



# WESTSIDE REGIONAL CENTER

## Request for Proposal

### MANAGED I.T. SERVICES

**Date Issued:**                      **October 12, 2023**

**Closing Date:**                      **November 10, 2023**

#### **PURPOSE**

Westside Regional Center (WRC) has initiated a Request for Proposal (RFP) process to identify qualified Managed Service Providers for IT services.

Our goal is to form a strategic partnership with a full-service Managed Services Provider for IT solutions. We are looking for proposals that will include the maintenance of all servers and workstations, end user troubleshooting and support, and special projects as needed. Proposals should provide these services as efficiently as possible and shall also provide at least one alternate approach to achieve the scope at a reduced price, which may include suggestions for how to achieve the same result for lower cost.

WRC seeks a provider who demonstrates a strong overall understanding of nonprofit structures with mission-driven activities, have strong communication skills, and have proven experience with nonprofit environments. Experience with regional center environment is highly preferred.

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#### **SCOPE OF SERVICES**

WRC requires a solution to and pricing for the following support services in response to this RFP:

1. Unlimited Helpdesk support for the following off prem and on prem services:
2. System Maintenance of the following:
  - a. Infrastructure Services

- i. Microsoft 365 Email and collaboration cloud services
  - ii. DNSFilter cloud services
  - iii. Backup and Disaster Recovery
  - iv. VMware Hypervisor
  - v. Microsoft Server OS
  - vi. Microsoft Terminal services
  - vii. Microsoft Windows Pro OS
  - viii. Microsoft SharePoint
  - ix. File Services
  - x. Print Services
- b. Application Support
  - i. Microsoft Office
  - ii. SANDIS
  - iii. Adobe
- c. Advanced Network Administration Support
  - i. Advanced Switching
  - ii. Advanced Routing
  - iii. Advanced Wireless
  - iv. Firewall
  - v. VPN
  - vi. Phone System
- d. Security
  - i. Microsoft Secure Score
  - ii. EDR
- e. Monitoring and alerting for all critical hardware and services
  - i. Monitoring and alerting should be 24x7
  - ii. Monitoring and alerting for all critical hardware and software services
- f. Backup and Disaster Recovery Services
  - i. Backing up all network configurations and storing offsite
  - ii. Alerting and maintenance backup services for both network and server configurations and data
- 3. Documentation of all IT related functions
- 4. Dedicated Virtual Chief Information Officer
- 5. Special project implementation and support as needed
  - a. Providing support for hosted telephone system

- b. Providing support for the implementation and maintenance of equipment

## **EXISTING TECHNOLOGY**

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Responders to this proposal should be aware of the following aspects of WRC's technology environment.

1. Sites:
  - a. 1 site and a co-location
2. Devices:
  - a. 40 Windows Servers
  - b. 300 Laptops
  - c. 200 Workstations
3. VOIP Phone System

## **COST PROPOSALS**

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The cost proposals must include a description of all services provided and the proposed fees associated with each service. This includes, but is not limited to, the items in the Scope of Services section of this RFP.

It is expected that the initial agreement will be month-to-month at which point any changes to service levels will be mutually agreed upon before any extension is agreed to.

It is expected that, at a minimum, service will be available 7:00 a.m. to 6:00 p.m., Monday through Friday excluding holidays.

## **HOW TO SUBMIT**

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**Companies interested in submitting a written proposal shall submit their proposal via email to:**

[wrcapp@aalrr.com](mailto:wrcapp@aalrr.com)

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**Proposals must be received no later than 5:00 p.m. on November 10, 2023**

**The proposal must include a response to the questionnaire found at the end of this document.**

## **RESERVATION OF RIGHTS**

WRC reserves the right to request or negotiate changes in a proposal, to accept all or part of a proposal, or to reject any or all proposals. WRC may, at its sole and absolute discretion, select no provider for these services if, in its determination, no applicant is sufficiently responsive to the need. WRC reserves the right to withdraw this Request for Proposal (RFP) and/or any item within the RFP at any time without notice. WRC reserves the right to disqualify any proposal which does not adhere to the WRC guidelines.

In the event that no proposal is selected, WRC may elect to either not develop the service pending further analysis of alternatives to meet the expressed need, or to issue a new RFP to attempt to expand the pool of potential respondents.

This RFP is being offered at the discretion of WRC. It does not commit WRC to award any grant or contract.

## **CONFIDENTIALITY**

If this bidder deems any material submitted to be proprietary or confidential, the bidder must indicate this in the relevant sections of the response.

## **INELIGIBILITY**

Under the following conditions, an individual or entity is ineligible to be a WRC vendor, and therefore may not submit a proposal:

- WRC employees and Board members, and their family members.

## **QUESTIONS**

All questions regarding this RFP must be submitted in writing to [peggyb@westsiderc.org](mailto:peggyb@westsiderc.org) no later than 5:00 p.m. on November 1, 2023. WRC reserves the right not to answer questions if, for example, it is overly burdensome to do so, or if, for example, the answer is unknown.

## **NOTIFICATION OF SELECTION AND TIMELINE**

WRC will seat the RFP Selection Committee. The evaluation process will include individual committee member evaluation and rating of each proposal, followed by committee discussion and ranking of proposals. After preliminary rating and ranking of proposals, interviews may be scheduled with finalists, particularly if two or more proposals are closely rated and/or more information is needed. References will be contacted for all finalists.

The final recommendation of the RFP Selection Committee will be submitted for approval by the WRC Executive Director and is not subject to appeal. The successful proposer, if any, will receive written notification of the WRC decision regarding their proposal.

Additional information may be required from the selected applicant prior to the awarding of the project. Any information withheld or omitted, or failure to disclose any history of deficiencies shall disqualify the applicant from award of the project and/or contract.

# Strategic Partner Questionnaire

Any proposals must include responses to the following questions.

## 1. Basic corporate information and history

- Number of years in business
- Distance (in miles) of business physical office location to WRC.
- Number of total employees
- Number of employees located full time in greater Los Angeles area
- Ideal client description
- What is your average client size?
- Do you employ full-time, dedicated, and professional staff for: project management, scheduling and procurement?
- How much business liability/E&O insurance do you carry?
- Are background checks performed on all new employees as part of the hiring/onboarding process?

## 2. Business Operations

- Do you have any security certified (i.e. CISSP) engineers on staff? If so, how many and what security certifications do they hold?
- How many dedicated helpdesk technicians do you have on your helpdesk who do not go on-site to clients (i.e. Who are always available and dedicated to the helpdesk)?
- What is your average time to answer a call to your helpdesk?
- Where do you store customer passwords and how do you secure those passwords?
- How often do you change administrative passwords used for management of your clients? How do you manage changing those credentials?
- Describe your company's philosophy and process for ensuring network security.

## 3. Capabilities

- What certifications do your technicians/engineers hold?
- How many customers with over 100 employees/computers do you provide complete outsourced IT for?
- How many clients do you have in the same vertical industry (Non-Profit)?
- What regional center experience do you have?
- What company level vendor certifications/partnerships does your company hold

Please provide 2-3 references from similarly sized clients in the same industry.