

Notice of Request for Bids

Release date: January 17, 2023

The Council of Community Services, hereinafter “the Council,” is soliciting bids for information technology services. The Council operates four departments and administration/finance that include 26 office-based, 16 hybrid, and 31 work from home employees. Virtual employees are from Virginia Beach to Washington, DC, to Bristol, Tennessee. The Council also operates five physical locations, three in Roanoke City, one in Marion, Virginia, and one in Danville, Virginia.

The Council is a 501(c)3 organization established in 1960 to respond to the planning needs of the Roanoke Valley. Mission Statement: The Council of Community Services is committed to improving health, ending homelessness, and increasing access to resources.

The departments of the Council include:

1. The Drop-In Center
2. 211 Virginia
3. The Community Housing Resource Center
4. Community Planning

The Council requires, at a minimum, the following services:

1. Procurement of workstation equipment for office-based and home-based employees
2. Implementation and maintenance of automated data backup systems
3. Performance and maintenance of a secure virtual private network (VPN)
4. Routine technical support both on-site and remote
5. Emergency technical response to the system and workstation outages within an appropriate time frame based on the severity of the problem
6. Ticketing system for tracking work orders
7. Training and technical support for one or more system administrators
8. Routine assessment of hardware and software needs
9. Proficiency in cloud-based tools

The following services are desirable but not required:

1. Training and routine support services on Microsoft Office products, both workstation and cloud-based (Office 365)

Proposals should be simply prepared and shall include:

1. The vendor’s qualifications to provide the above services, including a list of certifications
2. The size, organizational structure, ownership details (local, national, franchise, etc.), and location(s) of the vendor
3. Statement of the vendor’s understanding of the work to be performed
4. A proposed timeline for responding to service requests based on the severity of the problem
5. Proposed billing rates for services
6. Proposed process and timeframe for handling technical questions
7. Resumes and qualifications of assigned technicians and managers citing relevant qualifications
8. References and contact information from at least 2 comparable organizations, preferably non-profits

Electronic proposals in PDF must be received by 11:59 PM on February 28, 2023 at robertm@councilofcommunityservices.org. Late proposals cannot be accepted. The Council's Technology Committee shall review proposals at the March meeting and make a recommendation to the President of the Council of Community Services on or before March 31, 2023.

If you have any questions or would like further clarification of any aspect of this bid, please contact me at 540-524-8740.

Robert F Morrow
211 Virginia Statewide Director
CCS Technology Committee Chair
Council of Community Services

We look forward to reviewing your proposal.