



For people with intellectual
and developmental disabilities

320 E. Second Avenue
Spokane, WA 99202

REQUEST FOR PROPOSALS:

Information Technology (IT) Services

6-3-2020

Date of Notice

5pm on 6-19-2020

Deadline for Proposal Submissions

IT Proposals need to be emailed to **Luke Tolley**, Chair of The Arc of Spokane's IT Committee. Email Luke at **ltolley@arc-spokane.org** no later than *5 PM on 6-19-2020*.

Table of Contents

1	Introduction	2
2	IT Services Request for Proposal (RFP) Specifications	3
3	Tentative Procurement Schedule (subject to change).....	3
4	General Instructions.....	3
5	Onsite Visits.....	3
6	Deadline for Submittal	3
7	Format.....	4
8	Period of Performance	4
9	Guidelines for Applicants	4
10	Scope of Work.....	5
11	Submittal Requirements	8
12	Evaluation and Criteria Process	10
13	Contract.....	10
14	Inquiries	11
15	Submission Instructions	11
16	RFP Amendments.....	11
17	General Requirements and Compliance	11
18	Confidentiality of Information	12

1 Introduction

This Request for Proposal (RFP) is issued by The Arc of Spokane, subsequently referred to as “The Arc”.

1.1 Who We Are

The Arc of Spokane is the leading non-profit agency in the Inland Northwest providing life-changing support for people with intellectual and developmental disabilities (I/DD) and their families at every stage of life. Together with the people we serve, we advocate for change. We celebrate diversity. And we work to create opportunities for everyone to enjoy a rich, independent life as a valued contributor to our community.

The Arc was founded nationally in the 1950s by parents who wanted better lives for their children with developmental disabilities. Today, as one of 730 independently governed Arc chapters nationwide, our local chapter is stronger than ever—serving more than 3,000 people of all ages who have autism, cerebral palsy, down syndrome and many other intellectual and developmental disabilities.

The Arc of Spokane has 12 major service programs serving thousands of people in the Spokane area. We manage 18 supported living residences, a community center, a training center and an offsite thrift store. We have approximately 300 employees.

1.2 Our Mission

We promote independence and choice and enhance the quality of life for people with developmental disabilities and their families.

1.3 Our Vision

Inclusive Community. Every Life Fulfilled.

1.4 Our Core Values

- **Inclusion:** We promote the inherent right for all to be respected, appreciated and included as a valuable member of society.
- **Advocacy:** We work for a just world where individuals and their families live a life of opportunity without barriers.
- **Person-Centered:** We are people first, creating systemic change for every person to live an independent and vibrant life.
- **Dignity:** We advocate for the worth and value of every person.
- **Quality of Life:** We empower everyone to live, work and play to their fullest potential.

2 IT Services Request for Proposal (RFP) Specifications

To contract with The Arc of Spokane, applicants must be an established legal entity, which includes compliance with all the Federal, State, and City of Spokane business regulations.

3 Tentative Procurement Schedule (subject to change)

The following Timetable will be utilized for the awarding of a contract for The Arc's IT services and support:

- 3.1 Proposal Application Available 6/3/20
- 3.2 Onsite Visits by appointment 6/8/20 – 6/16/20 by appointment
- 3.3 RFP Applicant's Inquiries Due 6/15/20
- 3.4 Answers to Applicants' Inquiries Released 6/17/20
- 3.5 Deadline for Submission 6/19/20 at 5pm.
- 3.6 Evaluation Proposals, reference checks, and selection 6/22/20 – 6/26/20
- 3.7 Contract Award Recommended to the Executive Director 6/29/20
- 3.8 Contract Services Begin 7/6/20

4 General Instructions

4.1 Applicants' Inquiries

All applicant inquiries are due on 6/17/20, 5:00p.m.

4.2 Questions must be sent via email to: Luke Tolley, IT Committee Chair, ltolley@arc-spokane.org. No inquiries, written or oral, will be accepted after this date.

For all potential Contractors to be treated equally, all questions raised regarding the Request for Proposal process and the responses made by The Arc of Spokane will be made available to all applicants.

5 Onsite Visits

Onsite visit is optional for applicants; if an applicant would like to have an onsite visit these will take place by appointment between 6/8/20 and 6/16/20. COVID Protocols will be required (face covering, health check, physical distancing, etc.)

Email Duane Morrison, Facilities Manager, dmorrison@arc-spokane.org to RSVP for an onsite visit.

6 Deadline for Submittal

All proposal documents must be completed and received no later than 5pm on 6/19/20 to the following:

The Arc of Spokane

Attention: IT Committee Chair, Luke Tolley

ltolley@arc-spokane.org

7 Format

Proposal documents may be submitted via email in any reasonable format, providing all information requested is included. Email proposals to ltolley@arc-spokane.org.

8 Period of Performance

The period of performance for contracts issued as a result of this RFP process will be for a three- year period with an option of a one-year extensions thereafter at The Arc's discretion.

9 Guidelines for Applicants

9.1 Introduction

The Arc of Spokane is soliciting proposals from qualified professional vendors for Information Technology support services. The qualified vendor will maintain and improve information technology (IT) effectiveness, enhance its quality of services, minimize down time and support costs, ensure security of data, and maximize return on investment in IT. The Arc does not have professional IT staff. The vendor will work in conjunction with The Arc of Spokane vendor liaison, as the main point of contact for the general agency infrastructure, equipment, security, monitoring, employee needs, and all related equipment, backup and other needed IT requirements.

9.2 Background Information

The Arc of Spokane has approximately 204 full-time employees, and 103 part-time staff working at 17 locations within the Arc that require support.

The Arc of Spokane currently has 152 Office 365 Accounts, 132 Domain User Accounts, 9 Domain Service Accounts

Below is an approximate break down of system information.

System Count	Qty	Make	Operating System
Desktops	87	Dell Optiplex 990	Windows 10
Laptops	105	Various, mostly Dell Latitude E6400 series and E7400 series	Windows 10
Mobile Computing Devices	1	Verizon Hotspot	iOS AndroidOS iOS
	1	Iphone 8 (used as hotspot)	
	1	Samsung Galaxy Tab	
	10-15	Ipads (various vintages)	
Servers	2 Physical	Linux Server CentOS Windows Server 2012r2	
	2 Virtual	2x Windows Server 2012r2	
Network Firewalls	2	SonicWALL TZ300	
	1	SonicWALL TZ400	
Network Switches	3	Cisco SG200 26P	
	6	Netgear 24 Port Unmanaged Switch	
Other	4	Ubiquiti WAPs	
	2	SCW NVR (13 Cameras at Main Office, 4 Cameras at Training Center)	
	1	Unknown NVR at Thrift Store	

	4	HP Copier/Printers (Main) (Print Server Management installed on IT Server for 2 at Main Office)	
--	---	-------------------------------------------------------------------------------------------------	--

The Arc also has an on premise phone system, a Mitel 3300 MxIII with one module being used. It has 2 Mitel 5X-200 boxes attached. Phones are a Superset 4025. There are 2 operator phones and a back-up and approximately 60 extensions throughout the main office.

10 Scope of Work

The Arc of Spokane desires a fully outsourced IT management provider to provide proactive maintenance, support, and other IT related functions. The following details are the minimum services to be provided to The Arc of Spokane in the area of information services:

10.1 Initial Assessment

- 10.1.1 With the assistance of agency staff, compile an inventory of all information technology related assets, assess system assets, and make recommendations for improved agency-wide IT system performance.

10.2 Desktop Applications Support

- 10.2.1 Perform basic support functions including installation of PC's, laptops, tablet and telephone setup, printers and software installation, and upgrades.
- 10.2.2 Diagnose and correct desktop application problems; configure laptops, tablets, cell phones and desktops for standard applications.
- 10.2.3 Identify and correct hardware problems, performing advanced troubleshooting.
- 10.2.4 Assist designated agency personnel with hardware and software purchases as needed.
- 10.2.5 Provide user support and administration of Office 365.
- 10.2.6 Ensure connectivity and provide limited, basic user support for cloud based CRM and POS services.
- 10.2.7 Assist with warranty and other technical support.

10.3 Server Administration Services

- 10.3.1 Manage computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, availability, recoverability, and reliability of the system.
- 10.3.2 Monitor server performance back up schedule and management services.
- 10.3.3 Ensure scheduled preventive maintenance and back up for equipment is promptly performed.
- 10.3.4 Develop back-up and disaster recovery plans and procedural documentation for archive backup. *Confidentiality of the information is vital.*

10.3.5 The selected vendor and their employees will be required to sign and adhere to a confidentiality clause that information in the system must remain confidential under penalty of law. All vendor employees with access to The Arc network will be required to undergo fingerprint background checks at the vendor's expense, training, and be expected to maintain HIPAA security standards at all times. As required by The Arc of Spokane's funders, vendor will have to provide a Business Associate Agreement to comply with HIPAA regulations.

10.4 Network Administration Services

10.4.1 Scope of activity includes all agency network equipment including switches, firewalls, routers, and collaboration with phone system vendor.

10.4.2 Manage security cameras and associated system software and hardware.

10.4.3 Manage backup and disaster recovery systems.

10.4.4 The scope also includes primary installation and maintenance of printers, network copiers/ scanners, group policy, software updates, etc. as deemed necessary.

10.4.5 Monitor network performance and associated management services.

10.4.6 Maintain agency-wide network diagram.

10.5 Security

10.5.1 The Arc carries up to date cyber insurance.

10.5.2 Maintenance of virus/ malware detection and spam reduction programs on agency servers, email and all other Arc computers, laptops, and tablets.

10.5.3 Perform security audits as requested and notify agency personnel immediately of suspected breaches of security.

10.5.4 Maintain all hardware devices where Personally Identifiable Information and medical information may be stored in strict compliance with HIPAA regulations.

10.6 Strategic Planning

10.6.1 Provide technical expertise to The Arc's IT Committee and Leadership for all technology issues.

10.6.2 Make recommendations for future purchasing and technology needs.

10.6.3 Keep vendor liaison and IT Committee up to date on new technology changes and uses that will enable The Arc to increase efficiency, reduce costs or better fulfill the agency's mission.

10.6.4 Install equipment including new servers, software, and hardware and transfer data when required.

10.6.5 Assist with policy formulation and application.

10.6.6 Provide guidance and recommendations for migrating on premise services to hosted solutions where appropriate and within budget.

10.7 Help Desk Support

10.7.1 End user support must be timely, friendly, and professional.

10.7.2 Ticketing system must be utilized, have prioritization and robust reporting capabilities.

10.7.3 Urgent and emergency support service levels will be rare, limited, and negotiated with the vendor.

10.7.4 Routine support must be available Monday – Friday from 8:00 a.m. to 6:00 p.m.

10.8 End User Training

10.8.1 Provide training for various technology as needed. This would normally be for common software or hardware used in a business setting or new equipment installed.

10.8.2 This can be at the request of The Arc or when a need is identified by the vendor.

10.8.3 Utilizing metrics and data from the ticketing system, make training recommendations to reduce routine ticket types/categories.

10.9 Onsite Support

10.9.1 Provide regular scheduled and dedicated onsite support at main office (320 E 2nd Ave at least 16 hours per week and additional in-person or remote support as needed satellite locations and/or provide a recommendation of needed onsite support hours; to address agency-wide and/or departmental hardware and software issues.

10.9.2 Additional special onsite support may be needed for special or major projects including, but not limited to establishing secure connection and back up to remote sites, server migration, new program implementation, phone system replacement, etc.

10.10 Computer Inventory and Disposal

10.10.1 Vendor must provide biannual hardware inventory reporting and proper and legal electronic disposal of surplus electronic equipment. On demand reports may be required by request.

10.11 Reporting

10.11.1 Vendor must supply summary reporting with each invoice submittal.

10.11.2 Additional detail reporting should be provided to The Arc IT Liaison that includes detailed information related to ticket submission trends, IT hardware replacement needs, problem management, escalation trends, and other reports as needed.

10.12 Additional Requirements

10.12.1 Vendor designee must attend a minimum of four (4) IT Committee meetings each fiscal year.

- 10.12.2 Provide support on to include help desk support (break fix and problem resolution), engineering support as needed, and conduct routine maintenance to ensure optimum performance of The Arc IT services and systems.
- 10.12.3 Provide support for Microsoft Windows based platforms and Apple products such as MacBook and iPad.
- 10.12.4 Attend regular one-on-one meetings with The Arc of Spokane vendor liaison.
- 10.12.5 Support and participate in DDA, County, Insurance, Agency funding source requirements, as necessary, including but not limited to reporting, monitoring, audits, etc. for compliance purposes.

11 Submittal Requirements

The following information shall be required in the RFP submittal:

11.1 Letter of Transmittal, to include:

- 11.1.1 Company name, address and telephone number of the firm submitting the proposal.
- 11.1.2 Copy of current W-9.
- 11.1.3 Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.
- 11.1.4 Provide a statement which includes the language “proposal and cost schedule shall be valid and binding for ninety (180) days following proposal due date and will become part of the contract that is negotiated with The Arc.”

11.2 General Vendor Information, to include:

- 11.2.1 Length of time in business.
- 11.2.2 Total number of clients and total number of public sector clients.
- 11.2.3 Number of full-time personnel and number specifically assigned for customer support.
- 11.2.4 Identify names and major certifications of key personnel who will provide the information technology services.
- 11.2.5 Summarize the experience and technical expertise of these staff.
- 11.2.6 Location of the office that would service our account.

11.3 Vendor Support Philosophy

- 11.3.1 Describe your approach to providing these services and your methodology for providing ongoing support.

11.4 Vendor References

- 11.4.1 Provide the name, title, address, and contact information of three (3) references of clients for whom you have provided similar services.

- 11.4.2 Provide information referencing the actual services provided, customer size (number of users), and the length of time you have provided services to this client.

11.5 Sample Vendor Contract

- 11.5.1 Vendor must provide a sample/boilerplate services contract for Arc review.
- 11.5.2 Vendor should also provide relevant service and support contracts and agreements that will assist the Arc in making a vendor selection.

11.6 Support Services - Describe your solution to the following:

- 11.6.1 Industry standard help desk support.
- 11.6.2 Support availability regularly Monday-Friday 8:00am-6:00pm and occasional before-, after- or weekend-hours support.
- 11.6.3 Charge structure for support.
- 11.6.4 Describe the documentation and tracking system and methodology utilized for each of the following: a) break/fix; b) problem; c) routine operations.
- 11.6.5 Describe escalation processes including initial problem identification, determination of priority and severity of problem.
- 11.6.6 Steps for resolving problems when a solution or work around is not forthcoming, or an implemented solution is unsatisfactory.
- 11.6.7 Indicate response time goals and your statistics regarding meeting that goal.
- 11.6.8 Provide sample Service Level Agreements (SLA).
- 11.6.9 As a non-profit 501(C)3 agency, Arc provides services for residences and, with the understanding that some of our departments operate on a 24/7, 365 days per year schedule, what would your availability be in the event of any technology issues requiring immediate attention during any non-routine business hours?
- 11.6.10 Beyond the scope of the RFP, what services (related or otherwise) does your organization provide that could benefit and/or may be of interest to The Arc?

11.7 Cost of Services:

- 11.7.1 The proposal must include a fee schedule that indicates either hourly rates or a flat monthly rate for the proposed services.
- 11.7.2 Describe how your services are priced, and any specific pricing you are able to provide.
- 11.7.3 Define any additional charges (travel costs and time to Arc sites is not reimbursable).
- 11.7.4 Define any tiers of service and costs associated with those tiers. E.g describe cost differences between routine help desk tasks and network engineering tasks if any.

11.7.5 Describe escalation procedures from routine help desk to more advanced troubleshooting or systems engineer requirements.

11.8 Arc Risk and Innovation

11.8.1 The Arc strategic direction requires a certain level of autonomy with IT services and systems and as such wishes to work in partnership with a vendor to ensure innovation, maximum value of services and intimate understanding of all agency IT systems. Describe how your organization would provide training, access and support for these efforts while maintaining reasonable levels of security.

11.8.2 Describe how your organization will provide support for agency staff to explore and evaluate new technologies and services that may benefit The Arc by creating efficiencies, process improvements, or innovations while minimizing associated risks.

12 Evaluation and Criteria Process

Staff will make a recommendation to The Arc Executive Director for their review and award of the contract.

Staff will evaluate and rate each submittal based upon the following criteria:

Evaluation Table	% of Points
Experience and personnel experience	20%
Understanding of the Arc's needs and services to be provided	20%
Compatibility with end users and Arc staff needs	10%
Satisfaction of clients/ end users	10%
Availability	10%
Cost	30%

13 Contract

13.1 The Arc anticipates a three-year contract that will be renewable for additional one-year periods.

13.2 Renewal of the contract will require Executive Director authorization.

13.3 All fees should be set for an annual term and clearly state such in the proposal.

13.4 The Arc reserves the right to revise the stated contract terms and conditions prior to contract signature.

13.5 Termination of Contract

13.5.1 The contract may be terminated by mutual agreement in writing or it may be terminated at any time by either party by delivery of a ninety (90) day written notice to the other party.

14 Inquiries

Inquiries regarding this RFP should be directed to:

The Arc of Spokane
Attention: IT Committee Chair, Luke Tolley
ltolley@arc-spokane.org

15 Submission Instructions

The Arc reserves the right to request additional written or oral information to supplement all written statements of qualifications or proposals.

Submit all material no later than 5pm on 6/19/20 to:

The Arc of Spokane
Attention: IT Committee Chair, Luke Tolley
ltolley@arc-spokane.org

16 RFP Amendments

The Arc reserves the right to change the schedule or issue amendments to the RFP at any time. The Arc also reserves the right to cancel or reissue the RFP.

17 General Requirements and Compliance

17.1 Vendor's Cost to Develop Proposal

Costs for developing proposals in response to the RFP are entirely the obligation of the vendor and shall not be chargeable in any manner to The Arc.

17.2 Withdrawal of Proposals

Proposals may be withdrawn at any time prior to the submission time specified in this RFP, provided notification is received in writing. Proposals cannot be changed or withdrawn after the time designated for receipt.

17.3 Rejection of Proposals

The Arc reserves the right to reject any or all proposals. The Arc reserves the right to award a contract to the firm that the Arc feels best meets the requirements of the RFP process. The Arc reserves the right to reject all proposals prior to execution of the Agreement, with no penalty to The Arc.

The Arc of Spokane reserves the right to cancel, postpone, extend or revise the RFP or the RFP process at any time. If it becomes necessary to revise any part of this RFP, an addendum will be provided via email to the vendor designee.

17.4 Contract Award and Execution

The Arc reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favorable terms the vendors can offer. It is understood that the proposal will become a part of the official file on this matter without obligation to the Arc.

The Arc reserves the right to request clarification of information submitted and to request additional information from any proposer.

The general conditions and specifications of the RFP and as proposed by the Arc and the successful vendor's response, as amended by agreements between the Arc and the vendor, will become part of the contract documents. Additionally, the Arc will verify vendor representations that appear in the proposal. Failure of the vendor's products to meet the mandatory specifications may result in elimination of the vendor from competition or in contract cancellation or termination.

The selected vendor will be expected to enter into a contract with the Arc. The Arc reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFP, and which is not approved by the Arc Attorney.

17.5 Equal Opportunity Compliance

The Arc is an equal opportunity employer and requires all Proposers to comply with policies and regulations concerning equal opportunity.

The Proposer, in the performance of this Agreement, agrees not to discriminate in its employment because of the employee's or applicant's race, religion, national origin, ancestry, sex, sexual preference, age, or ability.

17.6 Other Compliance Requirements

In addition to nondiscrimination and affirmative action compliance requirements previously listed, the Proposer awarded a contract shall comply with federal, state and local laws, statutes, and ordinances relative to the execution of the work. This requirement includes, but is not limited to, employee safety and health, environmental protection, waste reduction and recycling, the protection of natural resources, permits, fees, taxes, and similar subjects.

17.7 Ownership of Documents

Any reports, studies, conclusions, summaries, inventories, and account/password information prepared by the Proposer shall become the property of The Arc.

18 Confidentiality of Information

All information and data furnished to the Proposer by The Arc, and all other documents to which the Proposer's employees have access during the term of the contract, shall be treated as confidential to The Arc. Any oral or written disclosure to unauthorized individuals is prohibited.

Arc of Spokane RFP - Question Answers

Luke Tolley <ltolley@arc-spokane.org>

Wed 6/17/2020 7:58 PM

To: Luke Tolley <ltolley@arc-spokane.org>

📎 2 attachments (928 KB)

ARC IT Service RFP Final 6-2-20.pdf; IT Committee Charter.docx;

Hello,

Thank you for your interest in our Request for Proposal for IT Support Services. Below are the questions we received and the answers provided. One references the attached IT Committee Charter

Section	Question	Answer
9.2.	Do you have support contracts on your printers and copiers in the case of hardware failure and routine maintenance?	Yes. Up to this point, service needed by our IT Support provider has been networking/server support and installing printers for use on user machines.
9.2.	1. Does the Arc of Spokane have a dedicated IT budget for maintenance, management, and lifecycle replacement? What are your current IT support costs? 2. Is there an annual budget process for hardware replacements? 3. What are current budgeted monthly costs? What about capital purchases? Subscription like cloud based, security, etc.	The Arc of Spokane has dedicated budget line items for IT support services, IT hardware replacement and various other subscription services. The Arc of Spokane is still finalizing it's budget for FY20/21, but in the past 5 or so years we've paid between \$60,000-\$85,000. Our hardware replacement budget has varied from \$20,000 to \$65,000. Last year we paid approximately \$5000 for Symantec Endpoint Security software subscription, approximately \$2500 for the TeamViewer software used by our current provider for remote support and approximately \$2000 for Office 365 since many computers had volume licensing installed on them. Cloud based backup service has been included in our IT support services contract previously.
9.2.	What are the functions of the other Microsoft 2012R2 servers, either physical or virtual? (Besides the Domain Controller).	DC1- Physical Server - Domain Controller - File Server - Hyper-V Host to 2 VMs IT1- Virtual Server - Spiceworks IT Ticketing Server - HPAC Printer Manager Server FAC1- Virtual Server - Spiceworks Facilities Ticketing Server
9.2.	Is support of the Mitel phone system a requirement – beyond basic add/move/changes?	No. Our Maintenance Manager is very familiar with this system and his team does all of the add/move/changes? We currently work with Black Box for software support. We also know it's reaching the end of it's service life and would like our provider to help us upgrade/replace it.
9.2.	Can you give more information about the 17 locations, including number of users/computers at each and likely level of service demand?	The grand majority of users work at or out of our Main Office (320 E 2nd Ave, Spokane, WA 99202). Nearly all service requests will be generated from this location between the hours of 8am and 6pm. Approximately 30 laptops/users are based at 2nd Ave, but primarily work outside the office. Typically they have come to 2nd Ave for service or are served remotely. On the same property we have a training center with approximately 5 computers/users. Our Thrift Store (808 N Ruby St, Spokane, WA 99202) has about 10 computers/users and requires minimal assistance. The other 15 locations are residential homes in our Supported Living program. They are spread out across the Cities of Spokane and Spokane Valley. Each house has 2 laptops and a desktop computer. They don't require a lot of service. Rarely would there be more than 1 service ticket per month from each location. These are 24 hour operations but we don't expect constant 24 hour service availability. Most service can be provided remotely here, but historically techs have had to go out to one of the houses about once per month. We have been transitioning to all laptops that can be brought into the office for service.
9.2.	What is the Hyper Visor running on the server, VMWare or Hyper-V?	Windows Hyper-V
9.2.	What are the SonicWall firewalls licensed with? Can you explain how they are configured at HQ, with the 2 firewalls being used?	TZ300 (retiring): Comprehensive Security Suite, this is our current firewall, it has a VPN tunnel to the Thrift store and also filters all of our traffic. Blocks drugs, porn, and other inappropriate content. TZ400 (Recently purchased): Was an impulse buy due to COVID and

		users needing VPN access. The TZ300 maxes out at 12 users and we needed more. So currently all the TZ400 is doing is acting as a VPN Manager for other VPN Client connections. This will need to be made as primary device once the Comprehensive Security Suite expires on the TZ300 and the TZ300 can retire.
9.2.	Of the roughly 200 computers, what is the average lifecycle on these? Are they typically purchased new with an X year lifecycle? Or are they refurbished and used until they can't perform any further?	Virtually all of the computers currently in use are refurbished Dell laptops. Our intended lifecycle per our Finance Director is 3 years however we generally wait until a unit stops working to cycle it out. It has been this way for the last 5 or so years. Prior to that we used substandard machines pieced together by our previous vendor. That prompted all computers to be replaced.
9.2.	What is the Linux Server used for? What is the purpose of the Linux server, what software is it running, what services is it providing?	Linux Server is a CentOS Server Host. It hosts our old virtual server that still houses the file so several of our programs that need to be migrated to the newer server. This may be completed prior to the new vendor starting.
9.2.	Who is Office 365 licensing procured through?	The Arcs O365 does not go through any channel partners. The O365 account is setup and is using the Arc credit card. That was set up by our current provider
10.2.6	Can you confirm Therap and SetWorks applications are hosted and supported by offsite, third party vendors? Other than Office 365, does the Arc of Spokane use other line of business applications that are directly supported by your IT provider?	That is correct. We may needs some basic user assistance for our less computer savvy folks but it should be very minimal. We do not currently use any other line of business applications (other than O365) supported by our IT provider though we're not against the idea.
10.3.	While onsite will we be allowed to conduct discovery on the servers by logging into them, directly or from another terminal at that location.	Our current IT support vendor will not allow this.
10.3.	How much data is in use across the servers (for backup purposes)?	Less than 1 TB.
10.3.5	Are fingerprint background checks required for all support personnel, or just those performing onsite support?	Only those providing onsite support at 2nd Ave. would be required to be fingerprint background checked.
10.4.	I would like to request that we can complete a network assessment that we share the result at the time completion. We run with our clients a Network and Security Assessment to review the overall health of the current environment. Can we set up an appointment to complete this action step with you directly sir? We would need a few things to complete this steps. <ul style="list-style-type: none"> • A list of LAN/WAN network ranges (to scan for devices) • A list of outside IP addresses (to test security) • A list of SNMP community read or read-write strings (to detect hardware) • An admin username/password for Active Directory (to audit devices/security) • An admin username/password for VMware (to audit devices/security) We can complete this either onsite or remotely whichever is the most comfortable for you and your team	Our current IT support vendor will not allow this.
10.4.2	Is support of the security camera system a requirement – is there vendor support on the system? If so, can you provide a more detailed scope of support required?	The camera system was set up by our current provider and largely installed by our maintenance staff. We are looking for support to keep this running and potentially expand it, or replace it if there are better options out there.
10.4.6	Is there a current network diagram available?	There is not.
10.5.	Do you currently have an information security governance program? How long has the program been established? Do you have a HIPAA Officer? How long have they been in that position?	Our current IT policies were created in the fall of 2016 and are in need of update. Policies cover: Acceptable Use, Clear Desk Clear Screen, Data Classification and Retention, Access Control, Remote Access, Asset Management, Cell Phones, Software Installation, Acceptable Encryption, Technology Equipment Disposal and Electronic Mail. Our Supported Living program has a HIPAA Officer. That duty falls to the Program Manager for the other programs that are required to follow HIPAA standards. This is an area identified in our strategic plan to make improvements to.
10.5.1	Does The Arc's cyber insurance provider require any special process once a breach has been determined? Some cyber insurance companies require that Internet and network access be shut down for the system and that the organization waits until the insurance company can deploy a cyber-response team.	From our Broker: "...in the event of a data compromise you would call the hotline number to a) notify the Insurer and b) not take any measures with respect to such Data Compromise, except for measures directed or authorized by the Incident Response Expert or that are minimally and reasonably necessary to stop such Data Compromise or avoid further loss or harm from such Data Compromise."
10.5.3	1. Please clarify scope of security audits required? 2. In the section 10.5.3 please help me understand the level of security audits the Arc would require. Is the Arc looking for us to perform a security assessment to look at vulnerabilities and best practices as well as compliance	We would be looking here for a security assessment to look at vulnerabilities, best practices and regulation compliance. Presumably this would be done fairly soon after assuming the service contract and then only as needed/requested in the future. Our funding agencies

	with regulations? Or is the Arc looking for a formal security audit performed by a certified security audit firm? There may be additional cost associated with the latter.	have various IS monitoring requirements that they address with us ever 2-3 years. A formal, certified security audit would not be necessary.
10.5.4	Regarding Personally Identifiable Information (PII) on hardware devices, is drive encryption of all end user devices containing PII a requirement of The Arc?	It is not a requirement of The Arc of Spokane nor our regulatory agencies. The majority of our client PII is stored in cloud based CRM services Therap and SETWorks.
10.8.1	Clarify "Provide training for various technology as needed." How often?	We hope our IT Vendor will support us in bringing more of our users up to speed with the products and services we've invested in like Office 365. That would manifest both in some individual, one-on-one help desk interactions and potentially helping the IT Committee identify trainings that would benefit our employee users.
10.9.1	<p>1. Is the 16 hours of onsite time per week mandatory? We find that as we onboard a new organization, we'll spend quite a bit of time up front tuning our automation platform and resolving chronic problems. As we make progress on automation and fix noisy problems, the amount of onsite time needed generally slows down.</p> <p>2. As services become well established, do you foresee a continued need for IT personnel to be located onsite? Is the 16 hours per week a requirement that can be reviewed periodically, and renegotiated as organizational needs evolve?</p>	<p>We have been torn on this issue and are willing to work with a provider to find the best solution. The Arc of Spokane is very much a relationship focused organization and thus face-to-face service is very valuable. We have had our greatest success with previous IT service solutions when we have regular, predictable times when staff can reach out to IT support in addition to simply putting in support tickets. That said, we're willing and able to evolve beyond that over time.</p> <p>Perhaps to better answer the question, we do not believe a long term solution that is nearly all remote will be successful, nor do we think 16 hours (or some other number of hours) on site will always be necessary and would be happy to work with a vendor to find the best, effective and cost efficient way to do this.</p>
10.12.1	Who makes up the IT Committee and what is the role of the Committee?	Please see attached IT Committee Charter
10.12.14	Who is the Vendor Liaison? In house or third party? What is their role?	The current Vendor Liaison is our Facilities Manager Duane Morrison. He serves as the "supervisor" of our current IT provider. In the future this role could fall to a yet to be established Director of Operations position. The role of the liaison would be to provide a single point of contact for our vendor within our agency, when necessary for directing priorities, triaging problems and occasionally providing on-site hands when the IT vendor cannot come to the office.
11.1.4	In the section 11.1.4 you ask that a statement be provided with the language "proposal and cost schedule shall be valid and binding for ninety (180) days following proposal due date and will become part of the contract that is negotiated with The Arc." Please clarify if it should say ninety or 180 days.	Should say 90 days. If this is problematic please submit with the maximum amount of time you would be comfortable with standing behind. We fully intend to engage a vendor in July.
11.2.4-5	Our services are not dependent on single individuals within our organization and don't believe in listing "key personnel," their experience and expertise, but would rather try to illustrate that information for our entire team.	It's acceptable to discuss your experience, expertise and service philosophy in another way if you so choose.
11.5.1	Please clarify the difference between 11.5.1 and 11.5.2.	<p>11.5.1 is requesting the text of the service contract we would anticipate signing with our IT vendor.</p> <p>11.5.2 would be an additional relevant service or support contracts potential vendors would like to provide to give The Arc more information from which to evaluate proposals.</p>
11.5.1-2	We consider our vendor contract proprietary and would prefer not to share it.	Per Section 18 of the RFP, your proposal will only be shared with the selection subcommittee of The Arc's IT Committee and no wider. Only the contracted proposal will be passed on to our Finance Department and senior leadership. That said, if you cannot share your vendor contract please describe its contents, your methodology and service philosophy.
11.6.2	Do you have facilities and/or stores that have operating hours on the weekends? We would like to know this as we have the normal anticipation of business hour support, but we wanted to also be able to factor in reasonable hours of support on the weekend too and to have that built into our pricing structure for budgetary planning.	The bulk of needed service will be requested and can be fulfilled during normal, weekday business hours. Our Thrift Store works extended hours and our Supported Living homes operate 24/7. It is very rare that any call for service from a user happening outside of normal business hours will require immediate attention and resolution. In the past we have had systems and services occasionally go down on the weekends and our provider has chosen to respond to them immediately. It was never a demand. We would like the option of emergency service, but it is not regularly required.
11.6.8	Also proprietary (SLA)	Per Section 18 of the RFP, your proposal will only be shared with the selection subcommittee of The Arc's IT Committee and no wider. Only the contracted proposal will be passed on to our Finance Department and senior leadership. That said, if you cannot share your SLA please describe its contents, your methodology and service philosophy.

11.7.	Would the Arc be opposed to a vendor providing an A la cart options that we believe improve the experience but are not required? Something like recommended, budget and premium.	We would not be opposed to that at all.
13.1.	Can we propose a less than 3 year initial contract?	Yes, no more than 3 years please.

If any of these answers require additional clarification, please get back to me ASAP so I can get a clarification out to everyone.

Don't forget, proposals are due Friday, 6/19 at 5pm.

Thank you,



Luke Tolley | Director, Community Engaged Programs
| Supported Employment | Community Inclusion |
| Community Center | Transition & Young Adult Programs |
P: [509.328.6326](tel:509.328.6326) | C: 509.475.3509 | E: ltolley@arc-spokane.org
www.arc-spokane.org | 320 E 2nd Ave. Spokane, WA 99202
INCLUSIVE COMMUNITY. EVERY LIFE FULFILLED

Please note: The Arc is not an acronym; always refer to us as The Arc, not The ARC and never ARC. The Arc should be considered as a title or a phrase.

• This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender immediately. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of The Arc of Spokane. Finally, the recipient should check this email and any attachments for the presence of viruses. The Arc of Spokane accepts no liability for any damage caused by any virus transmitted by this email.

The Arc of Spokane Information Technology Committee Charter

1. Overview

- a. In recent years, The Arc of Spokane has committed resources to modernizing our Information (IT) infrastructure. Consultations from a private contractor and Spokane County have highlighted various areas in need of improvement to achieve best practices and HIPAA compliance. While this update has been welcome and appreciated, it has put a burden on the Executive Director and Director's Team to navigate the tide of technology information and decisions facing the agency. As such, our 2019-2022 Strategic Plan calls for the creation of an IT Committee to help administer all IT functions at The Arc of Spokane.
- b. A Technology Committee is a group of people that provide leadership, planning and coordination for a company's technology needs (including computing, telecommunication, security and technology in general). The committee will support the organization's IT strategy and prevent mistakes from happening. But more than that, the committee will ensure a coordinated, well thought-out effort for current and future initiatives. With members from different roles and backgrounds coming together to discuss priorities and make decisions, the agency will benefit from more informed and sustainable decision making.

2. Purpose

- a. General:
 - i. The purpose of the Technology Committee is to ensure that the agency's technology programs support the agency's objectives and strategies and evaluate technology needs for the agency as well as their usage. The committee should track technology progress and prioritize initiatives, in addition to identifying training needs, budgeting and overall IT forecasting. Additional functions include:
 1. Provide for appropriate data security and data privacy,
 2. Advise the Executive Director and Directors Team on technology related matters
 3. Educate staff on technology usage, best practice principles and agency policies
 4. Review and approve plans for major IT projects and decisions
 5. Provide strategic planning and input on agency projects. Note this does not mean managing the specifics of technology projects, which should be up to the supervisor of our IT contractor.
 6. Provide input on the financial resources allocated to technology.
 7. Address budgeting (equipment, software, training, etc.) and overall progress of initiatives (past and future)

The Arc of Spokane Information Technology Committee Charter

- ii. Note, the IT Committee does not direct the IT contractor, rather, they should represent the administrators and end-users of the firm.
- b. Specific Responsibilities Include
 - i. The IT Committee will:
 - 1. Create and maintain an agency wide technology plan compliant with all contractual and certification requirements
 - 2. Monitor value of outside contractor vs. on staff employee for IT support
 - ii. The IT Committee will be the stewards of:
 - 1. Agency IT Plan & Vision
 - 2. IT Support Contract
- 3. Membership
 - a. Employees across multiple departments. Having multiple job functions involved helps to better evaluate how changes may impact the agency as a whole.
 - b. Representative Members (at minimum):
 - i. Facilities Manager (Supervisor of IT Contractor)
 - ii. Supported Living Data Security Compliance Officer
 - iii. Office Manager
 - iv. County Programs Representative
 - v. Representative Payee Representative
 - vi. At least 1 Director
 - vii. IT Support will consult as needed
- 4. Meeting Times
 - a. Meet twice monthly, 1st & 3rd Tuesdays, 2:30pm-3:30pm
- 5. Roles & Responsibilities
 - a. Materials will be distributed as far in advance as possible in order to allow time for review before the meetings.
 - b. Members are expected to come prepared in order to ensure effective meeting outcomes.
 - c. Members are expected to serve as advocates for the Committee's charge, and as such, could include, but are not limited to:
 - i. Attend meetings. Speaking on behalf as requested.
 - ii. Develop products such as white papers, opinion papers, and other documents

The Arc of Spokane Information Technology Committee Charter

- iii. Distribute the Committee's white papers and opinion papers to their represented programs.

6. General Principles of Collaboration

- a. The following general operating principles are proposed to guide the Committee's deliberations:
 - i. The Committee's mission will be best achieved by relationships among the members characterized by mutual trust, responsiveness, flexibility, and open communication.
 - ii. It is the responsibility of all members to work toward the Committee's common goals. To that end, members will:
 - 1. Commit to expending the time, energy and organizational resources necessary to carry out the Committee's mission
 - 2. Be prepared to listen intently to the concerns of others and identify the interests represented
 - 3. Ask questions and seek clarification to ensure they fully understand other's interests, concerns and comments
 - 4. Regard disagreements as problems to be solved rather than battles to be won
 - 5. Be prepared to "think outside the box" and develop creative solutions to address the many interests that will be raised throughout the Committee's deliberations

7. Meeting Protocols

- a. Meetings will be posted on the agency calendar and open to all employees of The Arc of Spokane, with their supervisor's approval.
- b. The Committee will track and guide its work using an action plan format updated at each meeting and accessible to all members and Directors of the Agency.

8. Decision-Making

- a. Committee members will work to find common ground on issues and strive to seek consensus on all key issues. Every effort will be made to reach consensus and opposing views will be explained.
- b. In situations where there are strongly divergent views, members may choose to present multiple recommendations on the same topic. If the Committee is unable to reach consensus on key issues, decisions will be made by majority vote.

9. Initial Goals:

The Arc of Spokane Information Technology Committee Charter

- a. Establish employee intranet
- b. Update phone system/VOIP
- c. Implement CRM software & maximize value of Office365 services
 - i. Office 365 expertise needed by committee and IT provider
- d. Implement secure connections to all facilities outside 2nd Ave (3rd, Thrift Store, SL houses, etc.)
- e. Identify all IT related strategic planning initiatives
- f. Establish a vision for IT moving forward
 - i. Future software and hardware needs
 - ii. Cloud-based file access/VPN
 - iii. CRM
 - iv. Technology infrastructure to support multiple work sites and off-site employees to reach individuals and families who otherwise cannot access services
- g. Establish a secure database of all agency access, username/password, etc. information within the agency, not held by our contractor.
- h. Ongoing IT Action Plan Document establishment
 - i. Timelines and deadlines
 - ii. dashboard

Arc of Spokane RFP - Deadline Extension

Luke Tolley <ltolley@arc-spokane.org>

Thu 6/18/2020 10:20 PM

To: Luke Tolley <ltolley@arc-spokane.org>

Hello,

Again thank you so much for your interest in providing IT support services to The Arc of Spokane. We had a request to extend the deadline for proposals from Friday, 6/19 at 5pm to **Wednesday, 6/24 at 5pm**. In light of the short turnaround time between the questions being answered and the original deadline, we think this is fair. So, please see below the updated timeline:

- 3.1 Proposal Application Available **6/3/20**
- 3.2 Onsite Visits by appointment 6/8/20 – 6/16/20 by appointment
- 3.3 RFP Applicant's Inquiries Due **6/15/20**
- 3.4 Answers to Applicants' Inquiries Released **6/17/20**
- 3.5 Deadline for Submission **6/24/20 at 5pm**.
- 3.6 Evaluation Proposals, reference checks, and selection **6/25/20 – 6/30/20**
- 3.7 Contract Award Recommended to the Executive Director **7/6/20**
- 3.8 Contract Services Begin **7/13/20**

Other notes:

- In preparing your proposals, please take note that The Arc is not an acronym; always refer to us as The Arc, not The ARC and never ARC. The Arc should be considered as a title or a phrase.
- Thank you if you've already submitted your proposal. Please let me know if you would like to resubmit or if you'd like us to evaluate the proposal as sent.
- We don't anticipate sending out any more notices, but if there is something still unclear in the questions and answers, please let me know and we'll send out clarifications on Monday, 6/22.

Thank you again for all of your interest. You've made our little non-profit feel very important which means far more than you know... especially in times like these.



Luke Tolley | Director, Community Engaged Programs
| Supported Employment | Community Inclusion |
| Community Center | Transition & Young Adult Programs |
P: **509.328.6326** | C: 509.475.3509 | E: ltolley@arc-spokane.org
www.arc-spokane.org | 320 E 2nd Ave. Spokane, WA 99202
INCLUSIVE COMMUNITY. EVERY LIFE FULFILLED

Please note: The Arc is not an acronym; always refer to us as The Arc, not The ARC and never ARC. The Arc should be considered as a title or a phrase.

- This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender immediately. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of The Arc of Spokane. Finally, the recipient should check this email and any attachments for the presence of viruses. The Arc of Spokane accepts no liability for any damage caused by any virus transmitted by this email.