

REQUEST FOR PROPOSAL (RFP)

For Information Technology Services

LEADS Community Action Agency

1. INTRODUCTION OF LEADS:

LEADS, Inc. is a proud Community Action Agency, a private 501(c)(3) nonprofit that works to address the causes and conditions of poverty in the community. We encourage prospective bidders to visit our website at LEADSCAA.org to learn more about the services we offer.

2. INTRODUCTION OF PROJECT:

LEADS invites qualified providers to submit a proposal for Professional Information Technology Services beginning on or about April 1, 2024 for a period of 12 months with (2) optional one year extensions if mutually agreed to by LEADS and the selected IT Provider. In addition to ongoing continuous services the qualified IT Provider will also provide services to improve information technology effectiveness, enhance quality of services, minimize support costs and maximize our investment in IT Services.

3. PURPOSE AND OBJECTIONS:

LEADS is seeking a company to provide technical support for our IT infrastructure and to provide routine maintenance and related services. LEADS may also request assistance for special projects and consulting such as installation of software, short- and long-range planning, and disaster recovery services.

4. SCOPE OF WORK:

Current technology infrastructure serves multiple locations in Licking (Wilson Street and East Main Street in Newark, Utica, Buckeye Lake, and Pataskala); Union (Marysville); and Delaware (Delaware) Counties. **See Attachment A** for a list of current computers and servers. ***Please note that the list in Attachment A may be out of date and selected IT Provider will be asked to inventory assets and update list. An update list is needed before invoicing can occur due to cost allocation requirements.*** A more detailed list will be provided to the selected IT provider. Most workstations are used for basic functions, including email, internet access, and Microsoft Office. Some employees access various state administered software programs. Some employees access Grants Management Solutions (GMS) fiscal software, legacy systems, and other software needed to conduct agency business.

- 24x7 monitoring of servers and critical network components
- 24x7 response to critical servers and infrastructure failures
- 24x7 monitoring of firewall
- Domain Name Registration (currently expires May 9, 2024)
- Unlimited remote and onsite support at all locations

- Comprehensive local and/or cloud-based backup including:
 - Local and/or cloud image based backups at all virtual machines
 - Cloud backups of documents on crucial workstations
 - Routine restore viability tests
- Centralized Antivirus and Content Filtering
- PC Health Monitoring and Software Patching
- Corporate Class Email Archiving and Encryption
- Corporate Class Email Spam, Malware and Phishing Protection
- Proactive Dark Web Compromised Credential Monitoring
- Proactive Phishing Tests
- Documented Employee Security Training
- Industry Compliance Testing and Training
- Written and Tested Disaster Recovery Plan
- Business Reviews
- Monthly Reports on Backups, Patches and Updates
- Regular inspection of Network and File Server
- Regular/periodic cleaning and testing of backups by restore of test files
- Firewall administration
- Provide support for new/replaced servers
- Provide labor and support for migration of network operating systems/files
- Provide labor for server support
- Monthly reports of network health and vitality
- Web access to reports on current status of service calls and projects
- Spy-ware monitoring, removal and cleaning
- Server down emergencies shall have a 2 hour or less response time
- Research for software and hardware solutions
- Provide as needed, research of technology needs for future growth essential to LEADS
- **LEADS requires a single monthly flat rate for services described above**

5. INVOICING PROCEDURES:

LEADS requests that invoicing occur upon actual receipt of services. Although LEADS utilizes an expedient process, vendors are advised that it could take up to thirty (30 days) to process monthly invoices for payment.

6. PRICING:

- a. All prices offered herein shall be firm against any increase for the first twelve (12) months from the effective date of the proposed contract. Any contract price revisions shall be based on industry price changes and supported by adequate detail to document same.

- b. Price revisions shall not be allowed or implemented without the prior consent of LEADS.
- c. If price adjustments are requested pursuant to the terms of the contract, the contractor must notify LEADS ninety (90) days prior to the current year's contract expiration date.
- d. LEADS reserves the right to accept or reject within 30 days after the request for a price increase.
- e. In the event of industry wide price decrease for any product during the term of this proposed contract, the successful proposer will reduce the price of the product by the same percentage reduction as such industry wide price decrease.

7. Contract Term:

LEADS intends to issue a one year agreement. Upon the mutual agreement of the provider(s) and LEADS, award may be extended for up to two (2) additional one year renewals. This may result in a total of three (3) years. The renewal option is at the sole discretion of LEADS. LEADS reserves the right to not renew this agreement or to cancel this contract if grant funds are not received. LEADS will give a 30 day written notice to the IT Provider.

8. PROPOSAL 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 and 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 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. General Vendor Information – Please provide the following information:
 - i. Length of time in business
 - ii. Length of time providing proposed services
 - iii. Total number of clients
 - iv. Number of full-time personnel in:
 - a. Consulting
 - b. Installation and training
 - c. Location of headquarters and any field offices
 - d. Location of office which would service this account

2. Describe how your firm is positioned to provide the services listed above and provide a history of experience on providing similar services.
3. Describe your approach to providing these services and your methodology for providing ongoing support.
4. 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.
5. Staff Resources – Identify names of principals and the 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. Full resumes of these individuals are suggested to be appended to the proposal. The local availability of staff that will be providing these services shall be an important consideration.
6. Beyond the scope of this RFP, what services (related or otherwise) does your organization provide that may be of interest to LEADS.
7. Proposal Summary- Summarize your proposal and your firm’s qualifications. Additionally you may articulate why your firm is pursuing this work and how it is uniquely qualified to perform it. Include other pertinent information that helps LEADS to determine your overall qualifications. Your proposal summary is not to exceed two pages.

8. EVALUATION CRITERIA AND METHOD OF AWARD:

It is the intent of LEADS to conduct a comprehensive, fair and impartial evaluation of proposals received. Award shall be made to the provider that is believed by staff to be the best fit for LEADS. LEADS reserves the right to reject any and all proposals for any reason or no reason. Final selection will be based on a combination of relevant experience, available qualified staff, schedule of rates, and ability to meet LEADS needs. Final approval will be made by LEADS.

9. DEADLINE FOR PROPOSALS:

All proposals must be sent to LEADS in a sealed envelope. There will not be a public bid opening.

LEADS
Attn: Nathan Keirns
159 Wilson Street
Newark, Ohio 43055

Proposals due to LEADS by 12:00 PM on Wednesday, March 20th, 2024. Proposals must be received at 159 Wilson Street, Newark, Ohio 43055, by this date and time to be considered.

Contact:
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