

## **REQUEST FOR PROPOSAL**

### **Information Technology Services Bid for Economic Opportunity Agency**

Economic Opportunity Agency (EOA) has issued this Request for Proposal (RFP) to select and contract with a licensed and insured business with experience in information technology services, to provide managed IT services for EOA Children's Services.

#### **Background**

The Economic Opportunity Agency, Inc (EOA) is a community action agency established in 1965 to address community needs and help low-income households break the cycle of poverty. Our mission is empowering children and families to learn, connect, and succeed."

EOA Children's Services provides early childhood education and comprehensive services to economically disadvantaged children and families in Northwest Arkansas. We have nine locations in Washington County, Arkansas that fall within the scope of this RFP (five are in Fayetteville, three are in Springdale, and one is in Lincoln, AR).

#### **Scope of Work**

Under the five-year contract to be awarded through this RFP, EOA seeks a professional, experienced business to provide managed IT services for approximately 84 machines at nine work locations, as well as backup services and labor.

#### **Response Criteria**

Response to this RFP will require the business to provide sufficient information to determine the agency qualifies for performing the services required, including the following:

- Address your overall capabilities and experience as they relate to your company's ability to meet the Scope of Work.
- Submit a list of any tasks that will be sub-contracted and a list of the sub-contracting firms. EOA reserves the right to approve any sub-contractor of the lead contracting firm's team.
- Describe fee structure and billing procedures. If the bidder estimates a cost adjustment at any point of the contract, the estimated adjustment should be listed in the bid. If any portion of the fee or rate will be donated, it must be clearly stated in your fee structure.
- Present three references including names, addresses, titles, phone, and e-mail addresses of the person(s) most familiar with the work performed.
- Proof of Liability Insurance including Workmen's Compensation if utilizing employees
- Must Maintain a Physical Business Address and Phone Number
- Must be able to complete any on-site work Monday-Friday between 7:30am-3:30pm at most locations.

## **Selection Criteria**

The following criteria will be used to evaluate the qualifications of the business:

- Capability to perform the required services for EOA Children's Services
- Professional background and experience on similar projects
- Cost of services

Proposals will be reviewed by a team representing EOA Children's Services.

## **Requirements and Authority**

This Request for Proposal does not commit EOA to award a contract, pay any costs incurred in the preparation of the proposal for this request, or to procure or contract for services. EOA reserves the right to accept or reject any or all proposals received as a result of the request, negotiate with any qualified source(s) or cancel, in part or entirely, this Request for Proposal, if it is in the best interest of EOA Children's Services to do so.

## **Submission Information**

**Interested firms should submit the above requested information by 4:00 p.m. on Friday, October 9, 2020 via email or regular mail delivery to:**

Lance Johnson, Program Director  
EOA Children's Services  
1643 E. Huntsville Road  
Fayetteville, AR 72701  
(479) 313-7919  
Ljohnson@eoaheadstart.org

Proposals received after the above time and date will not be opened. A determination will be made by October 16<sup>th</sup> with services to begin on November 1, 2020.

Questions regarding this RFP should be directed to Lance Johnson at the email above.