



**Big Brothers
Big Sisters®**

PUGET SOUND

RFP for IT Managed Service Provider

Big Brothers Big Sisters of Puget Sound (BBBS) is requesting written bids from qualified firms to provide information technology managed services. Technical questions or requests for clarification shall be directed to the key contact listed below. Big Brothers Big Sisters' responses to a firm's question(s) will be provided only to the firm asking the question(s) and not shared with other respondents.

Jolynn Kenney, VP of Innovation & Program Transformation
1600 S Graham St, Seattle WA 98108
Jolynn.Kenney@bbbsps.org

General Information

Key Dates

The following table outlines key dates and events in the RFP process.

Activity	Date
RFP Made Available	7/10/2020 Friday
Deadline to Request Site Visit	7/24/2020 Friday
Site Visits	7/20/2020 – 7/31/2020
Question & Answer Period	7/31/2020 – 8/18/2020
Deadline for Preliminary Proposals	8/19/2020 Wednesday
Interviews with Selected Respondents	8/20/2020 – 8/26/2020
Deadline for Final Bid	8/28/2020
Provider Selected & Notified	Week of 8/31/2020
Start Date of Service	October 2020

Big Brothers Big Sisters of Puget Sound reserves the right to extend the submission deadline or any other deadline or date in the RFP in the event that an extension would be in the best interest of BBBS.

Background of Big Brothers Big Sisters of Puget Sound

Big Brothers Big Sisters of Puget Sound is a nonprofit organization recognized by the IRS as a charitable, tax-exempt organization pursuant to section 501(c)(3) of the Internal Revenue Code. BBBS has been serving the Puget Sound for more than 60 years with a defined mission to positively impact the lives of children through mentoring.

BBBS provides mentors for youth through several programs that occur in a community-based, school or workplace setting. We have recently expanded our mission to include food security for our families and are

exploring new programs. The youth and families we serve are often impacted by poverty and other traumas such as racism. Given the nature of the services provided by BBBS, security of sensitive information is a priority.

Our annual operating budget is approximately \$3.5 million per year, and our revenue comes from a variety of sources including individuals, events, corporate giving, family foundations and government dollars. BBBS complies with the required federal regulations on procurement, as well as applicable State procurement law and procedures.

IT Structure and Scope of Services

BBBS currently has no in-house IT staff and uses a managed service provider that includes a primary and secondary network engineer, as well as remote helpdesk staff. BBBS is interested in both fully managed services and blended IT options. Preliminary proposals and bids can include either or both options.

BBBS is looking to conduct a full IT assessment to develop a roadmap that provides the organization with enhanced infrastructure and security that meets industry standards and improves the end-user experience.

This includes, but is not limited to, support in the following areas:

- Network Management
- Security & Social Engineering
- Email Management, including spam protection
- Application Management
- Infrastructure Support
- Backup Management & Disaster Recovery
- On-site and remote support (Help Desk)
- Additional remote management, access, reporting, and automation
- Maintained network documentation
- Training for BBBS staff regarding risk management, best practices for internet and computer use
- Support technical aspects of website hosted through WordPress. Collaborate with marketing team who is responsible for design.

Currently, BBBS generates an average 40 helpdesk tickets each month. BBBS operates out of three locations with our main office in South Seattle, a branch office in Tacoma and a warehouse office in Tukwila. BBBS has approximately 45 user accounts, 45 laptops, and 6 copiers/printers. BBBS has two servers (in-warranty) that are ESXi hosts that have 3 VMs and we plan to add a 4th VM. BBBS employs approximately 45 people with varying levels of technical infrastructure at each location. Staff utilize both desktop workstations and laptops as many staff are mobile and work in various locations such as schools. Currently this RFP is during the COVID-19 pandemic and nearly all employees of BBBS are working remotely for the foreseeable future. Each machine and user varies in use of network services, and most machines are used by one individual versus shared work stations. Consistent, reliable, and secure access for all staff at any location is critical to the scope of this work.

Preparation Costs

BBBS shall not be responsible for bid preparation costs, nor for the cost, including attorney fees associated with any administrative, judicial, or other type of challenge to the determination of the selected proposer and/or award of the contract and/or rejection of the proposal. By submitting a bid, each respondent agrees to be bound in the respect and waives all claims to such costs and fees.

Contract Period

BBBS intends to award one contract with a base year that will begin on October 1, 2020, with options up to five years, through September 30, 2025.

Rules Governing Preliminary Proposals and Final Bids

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The content of all proposals and bids will be kept confidential throughout the selection process and afterward. Copies of any preliminary proposal or final bid will not be shared with other respondents.

Disposition of Proposals and Bids

All materials submitted in response to the RFP shall become the property of BBBS.

Modification of Bids

Modifications to final bids will not be accepted by BBBS. Respondents have the right to revise their preliminary proposals after the interview process to form their final bid.

Late Submissions

Preliminary proposals and final bids not received after the dates specified will not be considered and will be returned to the respondent unopened.

Acceptance/Rejection of Submittal

BBBS reserves the right to reject any or all responses to this RFP, to waive minor irregularities in any bid or in the RFP procedures, and to accept any bid presented which meets or exceeds these specifications and which is deemed to be in the best interests of BBBS; however, the requirements for timelines shall not be waived.

Site Visits

BBBS is requesting providers to contact Jolynn Kenney to request a site visit by 7/31/2020. Firms will be invited to schedule a site visit during the two-week period listed. The site visit will include an overview of BBBS' current inventory and network structure, including the servers located at our central office location. Preliminary proposals can be submitted without a site visit, but BBBS believes a site visit will further the respondent's understanding of BBBS' current infrastructure and challenges.

Preliminary Proposals

After the site visit, BBBS expects respondents to submit a preliminary proposal that includes a brief audit of BBBS' current network and security risks, with details of enhancements and modifications that the firm will implement to improve the end-user experience. BBBS believes this is best achieved by having firms evaluate BBBS' current IT infrastructure themselves and then develop their own proposal on how they will improve and maintain a system that continues to meet business needs. This will not be viewed as the final bid and respondents will have the opportunity to amend their preliminary proposal to develop a final bid after the preliminary interview process.

Evaluation and Interviews

A committee of individuals representing BBBS will perform the evaluation of all preliminary proposals. Following this evaluation process, the committee may elect to ask qualified respondents to complete an oral interview before the committee. The purpose of the interview is to allow those selected firms further expansion and discussion of their written responses.

Oral interviews are provided at the sole discretion of BBBS and are for the purposes of allowing BBBS to broaden their understanding of certain selected respondents. This will be the only opportunity for a respondent to receive feedback on their preliminary proposal.

Final Bid

All final bids must be received by 8/28/2020 and be clearly marked as the respondent's final bid. There will be no modifications of bids once submitted and there will be no further communication with the respondent until a final decision has been made by BBBS.

Final Provider Selection

The final selection of the successful respondent(s) is scheduled to be the week of 8/31/2020. The successful respondent will assume their responsibilities in October 2020. All non-selected respondents will be notified via email by 9/15/2020.

Minimum Qualifications

All managed service providers submitting a final bid must:

- be licensed to do business in Washington,
- have the expertise, license, and resource to provide managed IT services for BBBS' current and future operations,
- consistently maintain and allocate sufficient staff resources to provide timely service,
- maintain staff that are qualified and available to provide necessary, specialized expertise in various technological areas,
- maintain required business insurance coverage
- agree to a signed confidentiality agreement
- have their own cybersecurity business measures in place to protect our data and infrastructure.

Bid Guidelines

Please respond as outlined in this request and observe the following guidelines:

- Respond to questions as directly as possible along with any supporting information you feel will be pertinent to these questions.
- Electronic submissions must be emailed to Jolynn.Kenney@bbbsps.org no later than 5:00pm on 8/28/2020.
- Our final selection will be made based on our evaluation of the criteria outlined in this Request for Proposal and feedback from oral interviews.
- Submission of a final bid will be construed to imply agreement in advance to the services outlined in the enclosed materials. Brochures, photos, annual reports or any other appropriate printed material may be included in your preliminary proposal and/or final bid. The final bid package should be kept as brief as possible, however, with the subject areas clearly defined.

Questions

General Firm Information

- Provide a brief description of your firm, including but not limited to an overview of your firm, including name of the principal(s) of the firm, address, total number of employees, overall industry experience, certifications, and any affiliations.

- Diversity and equity are centered in all our work. Describe your firm's values and work regarding diversity, equity and inclusion.

Experience and Resources

- Describe your firm and its capabilities. In particular, support your capacity to perform the services detailed in this RFP.
- Indicate which employees from your firm would be involved in providing services to BBBS, including their designated roles, qualifications, and experience.
- Provide a list of references, with names and contact information, for organizations or businesses for whom you have performed similar work. A minimum of three references are required, references from nonprofit organizations are preferred.

Services

- Describe your firm's capabilities to conduct network and security assessments and ability to complete any necessary system enhancements.
- Describe your approach to provide installation, configuration management, patching, monitoring, and ongoing maintenance for network devices.
- Detail the process of providing services, including time spent on-site and remote support available. Define standard service hours during regular business hours, weekends, and holidays. Any applicable Service Level Agreement (SLA) for response time options should be included.
- Detail your firm's proposed approach to offering end-users a uniform working experience at any location throughout the Puget Sound area, providing consistent, reliable, and secure access to files, folders, email, and printers.
- Share your firm's approach to technical support of website development.
- Describe any software utilized for routine patching and updates, as well as software for communication and remote support, such as helpdesk ticketing system.
- Outline your firm's procurement and purchase ordering process, if defined.
- Describe any additional service items, and cost, that may be of interest to BBBS.

Fee Structure

- Provide a clear fee schedule that outlines all monthly service delivery costs as well as any proposed one-time software or start-up costs. The fee schedule should include a breakdown of pricing structure (per user, per hour, etc.) and any additional billing rates, hourly costs, and additional expenses for each individual or service.
- Provide any other fee information applicable to the proposal that has not been covered.
- Outline all provisions, termination clauses, and/or penalties for closing or changing amount of services as needed.

Additional Considerations

- Describe any additional facets relevant to this RFP, which have not been previously mentioned that you feel warrant consideration or add to your firm's value as a strategic partner to BBBS.