

Dear _____:

Our organization is accepting proposals from IT companies to provide IT support and services for our organization for the next three (3) years. We invite your company to submit a proposal to us by May 20, 2022. A description of our organization, the services needed, and other pertinent information follows:

Background of YWCA West Central Michigan

YWCA West Central Michigan (referred to as YWCA WCMI hereafter) is a 501(c)(3) organization. Where racism and sexism give rise to domestic and sexual violence, we transform lives with expert services for victims, education to end those things that fuel abuse, and public policy that translates our mission into law. With respect for the fullness of each person’s identity and the multiple facets that make up the whole of one’s experience, the YWCA’s staff work together to seamlessly connect those who come to us to the range of services they need.

Annual net operating revenues and expenses are approximately \$5,600,000 per year. YWCA WCMI employs approximately 85 staff. We have an office building in downtown Grand Rapids, a crisis shelter, and many staff work from home as well. The organization is affiliated with YWCA USA.

Services to Be Performed

Your proposal is expected to cover the following services:

- End user support Monday through Friday 8am to 6pm, potentially Saturday and Sunday

25 desktops 55 laptops 18 printers	71 workstations at downtown location 7 workstations at shelter
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- Administration of domain access
- Administration of Microsoft 365 access **and** email encryption
- Administration of local network, Microsoft servers, and server applications
 - 4 host, 10 servers
 - Summary of networking gear:

3 HP 1950 48 Ports 1 HP 1910 24 Ports POE 1 HP Office Connect 1950 24 Ports 1 HP 1950 24 Ports POE 1 HP 2920 24 Ports	1 HP 1850 24 Ports 2 Netvanta 3205 1 Meraki MX 84 1 Meraki MX 67
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- Administration of desktop client apps (i.e., Acrobat, Microsoft Office)
- Administration of new users
- Preparation **and** deployment of workstation hardware and equipment (i.e. ensure all needed apps downloaded/ready for use, install necessary printers, etc.)
- Once weekly on-site support for 8 hours
- Managing future IT projects (i.e., transition phone system to VOIP)

Key Contacts

Following are key contacts for information you may seek in preparing your proposal:

Contact Name & Title	Contact Information
Stephanie Miletich, Chief Organizational Development & People Officer (CODPO) – Primary Contact	smiletich@ywcawcmi.org (616) 426-3722
Femi Fadayomi, Chief Operating Officer (COO)	ffadayomi@ywcawcmi.org (616) 426-3737
Kelly Scott, Chief Financial Officer (CFO)	kscott@ywcawcmi.org (616) 426-3710
Charisse Mitchell, Chief Executive Officer (CEO)	cmitchell@ywcawcmi.org (616) 426-3700

Requests for additional information, visits to our sites, and appointments with key contacts should be coordinated through the CODPO. You may reach them at the email or number listed above. Please return the completed proposal to their attention at the email address provided.

Relationship with Prior IT or Current Service Provider

These services have been provided by internal staff.

Other Information

Due to the nature of YWCA WCMi’s work and the highly confidential, HIPAA protected client records any on-site technicians will need to undergo a criminal background check. HIPAA compliance and client confidentiality will likely require a more robust confidentiality agreement.

Your Response to This Request for Proposal

In responding to this request, we request the following information:

1. Detail your company’s experience in providing IT support and services to organizations in the nonprofit industry, as well as associations of a comparable size to YWCA WCMi.
2. Provide information on whether you provide services to any related industry associations or groups.
3. Discuss commitments you will make to staff continuity, including your staff turnover experience in the last three years.
4. Identify the Account Manager, Customer Service Lead, Project Manager, On Site Support who will be assigned to our job if you are successful in your bid, and provide biographies. Indicate any complaints against them that have been received, if any. Indicate any corrective actions that have been taken by the company with respect to these people.
5. Describe how your company will approach the IT support of the organization, including the end user and client support model. Also discuss the company’s approach to project management, and making recommendations regarding security and risk management, and new technologies for consideration. And finally, discuss the communication process used by the company to discuss issues with management.
6. Set forth your fee proposal for the IT support and services for three (3) years May 1, 2022 to September 30, 2025, with whatever guarantees can be given regarding increases in following years, preferably with a 3-year price lock. The proposal should include details of additional fees outside the scope of the IT support and services (i.e. travel, on site services, etc.).
7. Describe how you will bill for the engagement and bill for questions on technical matters that may arise throughout the year. Provide a detailed schedule of labor hours provided for each year of the engagement to accompany the fee information. If applicable, provide current standard and discounted billing rates for classes of professional personnel.

8. Provide the names and contact information for three other similarly sized nonprofit clients of the company for reference purposes.
9. Describe how and why your company is different from other companies being considered, and why our selection of your company as our external IT support is the best decision we could make.

Evaluation of Proposals

YWCA WCMI will evaluate proposals on a qualitative basis. This includes our review of interviews with the company's key personnel to be assigned to our organization, results of discussions with other clients, and the company's completeness and timeliness in its response to us.

Proposals shall be submitted via email or mail at:

Attn: Stephanie Miletich
YWCA West Central Michigan
25 Sheldon Avenue SE, Grand Rapids, MI 49503
smiletich@ywcawcmi.org

We would also appreciate a response if you decline to submit a proposal.

Best Regards,

Stephanie Miletich, PHR
Chief Organizational Development & People Officer
YWCA West Central Michigan