

# CHILD DEVELOPMENT SERVICES OF OTTAWA COUNTY, INC.

## REQUEST FOR PROPOSALS INFORMATION TECHNOLOGY SUPPORT SERVICES

### I. Introduction

Child Development Services of Ottawa County, Inc. (CDS), a 501(c)(3) non-profit providing Early Head Start, Head Start and child care services, is soliciting proposals from qualified professional vendors for Information Technology support services for August 1, 2011 through July 31, 2012. The proposal includes options to review and renew the contract annually for four additional years. The qualified vendor will enable CDS to significantly improve information technology (IT) effectiveness, enhance our quality of services, minimize our support costs, and maximize our return on investment in IT. The qualified vendor will safeguard and keep confidential all CDS data in accordance with the law and generally accepted IT practices, work with designated CDS personnel and adhere to all CDS policies. CDS is committed to a program of equal employment opportunity regardless of race, color, creed, sex, age, nationality or disability. Minority and women owned businesses are encouraged to respond to this RFP.

### II. Background Information

CDS is looking for a complete all inclusive solution that covers network administration, security administration, telecommunications administration, support of software, hardware and peripherals and helpdesk support at our administrative offices located at 100 South Pine Street, Zeeland Michigan and at seven (7) other sites located throughout Ottawa County and connected through a VPN network. Support calls need to be recorded and monitored daily to ensure that critical issues are resolved quickly and all support calls are resolved in a timely fashion. Also needed is remote support capability to resolve issues quickly and onsite support as necessary typically eight (8) hours per week. For the safety of the children, systems need to be up and running and downtime minimal during scheduled hours of child care operation. For detailed technology specifications, please see Attachment A.

### III. Services Required

The following details the services to be provided to CDS in the area of information services:

- 1. Initial Assessment** – Assess system architecture and current processes and make recommendations for improved agency-wide IT system performance.
- 2. Desktop Applications Support** - Perform basic support functions including installing PCs, laptops, PDAs, printers, peripherals, electronic time clocks, and all office software; diagnosing and correcting desktop application problems; configuring laptops and desktops for standard applications and identifying and correcting end user hardware and software problems and performing advanced troubleshooting. Maintain an up-to-date inventory of all CDS computer related hardware and software. Assist designated CDS personnel with software and hardware donations and purchases. Assist in development of software/hardware policies and procedures.
- 3. Server Administration Services** - Managing computer systems and networks to include database, messaging, web and other servers and associated hardware, software, communications and operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Ensure scheduled preventive maintenance for equipment is properly and promptly performed; maintain the maintenance records on the equipment; develop operations, administrative, and quality assurance back-up plans and procedural documentation. Setup new users and edit or remove existing users on server. Server performance and capacity management services with reporting when specified thresholds are reached. Configuration management, including changes, upgrades, patches, etc. Support of CYMA financial software including Pervasive, Crystal Reports and F9, Child Plus (child tracking software) and

other specialized software products of CDS as it relates to the server(s) and associated hardware must be provided. Management of user logins and security must be provided. Coordinate repair and maintenance work with contracted repair vendors if required and ensure repairs are conducted in a timely fashion.

**4. Network Administration Services** – Scope of activity includes all CDS network equipment including switches, firewalls, routers, and other security devices. Administration of time clocks and primary installation and maintenance of printers, network copiers/scanners, etc., primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades must be provided. Alert notifications to designated CDS personnel in the event of failure must occur. Complete proactive monitoring of network equipment including bandwidth utilization and other performance indicators, with reporting when specified thresholds are reached. Network performance and capacity management services, and network troubleshooting. Maintain network documentation and procedures.

**5. Security** – Maintenance of virus detection programs on CDS servers, email and all other CDS computers and laptops. Perform security audits as requested and notify CDS personnel immediately of suspected breaches of security or instruction detection. Configure CDS system to enable remote access in a secure environment and provide remote access administration as requested by designated CDS personnel.

**6. 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. Attend a one to two hour monthly meeting if needed to discuss technology issues with CDS management personnel.

#### **IV. Submittal 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. The letter of transmittal 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 to be performed and make a positive commitment to provide 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. Statement which indicates “proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with CDS.”

2. 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 public sector and/or non-profit 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. Statement indicating if minority, small business or women-owned firm. A proposer qualifies as a small business firm if it meets the definition of “small business” as established by the Small Business Administration (13 CFR 121.201)

3. Describe how your firm is positioned to provide the services listed above and provide a history of experience on providing similar services.

4. Describe your approach to providing these services and your methodology for providing on-going support.

5. 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.

6. Staff Resources – Identify names of principals and 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 should be appended to the proposal. The local availability of staff that will be providing these services shall be an important consideration.

7. Support Services – Please answer the following:

- a. Is help desk support available?
- b. When is support available? (indicate XX a.m. to XX p.m. and the days of the week).
- c. How are charges for support structured, documented, and tracked?
- d. Do you provide a toll-free support number?
- e. Please describe your problem escalation process, including:
  - Initial problem identification (hand-off from help desk)
  - Triage for priority and severity of problem
  - Steps for resolving problem escalation when a solution is not forthcoming or an implemented solution is unsatisfactory
  - Final authority regarding conflicts
- f. Indicate your response time and goal and also your statistics regarding meeting that goal.

8. If your company has had a contract terminated for default during the past five years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the vendor’s nonperformance or poor performance; and the issue was either (a) not litigated or (b) litigated, and such litigation determined the vendor to be in default. If default occurred, list complete name, address and telephone number of the party. If NO such terminations for default have been experienced by the vendor in the past five years, declare that. CDS will evaluate the facts and may, at its sole discretion, reject the

vendor's proposal if the facts discovered indicate that completion of a contract resulting from this RFP may be jeopardized by selection of this vendor.

9. 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 CDS determine your overall qualifications.

Please limit your proposal summary to two pages or less.

#### 10. Cost of Services

- a. The proposal must contain an annual fee schedule for proposed services which will be invoiced and paid for at least quarterly.
- b. Describe how your services are priced including total hours required and hourly rate and any specific pricing you are able to provide for proposed services.
- c. If your proposed fees include a donation of services because we are a Head Start agency, please list the dollar amount of the donation.
- d. Define any additional charges, including total hours required and hourly rate not contained in the annual fee schedule.

### **V. Evaluation Criteria and Process**

The Finance Committee and Board of Directors of Child Development Services of Ottawa County, Inc. will conduct an evaluation of qualifications and will rate each submittal based upon the following criteria:

- Experience
- Understanding of services to be provided
- Personnel expertise
- Compatibility with end users
- Project approach
- Satisfaction of clients/end users
- Price

### **VI. Deadline for Submissions of Proposals**

Two (2) sealed copies of the proposal must be received by CDS prior to 3 P.M. on Friday, June 10, 2011. One (1) copy should be submitted as an un-bound, reproducible copy. All copies of the proposals must be under sealed cover and plainly marked as "Information Technology Support Services Proposal". Proposals shall be delivered or mailed to:

**Child Development Services of Ottawa County, Inc.  
Sherri Derr/Tom Wiewiora  
IT Support Services Proposal  
100 South Pine Street Suite 220  
Zeeland MI 49464**

Any questions regarding this proposal are to be submitted to:

**Sherri Derr  
Child Development Services of Ottawa County, Inc.  
100 South Pine Street Suite 220  
Zeeland MI 49464  
(616) 786-0736 Extension 2307  
[sderrfarrell@cdsoc.org](mailto:sderrfarrell@cdsoc.org)**

## **VII. Miscellaneous**

1. CDS reserves the right to reject any and all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in CDS's sole judgment, best meets the requirements of the agency.
2. The RFP creates no obligation on the part of CDS to award a contract or to compensate the proposer for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews (if held). CDS reserves the right to award a contract based upon proposals received without further discussion or negotiation. Proposers should not rely upon the opportunity to alter their qualifications during discussions.
3. CDS further reserves the right to make such investigation as it deems necessary to determine the ability of proposers to furnish the required services and proposers shall furnish all such information for this purpose as CDS may request.
4. CDS reserves the right to provide vendor, at any point in the process, with a 30-day notice to perform as contracted or terminate the contract.
5. It is expected that a decision selecting the successful proposal will be made by July 1, 2011.
6. The vendor awarded this contract shall furnish CDS with their certificate of insurance including comprehensive or commercial general liability, automobile liability and workers compensation.