



Request for Qualifications

Computer Maintenance Services

For the Period of:

January 1 to December 31, 2022, 2023, and 2024

(Optional Two Additional Years)

Responses should be directed to:

Whitney McMillon
Executive Administrative Assistant
Crowley's Ridge Development Council, Inc.
2401 Fox Meadow Lane
P.O. Box 16720 Jonesboro, AR 72403
(870) 802-7100 ext. 110

RFQ Response Deadline: December 3, 2021

Section 1: INTRODUCTION

Crowley's Ridge Development Council, Inc., ("CRDC") requires IT services from a qualified IT Service Provider. The specific needs are outlined in the following Request for Qualifications ("RFQ").

CRDC is a 501(c) (3) private non-profit organization incorporated under Arkansas law in 1969. Annual revenues are approximately \$12 million per year and the organization employs 74 employees within an eight county service area. The organization, whose mission and principal activities are to provide total family resources for individuals and communities in their achievement of economic, social and interpersonal goals, by the provision of temporary assistance in an efficient and nondiscriminatory manner, and to provide education and resources for strengthening the family unit on a long-term basis, operating in certain counties of northeast Arkansas. CRDC's primary sources of funds for operations are grants from the United States Department of Health and Human Services and the United States Department of Agriculture.

Section 2: MINIMUM QUALIFICATIONS OF IT SERVICE PROVIDER

Provider must be Qualified in all aspects of the following:

- Physical and Virtual Server Installation and Maintenance including Windows Server 2016
- Microsoft Exchange Server 2007 Service Pack 1 and later versions
- Microsoft Active Directory and various in house applications
- Switch Management
- Firewall configuration
- Point to Point VPN Configuration

Section 3: SCOPE OF WORK- Required IT Services

Systems Support and Monitoring - CRDC utilizes the following:

- Physical Servers include a total of (3) operating on Server 2016
- Physical Laptops and Desktop computers include a total of (69) located throughout the 8 county service area with a large majority completely upgraded to Windows 10 Microsoft Operation system.

Section 4: User Support

CRDC requires user support for all computer users on the network:

- User Password Maintenance
- Printer Installation and Support
- PC Installation and Support
- Email Support
- System Backup Monitoring and Verification
- Windows Update Monitoring
- Anti-Virus installation and annual updates
- Router and WIFI configuration and maintenance
- Complete Network Administration

Section 5: CONTRACT PERIOD

The period of performance of the approved and awarded contract shall be for an initial three (3) year period with two (2), one (1) year renewal options.

Section 6: SUBMITTAL REQUIREMENTS

The submittals shall be evaluated on the completeness and quality of content as described below. Only those firms who supply complete information as required by this Request for Qualifications will be considered for evaluation. One page is considered to be one side of a standard 8-1/2" x 11" piece of paper.

Cover Letter

Maximum number of pages shall be one (1).

The cover letter shall specifically stipulate that the firm accepts all terms and conditions contained in this Request for Qualifications. Suggestions for non-substantive modifications may be made, but the acceptance may not be conditional upon such modifications.

Cost

CRDC anticipates that proposed firms services will be compensated on a fee basis. All consultants must indicate in the Proposal Response your monthly fee per service and the total monthly fee as indicated.

CRDC is also willing to consider other proposed compensation methods (e.g. compensating balances, straight fees, other method or combination thereof). See Item 3.3.2 above. Indicate on a separate sheet of paper your proposed compensation methods. The proposed compensation methods are subject to negotiation.

Section 7: Proposal Methodology and Approach

In this Section, the firm will outline their methodology to accomplish the requirements outlined in Section 3 of this RFQ. Specifically, this Section should address:

- Firms understanding of project objectives
- Outline of work approach and task-specific methodology
- Quality assurance review responsibility and procedures
- A estimate on turnaround time for answering calls

Section 8: Firm Background, Qualifications, and General Experience

This criterion relates to the firm's capabilities and resources in doing the work contained in this RFQ.

- Provide a brief description of your firm, its size, and location of current office facilities
- Provide at least three verifiable references (company name, address, phone, point of contact with current telephone number if different that company phone).
- Similar projects, by type and location, which have been performed within the last five years, that best characterize work quality.
- Similar projects the firm has done with other government agencies, especially ports.
- Internal procedures and policies associated or related to work quality (quality control, quality assurance program).

Section 9: Experience and Education of Assigned Staff

The minimum qualifications of the staff assigned work under this contract will be a minimum of five years' experience performing the types of duties required by the specific project. The response shall include the following:

- Provide resumes of key personnel
- Professional education of assigned staff
- Experience of assigned staff
- Assigned staff experience on similar or related work of the type required for this contract

Section 10: GENERAL PROPOSAL INSTRUCTIONS

Copies - Respondents must submit one (1) original copy.

Submission - Proposals must be enclosed in a sealed envelope and mailed or delivered to CRDC, Attention: Whitney McMillon, Executive Administrative Assistant, at 2401 Fox Meadow Lane, P.O. Box 16720, Jonesboro, AR 72403. The outside of the envelope shall plainly identify the subject of the proposal and the name and address of the firm. CRDC reserves the right to reject any or all proposals and is not liable for any costs incurred by the firm in preparation or presentation of its proposal. All proposals will become part of the public file, and subject to public disclosure, without obligation to CRDC. Electronic proposals shall not be accepted.

Late Proposals - Proposals received after the scheduled closing time for filing will not be accepted.

Request for Qualifications (RFQ) Clarification - Respondents who request a clarification of the RFQ requirements may be obtained by contacting Whitney McMillon, Executive Administrative Assistant

Oral Clarification - Oral instructions or information concerning the RFQ given out by CRDC agents to prospective respondents shall not bind CRDC and may be cause for disqualification.

Cost of Proposal – This RFQ does not commit CRDC to pay any costs incurred by any respondents in the submission of a proposal or in making studies or designs for the preparation thereof, or for procuring or contracting for the services to be furnished under the RFQ.

Conflict of Interest – CRDC and respondent filing a proposal hereby both certify that no officer, agent or employee of CRDC, who has pecuniary interest in this RFQ, shall participate in any manner in the preparation of this RFQ or evaluation of responses to this RFQ, or in the contract negotiations; furthermore, the respondent certifies that the proposal is made in good faith without fraud, collusion or connection of any kind with any other respondent of the same call for proposals, and that the respondent is competing solely in its own behalf without connection with or obligation to, any undisclosed person or firm. No CRDC board member or employee shall participate in the authorization, approval, or award of a consulting services contract to a respondent in which he or she is beneficially interested.

Investigation – The Consultant shall make all investigations necessary to inform it regarding the service(s) to be performed under this RFQ.

Rejection of Proposals – CRDC reserves the right to reject any or all responses to the RFQ without incurring any liability thereto.

Notice of Assignment – CRDC will not recognize any assignment or transfer of any interest in the contract without written notice to and written acceptance by the Executive Director of CRDC.

Public Disclosure of Proposals - Any information provided to CRDC pursuant to this RFQ is subject to public disclosure pursuant to public records law. Any information that is deemed by the Respondent to be exempt from disclosure should be plainly marked and separated from the remainder of the proposal.

Ownership of Documents – Unless otherwise provided, all materials produced under this contract shall be considered “works for hire” as defined by the U.S. Copyright Act and shall be owned by CRDC.

Oral Presentations - CRDC may conduct discussions with one or more firms and shall negotiate a contract with the most qualified firm for the services at a price which CRDC determines is fair and reasonable. If CRDC is unable to negotiate a satisfactory contract with the firm, CRDC shall formally terminate negotiations and shall select other firm(s) to conduct negotiations.