



Request for Proposal for Siouxland Human Investment Partnership – Managed IT Services

INTRODUCTION

Siouxland Human Investment Partnership (SHIP) is a non-profit 501(c)(3) organization located in Woodbury County, Iowa. The organization receives Human Services, Education, Health and Public Safety grants from Federal, State and County funders, and independent foundations. The organization is also a direct service provider of a large before- and after-school program and multiple other programs serving adults, youth and families. The governance board of SHIP approves contracts for the use of funds with area agencies having the expertise and mission to fulfill the needs appropriate to the origin of the funds.

In 2005, the Legislature of the State of Iowa determined that local Early Childhood Iowa Boards were state agencies within the definitions of the State code. Because SHIP is the Early Childhood Iowa Area Board for Ida and Woodbury County, the organization is considered a quasi-governmental agency.

SHIP requests proposals from contractors to perform the managed IT services for the organization to proactively monitor and manage SHIP's network and device infrastructure. Active administration, regular and immediate timely support for hardware and troubleshooting, and security of devices for on-premises and remote workers are SHIP's top priorities.

Bidders interested in providing these services should submit proposals to Siouxland Human Investment Partnership (SHIP), 2540 Glenn Avenue, Sioux City, IA 51106, no later than 3:00 p.m. (local time), by Tuesday, November 8, 2022. Any proposal received after this deadline will be rejected.

Proposals should include the Bidder's cost proposal and sufficient information regarding the Bidder's ability to perform the services sought. The proposal should be no more than 3 pages in length, including budget.

The Agency reserves the right to reject any or all proposals, in whole or in part, to advertise for new proposals, to abandon the need for such services, and to cancel this Request for Proposal at any time prior to the execution of the written contract.

All information submitted by a Bidder may be treated as a public record by the Agency unless the Bidder properly requests that the information be treated as confidential information.

The costs of preparation and delivery of the bid proposal are solely the responsibility of the Bidder. Bidders should keep their own copies of the bid proposals, as proposals (both accepted and rejected) will not be returned to the bidder.

By submitting a proposal, the Bidder agrees that the Agency may copy the proposal for purposes of facilitating the evaluation of the proposal or to respond to requests for public records and represents that such copying will not violate the rights of any third party.

By submitting a proposal, the Bidder agrees that it will not bring any claim or have any cause of action against the Agency based on any misunderstanding concerning the information provided herein or concerning the Agency's failure, negligent or otherwise, to provide the bidder with pertinent information as intended by this Request for Proposal.

TIMETABLE

The dates set forth below are for informational planning purposes only. The Agency reserves the right to change the dates:

October 24, 2022	Request for Proposal is released
November 8, 2022	Proposals due
November 9-17, 2022	Evaluation period
November 18, 2022	Recommendations reviewed and approved by SHIP Board
November 21, 2022	Bidder selected and notified
December 1, 2022	Deadline for executing contract

EVALUATION OF PROPOSALS

The Agency will utilize an evaluation committee made up of the SHIP Executive Director, SHIP Business and Finance Director, and the SHIP Programs Director. The evaluation committee will review proposals and then make a recommendation to the SHIP Executive Committee and Board of Directors. The committee will consider all information provided in the proposal when making its recommendation and may consider relevant information from other sources. **The SHIP Board will award the contract to the responsible Bidder submitting the best proposal.**

The evaluation committee's selection will be subject to the final approval of the Board. The proposals will be evaluated and a recommendation will be made using the following criteria, which are listed in no particular order:

1. Bidder's written plan to provide services (50 points);
 - a. Section should include and address the following items, but is not limited to:
 - i. SHIP operates at roughly seven physical locations
 - ii. SHIP has 60 full-time employees (some of those working remotely) with roughly 75 computers/devices, and 25 printers.
 - iii. SHIP utilizes Google Suite programs, Microsoft Office, Apple Business Manager, Zoom Phones, Verizon Business Phones, WebGrants (Dulles

Technology Partners Platform), Cayen and the new state-mandated Playground data collection system.

- iv. Services needed include network support, security, and backups.
 - 1. Support infrastructure and network functions
 - 2. Maintenance and upgrades to all programs
 - 3. Streamline IT management to increase productivity of workforce
 - 4. Purchase and set up new hardware
- v. Support team accessibility – both onsite and remote options
 - 1. Support response time
 - 2. Accessibility to “Help Desk”
- 2. Past performance of work that is identical or similar to the scope of services identified (20 points);
- 3. Cost reasonableness (20 points);
- 4. Bidder is eligible to provide services and possesses the potential to perform successfully under the terms of the contract (10 points)

NOTICE OF INTENT TO AWARD

Notice of Intent to Award will be sent by email to all Bidders submitting a timely bid proposal no later than November 21, 2022. The Notice of Intent to Award is subject to execution of a written contract and, as a result, the Notice does not constitute the formation of a contract between the Agency and the apparent successful bidder.

ACCEPTANCE PERIOD

Negotiation and execution of the contract shall be completed no later than December 1, 2022. If the apparent successful bidder fails to negotiate and execute a contract, in its sole discretion, the Agency may revoke the award and award the contract to the next highest ranked bidder or withdraw the Request for Proposal.

The Agency further reserves the right to cancel the award at any time prior to the execution of a written contract.

REVIEW OF AWARD DECISION

Bidders may request review of the award decision by filing a written appeal to:

Matt Ohman
Executive Director
Siouxland Human Investment Partnership
2540 Glenn Avenue
Sioux City, Iowa 51106
Email: mohman@siouxlandship.org

The Agency must receive the written appeal within five (5) business days from the date of the Notice of Intent to Award, exclusive of weekends and holidays. The written appeal may be mailed, faxed, e-mailed, or delivered. The request to review the Notice of Intent to Award decision shall clearly and fully identify all issues being contested by reference to the page and section number of the Request for Proposal. The Executive Director shall review the Notice of Intent to Award decision based on the same information that was before the Evaluation Committee. An evidentiary hearing will not be conducted. The Executive Director shall issue a written decision within five (5) business days of receipt of the review request, exclusive of weekends and holidays. The decision of the Executive Director shall be final. A request to review the Notice of Intent to Award decision shall not stay negotiations with the apparent successful bidder.

DEFINITION OF CONTRACT

The full execution of a written contract shall constitute the making of a contract for services and no bidder shall acquire any legal or equitable rights relative to the contract services until the contract has been fully executed by the apparent successful bidder and the Agency.