

**REQUEST FOR PROPOSAL  
FOR  
INFORMATION TECHNOLOGY SERVICES**

**FISCAL YEARS 2018-2020**

**Durham's Partnership for Children**

**Deadline:  
June 6, 2018**

**Bids must be received no later than 12:00 pm, June 6, 2018.**

**Durham's Partnership for Children**  
1201 S. Briggs Avenue, Suite 210, Durham, NC, 27703

**For further information or to submit a proposal, contact:**  
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## DURHAM'S PARTNERSHIP FOR CHILDREN

### **Introduction:**

Durham's Partnership for Children (hereinafter referred to as "the Partnership") is soliciting proposals to establish a contract through competitive negotiations. The purpose of this contract is to acquire the services of a qualified contractor to provide information technology support and service for the next two fiscal years. We are requesting a multi-year bid.

### **Background:**

The Partnership was founded in 1994 to administer the *Smart Start* grant in Durham County. *Smart Start* is North Carolina's nationally recognized initiative to ensure all children enter school healthy and ready to succeed. *Smart Start* helps working parents pay for childcare, improves the quality of childcare and provides health and family support services in every North Carolina County.

The Partnership is a nonprofit agency responsible for implementing the Smart Start initiative in Durham County. The Partnership serves as a planner and funder of community services that are aimed at ensuring young children (ages 0 to 5) arrive at school healthy and ready to succeed. The majority of our resources are targeted to early childhood education, child health, early intervention, and family support.

### **Scope of Services:**

The Partnership is requesting bids for support and service for a technology system that includes the following specs and requirements:

- Server hardware: HP Proliant ML350, Windows Server 2012 R2 (*purchased in 2016*)
- Hyper-V services are installed for virtualization of file/print server
- File/print server is backed up nightly to an IOSafe
- Remote management of the servers is enabled
- E-mail is hosted with Office 365. Accounts are synchronized with local Active Directory
- **3Com NBX voice over IP phone system**
- 17 desktop computers (0 to 7 years old)
- 7 wireless laptops (a wireless network is installed)
- 17 local printers & 1 network color/b&w printer (Minolta copiers);
- VPN service is enabled for 13 of the users to work from home
- All Windows environment with Office 2013

### **Response Time:**

- Emergency situations (i.e. a server is down or email is not working): As soon as possible, no later than 4 hours after request is made
- Non-emergency situation (i.e. desktop settings need to be changed or network profiles need adjusting): Within one week of the request
- For back-up problems, we request that the situation be remedied before our next nightly back-up. Having an error on a back-up job is not an emergency and does not need immediate attention as long as we are getting full byte counts each night.

This Request for Proposal does not include website maintenance or hosting.

The services requested in this proposal will run from July 1, 2018 to June 30, 2020. However, as a multi-year bid, we will evaluate the performance of services and will ensure we have funding for the second year on June 30, 2019.

### **Proposal Content:**

The submitted proposal should include the following information:

- Rate for technical services, including emergency services if the rate is different
- Anticipated response time
- Resume or qualifications of technician who will be assigned to our account