

COMMUNITY ACTION, INC. (CAI)

Request for Proposals for Technology Services

I. GENERAL INFORMATION

A. Purpose

This Request for Proposals (RFP) is to procure technology services including but not limited to:

1. Performing a Cyber Security Assessment
2. Performing a Technology Infrastructure Assessment
3. Recommending and / or remediating network, hardware, and software risks
4. Performing network optimization
5. Recommending and / or remediating data and information security (including encryption) and storage solutions
6. Providing cost-practical best practice policies, procedures, internal control checklist, and training
7. Ongoing, affordable, comprehensive, proactive, and responsive cyber and network consultation, including onsite support.

B. Who May Respond

Technology consultants with demonstrated experience to satisfy the stated purposes above and provide the deliverables identified in this RFP.

C. Instructions Regarding Quote Submission

1. Closing and Submission Date

Detailed written proposals must be received no later than 4:30 p.m. on June 21, 2019.

2. Inquiries

Inquiries concerning this RFP should be directed to Robert A. Cardamone at (814) 938-3302, ext. 223.

3. Conditions of Proposal Preparation

All costs incurred in the preparation of the RFP, including onsite inspections, will be the responsibility of the Offeror and will not be reimbursed by CAI.

4. Instructions to Prospective Offerors

RFP should be submitted to Community Action, Inc., ATTN: Robert A. Cardamone, Special Project Manager via U.S. Mail to 105 Grace Way, Punxsutawney, PA 15767-1209 or emailed to rcardamone@jccap.org or faxed to (814) 938-7596.

It is the responsibility of the Offeror to insure CAI receives the proposal by the date and time specified above.

5. Right to Reject

CAI reserves the right to reject any and all proposals and to waive any informality in proposals received whenever such rejection or waiver is in the interest of CAI.

6. Small / Minority-Owned Businesses and Women's Business Enterprise

Efforts will be made by CAI to utilize small businesses, minority-owned firms, and women's business enterprises.

An Offeror qualifies as a small business if it meets the definition of "small business" as established by the Small Business Administration (13 CFR 121.201) for the businesses in which the applicant is primarily engaged.

7. Notification of Award

A decision regarding the selection of the successful offeror is expected to be made on or about July 5, 2019 and subsequently RFP responders will be informed in writing of the decision.

D. Description of Entity

CAI is a Pennsylvania private, non-profit organization, established in 1965, and primarily serves Clarion and Jefferson Counties, Pennsylvania. CAI has been determined to be exempt from Federal Income Tax under Section 501(c)(3) of the Internal Revenue Code. An 18 member volunteer Board of Directors governs the Corporation. CAI's administrative office is located at 105 Grace Way, Punxsutawney 15767-1209. Other facilities are located in Brookville, Clarion, Clearfield, DuBois, and Punxsutawney and connected to CAI's servers via a Virtual Private Network. Additional organizational information can be found at www.jccap.org.

E. Options

At the discretion of CAI and with the concurrence of the selected offeror, CAI may engage the offeror for continuing work and time periods.

II. OFFEROR'S QUALIFICATIONS

The Offeror in its proposal will include the following:

- A. The names, addresses, contact persons, telephone numbers, email addresses, time periods, and a description of similar work provided for others who can attest to the offeror's capabilities and work satisfaction.
- B. The qualifications of offeror personnel assigned to perform the work identified in this RFP and other CAI work which may be requested.
- C. The qualifications of offeror personnel who will assist in the review and/or creation of technology policies, procedures, internal controls, etc.
- D. The qualifications of offeror's management, including their knowledge and understanding of current Federal and Pennsylvania regulations and requirements associated with data encryption, including Personally Identifiable Information, Protected Health Information, and other protected data and information.

III. DELIVERABLES

- A. Understanding of RFP Work and Deliverables - The Offeror will describe its understanding of the RFP work to be performed and provide a detailed work/process plan how Deliverables B, C, and D will be performed and their related costs.
- B. Cyber Security Assessment - The intent of this assessment is to identify external and internal cyber risks and recommend solutions (including costs) that mitigate risks and ensure compliance with federal, Pennsylvania, and grantor information security and privacy requirements. Risks could include but may not be limited to: unauthorized network access, the disruption of services or productivity, the misuse of information/data, and

information/data exposure and/or loss (including exposure or loss of unencrypted personally identifiable and personal health information).

- C. Network Infrastructure Assessment - The intent of the internal network infrastructure assessment is to determine resource adequacy, performance, and vulnerabilities associated with but not limited to physical server environment, servers, business continuity / disaster recovery, data/information backups/recovery, switches, firewalls, routers, broadband, wireless access points, and other critical network hardware and software, and recommend solutions (including costs) to improve network performance, reduce or eliminate vulnerabilities, ensure information/data retention, and protect and maintain information/data security.
- D. Recommend, and as agreed to, create and / or assist with creating and maintaining technology policies, procedures, internal control checklists, and training which can be regularly referenced by management, technology, and non-technology users.
- E. Propose and explain ongoing technology services and the related costs the Offeror can provide to maintain CAI's cyber security and network performance.
- F. Complete items A, B, C, D, and E above no later than September 6, 2019.
- G. Payment for work performed will occur when CAI determines the work is satisfactorily completed. If CAI rejects the Offeror's work, CAI will notify the Offeror in writing of the rejection and provide reason(s) within 15 days after the Offeror submits an invoice to CAI. Invoices will include dates, a detailed description of work performed, and the related cost.
- G. Exit Conferences/Reports – CAI and Offeror exit conference(s) will be held at the conclusion of onsite(s) visits and the Offeror will highlight significant findings, work performed, recommendations, and outstanding work. The Offeror will also summarize the exit conference via email within three days of the exit conference(s).
- H. Confidentiality - The Offeror agrees to keep CAI assessments and work performed in strict confidence and not publish, reproduce, or otherwise divulge such information in whole or in part, in any manner or form, without written CAI authorization and take reasonable measures to restrict access to the information on a "need-to-know" basis. The Offeror agrees to immediately notify CAI in writing if the Offeror determines or has reason to suspect a breach of this requirement. The Offeror also understands and agrees all CAI proprietary information, materials, software, etc. is protected and will not be replicated or distributed in any fashion without CAI's written authorization.

IV. RFP Evaluation

- A. Offers will submit to CAI their Proposal with the RFP certifications.
- B. Proposals may be judged nonresponsive and removed from further consideration if any of the following occur:
 - 1. The Proposal is not received in accordance with requirements of this RFP.
 - 2. The Proposal does not contain all information specified in the RFP.
 - 3. The Proposal does not include the RFP certifications.
 - 4. The Proposal is not adequate for CAI to determine if the Offeror can perform the work and provide the deliverables.
- C. RFP's will be rated based on the following factors:

1. Prior experience performing work identified in this RFP (20 points maximum)
2. Ability to perform the work, provide the deliverables, and achieve the timelines stated in the RFP (30 points maximum)
3. Costs to provide Deliverables B, C, and D (15 points maximum)
4. Ability to provide ongoing cyber and network technology services (10 point maximum)
5. Cost to provide ongoing cyber and network technology services (10 point maximum)
6. Ability to perform work in a manner that does not disrupt normal business operations (maximum 15 points)

D. Review Process

CAI may at its discretion request presentations or meetings with any or all of the Offerors to clarify or negotiate the Offeror's Proposal.

CAI reserves the right to reject any and all proposals or enter into an Agreement with an Offeror without further discussion of the proposals. Therefore, the Offeror's initial Proposal should be on the most favorable terms, from both technical and price standpoints, which the Offeror can propose.

OFFEROR CERTIFICATIONS

- A. The individual signing certifies they are authorized to indenture on behalf of the Offeror.
- B. The individual signing certifies the Offeror is not providing any considerations to CAI for the execution of an agreement with CAI.
- C. The individual signing certifies the proposal provided was developed independently and without consultation, communication, or agreement for the purpose of restricting competition, and prior to entering into an agreement with CAI, has not knowingly disclosed the proposal to other potential Offerors.
- D. The individual signing certifies there has been no attempt to discourage any potential Offeror from submitting a proposal.
- E. The individual signing certifies they have read and understands the purposes and deliverables contained in the RFP and has the managerial and technical expertise to perform the work, provide the deliverables, and meet the time requirements identified in the RFP.
- F. The individual signing certifies the Offeror and any individuals to be assigned to perform the work identified in the RFP is not debarred or suspended from doing work with the federal or Pennsylvania government or found to be in violation of federal or state laws or regulations that could create CAI liability and/or breach the conditions contained in this RFP.

Signature:

Dated this _____ day of _____, 20 ____ .

(Offeror's Firm Name)

(Signature of Offeror's Representative)

(Printed Name and Title of Individual Signing)