



CENTRAL TEXAS FOOD BANK REQUEST FOR PROPOSAL IT MANAGED SERVICES

July 25, 2022

Central Texas Food Bank Inc. (CTFB) is accepting proposals to provide IT Managed Services. We are seeking an organization to partner with us and be part of the team providing a full range of IT Services.

BOARD OF DIRECTORS:

Hari Jayaram, Chair
Applied Materials

Alice Starr, Vice Chair

Kathleen Farlow, Treasurer
Deloitte LLP

Shaun Cranston, Secretary
Halff Associates, Inc.

Jen Alessandra
Frontdoor

Estrellita J. Doolin, JD, MBA
Ascension Health

Kelli Green
St. Edward's University

Jeff Hahn
Hahn Public

Monica Hernandez
H-E-B

Pete Inman
Camino Real Financial Strategies

Pat Massey
IBM Corporation

Laura Mendoza
Motiva

Stephen Portner

Frank Reid
Austin Community College

John Sanchez
Capital One Bank

Anneliese Tanner

Mark J. Williams

Shayne Woodard
Waterloo Lobby & Advocacy, Inc.

BACKGROUND OF THE ORGANIZATION

Mission

A leader in the fight against hunger for nearly 40 years, the Central Texas Food Bank's mission is to nourish hungry people and lead the community in the fight against hunger.

Background

Founded in 1981, the CTFB is a registered 501(c)(3), which means that we are not a religious, political or advocacy organization. We are members of Feeding America and Feeding Texas.

Overview of Services

CTFB helps provide good food choices for all stages of life. Through ongoing support from donors and volunteers, we distributed more than 64 million pounds of food last year. More than 26% of the food distributed was fresh produce, helping Central Texans in need access the nutritious food they often can't afford.

Geographic

Our network of nearly 300 Partner Agencies and distribution programs serves a 21 county area twice the size of Massachusetts. From Fredericksburg to Fairfield, we're committed to fighting hunger throughout Central Texas. Our service territory includes Bastrop, Bell, Blanco, Burnet, Caldwell, Coryell, Falls, Fayette, Freestone, Gillespie, Hays, Lampasas, Lee, Limestone, Llano, McLennan, Milam, Mills, San Saba, Travis & Williamson counties.



SUBMISSION GUIDELINES

Review the schedule of events and important dates provided within this document.

Submissions received after 5 pm on the closing are not eligible for award.

Submit all questions in writing to Christina Harding at charding@centraltexasfoodbank.org.

Visit Centraltexasfoodbank.org/bids for updates and clarifications.

Electronic proposals delivered to:

Alan Robinson arobinson@centraltexasfoodbank.org

Thomas Foster tfoster@centraltexasfoodbank.org

Dick Rhyne drhne@centraltexasfoodbank.org

Christina Harding: charding@centraltexasfoodbank.org

Formatting Requirements

Font may be no smaller than 10 point. Maximum proposal length including title page, cover letter, proposal, qualifications and costs should not exceed 30 pages.

Proposals should be received as a PDF. Hyperlinks to examples and portfolios of work are allowable within the document when clearly marked. Excessive number of external links and physical copies are discouraged.

Checklist

1. Title Page
 - a. Include Document ID FY22-04
 - b. Central Texas Food Bank, IT Managed Services
 - c. Company Name, address, point of contact, contract info
2. Executive Summary
 - a. Company Overview



- b. Describe your approach to IT Managed Services
 - c. Signature of duly authorized officer of agent of the company
- 3. Proposal & Solution
 - a. Summarize your proposed solution, benefits, and uniqueness of the solution
 - b. Describe how your solution meets our IT Managed Services needs
 - c. Estimated project lead time
- 4. Price
 - a. Include price summary and cost of any separate components
 - b. List discounts available to nonprofits and any governmental pricing
 - c. Explanation of fees not included in price summary
- 5. HUB and DEI
 - a. Historically Underutilized Business Certification (if any)
 - b. Diversity, Equity, and Inclusion Policy

IMPORTANT DATES

Released	July 25, 2022
Question Submitted	July 25, 2022 – August 1, 2022
Question Responses by	July 25, 2022 - August 3, 2022
Proposals Due	August 3, 2022
Select Interviews	August 5, 2022 – August 12, 2022
CTFB Final Review	August 15 – 16, 2022
Award Announced	August 17, 2022

PROJECT SCOPE

Managed IT Services include

- Overall Project Management
- Online Service Ticket Requests
- Remote Support
- Onsite Support
- Microsoft Application Support
- Best Practices Management
- Monthly Management Summary Report
- Network and User Account Administration
- 24/7 Proactive Network Monitoring
- Early Warning & Preventative Maintenance
- Security Service Monitoring and Administration
- Antivirus & Spyware Management and Updates
- Automated Spyware & Virus Removal
- Microsoft Patch/Update Management
- Dell Hardware Patch/Update Management
- Temporary File & Internet Debris Removal
- Asset & Inventory Management
- Service Pack Deployment
- Backup and Restore Services
- Network Battery Backup Monitoring
- Firewall and Router Administration
- Email management & Support
- Password management
- Support Multi Factor Authentication
- Support HIPAA Requirements
- Support SharePoint and One Drive
- Support Teams
- Vendor Management
- Support Employee Phones
- Support iPads and Other Tablets
- Support Audio Visual Equipment
- Support WMS upgrade
- Perform systems audit



- Perform security audit
- Perform process audit

Additional services required by provider include

- Manage cloud services (currently moving to the cloud)
- Installation and Support of Network Attached Devices
- Network Cabling
- Vehicle Mounted Technology
- Avaya Phone System and Auto Attendant
- Warehouse Technologies
- Office Sound Masking System
- Maintain and Update SSL Certificates and Domain Names
- Provide Security Awareness Training

Current Services Provided In-House (with room for discussion)

- Onboard new employees and deploy hardware
- Hardware purchases
- Provide Feeding Texas with Proof of Security
- Respond to Tier 1 support requests
- Manage IT Budget
- Manage IT supplies
- Projects appropriate to onsite staff

Project includes:

- 130 computers
- 15 Servers
- 75 managed mobile devices

Service Agreement Devices include

1. Integrate with CTFB's constituent management and online fundraising platforms where possible

Sub-Contractors

Sub-contractors hired by the Respondent must be disclosed within the proposal. Clearly identify the company name, address, the work they will perform, and why duties are being subcontracted.



CTFB reserves the right to accept the proposal overall and refuse the subcontractor. CTFB will provide reasoning and the vendor is allowed to submit a final counteroffer.

Contract Terms

All quotes shall remain firm for 30 days after the final day to submit proposals listed under *Important Dates*. The Central Texas Food Bank will negotiate contract terms upon selection, and a project will be awarded upon signing of an agreement or contract, which outlines terms, scope, budget, timeline, and other necessary items.

Central Texas Food Bank is not liable for any expense resulting in the preparation of the respondent's proposal. Material submitted will not be returned. Review of proposal does not indicate contractual award to the respondent. CTFB reserves the right to cancel or otherwise not award should it be in the best interest of the food bank.

Conflict Of Interest

Respondents shall not lobby or offer incentives to the Central Texas Food Bank or its staff; including monetary items, gifts, favors or actions that otherwise may potentially influence the selection process.

Respondents may not hire Board members, managers, or support staff involved in the evaluation/selection process. The use of lobbying by any respondent will result in immediate rejection of the bid or termination of the agreement.



EVALUATION CRITERIA

The following criteria will form the basis upon which CTFB will evaluate proposals.

The mandatory criteria must be met and include:

1. Receipt of your proposal must be received no later than 5:00 p.m., August 5, 2022.
2. All components of the Checklist are provided.

Proposals that meet mandatory requirements will be evaluated the following criteria:

1. The proposed solution meets the needs and criteria set forth in the RFP.
2. The company provides excellent customer service.
3. Price is appropriate for the value being offered by the proposer.
4. The company demonstrates a commitment to diversity, equity, and inclusion.

Criteria

Mandatory Requirements	
Proposed Solution	45%
Customer Service	20%
Price	30%
HUB and DEI	5%