



REQUEST FOR PROPOSALS

INFORMATION TECHNOLOGY SUPPORT

I. Introduction

A. International Center for Research on Women (ICRW) is soliciting proposals from qualified professional technology vendors for a full range of Information Technology (“IT”) Support Services. The qualified vendor will provide necessary technical services that will enable ICRW to:

- Ensure the efficient operation of its computer systems and data processing networks for its staff whether located in the home office, working from international locations, or telecommuting.
- Minimize spending and maximize the ROI for expenditures on technology support
- Enhance the quality of IT support service for ICRW IT users
- Ensure the security of ICRW's computer system infrastructure

The ideal vendor will resolve computer systems and network issues in accordance with standard and acceptable maintenance and support benchmarks. The successful vendor will be expected to implement and maintain a help desk service that efficiently and consistently responds to the needs of ICRW staff and ensure that there is no significant computer downtime during working hours in the DC office as well as our field offices located in India and Uganda. The ideal vendor will provide support by an engineer on a regular basis although there is no requirement that the help desk be onsite as ICRW counts on the support of one fulltime help desk staff member. We also require a vendor who has the capacity and ability to respond to troubleshooting requests from staff located in other countries and time zones. The vendor is expected to report on the status of technology issues and communicate effectively with ICRW staff.

B. ICRW contemplates award of a firm fixed priced contract for one base year with an option for two additional years of service contingent upon performance during the first year.

II. About International Center for Research on Women (ICRW)

The International Center for Research on Women (ICRW) is a global research institute with headquarters in Washington, D.C., and regional offices in New Delhi, India and Kampala, Uganda. Our mission is to empower women, advance gender equality and fight poverty in the developing world. To accomplish this, ICRW works with partners to conduct empirical research, build capacity and advocate for evidence-based, practical ways to change policies and programs. Our research evidence identifies women’s contributions as well as the obstacles that prevent them from being economically strong and able to fully participate in society. ICRW translates these insights into a path of action that honors women’s human rights, ensures gender equality and creates the conditions in which all women can thrive. whose mission

ICRW’s areas of focus include:

- Gender, Economic Empowerment and Livelihoods
- Gender, Youth, Health and Development
- Violence, Rights and Inclusion

ICRW's organizational structure also includes the following management and general supporting services:

- Communications
- Operations (Business Development, Human Resources, Finance, General Support Services including IT)
- Office of the President (includes Development/Fundraising)

For more information about ICRW's programs and activities visit our website www.icrw.org.

III. Background

ICRW's home office is located at 1120 20th St., NW, suite 500N, Washington, DC 20036. We currently occupy approximately 16,000 square feet of space and have a staff of 60.

Until April 2016, ICRW had an IT Senior Manager and a Help Desk Administrator in addition to support by an external IT support vendor. In April 2016, ICRW determined the need to outsource our IT support and we currently count on an IT Help Desk Administrator on site and increased our previously existing contract to allow for additional on-site time by a technician along with 8 hours monthly of VCIO support in addition to external help desk support as needed.

A. Computer Infrastructure and Environment

1. **Server.** ICRW servers are located onsite at its home office. Server specs are as follows:

Computer Name	RAM (MB)	CPU Type	CPU Speed
CITRIX-ARO2	8192	Intel(R) Xeon(R) CPU E5503 @ 2.00GHz, Model 26 Stepping 5	1995 MHz
CITRIX05	8191	Intel(R) Xeon(R) CPU X5660 @ 2.80GHz, Model 44 Stepping 2	2799 MHz
CITRIX06	16383	Intel(R) Xeon(R) CPU X5660 @ 2.80GHz, Model 44 Stepping 2	2799 MHz
DC02	4091	Intel(R) Xeon(R) CPU X5450 @ 3.00GHz, Model 23 Stepping 6	2992 MHz
DC03	4095	Intel(R) Xeon(R) CPU X5660 @ 2.80GHz, Model 44 Stepping 2	2799 MHz
FINANCE-IIS**	4091	Intel(R) Xeon(R) CPU X5660 @ 2.80GHz, Model 44 Stepping 2	2800 MHz
FINANCE02**	8191	Intel(R) Xeon(R) CPU X5660 @ 2.80GHz, Model 44 Stepping 2	2799 MHz
ICF-DC02	16183	Intel(R) Xeon(R) CPU E3-1280 v3 @ 3.60GHz, Model 60 Stepping 3	800 MHz
ICF-MRBNAS-01	32669	Intel(R) Xeon(R) CPU E5-2620 v3 @ 2.40GHz, Model 63 Stepping 2	2397 MHz
ICRW-AZURE-DC01	3584	Intel(R) Xeon(R) CPU E5-2673 v3 @ 2.40GHz, Model 63 Stepping 2	2394 MHz

ICRW-CSG2	8192	Intel(R) Xeon(R) CPU X5660 @ 2.80GHz, Model 44 Stepping 2	2799 MHz
ICRW-STORAGE	6134	Intel(R) Xeon(R) CPU E5520 @ 2.27GHz, Model 26 Stepping 5	2266 MHz
ICRW06	8192	Intel(R) Xeon(R) CPU X5660 @ 2.80GHz, Model 44 Stepping 2	2799 MHz
ICRWINDIA-01	4095	Intel(R) Xeon(R) CPU E5503 @ 2.00GHz, Model 26 Stepping 5	1996 MHz
ICRWINDIA-04	8182	Intel(R) Xeon(R) CPU E5606 @ 2.13GHz, Model 44 Stepping 2	1194 MHz
MAIL03	8192	Intel(R) Xeon(R) CPU X5660 @ 2.80GHz, Model 44 Stepping 2	2799 MHz

** Finance servers in the process of moving off site to be hosted by a third party.

Other detailed information about the server specifications is available for review, as necessary.

2. Backup: ICRW currently has daily back up through Iron Mountain as well as our current support service vendor.

3. Computer equipment: All ICRW employees are being transitioned from desk top DELL PCs to lap top computers. The lap tops are installed with a wireless mouse, 19 (nineteen) inch monitor and docking station. This is the current standard set up for each employee at ICRW/DC. Set up in our Asia Regional Office is handled by our local IT staff while set up in our Africa Regional Office is currently handled remotely from DC.

Computer models currently in use in our DC office are as follows:

Laptops

- XPS(13) 9343 [8]
- XPS (13) 9350 [21]
- Lenovo x240 Thinkpad [3]
- HP Elitebook 820 G2 [5]
- Latitude 5420 [4]
- Latitude E4200 [4]
- Latitude E4300 [1]
- Latitude E6230 [2]
- Latitude E6220 [1]
- Latitude E7240 [1]

Desktops

- Optiplex Dell Approximately 26 PC's
- Lenovo M73/E73 approximately 12 PC's

All current and future laptops in DC office are to be maintained and updated under the service and support agreement with the successful vendor. Laptops and PCs in our

regional offices will be maintained and updated locally unless remote assistance is required.

The desktops are Dell and Lenovo PC computers and have Windows 7 operating system as well as Windows Office365. An inventory of all computer equipment is available for review, as necessary. The new laptops are configured with a Windows 10 operating system and Office365 is also installed.

3. Printers: ICRW currently uses the following printers onsite:

2 Canon (C5051) Copiers (Multipurpose)

8 HP 4014n

6 HP small desktop printers

4. Operating System: Most lap tops have Windows 10 as the operating system but some of our “loaner” lap tops still run Windows 7.

- Software: Windows Office 2016 (Office365) and Adobe 10 (with e-signature capability and set-up)
- Antivirus Software: ICRW is currently using Kaspersky Antivirus 10.2.5.3201 (mr3) and a software known as ‘Agent’ utilized by our current vendor in order to remote into any computer devices.

5. Internet: ICRW has a dedicated hosted internet access. Our service provider is Allied Telecom.

Wireless Access Points: We currently have 5 CISCO Meraki MR32 WAP devices, which are used throughout the office for wireless connection.

6. Telecommunications: ICRW has an analog telecommunications system. ICRW currently uses Avaya as its standard telephone model. We currently use Avaya 5410 POTS; AVAYA IP Office Manager 5.2(54).

Cell phone support: ICRW currently uses AT&T as its cellular phone provider. IT support is required primarily to help users sync cell phones with email and calendars and troubleshoot when users experience difficulty with their phones. ICRW issued phones are either Apple iPhones or LG Droid phones. We currently have 20 iPhones and 5 LG Droids

7. Email system: ICRW has recently transitioned to Office 365 as its’ cloud based email system. ICRW uses Outlook.

8. Share File System: ICRW currently uses Citrix to access files remotely. While we are moving towards a cloud-based system, we have yet to identify the appropriate platform for the institution. ICRW would like to transition to a user friendly shared file platform. Currently we use Citrix XenApp version 6.0.0.0 which is an outdated version since the current citrix version is 7.12.

9. Financial management software: ICRW currently use Solomon as its accounting software and UNANET as the program management software. We are in the process of transitioning both of these applications to an offsite host in order to relieve the problematic communication we have experienced between the two platforms.

11. Videoconferencing. ICRW currently has recently selected Adobe connect as our video-conferencing software. We have utilized go-to-meeting with some success and we are currently in the process of exploring Skype for business along with others.

B. Website Maintenance Requirements

1. External online presence. ICRW's organizational website is built on a WordPress platform and is hosted by Motivate Design, who also maintain the site. The domain host is Network Solutions.

2. Intranet. ICRW's intranet site is built on Drupal v. 6 and is hosted by Liquid Web. It is considerably out of date and currently, no one on staff has the skills to maintain it.

III. SCOPE OF SERVICES REQUIRED

This section summarizes the services to be provided to ICRW. ICRW is looking for a firm that will provide long term strategic planning as well as a consistently high level of IT customer service, maintenance and support. ICRW expects the vendor proposal to define, in detail, the approach to be used to service and improve its existing computer system infrastructure and meet future requirements in a cost effective manner. Each proposal should take into consideration the following key requirement areas (See A thru G of this section); and each firm must be equipped to meet each requirement area.

A. Initial Assessment

Compile/update inventory of all information technology related assets, assess system architecture and current processes, and make recommendations for improved organization-wide IT system performance. A report of this initial assessment will be submitted by July 1 of each year while the contract is in force. This is to allow for necessary budget planning for the upcoming year.

B. Desktop/Lap Top Application Support

Together with ICRW It-Help staff, perform basic support functions including installing PCs, laptops, printers, peripherals, and office automation software; diagnose and correct desktop/laptop application problems, configure laptops and desktops for standard applications and identify and correct end user hardware problems; identify and correct user hardware problems; perform advanced troubleshooting as needed; maintain an up-to-date inventory of all computer related hardware to make available to ICRW Operations staff upon request; and implementation of 24 hour/7 day per week HELP Desk support to be utilized on an as needed basis. Assist designated ICRW staff with software and hardware purchases. Assist in development of IT and software/hardware policies and procedures as needed.

C. Server and Workstation Administrative Services

Manage computer systems and networks to include complex applications, databases, messaging, web and other servers and associated hardware, software, communications, operating systems necessary to maintain the quality, security, performance, availability, recoverability, and reliability of the system.

Ensure that scheduled preventive maintenance for equipment is properly and promptly performed; and ensure maintenance of records for all HELP Desk tickets for both onsite visits and telephone/remote support. Keep maintenance records on all computer equipment; and ensure quality assurance and backup plans and procedures are being followed. Provide configuration management, including changes, upgrades, patches, etc. are maintained. Provide support for software products relating to servers and workstations. Provide a timely response to the user(s) for repair and maintenance. Develop operations, administrative, and quality assurance back-up plans and procedural documentation. Together with ICRW It-Help ensure management of user logins and security and ensure said information is properly documented. With ICRW It-Help staff, set up new users and edit or remove existing users on server. The vendor will provide server performance and capacity management services with reporting when specified thresholds are reached in addition to configuration management, including changes, upgrades, patches, etc. Provide implementation, training and support of a shared document platform to ICRW staff. Provide recommendations and then implementation support for videoconferencing. Provide support to specialized software products used by ICRW as it relates to the server(s) and associated hardware. Coordinate related repair and maintenance work with contracted repair vendors and ensure repairs are conducted in a timely fashion. Develop and execute a plan for server and desktop virtualization.

D. Network Administration Services

Scope of activity includes all ICRW network equipment including switches, firewalls, routers, and other security devices. Primary installation and maintenance of printers, scanners, network devices et al; analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed. Alert notifications in case of failure of equipment. Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; continuous troubleshooting required. Maintenance of network documentation for daily, weekly, and monthly services is required. Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades. Network performance and capacity management services, and network troubleshooting. Maintain network documentation and procedures. Support all ICRW wireless networks (point-multipoint & point to point).

E. Email, Security and Backup Efforts

Maintenance of ICRW email accounts using the ICRW domain, adding, changing, and/or deleting employee accounts as requested. List serve management and support. Requirements for a data backup policy, with procedures in place to handle daily, weekly, and monthly backup of the computer data and information, email, etc.; ability to restore systems and data if servers and/or computers go down is required. Maintenance of virus detection programs on ICRW server, email and all ICRW computers and laptops. Perform security audits as requested including notification of suspected breaches of security to ICRW's designated staff as required. Configure ICRW system to

enable remote access in a secure environment and provide remote access administration as requested by designated ICRW personnel

F. Strategic Planning

Engineering, planning, and design services for system enhancements, including installations and upgrades of new or existing systems. Examples include server upgrades, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchasing and technology needs. Install new servers, software and hardware and transfer data when acquired. Strategic planning, design, and installation/upgrade of core network systems. Examples include major network upgrades, provider changes, IP schema redesign, installation of “core” network devices, etc.

G. Other General Requirements

In addition to the requirements outlined in sections A-F of this RFP, the successful firm will reflect a demonstrated ability to respond to staff requirements in the following areas:

1. a strong understanding of the equipment and software needs of an international organization with offices overseas and whose staff travel frequently to developing countries, which have limited connectivity and under-developed computer technology;
2. an ability to research and identify software solutions that meet the needs of ICRW staff (eg, online sharing, webinar system, etc);
3. provide technical guidance and support for videoconferencing platforms (for example, Skype, Adobe Connect, Google Hangout);
4. identification and resolution of redundancies in ICRW's current computer system environment
5. effective communication with staff to keep them updated on the progress of troubleshooting issues

H. Not Included

The contract to be awarded does not obligate ICRW to purchase computer equipment, hardware devices, cabling, licenses, software et al from the successful vendor. *Replacement parts are not part of this contract.* The scope also does not include computer equipment and networks not owned by ICRW.

IV. Submittal Requirements

A. Cover Letter – to contain the following:

1. Company/Individual name, address and telephone number.
2. Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified. Summarize your proposal and your firm's qualifications.
3. Statement indicating the proposal and cost schedule will be valid and binding for ninety days following the proposal due date and will become part of the contract that is negotiated with ICRW.

B. Background Information – to contain the following:

1. Length of time in business providing similar services
2. Total number of clients
3. Total number of non-profit clients
4. Staff Resources – Identify names of principals and key personnel who will actually provide the information technology services. Summarize the experience and technological

expertise of these staff. Describe the role and responsibilities that each of these individuals will have. The local availability of staff that will be providing these services will be an important consideration.

5. Office location(s)

C. Statement of Work: Describe how your firm proposes to provide the services listed in the scope of services by addressing each section A-G above including your scope of services along with proposal for providing on-going support.

D. Pricing

1. The proposal must contain a fee schedule that includes the total fees on an annual basis; and hourly rates for the proposed services.
2. Describe how your services are priced and any specific pricing you are able to provide.
3. Define any additional charges (e.g. travel expenses).
4. Describe the extent, limits, and deductibles of your business insurance; and any additional warranties that you will provide.

E: Conflict of Interest

1. State whether you or your firm or any individual within your firm represents any clients or interests that may create an actual or potential conflict in the performance of services for ICRW. Please include any additional information as an attachment.
2. Please include a statement to the effect that, at the time your firm is selected by ICRW, if any facts are known or come to light which create an actual or potential conflict that information will be fully disclosed in writing to ICRW. Also, please describe your firm's policies or procedures for avoiding ethical or conflicts of interest violations.
- 3.

F. References: Please provide a minimum of three references, preferably other non-profit organizations of like size and scope to ICRW. Provide the name, title, address, and telephone number for each reference. Please provide information referencing the actual services provided, customer size (number of users), and the length of tenure providing services to this client.

V. SELECTION CRITERIA

ICRW will review each Proposal to determine which, if any, best fits our current and future IT support needs. Firms will be evaluated on their responses with particular focus on:

- A. Demonstrated ability to provide high quality help desk support to ICRW staff
- B. Demonstrated ability to plan and implement IT support program at an ICRW size and scope
- C. Provide competitively priced IT support
- D. Assist ICRW in achieving cost-efficiencies for its IT support needs;
- E. Maintain continuity in personnel assigned to ICRW
- F. Ability to pro-actively anticipate IT needs for the institution

IV. ADDITIONAL PROVISIONS

A. ICRW reserves the right (i) to amend, modify, withdraw or cancel this RFP, in whole or in part, if ICRW deems it is in its best interest to do so; (ii) to revise or waive any requirements of this RFP; (iii) to investigate the qualifications and experience of any

responding party; (iv) to require supplemental statements or information from any responding party; (v) to accept or reject any or all responses hereto; (vi) to select one or more firms for all or part of the requested services; (viii) to extend the deadline for submission of a response or responses hereto; and (ix) to hold discussions with a respondent or respondents to correct deficient responses which do not completely conform to the instructions contained herein. ICRW may exercise the foregoing rights at any time without notice and without liability to any respondent or any other party for its expenses or losses incurred in the preparation of responses hereto or otherwise. Responses hereto will be prepared at the sole cost and expense of the respondent.

- B. The RFP does not commit ICRW to select a firm, to pay the costs or expenses incurred in preparation of or with respect to any response, or to procure or contract for the services described herein. This RFP does not promise to accept the lowest bid.
- C. Nothing stated at any time by any representative of ICRW will effect a change in or constitute an addition to this RFP unless confirmed in writing by ICRW.
- D. Firms responding must agree to keep confidential their responses and any information received from ICRW other than this RFP.
- E. The terms of this RFP and each firm's Proposals, including attachments, will constitute a binding agreement with ICRW.
- F. Any firm selected as a result of this process will be required sign a contract with ICRW. The term of the initial contract period will be one base year with an option for two additional years of service contingent upon performance during the first year.

V. RFP TIMELINE

The timeline for proposal submission and selection is as follows:

- February 10: RFP release date
- February 17: Clarifying questions due by this date (ICRW will respond as questions arrive)
- March 3, 5:00 p.m.: Proposals are due to ICRW
- March 13-24: In person interviews with finalists
- March 27: Selection will be announced.
- April 1: anticipated Contract Start Date

VI. PROPOSAL SUBMISSION SPECIFICATIONS

Please submit your proposal to Patricia Daunas as pdaunas@icrw.org. The subject of the email transmission should state "**Response to ICRW Information Technology Request for Proposals (RFP).**"

ICRW will not respond to inquiries received after 5 p.m. on March 3. Oral presentations, will be decided upon and scheduled by ICRW between March 13-24,2017. ICRW's Information Technology Support Search Committee will make recommendations to ICRW management regarding the final selection of the IT Support firm.