



COMMUNITY ACTION, INC.

REQUEST FOR PROPOSALS

Agency-wide Information Technology and Electronic Communications / Equipment Management Partner

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RFP Issued: September 1, 2020
Proposal Due Date: September 30, 2020

Proposals may be submitted by:

Hand Delivery to: Community Action Administration, 455 SE Golf Park Blvd., Room 123, Topeka, KS
US Mail Delivery to: Community Action Administration, PO Box 5256, Topeka, KS 66605
Email Delivery to: dlunson@WeFightPoverty.org

Community Action will acknowledge receipt of proposals within 5 business days. Those submitting proposals are encouraged to follow-up only if acknowledgement has not been received within 5 days of submission.

1. Purpose

Community Action, Inc. seeks a contractual agreement with a qualified individual or firm to:

1. Maintain computers, electronic networks, internet services, IP phone system, and related technology agency-wide (herein after referred to as "IT Systems")
2. Assist Community Action in developing short and long-range plans for making affordable improvements to the IT Systems that will benefit the agency financially and in achieving our mission-driven outcomes
3. Provide prompt, high quality day-to-day and overall maintenance, protection, and management of our IT Systems

2. Scope of Work

Community Action, Inc., is seeking proposals from individuals or companies to:

1. Provide coordination and communication with assigned Community Action contact persons as determined by Community Action.
2. Provide necessary virtual and onsite maintenance and support of our current IT System.
3. Conduct ongoing analysis of the technology needs of our Organization as a whole.
4. Determine and recommend necessary, affordable upgrades to existing systems and improvements to create a well- functioning, reliable IT System infrastructure.
5. Develop systems and plans to meet our technology needs at an affordable price and as needed.
6. Ensure the quality and protection of our IT system through managed firewall, anti-virus and malware security, email management, backup and disaster recovery, and other crucial technology safeguards.
7. If requested, provide specifics on components of recommended upgrades, including price quotes, timeframes, and written narratives detailing technical specifications as well as identified needs the upgrades will meet, so as to provide Community Action with information necessary for securing donations and grants to assist in funding selected plans.
8. Plan and manage implementation of new systems, upgrades and improvements; Assist in system transition procedures; Arrange for and manage appropriate disposal of discontinued equipment.
9. Provide on-site and virtual training to Community Action staff and volunteers, as deemed necessary by assigned Community Action contact persons; supply written documentation, user manuals, and licenses to Community Action.
10. Provide day-to-day monitoring of the agency IT Systems and timely trouble-shooting / problem resolution on an as needed basis.

3. General Considerations

Community Action uses its IT System and infrastructure to effectively support the mission of the agency and the delivery of its supports and services. In order to meet our goals, the IT Systems must be sound, stable and well maintained. The IT Systems will include hardware, software and other equipment, wiring, and/or services that would be a part of the recommended plan for Community Action.

Our agency requires a contracting partner with demonstrated dedication to responding to industry standards and innovation, reliability and strong references with regard to customer support and training, and a track record of community-level involvement with non-profit, human service organizations.

Community Action reserves the right to amend the contract specifications ultimately resulting from this RFP for necessary time constraints, availability of approved funding, and clarity between the partners. Community Action and the selected partner may negotiate the final description of work tasks, deliverables and time-frames within the generalized scope of what is advertised here, for inclusion in the resulting contract.

In the RFP, the term, "Partner" refers to the entity ultimately selected to participate in a contractual relationship with Community Action, Inc. The term, "Candidate" refers to an individual or company that is developing and submitting a proposal in response to this RFP. The terms, "Community Action" and "agency" are both references to Community Action, Inc., headquartered in Topeka, KS.

Additional information about Community Action, Inc. can be found at <http://www.WeFightPoverty.org>

Community Action is a private, non-profit organization pursuing an anti-poverty, human service mission. As a recipient organization of both private donations and government resources, our organization is very serious about practicing accountable and transparent stewardship of the funding with which we are entrusted. Candidates are encouraged to consider initial and on-going costs as a determinant factor in shaping an overall cost proposal.

Community Action has approximately 75 staff members primarily based in three locations within Topeka, Kansas. Two secondary locations have WIFI and firewall. All members require access to secure email for day-to-day communication. There are approximately 50 – 60 workstations throughout the agency, the vast majority of which operate from Windows-based systems, though there are several Apple-based Smart devices in addition. There are currently 45 IP phones utilized throughout the agency. Our 3 primary locations house internal network servers used for secure file-storage and data sharing. Wired and Wireless internet access is available at all business locations.

4. RFP Submission Requirements

Each proposal must comply with the following criteria. Proposals not meeting ALL criteria will be considered non-responsive and will be rejected.

1. ONE-PAGE PROPOSAL SUMMARY

Candidates must provide a one-page (front only) summary of the overall proposal, touching on the Candidate's qualifications, description of the services to be provided, and a synopsis of the costs proposed for the Network Assessment and Recommendations, as well as on-going maintenance. The summary should clearly identify the Candidate's name, business type, business physical location(s), contact person(s) with contact information, and the date the proposal was officially submitted to Community Action. The Additional Terms (item 6 below) should also be signed and submitted.

2. FEE STRUCTURE & PAYMENT REQUIREMENTS

Candidates must provide a clear, comprehensive fee schedule for all proposed services. Candidates are advised to be specific in relating proposed fees to distinct and well-defined deliverables. Candidates are encouraged to keep in mind the nature of Community Action's funding availability and consider both cost and timeframe in the development of proposals. Final fee schedules and requirements will be negotiated with the successful Candidate.

3. DESCRIPTION OF QUALIFICATIONS & KEY PERSONNEL

Candidates must demonstrate the experience and knowledge necessary to carry out the Scope of Work, including, but not limited to: IT System assessment, maintenance, upgrade planning and implementation, and provision of training and on-going support. Current references with contact information are encouraged. Identify key personnel and provide their qualifications and experience related to the requested services. The Candidate must disclose if he/she or the business entity has been sanctioned, suspended or debarred by any authorities, oversight entities, or governments within the last 10 years and, if so, the reasons.

4. PROPOSAL FOR IMPLEMENTATION

Each proposal must describe the approach to be taken for carrying out the Scope of Work. Candidates are encouraged to specify steps and actions, as well as a generalized time-frames for completion of each phase of work. Descriptions of management approaches, methodologies and the relationship anticipated between the Partner and the Agency are expected. Candidates should specify complete and accurate information as to the services, support and training that will be provided.

5. SCORING METHODOLOGY

Community Action will utilize the Score Card template included in the addendum (5) as a tool to formally rank and select RFP respondents for contractual agreement based on the criteria identified.

6. ADDITIONAL TERMS & REQUIREMENTS

The individual signing certifies that the Offeror will comply, if applicable, with the list of additional laws and requirements below that are standard with all Community Action contracts:

a. Discrimination Prohibited – No person in the United States shall on the grounds of race, creed, color, national origin, sex, political affiliation, beliefs, age or handicap be excluded from participation in, be denied the proceeds of or be subject to discrimination in the performance of this contract. [Contractor] shall be in compliance with regulations pursuant to the Civil Rights Act of 1964 (45 CFP Part 1010) and all subsequent amendments.

b. Religious Activity Prohibited – There shall be no religious worship, instruction, or proselytization as part of or in connection with the performance of this contract.

c. Political Activity – None of the funds, material property or services contributed by either party under this contract shall be used in the performance of this contract for any partisan political activity, or to further the election or defeat of any candidate for public office.

d. Copyrights – If the Memorandum of Agreement results in a book or other copyright materials, the author is free to copyright the work, but CAI reserves a royalty-free, non-exclusive and irrevocable license to reproduce, publish or otherwise use, and to authorize others to use, all copyright material and all materials, which can be copyrighted from this agreement. Contracts or agreements for the performance of experimental, developmental, or research work shall provide for the rights of the Federal Government and the recipient in any resulting invention in accordance with 37 CFR part 401.

e. Equal Employment Opportunity and Discrimination in Employment – [Contractor] will comply with E.O. 11246, “Equal Employment Opportunity” (30 FR 12319, 12935, 3/CFR, 1964-1965 Comp., P 339), As amended by E.O. 11375 and supplemented by regulations at 41 CFR part 60, “Office of Federal Contract Compliance Program, Equal Employment Opportunity, Department of Labor.” [Contractor] will not discriminate as outlined in Item (a) against any employee, or against any applicant in the performance of this contract. This requirement shall apply to, but not be limited to the following: employment, upgrading demotion, or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.

f. [Contractor] shall not be included in the Excluded Parties List of parties debarred, suspended or ineligible. 2 CFR 180, E.O. 12549 and 12689 (3 CFR, 1989 Comp. p. 235).

g. [Contractor] will comply with requirements of Section 106(g) of the Trafficking Victims Protection Act of 2000, as amended (22 U.S.C. 7104). [Contractor] and its employees may not during the period of time that the award is in effect: 1) engage in severe forms of trafficking in persons; 2) procure a commercial sex act; or 3) use forced labor in the performance of this award.

CERTIFICATIONS SIGNATURE

Dated this _____ day of _____ 20_____

Offeror's Firm Name

Signature of Offeror's Representative

5. ADDENDUM

Community Action, Inc.

Scoring respondents to IT RFP September 2020

Firm Name	[Vendor 1]	[Vendor 2]	[Vendor 3]
Criteria			
Cost (1st annual/5 year) <i>Score 0-5</i>			
In-Kind Contribution (annual) <i>Score 0-1</i>			
Nonprofit Experience <i>Score 0-2</i>			
Minority or Women's Small Business <i>Score 0-3</i>			
Number Dedicated Staff (2) <i>Score 0-2</i>			
References included <i>Score 0-2</i>			
Other (see notes) <i>Score 0-2</i>			
a. Familiar with Community Action			
b. Found us via internet search			
c. Other considerations			
Total	0	0	0

Recommendation:

footnotes:

- 1)
- 2)
- 3)
- 4)
- 5)