

## Request for Proposal (RFP) for IT Services

### Richland First Steps

#### Introduction

Richland First Steps (RFS), a non-profit organization dedicated to supporting families and children through Early Head Start programs and South Carolina First Steps initiatives, is seeking proposals from qualified IT service providers to manage and enhance our IT infrastructure. The chosen vendor will support approximately 60 employees across multiple sites in Richland County, South Carolina. Additionally, RFS aims to migrate fully to the newest version of Microsoft 365 and integrate all systems for optimized data sharing and consistency.

#### Proposal Submission Details

- **Submission Deadline:** February 16, 2025
- **Proposal Format:** Proposals must be submitted electronically using the link provided:  
[RFS IT Request For Proposal](#)
- **Contact for Questions:** Shannon O’Berry, Director of Finance, soberry@richlandfirststeps.org

#### Scope of Work

The selected IT service provider will be responsible for:

1. **Network Administration**
  - Maintain and optimize existing networks.
  - Ensure secure and reliable internet access.
  - Implement firewalls and intrusion detection systems.
2. **IT Support**
  - Provide helpdesk support for 60 employees.
  - On-site and remote troubleshooting.
  - Hardware and software installation and maintenance.
3. **Data Security and Compliance**
  - Ensure compliance with Early Head Start and SC First Steps data security standards.

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- Regularly update systems to safeguard against threats.
  - Conduct periodic security audits.
- 4. System Maintenance and Upgrades**
- Proactively recommend and implement hardware/software upgrades.
  - Maintain servers, storage, and backup systems.
- 5. Microsoft 365 Migration and Integration**
- Migrate all existing systems to the newest version of Microsoft 365.
  - Ensure seamless integration of Microsoft 365 tools (e.g., Teams, SharePoint, OneDrive, Outlook) across the organization.
  - Optimize systems for enhanced data sharing, collaboration, and consistency.
  - Provide training sessions to staff on using Microsoft 365 tools effectively.
- 6. Consultation and Strategy**
- Assist with IT budget planning.
  - Advise on technological trends and opportunities.
  - Provide training sessions as needed for staff.
- 7. Service Level (SLA)**
- Response Times:
    - Critical issues: Respond within 1 hour.
    - Non-critical issues: Respond within 4 hours.
  - Uptime Guarantee:
    - Ensure 99.9% network uptime.
  - Reporting:
    - Provide monthly reports on system performance and incidents.
    - Include updates on Microsoft 365 system performance and integration issues.



### Vendor Questionnaire:

1. How does your company ensure data compliance with FERPA and HIPAA standards?
2. Describe a recent project where you supported a similar organization.
3. What is your process for responding to emergency IT issues?
4. Provide details about your experience with Microsoft 365 migration and integration.
5. How do you optimize systems for data sharing and collaboration?

### Minimum Vendor Qualifications

- Proven experience supporting non-profit organizations and education programs.
- Demonstrated expertise in Microsoft 365 migration and integration.
- Knowledge of data compliance requirements (e.g., FERPA, HIPAA).
- Availability for 24/7 emergency support.

### Proposal Requirements

1. **Company Overview**
  - Brief history, key staff, and experience in non-profit/education sectors.
2. **Approach and Methodology**
  - Detailed explanation of how services will be delivered.
  - Specific plan for Microsoft 365 migration and integration.
3. **References**
  - Provide at least three references from similar organizations.
4. **Pricing Structure**
  - Include detailed pricing for services and hourly rates.
5. **Additional Value**
  - Describe any additional value your services can provide.



## Evaluation Criteria

Proposals will be evaluated on the following:

1. **Experience and Qualifications** (25%)
  - Relevant experience in non-profits and education-focused IT support.
  - Proven success in Microsoft 365 migration and integration.
2. **Approach and Methodology** (25%)
  - Clear, effective, and efficient delivery model.
3. **Cost Effectiveness** (20%)
  - Competitive pricing and overall value for services provided.
4. **References and Reputation** (15%)
  - Feedback from similar clients.
5. **Innovation and Additional Value** (15%)
  - Unique offerings or enhancements beyond the stated scope.

## Award Process

- **Initial Review:** Proposals will be reviewed for completeness.
- **Scoring:** Proposals will be scored using the criteria outlined above.
- **Interviews:** Finalists may be invited for a virtual or on-site interview.
- **Notification:** All applicants will be notified of the decision by April 30, 2025.

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## Appendices

- **Appendix A:** Evaluation Criteria for RFP for Evaluators
- **Appendix B:** Scoring

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## **Appendix A: Evaluation Criteria for RFP**

### **Evaluation Criteria**

#### **Experience and Qualifications (25%)**

- Vendor must demonstrate proven experience in supporting non-profits, particularly those working with Early Head Start programs.
- Examples of prior successful Microsoft 365 migrations and integrations must be provided.
- Provide resumes or profiles of key staff who will manage this project.

#### **Approach and Methodology (25%)**

- A clear and comprehensive plan for delivering IT services, including timelines, must be outlined.
- Detailed steps for Microsoft 365 migration, data sharing optimization, and training processes must be included.
- Explanation of tools and techniques to ensure minimal disruption during implementation.

#### **Cost Effectiveness (20%)**

- A competitive and transparent pricing structure should be presented.
- Details on additional or hidden costs, if any, must be disclosed.
- Demonstrate how the proposed solution delivers value relative to the cost.

#### **References and Reputation (15%)**

- Provide at least three references from organizations of similar size and scope.
- Include case studies or testimonials highlighting successful project outcomes.
- Evidence of long-term partnerships or repeat contracts with clients will be an advantage.

#### **Innovation and Additional Value (15%)**

- Highlight unique features, tools, or services that exceed the RFP requirements.
- Explain how the vendor's solutions will enhance productivity or cost efficiency for RFS.
- Include examples of innovative solutions provided to other clients.



## Appendix B: Scoring

Evaluation Criteria	Maximum Points Score
Experience and Qualifications	25
Approach and Methodology	25
Cost Effectiveness	20
References and Reputation	15
Innovation and Additional Value	15
<b>Total</b>	<b>100</b>

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