

OVERVIEW:

OAR of Fairfax County, Inc. (hereinafter referred to as OAR) seeks an appropriate and qualified vendor to provide contracted Information Technology Managed Services.

The ideal vendor will provide technical support, assistance, hardware and software management, troubleshooting, and system maintenance and training. The successful vendor will be expected to organize a local “help desk” presence to handle service calls efficiently and ensure minimal computer downtime during regular working hours.

I. ORGANIZATION INFORMATION:

OAR’s mission is to provide education, alternatives, and reentry resources that empower individuals and families impacted by the legal system. OAR has supported justice-involved community members throughout the criminal justice process since 1971. OAR works collaboratively with local sheriff’s offices, probation and parole offices, courts, social services departments, human service providers, local businesses, and the faith community to enable clients to have successful community reentry.

II. DESCRIPTION:

OAR seeks an appropriate and qualified vendor to provide contracted Information Technology Managed Services. The ideal vendor will provide technical support, assistance, hardware, software management, troubleshooting, and system maintenance and training.

The successful vendor will be expected to organize a local “help desk” presence to handle service calls efficiently and ensure no significant computer downtime during regular working hours.

III. SCOPE OF WORK

a. Initial Assessment

Compile/update the inventory of all IT-related assets. Assess system architecture and current processes and make recommendations for improved IT system performance.

b. Desktop Applications Support

Performance of basic support functions, including the installation of PC, laptops, printers, peripherals, and software; training and educating users; diagnosis and correction of desktop applications problems; configuring of PCs and laptops for standard applications; identification

and correction of user hardware problems, with advanced troubleshooting as needed. Assist with warranty and other technical support. Maintain an up-to-date inventory of OAR's computer-related hardware.

c. Server Administration

Manage computer network and associated hardware, software, communications, and operating system necessary for the system's quality, security, performance, availability, recoverability, and reliability. Monitor server performance and capacity management services. Ensure scheduled preventive maintenance for equipment is promptly and properly performed; maintain the maintenance records on the equipment; develop operations, administrative and quality assurance backup plans, and procedural documentation. Set up new users and edit or remove existing users in the environment to be sure that users have proper access or restrictions as may apply to OAR data files.

d. Network Administration Scope of activity includes all ILM equipment, including switches, firewalls, routers, wireless access points, and other security devices—primary maintenance includes regular analysis, routine configuration changes, and patches and upgrades. Manage backup and disaster recovery systems. The scope also includes the primary installation of network printers, scanners, and copiers, including those being used locally. Complete proactive monitoring of network equipment, including bandwidth utilization and other performance indicators, with reporting when specified thresholds are reached. Maintain ILM campus-wide network diagram.

e. Security and Backup Maintenance of virus/malware detection and spam reduction programs on OAR's servers, email, computers, and laptops. Perform periodic security audits and notify OAR personnel immediately of suspected breaches of security or intrusion detection. The scope also includes a data backup policy with procedures to handle daily, weekly, and monthly backups of the computer data and information, and email; techniques to restore systems and data if servers go down and individual computers fail.

f. Strategic Planning Engineering, planning, and design services for significant system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchasing and technological needs. Keep OAR up to date on new technological changes and uses that will enable OAR to increase efficiency and reduce costs. Install new servers, software, and hardware and transfer data when required. Strategic planning, design, and installation/upgrade of core network systems. Assist with policy formulation and application.

g. Help Desk Support End user support must be timely, friendly, and professional. Urgent and emergency support must be available 24/7/365. Routine support must be available from 8:00 am – 5:00 pm Monday- Friday.

h. Onsite Support Provide regular scheduled onsite support to address hardware and software issues. Additional onsite support may be needed for major projects. INFORMATION TECHNOLOGY MANAGED SERVICES RFP 6

i. End User Training Provide training for various technology as needed. This would typically be for standard software or hardware used in a business setting or new equipment installed. This can be at the request of ILM or when the vendor identifies a need.

- j. Public Records Assist, as needed, in public records keyword searches through active and archived email and network files of current and former employees as required under NC Public Records laws.
- k. Alternatives Vendors may propose alternative services if the vendor can demonstrate alternatives will significantly improve IT effectiveness, enhance its quality of services, minimize its support cost, and maximize return on investment in IT.

IV. Submittal Requirements

Respondents should complete all sections of the RFP. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Responses received under this RFP that fail to address each of the sections, in adequate and complete detail, will be deemed non-responsive and will not be considered for selection. Note that responses of “to be provided upon request” or “to be determined” or the like, or that do not otherwise provide the information requested (e.g., left blank) are not acceptable.

The proposal should be clearly organized under four (4) headings:

- I. Letter of Transmittal
- II. General Vendor Information
- III. Proposal
- IV. Support

I. Letter of Transmittal:

This letter is not intended to be a summary of the proposal itself. The letter of transmittal must contain the following statements and information:

A. Company name, address, telephone number(s) and website.

B. Name, title, email address, and telephone number of the person(s) to contact and who are authorized to represent the firm and to whom correspondence should be directed.

C. Copy of current W-9.

D. A brief statement of your understanding of the services to be performed and make a positive commitment to provide services as specified.

E. The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.

F. A statement indicating that the proposal and cost schedule will be valid and binding for one-hundred twenty (120) days following the proposal due date and will become part of the contract negotiated with OAR for FY2024 (July 1, 2023 – June 30, 2024)

II. General Vendor Information:

Please provide the following information:

A. Length of time in business

- B. Length of time in the business of providing proposed services
- C. Total number of clients, highlighting any local or airport clients
- D. Largest client by users
- E. Number of full-time personnel and years of experience in:
 - a. Consulting
 - b. Installation and training
 - c. Technical support
 - d. Sales, marketing, and administrative support
- F. Location
 - a. Location of headquarters and any field offices
 - b. Location of office that would service this account, including billing

III. Proposal:

A. Please provide a proposed work plan for migrating to your organization as an OAR vendor. Specifically, provide the following information:

1. Key activities
2. Timeline for implementation of the proposal
3. Information/resource requirements from ILM
4. Deliverables
5. Key milestones, checkpoints, and other decision points INFORMATION

B. Description of how your organization is positioned to provide the services requested, with a history of experience in providing similar services to complex clients.

C. Provide three (3) references for clients to whom you have provided similar services, including information referencing the actual services offered, customer size (number of users), and the length of tenure providing services to this client. Please include the name, title, address, and telephone number for these references.

D. Name staff resources, identify personnel who will provide the services, the experience and expertise of staff (local availability of staff is an important consideration), and each staff member's role and responsibilities. Please indicate what background checks your organization currently uses or proposes to use and what screening/selection criteria your firm mandates.

IV. Technical Support services questions to be addressed:

1. Help Desk description – When is support available? What are the charges for support? structures documented and tracked? The physical location of the help desk.
2. Describe your problem escalation process, including:
 - a) Initial problem identification
 - b) Determination of priority and severity of the problem.
 - c) Steps for resolving problem escalation when a solution is not forthcoming, or an implemented solution is unsatisfactory.
3. Who is the final authority regarding conflicts?
4. Indicate your response time goals and your statistics regarding meeting those goals.
5. Please provide details on your standard reporting capabilities.

F. Explanation of any contract termination for default or other incident in the past five years. Termination for default is defined as notice to stop services for non-performance or poor performance, and the issue was either litigated or not litigated. If a default occurs, list the party's name, address, and telephone number. If NO such termination occurred for bankruptcy, declare it.

G. Beyond the scope of this RFP, what services (related or otherwise) does your organization provide that may interest OAR?

H. Summarize your proposal and your organization's qualifications. Additionally, you may articulate why your firm is pursuing this work and how it is uniquely qualified to perform it. Include other pertinent information that may help OAR determine your overall qualifications.

Evaluation and Criteria

A selection committee will review the vendors' qualifications. From this review, an evaluation and selection process will be completed using the following criteria as a benchmark for making a recommendation. The OAR Selection Committee will recommend, and the OAR leadership team will approve the contract award.

Evaluation Table	% of Points
Approach and Methodology	25%
Experience of the Firm	20%
Project Staffing and Experience	10%
Availability of Local Technicians and Response Times	10%
Satisfaction of Clients/End Users	10%
Cost	25%

The contract will be awarded to the firm whose proposal receives a favorable evaluation.

The selection committee may elect to interview vendor(s) with favorable evaluations before making the final recommendation.

Submission Instructions

PROPOSALS ARE DUE: Friday, June 28, 2024, by 2:00 pm – at 10700 Page Ave, suite 200, Fairfax VA, 22030

OAR must receive one copy of the proposal before 2:00 pm on June 28, 2024. The copy of the proposal should be under a sealed cover and plainly marked "Information Technology Managed Services RFP."

Proposals shall be delivered to:

OAR

ATTN: Bonni Bonneville

10700 Page Ave, suite 200,

Fairfax, VA 22030, or via email to bbonneville@oarnova.org

Contract Terms

The performance period for contracts issued due to this RFP process will be three years (beginning on July 1, 2024, and ending on June 30, 2027). Mutually agreed-upon renewals may be made for two (2) one-year periods.

- a. Contract
 OAR anticipates a three-year contract that will be renewable for an additional two (2) one-year periods. All fees should be set for an annual term, and clearly state that in the proposal. Exceptions desired must be noted in the proposal submittal. OAR reserves the right to revise the stated terms and conditions before the contract signature.
- b. Termination of Contract The contract may be terminated by mutual agreement in writing, or it may be terminated at any time by either party by delivery of a sixty (60) day written notice to the other party.

Key Dates

RFP Issued	May 10, 2024
Deadline for Vendor Questions	May 24, 2024,
RFP Submission Deadline	June 28, 2024, at 2 pm
Review	July 1, 2024, to July 8, 2024
Anticipated Start of Contract	July 22, 2024

Questions:

Any questions regarding this proposal are to be submitted to:

Name: Bonni Bonneville
 Title: Office Manager
 OAR
 10700 Page Ave. Suite 200
 Fairfax, VA 22030
 Email: bbonneville@oarnova.org

All requests from the vendor for additional information must be made in writing (including email) by May 24, 2024, 5 p.m. No inquiries, written or oral, will be accepted after this date.

Miscellaneous

OAR reserves the right to reject all proposals for failure to meet the requirements contained herein, waive any technicalities, and select the proposal which, in OAR's sole judgment, best meets the requirements of the project.

This RFP creates no obligation on the part of OAR to award a contract or to compensate the vendor for any costs incurred during proposal presentation, response, or submission. OAR reserves the right to award a contract based upon proposals received without further discussion or negotiation.

OAR further reserves the right to make such investigation as it deems necessary to determine the ability of vendors to furnish the required services, and vendors shall furnish all such information for this purpose.

Vendors must specifically identify any portions of their submittals deemed to contain confidential or proprietary information or trade secrets. Those portions must be readily separable from the balance of the proposal. Such designations will only sometimes be conclusive, and vendors may be required to justify why OAR should not, upon written request, disclose such materials.

Any contract awarded does not obligate OAR to purchase computer equipment, replacement parts, hardware devices, cabling, licenses, software, etc., from the successful vendor.

OAR reserves the right to change the schedule or issue amendments to the RFP at any time. OAR also reserves the right to cancel or reissue the RFP.

All requests from the vendor for additional information must be made in writing (including email). All questions and answers are public information and will be shared upon public information request.

END OF RFP