



**Request for Proposal  
For IT Services**

**Entity: Indiana Coalition Against Domestic Violence, Inc.**

Address: 1915 W. 18<sup>th</sup> Street, Indianapolis, IN 46202

Phone: 317-917-3685 Email: [icadv@icadvinc.org](mailto:icadv@icadvinc.org)

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## I. General Information

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### A. Purpose

This Request for Proposal (RFP) is to contract for IT Services for 2022-2025 period. The proposal includes options for two additional years.

### B. Eligibility

Any business or person with the qualifications to provide IT Services may respond to this RFP. It is the intent of the Indiana Coalition Against Domestic Violence (ICADV) to hire locally or with an agency that has an office in or around the central Indiana area.

Outside of central Indiana may be considered if the Offeror can show they can meet the immediate needs of the organization.

### C. Bidder's Conference

There will be no Bidder's Conference.

### D. Instructions on Proposal Submission

1. Closing Submission Date: Proposals must be submitted no later than 5:00 p.m. on November 30, 2021.
2. Inquiries: Inquiries concerning this RFP should be directed to Kelly Grey, 317-917-3685 or [icadv@icadvinc.org](mailto:icadv@icadvinc.org).
3. Conditions of Proposal: All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the Offeror and will not be reimbursed by ICADV.
4. Instructions to Prospective Contractors:

Your proposal should be emailed to Kelly Grey as follows:

Recipient: Kelly Grey  
Email: [icadv@icadvinc.org](mailto:icadv@icadvinc.org)  
RE: Request for Proposals - IT Services

The proposal must be submitted as a PDF attachment to the email.

It is the responsibility of the Offeror to ensure that the proposal is received by ICADV by the date and time specified above. Late proposals will not be considered.

5. Right to Reject: ICADV reserves the right to reject any and all proposals received in response to this RFP. A contract for the accepted proposal will be based upon the factors described in this RFP.

6. Small and/or Minority-Owned Businesses: Efforts will be made by ICADV to utilize small businesses and minority-owned businesses. An Offeror qualifies as a small business firm, if it meets the definition of "small business" as established by the Small Business Administration (13 CFR 121.201).

7. Notification of Award:

- It is expected that a decision selecting the successful IT Services firm will be made within 4 weeks of the closing date for the receipt of proposals.
- Upon conclusion of final negotiations with the successful IT Services firm, all Offerors submitting proposals in response to this Request for Proposal will be informed, in writing, of the name of the successful IT Services firm.
- It is expected that the contract shall be a three-year negotiated contract with options for two additional one-year periods.

#### E. Description of Entity and Services to be Performed

The Indiana Coalition Against Domestic Violence, Inc. (ICADV) is a nonprofit organization that works collectively with local service providers to serve survivors of domestic violence and their families.

The ICADV is a private, nonprofit corporation and has been determined to be exempt from Federal income tax under Section 501(c)(3) of the Internal Revenue Code. It is governed by a 17-member Board of Directors. ICADV has a staff of 14-16 full-time employees and several independent contractors. Administrative offices and all records are located at 1915 W. 18<sup>th</sup> Street, Indianapolis, IN 46260. Please refer to the ICADV website at [www.icadvinc.org](http://www.icadvinc.org) for further information regarding the structure, philosophies, and work of the ICADV.

Current IT Portfolio:

1. 17 Windows 10 or higher laptops. (Processors i5 or higher; 64 bit operating; 8 GB of RAM; SSD)
2. 1 fully dedicated server running Windows Server 2016, with one public static IP address and firewalls.
  - a. Active Directory/ Network authentication
  - b. Network printer function
  - c. VPN
  - d. Security and Compliance
3. Software and Products
  - a. Registered with Tech Soup
  - b. Microsoft 365 Business Premium
  - c. Full commercial antivirus suite.
  - d. Full commercial cloud-based data backup

4. Data center must include UPS backed by generators for power outages.
5. Data center must be monitored regularly for data security, compliance, and improvements.
6. The entire data center must be fully managed 24/7 at no additional cost.

## F. Options:

At the discretion of the ICADV, this IT Services contract can be extended for two additional one-year periods. The cost for the option periods will be agreed upon by ICADV and the Offeror. It is anticipated that the cost for the optional years will be based upon the same approximate hours of IT Services as the contract for the initial year.

## II. Specification Schedule

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### A. Scope of IT Services

The purpose of this RFP is to obtain the services of an Indiana IT Services firm or individual, whose principal officers are qualified IT Technicians, hereinafter referred to as the "Offeror", to perform IT services to the ICADV. The Offeror will be asked to perform a variety of technical assistance and support regarding IT services as well as provide research information on necessary updates and purchases to enhance our systems.

### B. Description of Programs/Contracts/Grants

The ICADV receives funding from federal sources that include Health and Human Services, Family Violence Prevention and Services Act (FVPSA), the US Department of Justice (DOJ) – Office on Violence Against Women as well as grant funding from the State of Indiana and an occasional foundation grant. In addition to the federal funding that ICADV receives, there are contracted partners under these grants as well as other agencies that receive funds through contracts. All grants/contracts have a component of technology safety to them. ICADV considers this a priority in our ability to comply with federal funding sources.

### C. Performance

ICADV's ability to maintain access to an onsite server, networked system that is secure and can meet the needs of our software programs in order to meet the goals and objectives of our organization is achieved through the support and technical assistance received by the IT Services contract.

The Offeror is required to provide technical assistance and maintenance support of the IT Systems as necessary.

The Offeror should assist the staff as needed with requests for IT support and maintenance of equipment as necessary.

ICADV has an annual IT Maintenance budget of \$10,000-\$15,000 per year. This budget does not include the costs for purchase of minor equipment and software or licensing costs.

#### D. Delivery Schedule

Offeror is to assist the staff at the ICADV as necessary in order to comply with the daily operational needs of the organization for technology and access to the server and computers.

The Offeror must be able to maintain the security and integrity of the server and computer warranties as necessary. Providing ICADV with analysis reports of the server, its capacity, as well as the workstations and other technical equipment related to the server and computers when upgrades or repairs are needed.

#### E. Price

The Offeror's proposed price shall be submitted with their proposal. The Offeror shall indicate the estimated number of hours by staff level, hourly rates, and total cost by staff level as well as flat rate cost for a specific service. Any out-of-pocket expenses shall also be indicated.

The Offeror shall indicate if a special discounted rate for small businesses or nonprofits is provided. The discounted rate or percentage as well as the standard rate should be noted.

The Offeror shall indicate if an in-kind/match amount is provided in lieu of a nonprofit rate. The in-kind match ratio or dollar value should be noted.

#### F. Payment

Payment will be made upon receipt of invoice with detailed service breakdown. Should ICADV reject an invoice, ICADV's authorized representative will notify the Offeror in writing of such rejection giving the reason(s). The right to reject an invoice shall extend throughout the term of this contract and for ninety (90) days after the Offeror submits the final invoice for payment.

Upon delivery of the services to ICADV and their acceptance and approval, the Offeror may submit a bill for the balance due.

#### G. Confidentiality

The Offeror agrees to keep the information related to all contracts and data in strict confidence. Other than the reports submitted to ICADV, the Offeror agrees not to publish, reproduce or otherwise divulge such information in whole or in part, in any manner or form or authorize or permit others to do so, taking such reasonable measures as are necessary to restrict access to the information, while in the Offeror's possession, to

those employees on the Offeror's staff who must have the information on a "need-to-know" basis.

The Offeror agrees to immediately notify, in writing, ICADV's authorized representative in the event the Offeror determines or has reason to suspect a breach of this requirement.

### III. Technical Qualifications

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**The Offeror, in its proposal, shall, as a minimum, include the following:**

#### A. Prior IT Services Experience

The Offeror should describe its prior nonprofit IT Service experience including the names, addresses, contact persons, and telephone numbers of prior organizations contracted. Experience should include the following categories:

1. Prior experience providing IT services technical support to a social service agency.
2. Prior experience in conducting an analysis of the social service organization's IT infrastructure/systems/software and designing cohesive IT solutions/processes.
3. Prior experience providing security/virus systems protection and monitoring of server errors.
4. Prior experience providing on site response to computer issues as well as experience working with remote systems.
5. Prior experience providing analysis of networked systems upgrades.
6. Wiring and setup for new locations and connection services.

#### B. Organization, Size, and Structure

The Offeror shall describe its organization, size, and structure. Indicate, if appropriate, if the firm is a small or minority-owned business.

#### C. Staff Qualifications

The Offeror shall describe the qualifications of staff to be assigned to the services being performed. Descriptions should include:

1. Team makeup, if applicable;
2. Overall supervision to be exercised;
3. Prior experience of the individual team members: Only include resumes of staff to be assigned to the services provided. Education, position in firm, years and types of experience, continuing professional education, state(s) in which licenses or certifications are held, etc. will be considered; and
4. Up to three references can be provided.

#### D. Understanding of Work to be Performed

The Offeror shall describe its understanding of work to be performed, including servers, computers and other pertinent information.

### IV. Proposal Evaluation

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#### A. Submission of Proposals

All proposals shall include two copies of the Offeror's technical qualifications and two copies of the pricing information. These documents will become part of the contract.

#### B. Nonresponsive Proposals

Proposals may be judged nonresponsive and removed from further consideration if any of the following occur:

1. The proposal is not received timely in accordance with the terms of this RFP.
2. The proposal does not follow the specified format.

#### C. Evaluation

Evaluation of each proposal will be scored on the following five factors:

1. **Prior experience providing IT Services to include servers, workstations, and telephone system.**

**Point Range: 0-5, unless specified**

- a. Prior experience providing technical support
- b. Prior experience providing security/virus systems protection and web-filtering and monitoring of server errors.
- c. Prior experience providing on site response to computer issues as well as experience working with remote systems.
- d. Prior experience providing analysis of networked systems and upgrades.
- e. Prior experience with wiring or modifying wiring and connecting new services and/or peripheral equipment to the Cloud and other internal systems as necessary.

**2. Organization, size, and structure of Offeror's firm.**

**Point Range: 0-5, unless specified**

- a. Adequate size of the firm
- b. Minority/small business  
(Point range: 0 if no; 2 if small business; 5 if both minority/small business)
- c. Location of firm or proximity or estimated response time to ICADV

**3. Qualifications of staff to be assigned to the audits to be performed. This will be determined from resumes submitted. Education, position in firm, years and types of experience, continuing professional education, and state(s) in which licenses and certifications are held will be considered.**

**Point Range: 0-5, unless specified**

- a. Team makeup, if applicable
- b. Overall supervision to be exercised
- c. Prior experience of the individual or team members

**4. Offeror's understanding of work to be performed.**

**Point Range: 0-10, unless specified**

- a. Adequate coverage
- b. Realistic time estimates of each service

**5. Price:**

**Point Range: 0-10, unless specified**

- a. Overall Pricing Structure
- b. Offeror provides a non-profit rate. (0 if no; 5 if yes)
- c. Offer provides in-kind services (0 if no; 5 if yes)

**Maximum Points**

**95**

**D. Review Process**

The ICADV may, at its discretion, request presentations by or meetings with any or all Offerors, to clarify or negotiate modifications to the Offerors' proposals.

However, ICADV reserves the right to make an award without further discussion of the proposals submitted. Therefore, proposals should be submitted initially on the most

favorable terms, from both technical and price standpoints, which the Offeror can propose.

ICADV contemplates award of the contract to the responsible Offeror with the highest total points.

**Certifications**

On behalf of the Offeror:

1. The individual signing certifies that he/she is authorized to contract on behalf of the Offeror.
2. The individual signing certifies that the Offeror is not involved in any agreement to pay money or other consideration for the execution of this agreement, other than to an employee of the Offeror.
3. The individual signing certifies that the prices in this proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition.
4. The individual signing certifies that the prices quoted in this proposal have not been knowingly disclosed by the Offeror prior to an award to any other Offeror or potential Offeror.
5. The individual signing certifies that there has been no attempt by the Offeror to discourage any potential Offeror from submitting a proposal.
6. The individual signing certifies that he/she has read and understands all of the information in this Request for Proposal, including the information on the programs/grants/contracts in relation to the services performed.
7. The individual signing certifies that the Offeror, and any individuals to be assigned to the services performed, does not have a record of substandard work and has not been debarred or suspended from doing work with any federal, state or local government.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

\_\_\_\_\_  
(Offeror's Firm Name)

\_\_\_\_\_  
(Signature of Offeror's Representative)

\_\_\_\_\_  
(Printed Name and Title of Individual Signing)