The Center for the Prevention of Child Abuse (CPCA)

Information Technology Services
Request for Proposal

This RFP is for Information Technology (IT) Services and support for The Center for the Prevention of Child Abuse (CPCA).

RFP Issued: September 30, 2019
Responses Due: October 15, 2019 at 5 pm

Send any questions on the RFP to: Kimberly Kochem, Executive Director, kkochem@thecpca.org

Send proposals to: Kimberly Kochem, Executive Director, kkochem@thecpca.org

Goal for IT service partnership start: December 2019

Project Overview

The Center for the Prevention of Child Abuse (CPCA) invites you to respond to this Request for Proposal (RFP). The purpose of the RFP is to obtain proposals from qualified IT managed service providers. This information will allow CPCA to review proposals and enter into negotiations with the vendor whose proposal is most beneficial to the Agency.

Following negotiation, the successful proposer will be asked to enter into a contract with the CPCA. The length of that contract is proposed to be 1 year, renewable on an annual basis within compliance of applicable laws and regulations.

The Center for the Prevention of Child Abuse (CPCA) Introduction
The Center for the Prevention of Child Abuse (CPCA) is a 501(c)(3) that was created in 1973. The mission of the CPCA is the prevention of Child Abuse in the Mid-Hudson Valley. That mission is addressed through programs that focus on education, intervention and outreach within schools and the community. We also house the Child Advocacy Center (CAC); a co-located, multi-disciplinary team that is composed of law enforcement, child protective services and other agencies. The CAC is responsible for investigating reported cases of child abuse and child fatalities in Dutchess County.

The CPCA is governed by a Board of Directors elected by the Board for a maximum of three, three-year terms. The Directors meet 10 times each year.

There are approximately 16 staff members at the CPCA.

Total annual income is approximately $1,200,000.

The CPCA derives about 90% of its income from grants through state, local and private agencies and approximately 10% of its income from voluntary contributions.

Existing Technical Environment Overview

- 19 Dell Workstations ---- Lower End - OptiPlex 5060 SFF with i5 processor, 8GB RAM, 256GB SATA Solid State HDD, Windows 10 Pro
- Dell T330 Server
- 4 Dell Laptops

Service Requirements

As part of this RFP the following services are the current priority items for **The Center for the Prevention of Child Abuse (CPCA):**

Service and Deliverables:
- Site Assessment
    - Review system infrastructure and network security policies
- Network Consistency
- Bring infrastructure and systems to a known state; install applications in a timely manner with minimal disruption to services, patches, or updates required
- Site Database
    - Inventory database containing your system hardware and software
- Review Managed Service Activities
- Service and support procedures, discretionary on-site time, and the parameters of the service.

On-going Managed Services
- User Account Management
- Software License Reporting
- Client Network Configuration Management
- Software Deployment
- System Inventory Reporting

On-Site System Administration Service
- On-site break/fix maintenance of Windows OS-based workstations and attached peripherals

Comprehensive Services
- Setup and deployment of new systems
- Assist with the allocation of system resources
- Assist in hardware failure determination and resolution
- Assist in hardware maintenance as required; diagnosis and repair of defective hardware by replacing parts; and installation of hardware upgrades and new systems
- Third-Party Software Support Coordination.

IT Company Requirements

- Knowledge transfer to in-house administrators and end users

- Efficiency: respond to problems and meet required service levels
- Realize value: reduced cost of ownership
- Act as technical liaison with any vendor at request of CPCA
- Consistent communication to expedite resolution if ticket items
- Transparency and consistency in billing.

Criteria for Selection

The Center for the Prevention of Child Abuse (CPCA) is using a competitive negotiation process to award a contract to the successful candidate. Although cost is a significant criterion for selection, the agency will be awarding based upon several criteria as set forth in this RFP. We invite applicants to be as creative and thorough as possible when submitting their proposal.

Proposal Requirements

In order for The Center for the Prevention of Child Abuse (CPCA) to fully understand your company and assess your ability to fulfill our IT service needs please include detailed responses to the following:

1. General Company Information
Provide a profile of your company, including background and history, size, locations, certifications, credentials, etc. Please provide details of your company's practices for staying current on regulations, legislation, certifications, and compliance especially as it relates to HIPPA, public records, and government. Describe all staff that will be utilized to perform contractual duties under your proposal, and their certifications, experience, and duties. Provide references of similar sized or larger agencies that proposer is currently managing or has managed.

2. Security
Describe strategy for securing your clients data, including your company's security certification and expertise. Please include your company's policies as well as any security certificates that you possess.

3. Client Relationship Management
Describe how you would manage customer relationship with the CPCA
• Hours of operation for on-site staff as well as help desk staff.
• Afterhours support
• Reporting/Communication to agency about status of systems, needs of users, needs for change, etc.

4. Service Levels
• Describe service levels, if applicable
• Describe your work order/trouble ticket system
• Provide your guaranteed response time for issues dependent upon severity and time of day
• Describe your organization's communication strategy for keeping clients informed of system conditions and changes
• Describe your organization's plans for disaster recovery of client data
• Describe how major software upgrades would be applied and what upgrades would require additional fees

• Describe how scheduled "down-time" for routine maintenance and upgrades is determined; how and when it will be communicated to clients.

5. Monitoring
• Describe your organization's monitoring tools and strategies to monitor and insure the stability of the computing environment in the Agency
• Describe how these monitoring results would be communicated to the Agency

6. Documentation and Records
• Describe how you would document and record maintenance, installation, performance, and changes to the system
• Describe the records that you would make available to Agency at the end of the contract period
• Describe how you would maintain confidentiality in strict compliance with HIPPA and other applicable confidentiality laws and regulations

7. Fees
Please provide all fees associated with the proposed contract for services. The following should be included in your organization base bid:
• Fees for service initiation
• Ongoing monthly fees and what is included and excluded
• Fees for connectivity to support site
 Optional fees:
• Extra work which is outside the proposal
• Optional ongoing services
• Ad-hoc services
• Escalation fees
• Off-site disaster recovery
• Response and emergency fees

RFP & Project Timeline Details
RFP Sent: September 30, 2019
Responses Due: September 30, 2019
Winner Selected & Contacted: November 1, 2019
Project Kick-off: December 2019

Thank you for your interest in responding to this RFP with a proposal for IT services. We look forward to your response.

The Center for the Prevention of Child Abuse
35 Van Wagner Road
Poughkeepsie, New York 12603
(845) 454-0595