

REQUEST FOR PROPOSALS

LBCAP-ITSS-15

INFORMATION TECHNOLOGY SUPPORT SERVICES

FOR

LONG BEACH

COMMUNITY ACTION PARTNERSHIP

2015

Prepared By:

Long Beach Community Action Partnership

Operations Department

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theath@lbcap.org

I. PROPOSAL

Definitions: "LBCAP" or "Agency" is Long Beach Community Action Partnership.

"Bidder" an individual or business submitting a proposal to LBCAP.

Purpose of Proposal:

LBCAP is seeking proposals from qualified bidders to provide information technology support services to the Agency. Specifically, the Agency contracts with a consultant to provide ongoing support, maintenance and troubleshooting of existing systems; procurement services; and assistance with the development and implementation of new technologies and technology-dependent projects.

This service contract will be funded with a combination of private and public funds, including government contract funds. **LBCAP will have this RFP open until 5:00pm on Friday, November 6, 2015.** Three or more finalists will be invited to introduce their company and make a presentation to the management team of the agency during the month of November 2015. The initial decision will be made by December 18 as to which bidder will satisfy the RFP's need. **The desired initial term of any contract executed is February 1, 2016 – December 31, 2016, thereafter continuing on a calendar-year basis.**

Bidders are cautioned to provide as much detail as possible in their proposal pertaining to their capability and experience among other considerations. LBCAP will use a qualification-based selection process to select a bidder for this contract. LBCAP reserves the right to reject any or all proposals, to waive informalities in the proposal process, or to accept any proposal considered most advantageous to LBCAP.

ACTION REQUIRED: You are invited to review and respond to the Request For Proposals. For questions on this RFP or to submit a proposal please contact LBCAP:

Long Beach Community Action Partnership
Tricia L. Heath, Director of Administration
117 West Victoria Street
Long Beach, CA 90805
TEL: (562) 216-4610
FAX: (562) 592-4612
Email: theath@lbcap.org

II. OVERVIEW

LBCAP provides education, training, energy conservation services and community development to over 50,000 individuals and families in Southern California annually. To deliver these services in an efficient and cost-effective manner, the Agency relies upon its technological infrastructure for all phases of program operation, finance and administration.

The Agency's network is used in some capacity by 72 office and field-based employees at three offices and three program sites in Eastern Los Angeles County. The Agency provides access to four mobile and stationary computer labs to participants in its programs. The Agency's primary network operations run on a Windows platform. In addition, the Agency's computer lab, media arts program and public access television station program staff operate in a Mac environment. Most staff computers run on a Windows platform. See Exhibit A for a table of agency information technology assets. The Agency uses Datto for data backup and disaster recovery.

III. SCOPE OF WORK

The successful bidder will be on call to provide technical assistance and system administration to LBCAP and provide general professional services on an as-needed basis primarily during normal business hours: Monday through Friday 8:00 a.m. to 5:00 p.m. The ideal Bidder will provide a 2-hour response time for emergency situations at all hours. The chosen bidder will work closely with the Director of Administration for LBCAP.

Specific responsibilities include, but are not limited to, the following:

1. Desktop Applications Support

Perform basic support functions including installing PCs, laptops, PDAs, printers, peripherals, and office automation software, diagnose and correct desktop application problems, configure computers for standard applications and identify and correct end user hardware problems, and perform advanced troubleshooting.

2. Server and Workstation Administration Services

Manage computer systems and networks including complex applications, database, email, web and other servers and associated hardware, software, communications and operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of LBCAP systems. Ensure scheduled preventive maintenance for equipment is properly and promptly performed and maintain the maintenance records on the equipment. Manage changes, upgrades, and patches. Manage user logins and security. Coordinate repair and maintenance work with contracted repair bidders if needed and ensure repairs are conducted in a timely fashion.

3. Network Administration Services

Maintain all LBCAP network equipment including switches, firewalls, routers, and other security devices. Perform installation and maintenance of printers, network copiers/scanners, etc. Ensure maintenance of network including regular analysis, routine configuration changes, and installation of patches and upgrades. Perform minor cabling as needed.

4. Security

Maintain virus detection programs on LBCAP servers, email and all other Agency computers and laptops. Perform security audits as requested and notify personnel immediately of suspected breaches of security or intrusion detection. Configure Agency systems to enable remote access in a secure environment and provide remote access administration as requested by designated Agency personnel.

5. Data Backups and Disaster Recovery

Ensure all mission-critical LBCAP data is backed up and available for restore when needed. Manage Datto Cloud-based disaster recovery system.

6. Procurement Services

Assist LBCAP with federal contract compliance through the development of bid solicitations for information technology. This assistance will be requested when planned purchases exceed the federal threshold to require competitive bidding.

7. Field Operations Support

Manage field-based users and computer systems in a manner consistent with Item 2 at a service level comparable to office-based users. Field-based users are equipped with laptops, iPhones, iPads and mobile hotspots. Laptop models issued to field staff are primarily Dell Latitude, MacBook Pro and MacBook Air.

8. Reporting and Monitoring

Provide LBCAP with periodic reports that summarize and reflect the work performed in Items 1 through 7, which LBCAP may use for internal planning and operational evaluation.

III. PROPOSAL SUBMISSION

In order to be considered, a proposal must be submitted via email, in PDF format (Adobe Reader version 7.0 or higher) and sized at less than 10MB. Submit proposals to theath@lbcap.org no later than the proposal due date indicated in Section I. The Subject line of the proposal submission should reference the RFP number. Once submitted, bidders should expect a confirmation of receipt within 24 hours. If no confirmation of receipt is received, please call Mrs. Heath at (562) 216-4610 to confirm receipt of submission. Delivery by methods or in formats other than specified will not be accepted and deemed non-responsive to the RFP.

IV. EVALUATION OF PROPOSALS

LBCAP plans to evaluate proposals based on the criteria listed below. Each bidder must include in their proposal a detailed response to all criteria. Proposals must specifically reference each criteria number.

Response Form: Please complete all field in the Form as requested. LBCAP will not be responsible for any change in this information unless written notification is received.

1. **Approach and Methodology:** Describe how you will fulfill the scope of work described in this RFP document. Bidders should provide a robust picture of the service to be provided, indicating the types of software and hardware used to provide support where appropriate.
2. **Work Plan and Availability:** Describe how staff will be deployed or made available in order to provide a level of support sufficient to maintain the IT assets defined in Exhibit A.
3. **Profile:** Provide a description of your company and its history.
4. **Project Staffing:** Describe the qualifications and experience of key staff who will be directly involved in supporting the Agency. Indicate specific software and hardware knowledge levels.
5. **Price:** The Agency is seeking pricing for either a standard rate or flat fee schedule to cover the scope of work described in this proposal, with an option to renew on an annual, calendar-year basis. The proposal price shall be broken down by amounts attributable to LBCAP operations and sites as defined in Exhibit A. Bidders must specifically list any services not covered in the proposal price and specify the rate proposed to be charged for those services. Regardless of whether the proposal submitted is for a flat-fee or standard rate schedule, bidder must indicate how many business hour and after hours service hours are included in the base proposal cost. Bidders may submit two price proposals, one standard rate and one flat fee, if desired. Bidder may include, as an attachment, a standard rate table showing the allocated cost for managed services by service or equipment type. For example:

Standard Rates:	Cost Per Unit
Help Desk Services/Remote Support per Hour	
On-site Support Services per Hour	
Project Services per Hour	
Managed Servers per Device	
Managed Workstations/Network Equipment per Device	
Managed Anti-Virus per Device	
Managed Email Security per Device	

6. **References:** Provide the names and contact persons of at least three clients where similar work has been provided as contained in this RFP.

V. PAYMENT AND SUBMISSION OF INVOICES

1. Payment for work performed will not exceed the agreed upon amount, unless additional payments are agreed upon in advance and in writing, signed by both parties.
2. Payment will be made to the contracted bidder based on invoices submitted. Invoices are preferred to be received once per month, preferably no later than the 10th day of each month for the preceding month's work. All work performed and approved purchases made on the Agency's behalf should be invoiced by the 10th calendar day after the month in which the work was performed or purchase was made. Invoices requesting payment will be prepared and submitted containing at least the following information: Agreement number, description of services provided and/or purchases made, site to which services and/or purchases should be charged and total cost for services and/or purchases. Documentation supporting services and purchases being invoiced shall be submitted with each invoice.
3. The Agency will pay all approved invoices submitted within thirty (30) days of receipt.

VI. RIGHTS

LBCAP reserves the right to reject any and all proposals, in whole or in part, as well as the right to issue similar RFPs in the future. This RFP is in no way an agreement or obligation and in no way is LBCAP responsible for the cost of preparing the responsive proposal. One copy of a submitted proposal will be retained for official files and may later become a public record.

VII. AGREEMENT CONDITIONS

LBCAP will make a reasonable effort to execute an agreement based on this solicitation document within thirty (30) days of selecting a proposal that best suits LBCAP. The period for execution may be changed by mutual agreement of the parties. Any agreements to be executed are not effective until the agreement is signed by a person holding the required authority for both parties. Failure of bidder to execute the agreement within the time frame identified above will be sufficient cause for voiding the award of the contract. If a successful person or business submitting a proposal refuses or fails to execute the agreement, LBCAP may award the contract to the next qualified person or business submitting a proposal.

VIII. AWARD

Award will be made to the responsible and responsive bidder whose bid meets the requirements of the Request For Proposals and offers the best value to LBCAP. Price will not be the sole determining factor for the selection of a bidder, but is a primary consideration. LBCAP will not disclose its current budget for information technology services to any bidder.

LONG BEACH COMMUNITY ACTION PARTNERSHIP

Request For Proposals Information Technology Support Services

Response Form

Bidder Legal Name		DBA, if any		EIN or SSN	
Bidder Primary Contact Name		Contact Phone Number	Contact Email Address		
Contact Mailing Address					
Reference Name	Company	Phone Number	Servers	Win OS Clients	Mac OS Clients
Total Monthly Base Cost	Base Cost Type	Support hours included 8am – 5pm Mon-Fri	Cost per additional hour	After-hours support included	Cost per additional hour
	<input type="checkbox"/> Standard Rate <input type="checkbox"/> Flat Fee				
Monthly Base Cost Breakdown, by Service Site					
Long Beach Office	PADNET Facilities	Lakewood Office	Santa Fe Springs Office		
List of Additional Services Available From Bidder and Not Covered By This Proposal Price					
Service	Price/Hour	Service	Price/Hour		
Material Litigation		Federal Debarment			
Please indicate if the company or its principals are currently involved, or have been involved within the last three years, in any of the following actions: <input type="checkbox"/> Material Litigation <input type="checkbox"/> Arbitration <input type="checkbox"/> Bankruptcy		Your signature below certifies that your company, and its principals, have not been debarred; suspended; proposed for debarment; declared ineligible; are not in the process of being debarred; or are voluntarily excluded from conducting business with a federal department or agency of the federal government. This status will be confirmed with the federal System for Award Management.			
By my signature I hereby certify that I have read and understand the RFP instructions and agree to the terms defined within.					
Signature:				Date:	

EXHIBIT A – LBCAP INFORMATION TECHNOLOGY ASSETS

Service Locations: 117 W Victoria St, Long Beach
 3950 Paramount Blvd Ste 220, Lakewood
 8724 Millergrove Dr, Santa Fe Springs
 101 Pacific Avenue, Long Beach (Long Beach Public Library, Main Branch)
 2900 North Studebaker Road, Long Beach (Long Beach Public Library, El Dorado Branch)
 235 East Broadway, Suite 800, Long Beach (WE Labs)

	Long Beach Office			PADNET Facilities	Lakewood Office (5 field staff)	Santa Fe Springs Office (10 field staff)	Mobile-Labs – No maintenance required
	Office Staff	Computer Labs & Community Access Systems	Field Staff (3 staff)				
Servers	5 Win 2008 R2 1 VMWare Server 1 Datto Backup	0	0	1 Mac OS	1 Win 2008 R2	1 Win 2008 R2	0
Desktops	18 Windows 4 Mac Pros	13 iMacs	0	9 iMacs (Long Beach office) 2 iMacs (WE Labs) 2 iMacs (LBPL Main) iMacs TBD (LBPL El Dorado)	25 Windows	10 Windows	0
Laptops	4 Windows	0	3 Windows	3 Macbook Air, 2 Windows	3 Windows	9 Windows	30 Mac OS
Maintenance Frequency Expected	Bi-Weekly	Quarterly	Quarterly	Weekly	Bi-Weekly	Bi-Weekly	None
Staff Users (Office)	17	1	0	4	16	7	0
Laser Printers	4	1	3	0	1	0	0
Networked Copiers	1	0	0	0	2	2	0
Internet Connection	Charter DSL XO Bonded Circuits for VOIP Phones		Mobile Hot Spots	Charter Fiber 5Mbps	Masergy 10MB	Masergy 5MB	None
Networking	1 Sonicwall NSA 240 3 Cisco Switches 2 Dell Switches		None	1 NAS 1 Tightrope Media System 1 Broadcast Pix Switcher 1 Broadcast Pix Server 2 Managed Switches	2 Cisco Routers 1 SonicWall Sec. Appliance	1 Cisco Router 1 SonicWall Sec. Appliance	None
Primary Applications	MS Office MIP/Abilia	Sohodox Logic Express 9	Adobe Acrobat 9 QuarkXpress	Quickbooks Adobe CS 5	Final Cut Pro X Office for Mac 11	After Effects 11 WASP Mobile Asset	