



REQUEST FOR PROPOSALS (RFP):

IT Management RFP

DATE OF ISSUE: June 27, 2023

DEADLINE: July 24, 2024

INTRODUCTION

Since 1991, Family League of Baltimore (Family League) has been the designated Local Management Board for the City of Baltimore. It serves as an architect of change by promoting data-driven, collaborative initiatives and aligning resources to create lasting outcomes for children, families, and communities with a vision of a Baltimore where every child grows up in a family that thrives. Family League believes that racial equity plays a pivotal role in realizing its organizational vision and that it can be achieved when race no longer determines the life trajectory of people in Baltimore. As such, Family League applies a racial equity lens to its policies, practices, organizational culture, and grantmaking.

Family League's work is guided by, and its success is defined by its ability to address, the State of Maryland's 8 Child Well-being Results Areas. We work to ensure that children are born and remain healthy; are prepared for, succeed in, and complete school; that youth are prepared for college or career opportunities; that communities are safe; and that families can enjoy safety and economic stability.

As a careful steward of the funds awarded by the City, the State of Maryland, and federal and private entities, Family League braids its resources together to maximize the impact of each dollar invested in support of these results areas. We leverage these resources to serve Baltimore's children, youth, and families through our participation as a convener, implementation lead, or partner in numerous collaborative spaces.

OVERVIEW OF FAMILY LEAGUE'S CURRENT TECHNICAL ENVIRONMENT

Family League's Innovation and Technology Team (I&T) consists of four staff members: the Senior Director of Innovation and Technology, Business Systems Administrator, IT Help Desk Assistant, and IT Technician. Our user base consists of forty-seven individuals who primarily use Windows PCs (both desktops and laptops). Additionally, we operate an Entra ID SQL Server VM, utilize Microsoft 365 E3, implement DUO for enhanced security, manage devices through Intune, and rely on various Microsoft 365 applications. Our conference rooms are equipped with Rally Bars, projectors, and TVs for seamless AV experiences.

PROJECT DESCRIPTION

The purpose of this RFP is to procure a co-managed IT Management Services with the following priorities:

- Organization-wide commitment to Diversity, Equity & Inclusion
- Business Continuity and Disaster Recovery Planning & Testing
- Cloud Services Management
 - a. Management of cloud-based infrastructure and services, including infrastructure as a service (IaaS), platform as a service (PaaS), and software as a service (SaaS).
 - b. Provisioning and management of Azure cloud services, including virtual machines, storage, and networking components.
 - c. Optimization of Azure resources for performance, scalability, and cost-effectiveness.

- Network Infrastructure Management
 - a. Management of cloud-based infrastructure and services, including infrastructure as a service (IaaS), platform as a service (PaaS), and software as a service (SaaS).
 - b. Migration of on-premises systems to cloud environments, as needed.
 - c. Optimization of cloud resources to ensure cost-effectiveness and scalability.
 - Systems Administration
 - a. Management of virtual servers, including installation, configuration, and maintenance of operating systems and applications.
 - b. Regular backup and disaster recovery planning to ensure data integrity and business continuity.
 - c. Patch management and software updates to keep systems secure and up to date.
 - Cybersecurity
 - a. Implementation of cybersecurity best practices and measures to protect against cyber threats.
 - b. Regular security assessments and vulnerability scans to identify and mitigate potential risks.
 - c. Deployment and management of Advanced Endpoint Protection solutions to safeguard endpoints against malware and other threats.
 - Audiovisual technology support
 - a. Maintenance and support for audiovisual (AV) equipment and systems used in conference rooms, meeting spaces, and other areas.
 - b. Troubleshooting and resolution of technical issues related to AV equipment, including projectors, displays, audio systems, and video conferencing tools.
 - Microsoft 365 Security & Compliance Center
 - a. Configuration and management of security and compliance features within the Microsoft 365 Security & Compliance Center.
 - b. Monitoring and reporting of security incidents and compliance violations.
 - SharePoint
 - a. Administration and customization of SharePoint Online sites and libraries.
 - b. Configuration of document management and collaboration features within SharePoint.
 - Website Support
 - a. Maintenance and support for the company website, including updates, backups, and security enhancements.
 - b. Content management and optimization to ensure the website remains current and user-friendly.
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- For the purposes of understanding more about your company and your ability to successfully fulfill the requirements, the proposal should provide the information below as part of your response, clearly referencing each specific question.

1. Corporate Information

- 1.1. Give a brief overview of your organization's involvement in providing IT value-added services in the nonprofit sector.
- 1.2. Indicate the number of employees in your organization. How many of those are dedicated to account management and/or technical support?
- 1.3. Who are your technology partners? Please describe your relationships and experience with manufacturers and major distribution partners in the technology marketplace.
- 1.4. What differentiates your organization from your competitors in the nonprofit sector, and how will this be relevant to us?
- 1.5. Will you subcontract any components of the proposed solution to third party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.
- 1.6. Please provide details of three current customer accounts that are similar in scope and requirements to those of Family League.

2. Proposed Approach and Solution

- 2.1. Please provide a proposed work plan for a migration to your organization as a Family League vendor. Specifically, provide the following information:
 - 2.1.1. Key activities
 - 2.1.2. Timing
 - 2.1.3. Information/resource requirements from Family League
 - 2.1.4. Deliverables
 - 2.1.5. Key milestones, checkpoints, and other decision points
- 2.2. Please describe your organization's experience and approach to providing co-managed IT services.
- 2.3. Will Family League have a dedicated account manager/team?
- 2.4. If we elect to move forward with your organization, what Family League resources would you require (e.g., information, data, staff resources, communication) during the course and on an ongoing basis?

3. Support

- 3.1. Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end-user perspective.
- 3.2. What options are available for user training and technical training required by our staff?
- 3.3. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?

3.4. Family League user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.

4. Financials

- 4.1. Pricing structure, including any recurring fees, additional charges, project work, and payment terms.
- 4.2. Delineate what is included and exclusive of the primary contract.
- 4.3. Do you offer service bundles and if so, describe the effect of this bundling on pricing?

GRANT TERMS & APPLICANT ELIGIBILITY

The contract period for this grant is October 1, 2024 – September 2025. To apply, interested individuals or organizations must:

- Provide a copy of the organization’s independently audited financial statements for its fiscal year-end within the past 12 months;
- Certificate of Good Standing dated within the past 30 days;
- Provide evidence of organizational capacity to provide quality services that meet the priorities as outlined in the RFP; and
- Provide a clear and concise operating budget.

SUBMISSION REQUIREMENTS

Applicants are required to submit proposals through FUNDINGtrack, Family League’s online grants management system accessible through <https://flb.fluxx.io>. Submission must be completed by the date and time specified in this RFP and in the FUNDINGtrack application. The deadlines will be strictly enforced. It is the responsibility of the applicant to ensure that the application process is completed by the deadline. Hard copies, emailed copies, and late submissions will not be accepted. Furthermore, Family League reserves the right, at its sole and absolute discretion, to amend or modify any provision of this RFP, or to withdraw this RFP at any time prior to the contract award. Family League shall not be bound by or liable under this RFP and/or any response thereto until a final written contract has been executed by Family League and the grantee incorporating the terms and conditions of the award.

Registration

All applicants must be registered in FUNDINGtrack. This is done by selecting the “Register” link on the portal’s home page, found here: <https://flb.fluxx.io>. Applicants will receive login credentials via email within three business days of submission of the registration form. Applicants are highly encouraged to register early.

Organization Information and Documentation

The Organizational profile enables all registered users of FUNDINGtrack to provide the key business and contact information needed from Funded Partners. All registered users should fully complete the requested information and upload the due diligence documentation required in this RFP.

Help Using the Online Application

For questions or problems, contact the Help Desk at

FUNDINGtrack@FamilyLeague.zendesk.com, Monday through Friday, 8:30 am to 4:30 pm.

PRE-PROPOSAL CONFERENCE/QUESTIONS

Applicants can submit questions to fundedpartnerships@familyleague.org until **July 8, 2024**. Responses will be posted on the Family League website (www.familyleague.org) on **July 11, 2024**.

A pre-proposal conference will be held virtually on **July 8, 2024** at 3:00pm. The meeting can be accessed via Zoom:

Topic: FY25 IT Management RFP Pre-Proposal Conference

Time: Jul 8, 2024 03:00 PM Eastern Time (US and Canada)

Join Zoom Meeting

<https://familyleague-org.zoom.us/j/88676103750>

Meeting ID: 886 7610 3750

One tap mobile

+13017158592,,88676103750# US (Washington DC)

+12678310333,,88676103750# US (Philadelphia)

Dial by your location

- +1 301 715 8592 US (Washington DC)
- +1 267 831 0333 US (Philadelphia)
- +1 470 250 9358 US (Atlanta)
- +1 470 381 2552 US (Atlanta)
- +1 646 518 9805 US (New York)
- +1 786 635 1003 US (Miami)
- +1 929 205 6099 US (New York)
- 877 853 5247 US Toll-free
- 888 788 0099 US Toll-free
- 833 548 0276 US Toll-free
- 833 548 0282 US Toll-free

Meeting ID: 886 7610 3750

Find your local number: <https://familyleague-org.zoom.us/j/kdO586ae9m>

Budget Guidelines

Please be sure that the budget (Total amount not to exceed \$80,000.00):

- Does not exceed the award amount; and
- Is consistent with the services offered via this RFP.

REVIEW AND SELECTION PROCESS

Review Panel

Applications will be reviewed and rated by a panel comprised of individuals with experience, knowledge, and expertise in the field. This panel may include service professionals; community members; and parents, youth and/or family members of Baltimore City. Review panelists will serve at the invitation of Family League.

Selection Criteria

The following criteria will be used in selecting the application to be awarded:

- Adheres to proposal requirements,
- Budget reflects maximizing of resources/stewardship,
- Experience and expertise in providing co-managed IT services.
- Suitability and comprehensiveness of proposed service options.
- Pricing competitiveness and transparency.
- Quality of references and client testimonials from nonprofit organizations doing similar work as Family League.
- Demonstrated commitment to Diversity, Equity & Inclusion.

Vendor Presentations

- Family League will schedule presentations with eligible companies during the week indicated in the Key Dates table below. The presentations will be held virtually or at Family League located at 2305 N. Charles Street, Baltimore, MD 21218 and we will endeavor to provide eligible companies with as much advance notice as possible.

Announcement

Funding decisions are expected to be announced by: **September 12, 2024.**

GENERAL TERMS AND CONDITIONS

Grant Award

The submission of a proposal does not, in any way, guarantee an award. Family League is not responsible for any costs incurred related to the preparation of a proposal in response to this RFP. Family League reserves the right to withdraw an award prior to execution of a contract with a Funded Partner in Family League’s sole and absolute discretion.

Contract Terms

All Funded Partners must comply with all terms and conditions applicable to contracts executed by Family League. These terms and conditions can be found on the Family League website at www.familyleague.org by submitting a proposal to this RFP, applicants attest that they have read and accept these conditions fully. A Scope of Work with details about specific requirements and measurable outcomes will be a requirement of grant recipients as an addition to the contract.

Additional Funder Conditions

Any additional terms and conditions imposed by funders following the release of this RFP shall become a part of the contract between the Funded Partner and Family League.

Key Dates and Deadlines

KEY DATE	ACTIVITY
June 27, 2024	RFP posted
July 8, 2024	Deadline to Submit Questions
July 8, 2024	Pre-proposal Conference
July 11, 2024	Q&A Posted to Family League website
July 24, 2024	Submission deadline (by 4:00 pm)
July 25 – August 2, 2024	Technical Review and Cure Period
August 5-9, 2024	Vendor Presentations
August 12 – September 10, 2024	Application Review and Approval Process
September 12, 2024	Determination Notices
September 20, 2024	Scope Finalization
September 23 – 27, 2024	Legal Review
October 1, 2024	Contract Start Date