

REQUEST FOR PROPOSALS

LBCAP-ITSS-19

INFORMATION TECHNOLOGY SUPPORT SERVICES

FOR

PUBLIC ACCESS DIGITAL NETWORK

2019

Prepared By:

Long Beach Community Action Partnership

Operations Department

Long Beach Office

117 West Victoria Street

Long Beach, CA 90805

Tricia L. Heath

Director of Administration

Long Beach Community Action Partnership

117 West Victoria Street, Long Beach CA 90805

[\(562\) 216-4600](tel:(562)216-4600) ext. 610

[\(562\) 591-4612](tel:(562)591-4612) fax

theath@lbcap.org

I. PROPOSAL

Definitions: "LBCAP" or "Agency" is Long Beach Community Action Partnership.

"Bidder" an individual or business submitting a proposal to LBCAP.

Purpose of Proposal:

LBCAP is seeking proposals from qualified bidders to provide information technology support services to the Agency's Public Access Digital Network (PADNET) Program. Specifically, the Agency contracts with a consultant to provide ongoing support, maintenance and troubleshooting of existing systems; procurement services; and assistance with the development and implementation of new technologies and technology-dependent projects.

This service contract will be funded with Public, Education and Government (PEG) funds made available through the Agency's contract with the City of Long Beach. **LBCAP will have this RFP open until 5:00pm on Friday, May 31, 2019.** The decision will be made by June 7 as to which bidder will satisfy the RFP's need. **The desired initial term of any contract executed is July 1, 2019 – June 30, 2020, thereafter continuing on an annual renewal basis. Bidders should provide a single, flat-fee rate for 12 months of support.**

Bidders are cautioned to provide as much detail as possible in their proposal pertaining to their capability and experience among other considerations. LBCAP will use a qualification-based selection process to select a bidder for this contract. LBCAP reserves the right to reject any or all proposals, to waive informalities in the proposal process, or to accept any proposal considered most advantageous to LBCAP.

ACTION REQUIRED: You are invited to review and respond to the Request For Proposals. For questions on this RFP or to submit a proposal please contact LBCAP:

Long Beach Community Action Partnership
Tricia L. Heath, Director of Administration
117 West Victoria Street
Long Beach, CA 90805
TEL: (562) 216-4610
FAX: (562) 592-4612
Email: theath@lbcap.org

II. OVERVIEW

LBCAP provides education, training, energy conservation services and community development to over 35,000 individuals and families in Southern California annually. To deliver these services in an efficient and cost-effective manner, the Agency relies upon its technological infrastructure for all phases of program operation, finance and administration.

The Agency's Public Access Digital Network broadcasts local news, information and entertainment to residents of the City of Long Beach on Charter Communications Channel 32 and Frontier Communications Channel 41, and maintains live streaming and video-on-demand at PADNET.tv. The Agency provides a computer lab for training PADNET members. All computers used by PADNET staff and program participants are Mac-based systems. See Exhibit A for a table of PADNET assets.

III. SCOPE OF WORK

The successful bidder will be on call to provide technical assistance and system administration to the PADNET program during expanded business hours: Monday through Saturday 8:00 a.m. to 7:00 p.m. The ideal Bidder will provide a 2-hour response time for emergency situations at all hours. The chosen bidder will work closely with the Director of Administration for LBCAP and PADNET staff.

Specific responsibilities include, but are not limited to, the following:

1. Desktop Applications Support

Perform basic support functions including installing PCs, laptops, printers, peripherals, and office automation software, diagnose and correct desktop application problems, configure computers for standard applications and identify and correct end user hardware problems, and perform advanced troubleshooting.

2. Server and Workstation Administration Services

Manage computer systems and networks including complex applications, email, web and other servers and associated hardware, software, communications and operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of PADNET program systems. Ensure scheduled preventive maintenance for equipment is properly and promptly performed and maintain the maintenance records on the equipment. Manage changes, upgrades, and patches. Manage user logins and security. Coordinate repair and maintenance work with contracted repair bidders if needed and ensure repairs are conducted in a timely fashion.

3. Network Administration Services

Maintain all PADNET network equipment including switches, firewalls, routers, and other security devices. Perform installation and maintenance of printers, network copiers/scanners, etc. Ensure maintenance of network including regular analysis, routine configuration changes, and installation of patches and upgrades. Perform minor cabling as needed.

4. Security

Maintain virus detection programs as appropriate on PADNET desktops, laptops and servers. Perform security audits as requested and notify personnel immediately of suspected breaches of

security or intrusion detection. Configure PADNET systems to enable remote access in a secure environment and provide remote access administration as requested by designated Agency personnel.

5. *Data Backups*

Ensure all mission-critical PADNET data is backed up and available for restore when needed.

6. *Procurement Services*

Assist PADNET staff with purchasing hardware and software upon request.

7. *Field Operations Support*

Manage field-based systems in a manner consistent with Item 2 at a service level comparable to office-based users. Field-based assets are identified in Exhibit A.

8. *Reporting and Monitoring*

Provide PADNET staff with periodic reports that summarize and reflect the work performed in Items 1 through 7, which the Agency uses for internal planning and operational evaluation.

III. PROPOSAL SUBMISSION

In order to be considered, a proposal must be submitted via email, in PDF format (Adobe Reader version 7.0 or higher) and sized at less than 10MB. Submit proposals to theath@lbcap.org no later than the proposal due date indicated in Section I. The Subject line of the proposal submission should reference the RFP number. Once submitted, bidders should expect a confirmation of receipt within 24 hours. If no confirmation of receipt is received, please call Mrs. Heath at (562) 216-4610 to confirm receipt of submission. Delivery by methods or in formats other than specified will not be accepted and deemed non-responsive to the RFP.

IV. EVALUATION OF PROPOSALS

LBCAP plans to evaluate proposals based on the criteria listed below. Each bidder must include in their proposal a detailed response to all criteria. Proposals must specifically reference each criteria number.

Response Form: Please complete all field in the Form as requested. LBCAP will not be responsible for any change in this information unless written notification is received.

1. **Approach and Methodology:** Describe how you will fulfill the scope of work described in this RFP document. Bidders should provide a robust picture of the service to be provided, indicating the types of software and hardware used to provide support where appropriate.
2. **Work Plan and Availability:** Describe how staff will be deployed or made available in order to provide a level of support sufficient to maintain the IT assets defined in Exhibit A.
3. **Profile:** Provide a description of your company and its history.
4. **Project Staffing:** Describe the qualifications and experience of key staff who will be directly involved in supporting the Agency. Indicate specific software and hardware knowledge levels.
5. **Price:** The Agency is seeking pricing for a single, flat-rate, 12-month price to provide all support stated in the Scope of Work.
6. **References:** Provide the names and contact persons of at least three clients where similar work has been provided as contained in this RFP.

V. PAYMENT AND SUBMISSION OF INVOICES

1. Payment for work performed will not exceed the agreed upon amount.
2. Payment will be made to the contracted bidder based on the agreed contract price, and will be paid in a single sum. Procurement that is sourced from the contracted bidder and reimbursable to the contracted bidder should be invoiced by the 10th calendar day after the month in which the purchase was made. Invoices requesting payment will be prepared and submitted containing at least the following information: Agreement number, description of purchase(s) made, and total cost. Documentation supporting purchases being invoiced shall be submitted with each invoice.
3. The Agency will pay all approved invoices submitted within thirty (30) days of receipt.

VI. RIGHTS

LBCAP reserves the right to reject any and all proposals, in whole or in part, as well as the right to issue similar RFPs in the future. This RFP is in no way an agreement or obligation and in no way is LBCAP responsible for the cost of preparing the responsive proposal. One copy of a submitted proposal will be retained for official files and may later become a public record.

VII. AGREEMENT CONDITIONS

LBCAP will make a reasonable effort to execute an agreement based on this solicitation document within fourteen (14) days of selecting a proposal that best suits LBCAP. The period for execution may be changed by mutual agreement of the parties. Any agreements to be executed are not effective until the agreement is signed by a person holding the required authority for both parties. Failure of bidder to execute the agreement within the time frame identified above will be sufficient cause for voiding the award of the contract. If a successful person or business submitting a proposal refuses or fails to execute the agreement, LBCAP may award the contract to the next qualified person or business submitting a proposal.

VIII. AWARD

Award will be made to the responsible and responsive bidder whose bid meets the requirements of the Request For Proposals and offers the best value to LBCAP. Price will not be the sole determining factor for the selection of a bidder, but is a primary consideration. LBCAP will not disclose its current budget for information technology services to any bidder.

LONG BEACH COMMUNITY ACTION PARTNERSHIP

Request For Proposals Information Technology Support Services for Public Access Digital Network

Response Form

Bidder Legal Name	DBA, if any	EIN or SSN			
Bidder Primary Contact Name	Contact Phone Number	Contact Email Address			
Contact Mailing Address					
Reference Name	Company	Phone Number	Servers	Win OS Clients	Mac OS Clients

Proposal Price (Single, 12-Month Contract Price for all Services Identified in the Scope of Work)	
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Material Litigation	Federal Debarment
Please indicate if the company or its principals are currently involved, or have been involved within the last three years, in any of the following actions: <input type="checkbox"/> Material Litigation <input type="checkbox"/> Arbitration <input type="checkbox"/> Bankruptcy	Your signature below certifies that your company, and its principals, have not been debarred; suspended; proposed for debarment; declared ineligible; are not in the process of being debarred; or are voluntarily excluded from conducting business with a federal department or agency of the federal government. This status will be confirmed with the federal System for Award Management.
By my signature I hereby certify that I have read and understand the RFP instructions and agree to the terms defined within.	
Signature:	Date:

EXHIBIT A – PADNET INFORMATION TECHNOLOGY ASSETS

Service Locations: 117 W Victoria St, Long Beach
101 Pacific Avenue, Long Beach (Long Beach Public Library, Main Branch)
2001 River Ave, Long Beach (Century Villages at Cabrillo)

Servers	1 Mac OS
Desktops	8 iMacs (Long Beach office) 1 iMacs (Cabrillo) 2 iMacs (LBPL Main)
Laptops	3 Macbook Air, 2 Windows
Maintenance Frequency Expected	Weekly
Staff Users (Office)	4
Laser Printers	0
Networked Copiers	0
Internet Connection	Charter Fiber 10Mbps
Networking	1 NAS 1 Disk System (connected to Server) 1 Tightrope Media System 1 Broadcast Pix Switcher 1 Broadcast Pix Server 2 Managed Switches Adobe Creative Cloud Final Cut Pro
Primary Applications	Office for Mac After Effects WASP Mobile Asset Splashtop