



Web Services Network and Website Maintenance #2023

REQUEST FOR PROPOSALS

Web Services and Website Management

Cynthia Foskey
Executive Administrator
(910) 277-3500
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foskeyc@scapnc.org

Date: January 10, 2023
Proposal Due Date: January 20, 2023, 10:00 a.m. (EST)

Late or Faxed Proposals will not be accepted. No phone calls, please.



REQUEST FOR PROPOSAL

RFP No. 2023-24

“Information Technology Support Services”

This request for proposal consists of nine (9) pages, excluding attachments.

Southeastern Community Action Partnership, Inc. solicits proposals from service providers to provide information technology support services, complying with all terms and conditions described in this document.

Proposals will be accepted by 10:00 a.m. eastern standard time, January 20, 2023. Proposals received after this time will not be accepted. Please, no phone calls; for any questions or concerns, email foskeyc@scapnc.org.

Mark all documents with “RFP No. 2023-24: IT Support Services.” Mail or deliver all proposals and accessory documents to:

Southeastern Community Action Partnership, Inc.
c/o Cynthia Foskey, Executive Administrator
Post Office Box 1025
Lumberton NC 28358

Proposals must be wet-signed on this SCAP form in the space provided.

Please submit three (3) paper sets of your proposal. Mark the original copy as “ORIGINAL” on the cover.

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

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 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 yet to be 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 to restrict competition.

Debarment: Respondent must also attest that no person of the company is debarred from being the recipient of state and federal funds.

Company Name _____ Business phone Number _____



Web Services Network and Website Maintenance #2023

Company Address _____ Fax Number _____
City, State, Zip Code _____ Email Address _____

Authorized Signer's Full Name and Title (Printed)

Authorized Signature

Date



Introduction

Southeastern Community Action Partnership, Inc (SCAP) is a (501) (c) (3) agency funded through both federal and state grants. The administrative office is at 405 N. Elm Street, Lumberton, North Carolina. SCAP provides services in Bladen, Brunswick, Columbus, Hoke, Pender, Robeson, and Scotland Counties and has sites in each of these counties.

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

Request for Proposal/Qualifications

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

SCAP's employees have an email address, and our IT Department oversees all computers. The qualified vendor will provide necessary technical services and support, which will 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 Services
- Continuous System Monitoring and Response
- On-site Services 5 days per week (during business hours)
- Phone systems
- Hardware
- Surveillance/Security Systems
- Mobile Devices (including iPads/tablets)
- SCAP Website Support
- SCAP Facebook page
- Virtual IT Consultant type support

Software Applications utilized by SCAP include (but are not limited to):

- Microsoft Office 365
- Adobe Suite



- Child Plus
- Grants Management Systems (Accounting Software)
- Team keeper (Clockwise electronic Timesheets)
- Online HR System (People Trak)
- Purchase Order electronic system

SCAP technological infrastructure is approximate 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/scanners
- Windows XP Professional, Windows 7
- Backup software with USB back hard drives
- Firewalls protection
- Symantec Endpoint Protection
- All American Alarms (in the process of phasing out this system)
- ADT Security Systems

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

<i>Main Administrative Office</i> 405 and 407 N. Elm St. Lumberton NC 28359 Phone: (910) 277-3500	<i>Section 8 HUD Office & CSBG</i> 915 S. Main St., Suite Suit H Laurinburg NC 28352 Phone: (910) 277-3535 Phone: (910) 277- 3526	<i>Lumberton NSC</i> 4721 Fayetteville Rd., Suite B Lumberton NC 28359 Phone (910) 277-3522
<i>Hoke NSC</i> 366 Thomas Drive Raeford NC 28376 Phone: (910) 875-5536	<i>Whiteville NSC</i> 425 So. Lee St Whiteville NC 28472 Phone: (910) 642-6083	<i>Brunswick NSC</i> 143 Holden Beach Rd., Suite 5 Shallotte, NC 28459 Phone: (910) 754-9441
<i>Elizabethtown NSC</i> 106 West Broad Street Elizabethtown NC 28337 Phone: (910) 862-6791	<i>Pender NSC</i> 112 South Dickerson Street Burgaw, NC 28425 Phone: (910) 259-3274	<i>Elizabethtown HS Center</i> 601 David St. Elizabethtown NC 28337 Phone: (910) 862-3880
<i>Piney Grove HS Center</i> 71 N. Piney Grove Rd., Unit 1 Bolivia NC 28422 Phone: (910) 253-8155	<i>Longwood HS Center</i> 7360 Mt. Zion Rd. Longwood NC 28452 Phone: (910) 287-3638	<i>Mt. Olive HS Center</i> 5465 Silverspoon Rd. Whiteville NC 28472 Phone: (910) 648-4860



<i>Hoke HS Center</i> 366 Thomas Drive Raeford NC 28376 Phone: (910) 875-2373	<i>South Robeson HS Center</i> 1832 Marion Stage Rd. Fairmont NC 28340 Phone: (910) 628-7994	<i>Maxton HS Center</i> 613 E. Rockingham Rd. Maxton NC 28364 Phone: (910) 844-3406
<i>Pembroke HS Center</i> 1509 Union Chapel Rd. Pembroke NC 28372 Phone: (910) 521-9230	<i>Red Springs HS Center</i> 931 W. 3 rd St. Red Springs NC 28377 Phone: (910) 843-5825	<i>Laurinburg HS Center</i> 710 Corona Ave. Laurinburg NC 28352 Phone: (910)276-4911

Services Required

The selected Proposer will execute the contract with an anticipated start date of February 1, 2023(subject to change).

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. Please include and schedule with IT Consultant.

B. Desktop Application Support

Performance of essential support functions, including installation of PCs, laptops, printers, peripherals, and office software; diagnosis and correction of desktop application problems; configuring of PCS and laptops for standard application; identification and correction of user hardware problems, with advanced troubleshooting as needed; maintenance of inventory of all related computer hardware, to make available to Administration; and implementation of IT 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 IT 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, and timely response to repair and maintenance work for users.

D. Network Administration Services

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

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

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

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

E. *Email, Security, and Backup Efforts*

Maintenance of SCAP's email accounts using the Agency's domains, 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 SCAP Administrations are required.

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

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

F. *Security Systems*

Maintenance of SCAP 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 significant system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, redesigned 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*

The vendor will adhere to fiscal policy and procedures when obtaining quotes and bids for additions to the Information Technology inventory. The vendor will be required to assess which products will best meet the needs of SCAP and effectively adhere to necessary cost measures.

I. *Not Included*

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

J. *Submission Requirements*

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

The letter of transmittal must contain the following statements and information:

- a. Company name, address, contact information, and website if applicable



- o Name, title, email address, and phone 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's due date and will become a part of the contract negotiated with SCAP.

SCAP 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 Proposer's Information

Please provide the following information:

- a. Length of time in business
- b. Length of time in the business of providing proposed services
- c. The total number of clients
- d. The total number of nonprofit (501) (c) (3) sector clients
- e. The 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 in providing similar services.
- c. Name, title, address, and phone number of three references of clients whose similar services have been provided, including information referencing the services performed, number of users, and length of tenure.
- d. Naming of staff resources, identifying principals and key personnel who are available to provide 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 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 incidents in the past five years. Termination for default is defined as notice to stop services for non-performance or poor performance, and the issue was either litigated or not litigated. If no such termination occurred for default, declare it.
- b. Scope of services beyond this RFP that the firm provides which may be of interest to SCAP.
- 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

SCAP requests that the Proposer submit a FIXED FEE service contract for a twelve-month period, with an option to renew for a second twelve-month period. The contract may be renewed for another three (3) years if agreed upon by SCAP and the Contractor. The payment schedule should also be included and should be monthly to coincide with the monthly report submission.

N. Evaluation Criteria

A selection committee will review the Proposer's qualifications. From this review and evaluation, the selection process will be completed using the following criteria as a benchmark for making a recommendation. The SCAP Selection Committee will recommend, and the SCAP 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 contract award 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

SCAP reserves the right to reject any or all proposals and to select the proposal which, in SCAP's sole judgment, best meets the requirements of the Agency.

SCAP further reserves the right to make such investigation as it deems necessary to determine the capability of the Proposer to furnish the required services. Proposers shall furnish such information for this purpose as SCAP may request.

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

All requests from the Proposer for additional information must be made in writing (including email), and this information provided will be made available to all Proposers at the discretion of SCAP.



Therefore, the Parties have executed this Agreement:

Southeastern Community Action Partnership, Inc.

Date: _____, 2023 By: _____

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

Legal Name of CONTRACTOR

Date: _____, 2023 By: _____

Signature of Authorized Officer

Name and Title of Authorized Officer

Address

City, State, Zip Code