



Somerset Community Action Program  
REQUEST FOR PROPOSAL INFORMATION TECHNOLOGY SUPPORT SERVICES

Proposals will be received by Somerset Community Action Program (SCAP). Interested vendors should submit one original and 2 copies of their proposal response documentation in an envelope marked as follows: IT SUPPORT SERVICES

Please submit bids to:

Steven Nagel  
Executive Director  
Somerset Community Action Program  
155 Pierce Street, Suite F  
Somerset, NJ 08873-4173

Formal proposals must be received by **Monday, July 2, 2018, at 4:00 PM.** Please direct all inquiries to Steven Nagel, Executive Director at [snagel@somersetcap.org](mailto:snagel@somersetcap.org)

SCAP is requesting a proposal for IT support. Vendors are required to provide as much detail as possible in this proposal, regarding scope of services, approach to protecting and securing the technology used by SCAP users, and their capability and experience. SCAP reserves the right to reject any or all proposals or to accept any proposal considered most advantageous to the organization.

REQUEST FOR PROPOSAL INFORMATION TECHNOLOGY SUPPORT SERVICES

1. INTRODUCTION

SCAP is requesting proposals from qualified, professional technology vendors for Information Technology Support Services. The qualified vendor would provide necessary technical services, which would enable SCAP to:

- Protect and secure its technology facilities
- Ensure the efficient operation of its data processing networks and related computer systems in its defined user community
- Enhance its quality of service for in office and remote users
- Minimize the spending and maximize the ROI for investment in technology

The ideal vendor will resolve computer systems and network issues in accordance with standard and acceptable Best Practices for maintenance and support benchmarks. The

successful vendor will be expected to organize Help Desk service calls efficiently and to ensure that there is no significant computer downtime during normal working hours, generally 6:30 AM to 6:30PM, Monday through Friday. The vendor is expected to report on status of technology issues and communicate effectively with SCAP.

The following are the services requested under this proposal

1. Labor related to maintaining, monitoring and supporting SCAP's network
2. Help desk services
3. 24x7 Server Error and Event log monitoring
4. 24x7 Server Drive Space Monitoring
5. Asset Inventory Tracking and Reporting
6. Microsoft Patch Management
7. Antivirus and Antispyware software on all covered systems
8. Backup and Disaster recovery
9. Client Service Web Portal Access
10. Microsoft OneDrive and Exchange support

## BACKGROUND INFORMATION

### SECTION 1

SCAP does currently does NOT have an IT Department, and is currently using an outside vendor service to provide maintenance and support on "as needed basis."

There are: 6 desktop/laptop computers and two servers located in the Program Center. These PC's vary by manufacturer, aging, specifications, software, and service pack versions. Windows 2007 and 2010 are the prevalent systems used on the workstations.

### SECTION 2

This section summarizes the services to be provide to SCAP in this RFP. SCAP is looking for a maintenance and support program to be designed under two major categories. These categories are:

- Preventative Maintenance and Strategic Forecasting alongside SCAP senior leaderships, and
- As Needed or Responsive Maintenance, to accommodate computer system activities and user equipment performance.

SCAP expects the vendor proposal to define, in detail, the approach to be used in the above categories. Distinction of time and material costs for these efforts are important to billing SCAP and future budget considerations.

#### A. Initial Assessment:

Review of the inventory, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations.

#### 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 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 SCAP personnel upon request; and implementation of Help Desk procedures under policy constraints of the successful vendor.

#### 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 are properly and promptly performed; maintenance of records for all Help Desk needs ensuring that both on-site and telephone support is available; development of operations and quality assurance for backup plans and that procedures are being followed.

Configuration management, including changes, upgrades, patches, etc. is maintained; management of user login's and password security is 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, wireless repeaters, antivirus and anti-spyware software, 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 networking 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 SCAP email accounts using, adding, changing, and/or deleting SCAP employee accounts as requested; maintenance of virus detection programs on SCAP servers and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to the SCAP Executive Director is required.

Configuration and maintenance of SCAP systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by the Executive Director 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; maintaining programs to restore systems and data if servers and/or computers go down, are required.

#### F. Planning

Engineering, planning, and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs, when requested or necessary.

Installation of new equipment, software, and transfer existing data when acquired, will be needed.

#### G. Not Included

The contract to be awarded does not obligate SCAP to purchase computer equipment, hardware devices, cabling, licenses, software et al from the successful vendor. Replacement parts and software are not part of this contract.

### 3. SUBMISSION REQUIREMENTS

SCAP is requesting that the proposal submitted address the subjects with specificity. We are looking for content, organized effort and solution-oriented procedures. The goal is a secured, smooth operating, efficient process, and an effective Information Technology system

Due to the nature of this proposal, it is requested that each proposal be brief, and consist of no more than ten pages. Each proposal shall provide the following information:

- Letter of Transmittal: The letter of transmittal must contain the following statements and information:
  - Company name, address, telephone number(s), and website.
  - 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.
  - Federal and State taxpayer identification numbers of the firm.
  - A brief statement of your understanding of the services to be performed and make a positive commitment to provide services as specified.
  - The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.
  - 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 SCAP.
- Profile: Provide a short profile of the firm including at a minimum:
  - Length of time in business.
  - Length of time in providing proposed services.
  - Number of clients.
  - Three professional references from current clients
  - Number of clients in the public sector.
  - Number of full time and part time employees and their areas of involvement: Technical Support, programming, consulting, Sales Support, Administrative Support
  - Location of office to service the account.
  - Small, Minority-owned, and Woman-owned business, if applicable.
- Proposal: Description of the approach the firm will use in providing the services requested. Description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services.
  - 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.
  - 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
  - The role and responsibilities each staff member will have
  - Support services questions to be addressed:
  - Help Desk Description
  - Support availability (days of week and time)
  - Toll free number if available

- Structure of charges for support
  - Steps for resolving problem escalation
  - Final authority regarding conflicts
  - Response time and goal for resolving problems
  - 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 if the 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. SCAP will evaluate the facts and may, at its sole discretion, reject the vendors proposal.
  - Scope of services beyond the RFP that the firm provides which may be of interest to SCAP.
  - Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.
- Draft Contract Language: The vendor shall submit a draft contract.
  - Reports: The vendor shall submit service reports on a quarterly basis, summarizing service and IT Policy Issues. The vendor must be able to meet with the Executive Director to review quarterly reports and discuss issues.

Cost of Services: SCAP is requesting that the vendor submit a Fixed Fee service contract for a twelve-month period, with an option to renew for a second and third twelve months. Each twelve-month period must be shown separately.

The Payment schedule should also be included (ie monthly, quarterly)

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 SCAP's IT infrastructure (number of servers and PC's) on the fixed fee. Identify the following for those services not under the fixed fee:

- a) A fee schedule containing the vendor hourly rates
- b) A description of how services will be billed
- c) A description of additional charges, such as out of pocket expenses for travel, etc.

## 5. EVALUATION CRITERIA

A selection committee, appointed by the SCAP board 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. SCAP will award the contract to begin on September 1, 2018 – August 31, 2019.

The Criterial are shown below:

- 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 and recommendation from the evaluation committee, and the board of trustees, should it receive a favorable evaluation.

## 6. Miscellaneous

The SCAP Board and committee reserve the right to reject any or all proposals for failure to meet the requirements contained wherein, to waive any technicalities, and to select the proposal which, in SCAP's sole judgement, best meets the requirements of the organization.

The RFP creates no obligation on the part of SCAP to award a contract or to compensate the Bidder for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews.

SCAP 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.

SCAP 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 SCAP 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 SCAP 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 SCAP.

Examinations of the existing systems can be arranged by contacting the Executive Director.

**Deadline July 2, 2018 4 PM**