

# Benton-Franklin Workforce Development Council

REQUEST FOR INFORMATION (RFI)	<b>Managed IT Support Services</b> <span style="float: right;"><b>RFI# 2022-01 MSP</b></span>
PURPOSE AND TECHNICAL OVERVIEW	<p><i>This Request will be used to obtain proposals from qualified IT managed service providers. This information will allow Benton Franklin Workforce Development Council (BFWDC) to review proposals and enter into negotiations with the vendor whose proposal is most advantageous to BFWDC with price and other factors considered.</i></p> <ul style="list-style-type: none"> <li>• Location – 815 N Kellogg Street, Suite C, Kennewick, WA 99336</li> <li>• Users – 9 employees</li> <li>• Devices – HP laptops; Printers – one network, individual personal printers</li> <li>• Servers and Network – One onsite server (installed 03/2022); VPN used by 8 employees</li> <li>• Applications –Microsoft 365 Business Suite, Adobe Acrobat 2020, Abila Fund Accounting</li> </ul>
<b>PROJECT INFORMATION</b>	
PROJECT DESCRIPTION	<p><i>IT Support Service providers selected through this RFI will be required to perform comprehensive services for the organization and individual staff, such as:</i></p> <ul style="list-style-type: none"> <li>• Server management, maintenance, and support</li> <li>• Network management, maintenance, and troubleshooting</li> <li>• VPN management, maintenance, and support</li> <li>• Hardware and software support</li> <li>• Advise on hardware and software acquisition including pricing, recommendations, etc.</li> <li>• Informational or training materials for IT processes</li> <li>• In-person office visits for needed support (as needed or determined by the BFWDC)</li> <li>• Monthly/Quarterly assessment including best practices recommendations and enhancements</li> <li>• Effectively communicate verbally and in writing, open line of communication with the BFWDC</li> <li>• Other IT needs that may arise</li> </ul> <p><i>A single service provider will be selected through this request. The BFWDC makes no commitment to contract with service providers who apply through this RFI.</i></p>
SPECIAL REQUIREMENTS	<p><b><i>Experience working with nonprofits and governmental agencies required. Knowledge of MIP (Abila) Fund Accounting 2021 (Version 21.2.0.0) needed.</i></b></p>
TIME FRAME	<p><b><i>RFI date issued: JULY 27, 2022</i></b>  <b><i>Response deadline: AUGUST 25, 2022</i></b></p> <p><i>Questions can be submitted electronically to <a href="mailto:admin@bf-wdc.org">admin@bf-wdc.org</a>,</i></p> <p><i>All responses must be submitted electronically to <a href="mailto:admin@bf-wdc.org">admin@bf-wdc.org</a> and be received by 08/25/2022, 6 pm PST</i></p>
HOW TO SUBMIT	<p><i>Send a full assessment and support service proposal (including services provided, time frames, rates, etc.), link to company website, and brief cover letter explaining qualifications and previous experience. You may provide references from customers that reflect specific capability to provide required support. The combined total of number of pages for all included items should not exceed seven (7) pages. Use 12-point font, 1-inch margins, and single line spacing. <b>All documents must be submitted electronically in either Word or PDF format.</b></i></p> <ul style="list-style-type: none"> <li>• <i>The BFWDC reserves the right to reject any or all proposals, to accept or reject any or all items in the proposal, and to award a contract(s) in whole or in part as is deemed to be in the best interests of the organization. The BFWDC reserves the right to request additional information, to negotiate with any or all respondents on modifications to proposals, and/or to integrate components across proposals to achieve maximum efficiency. All awards are contingent upon available funding. All awards are subject to modification as federal, state, and BFWDC policies and procedures evolve.</i></li> <li>• <i>Contracting for all services shall conform to state and federal guidelines. All records shall be maintained in accordance with state and federal record keeping requirements.</i></li> </ul>