



September 25, 2020

SUBMISSION DEADLINE:
October 2, 2020
5:00 pm

YWCA of Greater Baton Rouge
11404 Lake Sherwood Ave. N., Ste. B
Baton Rouge, LA 70816

BACKGROUND OF YWCA

The YWCA of Greater Baton Rouge is a non-profit organization affiliated with the YWCA of the USA. We are dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

IT Services and IT Equipment – Request for Pricing & Experience

YWCA of Baton Rouge is requesting pricing for I.T. Support Services as a flat rate monthly fee. We also need pricing for various I.T. equipment.

Travel to client's offices, located below, are to be included in this agreement:

- Main Office – 11404 Lake Sherwood Ave. N., Suite B, 70816
- 2525 Wyandotte St., Baton Rouge, LA 70805
- 5262 Prescott Road, Baton Rouge, LA 70805

IT Experience:

Selected Service Provider Company/Lead Technician, must have a minimum of 10 years field experience in various business technology environments.

Cancellation:

The I.T. Support Services agreement must have the ability to be cancelled, for any reason, with 30-day notice.

Response time:

Respond to YWCA's support requests within four (4) hours for non-emergency issues and within one (1) hour for emergency issues.

Flat Rate:

Flat rate monthly fee for support Remote, Telephone, and Onsite support for PCs, Servers, iPads, to include:

- Remote and Onsite Server Mgmt. - 8am-5pm M-F
- Remote and Onsite Network Mgmt. - 8am-5pm M-F
- Remote and Onsite PC/Laptop Support/Help Desk 8am-5pm M-F
- Server & Network Monitoring
- Managed Server Backups
- New PC Installations & Migrations (additional units or replacement of existing\future workstations)
- New iPad Installations & Migrations for virtual/remote service delivery
- New Server Installations & Migrations (additional units or replacement of existing\future servers)
- Malware remediation
- Firewall management

Services needed, along with quantities:

- I.T. Support Services for Servers (1)

- I.T. Support Services for Workstations (25)
- Anti-Virus Protection (25)
- Business-Grade File Sync– with at least 100GB Per User (25 users)
- Business-Grade File Sync for File Servers (1)
- Full disk imaging for Workstations (2)
- Full disk imaging for File Servers (1)
- Hosted Exchange Accounts (25 users)
- SPAM Filtering & Virus Filtering (25 users)
- Onsite BDR (Backup & Disaster Recovery) Server with full replication to the Cloud including 2TB of storage space
- Managed Firewalls
- Support as needed for 260 iPad that will be used by teachers, parents and staff for virtual services. Apple will provide primary technical support. The selected IT firm will technical support only if required outside of Apple's capabilities.

Service Agreement Time Period & Performance Evaluation:

- Service Agreement/ Contract Review and Renewal times will occur after year of contracted services. The contractor will be required to present accomplishments and progress made on specific project during the first year of service. A renewal option is available, upon satisfactory evaluation by Chief Executive Officer. Otherwise, this contract is for one year of service.

VOIP:

- The YWCA- Greater Baton Rouge is requesting all IT firms to also include quotes from VOIP providers to install and maintain the organization's telephone service. The IT firm can partner with a VOIP to offer these services, but must include costs within their proposal. The organization currently has forty (40) phones across three (3) physical locations.

Response Deadline:

All pricing and experience must be received by October 2, 2020 at 5:00pm (CST). If you are unable to meet any of the above items requested for the I.T. services agreement, please note them and what your additional costs to deliver these services would be, for example if you contracted those services to someone else.

Please send all responses to:

Attention: Diana Payton at YWCA, krichard@mcglinchey.com (Attorney). You will receive an email response to confirm receipt of submission.

Disclaimer: The YWCA reserves the right to cancel the bid at any time, and the right to reject any bid at any time.