



Request for Proposal: Technology Services

The Virginia Early Childhood Foundation (VECF) is a statewide non-profit public-private partnership with the vision that every region in Virginia will ensure equitable opportunities for all families with young children to thrive. Our mission is to serve as the non-partisan steward of Virginia's promise for early childhood success. In partnership with key state agencies, VECF supports the work of local communities and regions in strengthening their early childhood systems. Headquartered in Richmond, VA, with a team of approximately 20 full-time staff, VECF provides competitive grants and technical assistance to local early childhood initiatives formed to build capacity and infrastructure in local communities for delivery of high-quality early childhood programs.

We are seeking proposals from qualified vendors to provide technology services that will support our operations and help us achieve our mission more effectively.

Project Objectives:

This RFP is for selecting a vendor to provide IT support, network management, cybersecurity services, etc. The selected vendor will work closely with our team to provide the technology tools and services for an efficient daily work experience.

Scope of Work:

The scope of the Technology Services is for comprehensive IT management and support for VECF which includes, but is not limited to, the following:

Existing Technical Environment:

- Servers and Workstations: 1 server, 1 access control computer, 22 active workstations, 2 spare workstations and 120 additional FastTrack program workstations
- Network and Cloud Environment: Two switches, Firewall, Microsoft365
- Telecommunications: VoIP system, Simplicity
- Equipment: 1 scanner/copier, 2 desktop printers, 1 shredder, 2 UPS

Equipment Management

- Manage hardware inventory and lifecycle management
- Provide advanced email filtering, software security and back up services
- Provide recommendations for hardware upgrades and manage procurement, installation, and configuration of new hardware

Customer Support

- Ensure consistent and timely responses to all customer needs, with clearly defined SLAs and support tiers
- Actively communicate any changes, updates, or issues to keep the organization informed
- Provide comprehensive solutions that address both immediate needs and long-term goals

General Maintenance

- Document software/hardware changes
- Monitor and report on backups, systems, and server services
- Provide regular system updates, including service packs, patches, and hotfixes
- Monitor server logs, disk space, and perform necessary maintenance
- Provide incident response and disaster recovery planning
- Review and implement current IT-related policies and offer suggested revisions
- Provide password management support

Network Maintenance

- Oversee regular monitoring of router logs, DSU/TSU, switches, hubs, and internet connectivity
- Conduct performance monitoring, capacity planning, and minor software/hardware upgrades
- Maintain office connectivity to the internet

Security Maintenance

- Perform regular checks of firewall logs and antivirus updates
- Complete backups and management of directories, shares, security groups, and user accounts
- Conduct user training for security practices
- Support organization with SOC 2 Type 2 compliance

Application Support

- Management of Exchange users/mailboxes, directory and WINS replication, and basic SQL server administration
- Ensure functionality of Microsoft 365 applications
- Administer SharePoint and support organization with recommendations for best practices, including permissions and file system management

Proposal Submission Guidelines:

Interested vendors are requested to submit their proposals addressing the following points:

Company Overview:

- Provide a brief overview of your company, including your experience in delivering technology services to clients with similar needs.

Approach and Methodology:

- Describe your proposed approach and methodology. Please include your approach for building awareness and understanding of our organizational culture to meet our needs and expectations for services.
- Highlight any innovative or unique strategies that set your proposal apart.

Service Plan:

- Provide a detailed outline of the services you will offer.
- Include a timeline and a clear communication plan to ensure a smooth transition from our current IT services provider.
- Describe your approach to ongoing customer support, including a comprehensive response, onsite support, response times, support tiers, and how you will ensure consistent, high-quality service.

Team and Expertise:

- Introduce the key members of your team, including their qualifications and relevant experience.

- Specify any specialized expertise, such as SharePoint administration, and list relevant certifications.

Cost and Timeline:

- Provide a comprehensive cost breakdown, including any licensing fees or third-party costs.
- Outline the estimated timeline for transitioning from the current contracted services to your proposed services.

References:

- Provide at least three references from clients, preferably similar in size and sector (e.g., nonprofit organizations).
- Include contact information for each reference.

Timeline:

- Proposal Submission Deadline: October 15, 2024
- Vendor Selection: November 15, 2024
- Transition Start Date: December 1, 2024
- Desired Transition Completion Date: January 10, 2025

Proposal Evaluation Criteria:

Proposals will be evaluated based on the following criteria:

- Demonstrated experience and expertise in providing technology services, particularly to organizations similar in size and scope.
- The effectiveness and clarity of the proposed approach and methodology in meeting the organization's technology needs, including any innovative or unique strategies that add value.
- The comprehensiveness and feasibility of the service plan, including the transition timeline and communication strategy.
- The qualifications, relevant experience, and specialized expertise of the key team members.
- Cost-effectiveness and overall value for money, including the transparency and detail of the cost breakdown.
- Strength and relevance of references and client testimonials, especially from similar-sized organizations and within the nonprofit sector.

Contact Information:

Please address all inquiries and submit proposals to:

Bridget King

Vice President of Operations

Virginia Early Childhood Foundation

Bridget@vecf.org

804.358.8323 x133

We look forward to receiving your proposal and collaborating to enhance our technology services allowing us to achieve our organizational goals.