



## RFP for Technology Service Development

The Wilkes Community Partnership for Children, (WCPC) would like to invite you to submit a proposal to provide IT services beginning in December 2022. It is our intention to negotiate and maintain a multi-year relationship and we are, therefore, soliciting fee quotes for three years.

WCPC is a non-profit agency with a mission to build a strong foundation for children's learning and development by strengthening families, the early childhood system, and the community. Our work is focused on serving children during their first years of life, with priority focus on services from birth to age 5. To serve children in the age group, we offer programs and services that support and strengthen their families, that build quality childcare, and that create a community that supports each child's healthy growth and development. Our services are primarily in Wilkes County. WCPC is soliciting proposals

from qualified professional vendors for Informational Technology support services. The qualified vendor will maintain and improve Information Technology effectiveness, enhance its quality of services, minimize downtime and support costs, ensure security of data. The vendor will work with staff of WCPC.

We have approximately 8 full-time employees, 2 part-time employees, and 1 contract employee will be working with the company. All full-time staff have a desktop or laptop. (Some have Surface Pros).

## Scope of Work:

Wilkes Community Partnership for Children desires a fully outsourced IT management provider to provide proactive maintenance, support, and IT related functions. The following details are the minimum services to be provided to WCPC:

Services needed include:

- Hosting for 2 sites/domain purchase
- Manage computer network and associated hardware, software and operating system necessary for the quality, security, performance, availability, recoverability, and reliability of the system.
- Assist with hardware purchases if needed.
- Setup Office 365 Environment, Email migration to 365
- Move all files from file server to Cloud services, and set up 365 login on all devices
- Manage antivirus protections
- Provide IT support to staff as needed.
- Provide security threat detection/response alerts
- Monthly reporting detailing resolved tickets, patching, antivirus performance, service reliability, and network reliability
- Must have a TIN and LLC
- Complete project by Jan. 3, 2023

Please include the following in your proposal:

1. History of the company
2. At least 3 references
3. Experience with non-profits
4. Details of the services that are offered by your company.
5. Details of how your services are priced, and any specific pricing you can include.
6. A fee schedule that is hourly or a flat monthly rate.

Please submit proposals to:

Wilkes Community Partnership for Children

[Michelle@wilkeschildren.org](mailto:Michelle@wilkeschildren.org)

Submit questions to the above email.

Current website [www.wilkeschildren.org](http://www.wilkeschildren.org)

Proposal deadline is November 30, 2022.