

**REQUEST FOR PROPOSALS (RFP)**  
**For Information Technology Services**

**INTRODUCTION OF PROJECT**

WE CAN (Women’s Empowerment through Cape Area Networking) invites qualified vendors to submit a proposal to provide professional information technology services beginning in January 2024. The qualified vendor will enable WE CAN to significantly improve information technology (IT) effectiveness, enhance its quality of services, minimize its support cost and maximize return on investment in IT.

**ABOUT WE CAN**

WE CAN is a 21-year-old small non-profit organization located on Cape Cod with a primary office in Harwich Port and a satellite office in Hyannis, Massachusetts. WE CAN serves low-to-moderate-income women who are undergoing challenging life transitions by providing tools and services that bring increased opportunity, self-sufficiency, and economic stability. Tools and services include information and referral, legal, financial and work/career support sessions in either individual consultations or through group workshops. WE CAN also provides peer mentoring and personal growth and development workshop series - all of which have been proven to help women navigate job loss, homelessness, divorce, health issues, personal loss, financial troubles, and other crises and become financially self-sufficient.

WE CAN programs are led by expert volunteers in areas of law, finance, human resources and other fields. All individual or group sessions are offered in-person, via Zoom or via phone. Our holistic approach allows us to meet women where they are and offer an array of free services that focus on empowering women to become self-supporting and stable.

WE CAN has 10 staff, nearly 300 volunteers and two locations on Cape Cod. On average, WE CAN receives 13,000 phone calls annually and provides direct services to about 2,100 women.

**Confidentiality Statement**

*All information included in this RFP is considered confidential and intended only for use by responders. No information included in this document, or in discussions related to WE CAN’s Managed Service Provider selection effort, may be disclosed to another party or used for any other purpose without the express written or verbal consent.*

**PROJECT OVERVIEW**

WE CAN aims to select a vendor for a long-term trusted partnership to help safely and timely manage our networks and software applications through professional support provided by an engaging and knowledgeable vendor.

WE CAN utilizes several applications in its work to effectively serve women on Cape Cod; including Google Workspace for calendaring and email, FileMaker Pro for client and event management and Little Green Light for donor management. WE CAN seeks a qualified vendor to provide technical support for its networks, hardware and infrastructure in areas of routine maintenance, security, monitoring, as well as software installation, updates and disaster recovery. The vendor should also have the capacity to provide help desk access for all staff and select volunteers working in any of the systems. The qualified vendor should also be able to support ad hoc special projects either on-site or remotely such as short- and long-range IT planning and make recommendations on best practices with a solid understanding of the needs of the organization.

## **EQUIPMENT OVERVIEW**

WE CAN has the following current inventory of equipment and security applications in place across two offices:

### Hardware:

- 21 Dell Laptops (11 used by FTEs, 10 used episodically, 3-6 are 2019 or older models)
- 4 Tablets (Apple iPads)
- 2 Servers with DATTO Backup and Cloud Storage (WECANDC01 Microsoft Windows Server 2016 Standard 10.0.14393 56 4d d3 01 e1 94 02 39-ce 5e f2 8e ca 6b 2a 24 and WECANFS01 Microsoft Windows Server 2016 Standard 10.0.14393 56 4d 22 6e e2 75 13 94-47 9d 03 36 8d 2c 58 b8)
- 1 Workstation
- 2 Multi-Functional Printers Specialized Software
- VMHost1 VMware ESXi 6.5.0 build6765664 6.5.0

### Software:

- FileMaker Pro
- Office 365
- FortiClient (VPN installed on all FTE laptops only)
- Little Green Light (cloud-based software)
- Zoom VOIP Phone System (based on all FTE laptops)
- Right Networks (QuickBooks application)

### Security:

- BitDefender or WebRoot antivirus software on all monitored machines (kept current via a push process).
- Fortinet FortiGate 60E appliance to protect against malware, provide firewall protection, application and URL filtering, etc.)
- FortiClient through the FortiGate appliance for VPN remote access
- Splashtop is used by the current IT vendor for remote access into organizational laptops

- Two-Factor Authentication is in place for all admin accounts

## **PROJECT SCOPE**

WE CAN expects the following services shall be provided by the selected vendor:

- Help Desk support for staff during regular business hours (i.e. Monday through Friday 8am – 5pm EST) with a timely (under 30 minutes) and pleasant response. In the event that a critical issue cannot be resolved through remote access, the vendor should have the ability to deploy onsite resources.
- Regular administration, patching (apply critical security and system patches in a timely manner), monitoring, inspection, testing and maintenance of servers and critical network components. In the event of an unscheduled outage, there will be proactive communication and escalation based on the severity of the outage.
- User administration of hardware and software (i.e. on/off boarding of staff or installing updates, or creating/terminating email and server access)
- Conduct annual audit for licensing compliance and automatic renewal of software applications and maintenance of appropriate documentation
- Regularly scheduled inspections of Network and File Servers (proactive management and monitoring of our switches, firewalls, routers and Wi-Fi systems)
- Regularly scheduled cleaning and regularly test backups files
- Firewall monitoring and administration with recommendations for actions as needed
- Labor and support for migration of network operating systems/files and ongoing server support
- Spy-ware/malware and virus monitoring, removal and cleaning. Provide proactive monitoring and management of WE CAN's security systems, including firewalls, intrusion prevention, secure remote access, and any implementations of advanced security solutions WE CAN may utilize.
- Disaster recovery time for server emergencies within two hours
- Identify and provide recommendations for software and hardware solutions based on organizational need and/or changing technology
- Manage software licensing control and oversight of automatic renewal of software applications and maintenance of appropriate documentation.
- Annual review and recommendations for hardware/equipment replacement
- Ensure a smooth transition between vendors if needed

## TIMEFRAME

Responses to this RFP are due on or before **November 5, 2023**. The vendor will need to be in place and available to begin services as of January 2, 2024.

## RFP RESPONSE REQUIREMENTS

Qualified vendors shall provide a written response to this RFP in the following format by **November 5, 2023**:

- Part I: Approach to the Project
  - Detail the anticipated approach to providing IT support through a Help Desk model;
  - Describe the approach to ensuring security for all networks and systems;
  - Provide information to demonstrate the vendor's competency and ability to meet all the requirements in the Project Scope; and,
  - Provide a timeline and requirements needed for January 2, 2024 start date.
- Part II: Project budget
  - Describe the pricing model (i.e. flat fee, project based, etc.).
  - Provide a three-year budget (calendar year), including expected schedule of billing.
  - Specify if there are any nonprofit rates or discounts available
  - Identify if there are changes in hourly rates for help desk services outside of identified business hours or escalation of incidents.
- Part III: Vendor Business Information
  - Provide contact information for the business; including total number of staff and length of time providing proposed services;
  - Describe what makes the company uniquely positioned to be selected.
  - Include contact information and titles the primary contacts for the project, and;
  - Provide a general description of the make-up of the current portfolio of client (including names) and highlight those that are of similar size and nonprofit status; include satisfaction surveys or other feedback when possible.
- Part IV: References
  - Provide the name, title, address, telephone number, timeframe, and scope of work for three client references whom WE CAN is authorized to contact as part of a reference check process.

WE CAN anticipates selecting the vendor by or before **December 15, 2023**. WE CAN is an empowerment organization that encourages qualified women and minority-owned or operated businesses to apply. Questions related to this RFP should be directed to Dawn Walnut, Volunteer and Operations Manager at [dawn@wecancenter.org](mailto:dawn@wecancenter.org) or by calling the office at (508) 430-8111.