of the 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 are being followed.

Configuration management, including changes, upgrades, patches, etc. is maintained; management of user login’s are documented; and support of software products relating to servers and workstations; timely response to repair and maintenance work for the 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 devices et al; 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 are required.

Maintenance of network documentation for daily, weekly, and monthly services is required.
E. Email, Security and Backup Efforts
Maintenance of CAPGDA email accounts using the agency 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 CAPGDA Administration are required.

Configuration of the CAPGDA systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by the CAPGDA 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. 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, etc.

G. 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 CAPGDA and effectively adhere to necessary cost measures.
H. Not Included
The contract to be awarded does not obligate CAPGDA to purchase computer equipment, replacement parts, hardware devices, cabling, licenses, software et al from the successful vendor.

QUALIFICATIONS
The staff should have previous experience supporting larger organizations (100+ PCs) located across multiple sites.
The vendor should have staff with demonstrated experience and proficiency in
- PC installations
- Troubleshooting hardware/software issues
- Software installation, re-imaging, configuration needs
- Supporting multiple hardware manufacturers

4. SUBMISSION REQUIREMENTS
Proposal should be clearly organized under five (5) headings:
I. Letter of Transmittal
II. General Vendor Information
III. Proposal
IV. Reports
V. Costs

I. Letter of Transmittal:
The 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 correspondence 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 part of the contract negotiated with CAPGDA.

II. 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 in:
   - Consulting
   - Installation and training
   - Sales, marketing, and administrative support

f. Location of headquarters and any field offices

g. Location of office which would service this account

h. Please present certification if your organization is a:
   - Minority Business Enterprise (MBE), http://www.mbe.ohio.gov/
   - Women Business Enterprise (WBE),
   - Disadvantaged Business or Small Business Enterprise (DBE/SBE),
     http://www.sba.gov/content/5-steps-registering-your-business
   - Edge Certified http://www.mbe.ohio.gov/
   - Veteran Owned Business (VBE) http://www.sba.gov/about-offices-content/1/2985
III. 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 types 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

f. 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.

g. Scope of services beyond the RFP that the firm provides which may be of interest to CAPGDA.

h. Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.

IV. Reports

The vendor shall submit service reports on a monthly basis, summarizing service and IT policy issues. The vendor must be available to meet with the CAPGDA designated staff to review
monthly reports and discuss issues. Please provide examples of any such or similar reports the vendor has created and presented in the past.

V. Cost of Services
CAPGDA is requesting that the vendor submit a FIXED FEE service contract for a twelve month period (June 1, 2011 to May 31, 2012), with an option to renew for a second twelve months. The maximum possible contract period is three (3) years (only two (2) renewals are allowable: June 1, 2011- May 31, 2012; June 1, 2012 to May 31, 2013; June 1, 2013 to May 31, 2014.) Each twelve month period must be shown separately. Payment schedule should also be included and should be on a monthly basis to coincide with the monthly report submission.

Vendors must list, specifically, any services which would not be covered in the proposal price. The vendor shall indicate the impact, if any, of changes in CAPGDA’s IT infrastructure (number of servers and PC’s) on the fixed fee.

5. EVALUATION CRITERIA
A selection committee will review the vendors’ qualifications. From this review, an evaluation and selection process will be completed using the following criteria as a benchmark for making a recommendation. The CAPGDA Selection Committee will make a recommendation, and the CAPGDA Board of Trustees 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 and percentages, 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 Commissioners.
6. MISCELLANEOUS
CAPGDA reserves the right to reject any or all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, CAPGDAs’ sole judgment, best meets the requirements of the program.

The RFP creates no obligation on the part of CAPGDA to award a contract or to compensate the Bidder for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews. CAPGDA reserves the right to award a contract based on proposals received without further discussion or negotiation. Vendors should not rely upon the opportunity to alter their qualifications during any discussions.

CAPGDA 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 all such information for this purpose as CAPGDA may request.

Vendors must specifically identify any portions of their submittals, deemed to contain confidential and proprietary information, or trade secrets. The vendors may be required to justify why CAPGDA should not, upon written request, disclose such materials.

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 CAPGDA.

- END OF RFP-