

**Project Name:** WEAVE IT Managed Services

**Company:** WEAVE <sup>TM</sup>  
1900 K Street  
Sacramento, CA 95811

**RFP Contact** Julie Bornhoeft, Chief Strategy & Sustainability Officer

**RFP Site:** [www.weaveinc.org/RFP](http://www.weaveinc.org/RFP) - updates, Q&A, and changes to RFP will be posted to this page. Vendors are responsible for checking the page and WEAVE will not notify applicants of changes.

**Questions:** Questions should be submitted via email to [info@weaveinc.org](mailto:info@weaveinc.org). RFP questions and responses will be posted to the RFP site. Respondent submitting questions will not be identified.

All inquiries must be submitted via email to the RFP Contact. Inquires made via telephone or submitted to other individuals at WEAVE, regardless of position, will not receive a response.

**Company Information & Background:**

WEAVE is a charitable, tax-exempt organization pursuant to section 501(c)(3) of the IRS Code. WEAVE was incorporated in 1978 with a current mission to build a community that does not tolerate sexual assault, domestic violence, and sex trafficking and provides with the support they need to be safe and thrive. WEAVE provides an array of intervention, therapeutic, and prevention services with multiple programs requiring 24/7 operations. Given the 24/7 nature of WEAVE's services, IT infrastructure stability and security are priorities.

WEAVE's current operating budget is \$7.6 million with 60% of its funding derived through restricted government grants and contracts and 40% of revenue from philanthropic support and social venture income from thrift stores. WEAVE procurement practices comply with its various funding sources as well as internal policies.

**Project Overview:** WEAVE seeks to identify a vendor to provide 24/7 managed IT services and to provide project management for upcoming projects. It is expected that day-to-day IT management will be billed at a comprehensive monthly rate with projects billed on a per project basis.

**Scope of Contract:** The following services are required of any selected contractor:

- Securing the WEAVE IT infrastructure, monitoring for any potential threats, and taking correction action in the event of a breach.
- Installation of equipment including desktop and laptop set up, drive mapping, software installation, etc.
- Establishing employee email addresses, drives, etc. as needed.
- Assistance with resetting of email and telephone passwords as needed.
- Responding to reports of IT problems within agreed upon timeline including loss of internet, loss of phone service, drive access problems, etc.
- Ability to respond 24/7 to IT and equipment problems that affect agency's ability to provide services to vulnerable victims including internet outages and phone system outages, etc.
- Serving as the agency's technology resource for interfacing with internet, telephone, and other vendors.

**Contract Period:** Contracts will be issued for 12 month periods. Chosen vendor will have option for non-competitive renewal for two additional years.

**Eligibility:** Any managed IT provider capable of fulfilling the contract expectations may respond. Evidence of successful work with a minimum of three other clients/projects of a similar scope and scale is required. Any company with a past or existing relationship with a WEAVE leadership employee or current board member must disclose the relationship(s) in the proposal so that it may be vetted for potential conflicts of interest. A conflict of interest will not disqualify a qualified application but requires that conflicted WEAVE volunteers not participate in the selection, negotiation or award process. The WEAVE CEO, CFO, and Chief Strategy and Sustainability Officer are required decision-makers in the selection process and will participate in review and selection. Potential conflicts with any of these parties must be disclosed and steps taken to avoid unfair influence will be documented in accordance with agency policy. A complete list of WEAVE's leadership staff and board members can be found on the agency website under "Who We Are"

**Right to Amend, Modify, or Cancel:** WEAVE reserves the right to cancel the RFP at any time without notice. WEAVE reserves the right to amend the RFP to provide clarity. WEAVE reserves the right to reject all bids and/or reissue the RFP.

**Q&A Process:** WEAVE policies require disclosing all questions and answers to all potential bidders. The agency will maintain a page on its website specific to the RFP process ([www.weaveinc.org/RFP](http://www.weaveinc.org/RFP)) where questions and responses are maintained. All questions will be posted. The company submitting the question and their professional affiliation will not be disclosed on the website.

**Existing IT Environment Overview:** WEAVE operates multiple facilities with varying degrees of IT needs. A summary by location appears in Table 1 at the end of the RFP. WEAVE currently maintains files on an in-house server. WEAVE anticipates transitioning to cloud-based file storage by end of 2019. WEAVE currently uses Gmail as its corporate email provider. WEAVE will transition to Office 365 and Outlook by end of 2019.

**Telephone & Internet:** See Table 1 for telephone and internet providers by site. The selected vendor is expected to provide troubleshooting and IT support related to the telephone and internet operations including interfacing with providers to resolve issues. WEAVE has the capacity to update and assign telephone extensions internally and will manage most of these functions but expects the vendor to be capable of using the manager portal to respond to immediate issues.

**Databases:** WEAVE uses a variety of databases for clients, donors, and community interactions. All databases used by WEAVE are cloud based and managed by other vendors. Managed IT service involvement with agency databases is limited to troubleshooting access and providing updated information for whitelisting of agency IP addresses, if needed.

**Budget:** WEAVE is a nonprofit organization funded through government grants and contracts and public support. The agency maintains 24/7 programs that rely on technology to serve vulnerable victims. The agency seeks to partner with a vendor that can provide professional, predictable, responsive, and reliable IT Management support at an affordable price. Proposed budget/fee structure should be provided to demonstrate monthly cost for managed IT services, any limitations to services including services included and not included, maximum allowable monthly hours covered through monthly retainer/fees, and hourly costs for work beyond maximum. Additionally, budgets should include hourly rates and estimated costs for noted 2019 projects including transitioning the agency to cloud based document storage and access and transitioning the agency from Gmail to Office 365 including archiving

and/or transferring Gmail accounts for senior leaders. WEAVE currently maintains 125-140 email accounts. Approximately 100 employees have personal drives for their work. The agency is in the process of identifying and archiving outdated files in advance of file migration to cloud-based storage. Selected vendor will be expected to assist in identifying affordable storage options to meet current and future needs.

**Selection Criteria:** Vendor selection will be based on a variety of factors with response to identified priorities, vendor capacity, and cost as the primary factors. WEAVE is expected to take all factors into account in choosing a vendor and is not obligated to choose the lowest price. The agency expects to accept bids throughout the RFP period and to conduct interviews with three to five finalists to determine the best fit for the organization. The successful vendor will be eligible to renew the contract through a non-competitive renewal for two additional years if both parties wish to remain in the contract. WEAVE is required to conduct an RFP process for services every three years based on agency policy.

**Selection Timeline:** The following timeline will guide the selection process. The timeline is subject to change. In the event of a change to the timeline, an addendum will be published to the RFP page of the agency website at [www.weaveinc.org/RFP](http://www.weaveinc.org/RFP)

<b>RFP Released:</b>	May 11, 2019
<b>Q&amp;A Period:</b>	May 13 – June 14 (RFP contact will be out of office 5/24 – 6/8. She will be responding to questions but a 1-2 day delay for responses should be expected).
<b>Proposals Due:</b>	June 21, 2019 at 5 pm
<b>Proposal Review:</b>	June 24-28
<b>Interviews:</b>	July 1-3 and/or July 8-10
<b>Vendor Selection:</b>	July 12, 2019
<b>Vendor Start Date:</b>	Transition period with current provider expected from July 15 – 31 with assumption of duties on August 1, 2019.

**IT Structure and Scope of Services:** WEAVE currently has no in-house IT staff and uses a managed service provider that provides assistance through limited onsite support and remote helpdesk. WEAVE is interested in considering both fully managed services and blended IT options. The agency has employees capable to responding to basic IT requests and troubleshooting challenges and is willing to consider expanding responsibilities with appropriate support through chosen vendor to maximize resources and manage costs.

WEAVE seeks the following services to be provided by the vendor as part of a monthly retainer:

- Help Desk and ticketing system that allows WEAVE to easily report IT needs, provides documentation of all tickets submitted and when each is resolved. Prefer system that provides for notification of ticket submission to WEAVE point of contact for regularly monitoring of open tickets.
- Initial project plan that outlines how project will be managed, governed, and how changes to agreement and contract structure will be identified and negotiated.
- Weekly summary of tickets solved, risks identified, and any outstanding issues for first three months of contract followed by 90 day review. Notification and update schedule may be moved to monthly upon mutual agreement of WEAVE and Contractor based on outcomes of review.
- Network management
- Security and social engineering including but not limited to set up and maintenance of secure infrastructure including firewalls, etc. and regular penetration testing to maintain security of infrastructure. Any breach identified must be reported within 24 hours with a proposed timeline for repairing weaknesses and completion of needed repairs.
- Email management including security and spam protection, and account set up, termination, and troubleshooting (some in-house capacity to respond to basic requests)
- Application management
- Infrastructure support
- Backup management and disaster recovery
- On-site and remote support/help desk
- Remote management, access, reporting and automation
- Maintained network documentation
- Development of a document of IT systems, procedures, etc. for inclusion in the agency Operations Handbook
- Software and hardware upgrades as needed
- Proactively identify areas for improvements in the WEAVE IT Infrastructure, upgrade recommendations, cost savings suggestions, etc.

Currently, WEAVE generates an average of 35-40 helpdesk tickets monthly. Ticket requests are typically 30% to set up new employee workstations, emails, phones, etc.; 10% emergency requests related to internet access or phone system functionality/access, 40% individual workstations experiencing problems related to server access or internet connectivity, and 20% other issues.

**Preparation Costs:** WEAVE is not responsible for bid preparation costs, nor for the cost, including attorney fees associated with any administrative, judicial, or other type of challenge to the determination of the selected proposer and/or award of the contract and/or rejection of the proposal. By submitting a bid, each respondent agrees to be bound in the respect and waives all claims to such costs and fees.

**Confidentiality of Proposals and Final Bids:** The content of all proposals and bids will be kept confidential throughout the selection process and afterward. Copies of any preliminary proposal or final bid will not be shared with other respondents.

**Disposition of Proposals and Bids:** All materials submitted in response to the RFP shall become the property of WEAVE. Documentation of the RFP process and all bids will be maintained by WEAVE in accordance with the agency's bid and document retention policies.

**Modification of Bids:** Modifications to bids will not be accepted after submission date. Respondents chosen for interviews will have the right to revise their preliminary proposals after the interview process to form their best and final offer.

**Late Submissions:** Proposals submitted after the due date will not be considered. Bid modifications not submitted by the agreed upon timeline may be rejected at WEAVE's discretion.

**Acceptance/Rejection of Submittal:** WEAVE reserves the right to reject any or all responses to this RFP, to waive minor irregularities in any bid or in the RFP procedures, and to accept any bid presented which meets or exceeds these specifications and which is deemed to be in the best interests of the agency; however, the requirements for timelines shall not be waived.

**Site Visits:** Vendors selected for interviews may request a site visit of the K Street location and of photographs the Safehouse IT room will be provided.

**Evaluation of Proposals:** A committee of individuals representing WEAVE staff and board will perform the evaluation of all proposals and select vendors for final interviews. The purpose of the interview is to allow those selected firms further expansion and discussion of their written responses.

**Final Bid:** Following proposal review and interviews, Respondents will be given the opportunity to submit a best and final offer, if desired. The best and final offer will be used for final selection and contract development. WEAVE reserves the right to reject the final bid and contract if it veers significantly from the submitted proposal in terms of either costs or scope of work offered.

**Minimum Qualifications:** All managed service providers submitting a proposal must:

- Be licensed to do business in California demonstrated through submission of California Secretary of State Certification verification with application. Have the expertise, license, and resource to provide managed IT services for WEAVE's current and future operations as demonstrated through RFP responses and evidence of providing services of a similar scope and scale to at least three other organizations.
- Maintain and allocate sufficient staff resources to provide timely service, including 24/7 response to ensure continuity and availability of WEAVE's programs.
- Maintain staff that are qualified and available to provide necessary, specialized expertise in various technological areas. Due to the confidential and sensitive nature of WEAVE's work, any employee responding to WEAVE locations or performing work remotely must pass a criminal background check.
- Maintain required business insurance coverage.
- Be fiscally sound. WEAVE reserves the right to request proof of financial stability as part of the interview and final decision making process.

**Bid Guidelines:** Please respond as outlined in this request and observe the following guidelines:

1. Respond to questions as directly as possible along with any supporting information you feel will be pertinent to these questions.
2. Electronic submissions must be emailed to [info@weaveinc.org](mailto:info@weaveinc.org) by 5:00pm on June 7, 2019.

### **Proposal Requirements & Questions**

**Proposal content should be a minimum of 11 point font or greater, single spaced on 8.5" x 11" paper with 1" margins.**

#### **Vendor Information – Limit to 1 page**

Provide a brief description of your firm, including but not limited to an overview of your firm, including name of the principal(s) of the firm, address, total number of employees, overall industry experience, certifications, and any affiliations. Potential conflicts of interest with WEAVE employees or board members should be disclosed in this section.

#### **Experience and Resources – Limit to 3 pages**

1. Describe your firm and its capabilities. In particular, support your capacity to perform the services detailed in this RFP.
2. Indicate which employees from your firm would be involved in providing services to WEAVE, including their designated roles, qualifications, and experience. Please provide resumes or job descriptions for identified employees. Resumes and job descriptions do not count towards page limits.
3. Provide a list of references, with names and contact information, for organizations or businesses for whom you have performed similar work. A minimum of three references are required, references from nonprofit organizations and/or anti-violence organizations of a similar scope and scale preferred.

#### **Services – Limit to 5 pages**

1. Describe your firm's capabilities to conduct network and security assessments and ability to complete any necessary system enhancements.
2. Describe your approach to providing installation, configuration management, patching, monitoring, and ongoing maintenance for network devices.
3. Detail the process of providing services, including time spent on-site and remote support available. Define standard service hours during regular business hours, weekends, and holidays. Any applicable Service Level Agreement (SLA) for response time options should be included for comparison to WEAVE's expectation.
4. Detail your firm's proposed approach to offering end-users a uniform working experience at any location, providing consistent, reliable, and secure access to files, folders, email, and printers.
5. Describe any software utilized for routine patching and updates, as well as software for communication and remote support, such as helpdesk ticketing system. Identify what software will be provided by the Vendor and indicate any required software that WEAVE would be required to purchase/maintain.
6. Outline your firm's purchase order/billing process.
7. Describe any additional service items, and cost, that may be of interest to WEAVE.
8. Describe your capacity to assist with the other identified projects including transitioning WEAVE to cloud based file storage including process for transition, monitoring and support upon completion, etc. and for transitioning WEAVE from Gmail to Office 365 including transition process,

archiving/transferring Gmail of senior leaders, and staff training (if available). Please account for costs of special projects separately in Fee Structure section.

9. Describe any additional considerations relevant to and any assumptions made in responding to the RFP, which have not been previously mentioned that you feel warrant consideration or add to your firm's value as a strategic partner to WEAVE.

**Attachments – No page limits.** Information requested in narrative responses must appear in the appropriate section. Additional narrative information provided in attachments will not be considered.

- California Secretary of State Certification
- Resumes of Key Staff proposed to work on project
- Marketing materials of Respondent's choice, if desired

**Fee Structure:**

**Monthly Managed IT Services:** Provide a clear fee schedule that outlines all monthly service delivery costs as well as any proposed one-time software or start-up costs. The fee schedule should include a breakdown of pricing structure (per user, per hour, etc.) and any additional billing rates, hourly costs, and additional expenses for each individual or service. Fee schedule must include estimated hours of service to be provided per month.

**Special Projects:** Provide fee information applicable to the special projects including transitioning agency to cloud-based file storage and transition from Gmail to Office 365. These project costs should be broken out by project with estimated hours, cost per hour, and a minimum and maximum amount to be charged for each project. Include any potential costs identified but not included in proposal. WEAVE will purchase required software itself but expects vendor to advise on purchase including number of licenses for basic applications required for employees/workstations (i.e. Word, Excel, etc.) versus licenses needed for apps like Visio and Project.

Outline all provisions, termination clauses, and/or penalties for closing or changing amount of services. Final agreement of all provisions, termination clauses, and penalties including liquidated damages clauses will be determined and agreed upon during contract negotiations.

**Table 1**

<b>Location</b>	<b>Own/Lease</b>	<b>Services Provider</b>	<b>Staffing</b>	<b>Current Infrastructure</b>
WEAVE Services Center 1900 K Street Sacramento, CA 95111	Own	Phone: Avaya phones w/Teleagility service Fax: AT&T Internet: AT&T	77 FT & PT staff  Monday – Friday 8:30 a – 7:30 pm	25 desktop workstations 37 laptops 27 2 in 1 tablet users 3 networked printers/faxes VoIP Phone system with Avaya handsets 24/7 Support Line – during business hours. Installed server with plans to migrate to cloud by 11/2019.
WEAVE Safehouse Confidential Location Sacramento, CA	Own	Phone: Avaya phones w/Teleagility service Fax: AT&T Internet: AT&T	22 FT & PT staff  24/7 staffing	6 desktop workstations 5 laptops 4 tablets 1 networked printer/fax VoIP phone system with Avaya handsets 24/7 Support Line answered evenings and weekends.
Open House Confidential Location Sacramento, CA	Own	N/A		
WEAVEWorks Recycled Fashion 2401 Arden Way Sacramento, CA	Lease	Phone: Comcast Internet: Comcast	29 FT & PT Staff Sunday – Saturday 10 am to 7 pm	Credit card system 1 desktop workstation 1 printer Internet provided by Comcast
TRUE – A WEAVEWorks Boutique 1900 K Street Sacramento, CA 95811	Own	Phone: Avaya phones w/Teleagility service Internet: AT&T		Credit Card system Two networked computers 1 printer
WEAVE Discount Center 6606 Fruitridge Road, Sacramento, CA	Lease	Phone: AT&T Internet: AT&T		Credit Card System 2 computers 1 printer