

1.0 INTRODUCTION

For over a century, the Chicago Urban League (“CUL”) has helped people find jobs, secure affordable housing, enhance their educational experiences, and grow their businesses. Located in the historic Bronzeville neighborhood on the South Side of Chicago, CUL promotes strong, sustainable communities through advocacy, innovation, collaborative community, and corporate and civic relationships.

CUL is requesting written bids from qualified firms to provide information technology managed services. This RFP outlines the procedures and requirements set forth by CUL for the selection of one provider of the Services and seeks additional information regarding the qualifications of the Firm and its individual personnel.

Technical questions or requests for clarification shall be directed in writing to the Chief Operating Office, contact information listed below. CUL’s responses to a firm’s question(s) will be provided only to the firm asking the question(s), and not shared with other respondents.

Calmetta Coleman
Chief Operating Officer
ccoleman@chiul.org

2.0 KEY DATES

RFP Made Available	1/4/2023
Deadline to Request a Site Visit	1/11/2023 – 5:00 pm
Site Visits	1/17/2023-1/19/2023
Question and Answer Period	1/19/2023-1/25/2023 – 5:00 pm
Deadline for Preliminary Proposals	1/30/2023 – 5:00 pm
Interviews with Selected Respondents	2/06/2023
Deadline for Final Bid	2/13/2023 – 5:00 pm
Provider Selected and Notified	2/27/2023 - 5:00 pm
Start Date of Services	4/1/2023

CUL reserves the right to extend the submission deadline or any other deadline or date in the RFP in the event that an extension would be in the best interest of CUL.

3.0 BACKGROUND OF THE CHICAGO URBAN LEAGUE

CUL is a Chicago nonprofit public benefit corporation recognized by the IRS as a charitable, tax-exempt organization pursuant to section 501(c)(3) of the Internal Revenue Code.

CUL's mission is to achieve equity for Black families and communities through social and economic empowerment. Its programs are designed to support and strengthen the Black community by helping people find jobs, secure affordable housing, advance their education, and grow their businesses. These objectives are managed and achieved through CUL's five key program divisions: Youth Services Center; Workforce Development Center; Center for Entrepreneurship and Innovation; Housing and Financial Empowerment; and IMPACT Leadership Development Program.

Given the nature of the services provided by CUL, security and risk are significant priorities and CUL therefore seeks to improve its risk management within IT services.

4.0 IT STRUCTURE AND SCOPE OF SERVICES

Chicago Urban League currently has no in-house IT staff and uses a managed service provider that includes a primary and secondary network engineer, as well as remote helpdesk staff. CUL is interested in both fully managed services and blended IT options. Preliminary proposals and bids can include either or both options.

CUL is looking to conduct a full IT assessment to develop a roadmap that provides the organization with enhanced infrastructure and security that meets industry standards and improves the end-user experience. This includes, but is not limited to, support in the following areas:

- Network Management
- Security & Social Engineering
- Email Management, including spam protection
- Application Management
- Infrastructure Support
- Backup Management & Disaster Recovery
- On-site and remote support (Help Desk)
- Additional remote management, access, reporting, and automation
- Maintained network documentation
- Monitoring of Cyber Security
- Monitoring of Audiovisual Equipment
- Management of all CUL issued mobile phones

CUL's current IT environment consists of 1 office building, 60 computers, 2 computers labs with 45 computers, 1 managed server, and 1 offsite backup server. CUL's business is heavily reliant on Office 365, Blackbaud's Raiser's Edge, Blackbaud Financial Edge and RiseKit.

CUL employs approximately 68 people (approximately 65 full-time and 3 part-time staff) who utilize both desktop workstations and laptops. Each machine and user vary in use of network services, some machines are shared between multiple users, some are dedicated, and some users don't access any machines at all. Consistent, reliable, and secure access for all staff at any location is critical to the scope of this work.

5.0 PREPARATION COSTS

CUL shall not be responsible for bid preparation costs, nor for the costs, including attorney fees associated with any administrative, judicial, or other type of challenge to the determination of the selected proposer and/or award of the contract and/or rejection of the proposal. By submitting a bid, each respondent agrees to be bound in the respect and waives all claims to such costs and fees.

6.0 CONTRACT PERIOD

CUL intends to award one contract with a base year that will begin on April 1, 2023, with options up to 3 years, through March 31, 2026.

7.0 RULES GOVERNING PRELIMINARY PROPOSALS AND FINAL BIDS

The content of all proposals and bids will be kept confidential throughout the selection process and afterward. Copies of any preliminary proposal or final bid will not be shared with other respondents.

7.1 *Disposition of Proposals and Bids*

All materials submitted in response to the RFP shall become the property of CUL.

7.2 *Modification of Bids*

Modifications to final bids will not be accepted by CUL. Respondents have the right to revise their preliminary proposals after the interview process to form their final bid.

7.3 *Late Submissions*

Preliminary proposals and final bids not received after the dates specified will not be considered and will be returned to the respondent unopened.

7.4 *Acceptance/Rejection of Submittal*

CUL reserves the right to reject any or all responses to this RFP, to waive minor irregularities in any bid or in the RFP procedures, and to accept any bid presented that meets or exceeds these specifications and that is deemed to be in the best interests of CUL; however, the requirements for timelines shall not be waived.

7.5 *Site Visits*

CUL is requesting providers to contact Calmetta Coleman to request a site visit by 1/09/2023. Firms will be invited to schedule a site visit during the two-week period listed. Site visits are unable to be scheduled outside of this window. The site visit will include an overview of CUL's current IT inventory and network structure. Preliminary proposals can be submitted without a site visit, but CUL believes a site visit will further the respondent's understanding of CUL's current infrastructure and challenges.

7.6 *Preliminary Proposals*

After the site visit, CUL expects respondents to submit a preliminary proposal that includes a brief audit of CUL's current network and security risks, with details of enhancements and modifications that the firm will implement to improve the end-user experience. CUL believes this is best achieved by having firms evaluate CUL's current IT infrastructure themselves and develop their own proposal on how they

will improve and maintain a system that continues to meet business needs. This will not be viewed as the final bid, and respondents will have the opportunity to amend their preliminary proposal to develop a final bid after the preliminary interview process.

7.7 Evaluation and Interviews

A committee of individuals representing CUL will perform the evaluation of all preliminary proposals. Following this evaluation process, the committee may elect to ask qualified respondents to complete an oral interview before the committee. The purpose of the interview is to allow those selected firms further expansion and discussion of their written responses.

Oral interviews are provided at the sole discretion of CUL and are for the purposes of allowing CUL to broaden their understanding of certain selected respondents. This will be the only opportunity for a respondent to receive feedback on their preliminary proposal.

7.8 Minimum Qualifications

All managed service providers submitting a final bid must:

- be licensed to do business in Illinois,
- have the expertise, licensing, and resources to provide managed IT services for CUL's current and future operations,
- consistently maintain and allocate sufficient staff resources to provide timely service,
- maintain staff that are qualified and available to provide necessary, specialized expertise in various technological areas,
- maintain required business insurance coverage.

7.9 Bid Guidelines

Please respond as outlined in this request and observe the following guidelines:

1. Respond to questions as directly as possible along with any supporting information you feel will be pertinent to these questions.
2. Electronic submissions must be emailed to Calmetta Coleman at ccoleman@chiul.org no later than 5:00 pm on 2/13/2023.
3. Our final broker selection will be made based on our evaluation of the criteria outlined in Section 7 of this Request for Proposal and feedback from oral interviews.

Submission of a final bid will be construed to imply agreement in advance to the services outlined in the enclosed materials. Brochures, photos, annual reports, or any other appropriate printed material may be included in your preliminary proposal and/or final bid. The final bid package should be kept as brief as possible, however, with the subject areas clearly defined.

7.10 Final Bid

All final bids must be received by 2/13/23 and be clearly marked as the respondent's final bid.

7.11 Final Provider Selection

The final selection of the successful respondent(s) is scheduled to be completed by 2/27/23. The successful respondent will assume their responsibilities on 4/1/23. All non-selected respondents will be notified via email on 2/27/23.

8. QUESTIONS AND FIRM CRITERIA

8.1 *General Firm Information*

Provide a brief description of your firm, including but not limited to an overview of your firm, including name of the principal(s) of the firm, address, total number of employees, overall industry experience, certifications, and any affiliations.

Experience and Resources

1. Describe your firm and its capabilities. In particular, support your capacity to perform the services detailed in this RFP. Indicate which employees from your firm would be involved in providing services to CUL, including their designated roles, qualifications, and experience. A resume of the primary individual(s) who will be responsible for the CUL account is required.
2. Provide a list of references with names and contact information for organizations or businesses for whom you have performed similar work. A minimum of three references are required, references from nonprofit organizations and/or anti-violence organizations are preferred.

8.2 Services

Describe your firm's capabilities to conduct network and security assessments and ability to complete any necessary system enhancements.

1. Describe your approach to providing installation, configuration management, patching, monitoring, and ongoing maintenance for network devices.
2. Detail the process of providing services, including time spent on-site and remote support available. Define standard service hours during regular business hours, weekends, and holidays. Any applicable Service Level Agreement (SLA) for response time options should be included.
3. Detail your firm's proposed approach to offering end-users a uniform working experience at any location and remotely, providing consistent, reliable, and secure access to files, folders, email, and printers.
4. Describe any software utilized for routine patching and updates, as well as software for communication and remote support, such as helpdesk ticketing system.
5. Outline your firm's procurement and purchase ordering process, if defined.
6. Describe any additional service items and cost, which may be of interest to CUL.

8.3 Fee Structure

Provide a clear fee schedule that outlines all monthly service delivery costs as well as any proposed one-time software or start-up costs. The fee schedule should include a breakdown of pricing structure (per user, per hour, etc.) and any additional billing rates, hourly costs, and additional expenses for each individual or service. Provide any other fee information applicable to the proposal that has not been covered. Outline all provisions, termination clauses, and/or penalties for closing or changing number of services as needed.

8.4 Additional Considerations

Describe any additional facets relevant to this RFP, which have not been previously mentioned that you feel warrant consideration or add to your firm's value as a strategic partner to CUL.

