

**REQUEST FOR PROPOSALS
FOR INFORMATION AND COMMUNICATION TECHNOLOGY SERVICES
FOR THE PERIOD NOVEMBER 1, 2021 – OCTOBER 31, 2022
*Polish Community Center of Buffalo, Inc.,
d/b/a Lt. Col. Mat Urban Human Services Center of WNY***

October 18, 2021

HISTORY AND BACKGROUND FOR REQUESTED SERVICES

The Polish Community Center of Buffalo, Inc., d/b/a Lt. Col. Mat Urban Human Services Center of WNY (variously referred to in this document as “The Matt Urban Center, “MUC,” “the agency”), seeks the services of a qualified contractor to provide Information and Communication Technology services between November 1, 2021 and October 31, 2022.

Sealed proposals will be received until Friday, October 29, 2021 at 3:30 PM

Via U.S. Mail or delivery to:

Ryan Undercoffer, Chief Community Development Officer
Lt. Col. Matt Urban Human Services Center of WNY
1081 Broadway
Buffalo, NY 14212

Questions on this request for qualifications may be directed to rundercoffer@urbanctr.org or to (716) 893-7222 ext. 219.

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BACKGROUND

This section should be viewed as a useful summary of the size and scope of the agency’s current needs and can be used to assist in the creation of a service proposal. Please note that the agency’s technology inventory and technical support requirements, summarized in this section, are subject to change as the agency’s operational needs change. The list provided may also differ slightly from the agency’s actual current inventory, though every reasonable effort has been made to ensure its accuracy.

At present, the Matt Urban Center utilizes roughly 40.5 hours of remote and onsite technical support assistance each month. This consists of roughly 38 service requests each month. Approximately 30 additional hours per year are required for assistance with special projects.

The agency’s current technology inventory is as follows:

Item Type	Location	Number of Items
Computers		
Administrative Laptops	1081 Broadway (LMUC)	13
Administrative Workstations	1081 Broadway (LMUC)	24
Tablet	1081 Broadway (LMUC)	11
Administrative Laptops	385 Paderewski (HC)	1
Administrative Workstations	385 Paderewski (HC)	7
Tablet	385 Paderewski (HC)	2
Client Workstations	385 Paderewski (HC)	8
Administrative Laptops	58 Oberlin (HG)	2
Administrative Workstations	58 Oberlin (HG)	15
Tablet	58 Oberlin (HG)	1
Client Workstations	58 Oberlin (HG)	3
Administrative Laptops	129 Lewis (TJD)	14
Administrative Workstations	129 Lewis (TJD)	2
Client Tablets - Lenovo	129 Lewis (TJD)	72
Servers		
Dell PowerEdge T430 - Main Server	1081 Broadway (LMUC)	1
Dell PowerEdge T430 - Accounting Server	1081 Broadway (LMUC)	1
DELL PowerEdge T30 - To be Installed	Sears street Apartments	1
Lenovo Thinkserver TS440 - Not Used	1081 Broadway (SNAP)	1
HP Proliant ML310E Gen8 v2	385 Paderewski (HC)	1
Dell PowerEdge T320	58 Oberlin (HG)	1
Lenovo Thinkserver TS140	129 Lewis (TJD)	1
Lenovo Thinkserver TS140 - Security System DVR	Monroe Street	1
Software		
Windows Server 2008	1081 Broadway (SNAP)	1
Windows Server 2012 R2 - Main Server	1081 Broadway (LMUC)	1
Windows Server 2016 - Accounting Server	1081 Broadway (LMUC)	1
Windows Server 2016 Essentials	Sears street Apartments	1
Windows Server 2012 Essential R2	385 Paderewski (HC)	1
Windows Server 2012 Essential R2	58 Oberlin (HG)	1
Windows Server 2012 Essential R2	129 Lewis (TJD)	1
Microsoft Office for Windows	1081 Broadway (LMUC)	47
Microsoft Office for Windows	385 Paderewski (HC)	10
Microsoft Office for Windows	58 Oberlin (HG)	16
Microsoft Office for Windows	129 Lewis (TJD)	16
Services		

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Microsoft 365 Business Basic	ALL	56
Microsoft 365 Business Premium	ALL	3
Microsoft 365 Business Standard	ALL	15
Microsoft Office 365 - SharePoint Website	ALL	2
Networking Equipment		
Unifi USG-PRO-4 Router & Firewall	1081 Broadway (LMUC)	1
Unifi US-8-60W Switch	1081 Broadway (LMUC)	1
Netgear ProSAFE GS724T Switch	1081 Broadway (LMUC)	1
Netgear ProSAFE GS116Ev2 Switch	1081 Broadway (LMUC)	1
TP-Link TL-SF1008P Switch	1081 Broadway (LMUC)	1
COOL PAD CP332A - Mobile Hotspot	1081 Broadway (LMUC)	1
Netgear GS105NA Switch	1081 Broadway (LMUC)	1
Administrative - Ubiquiti Networks Unifi Ap Enterprise Wifi System	1081 Broadway (LMUC)	5
Client - ZyWALL USG 50 Router & Firewall	1081 Broadway (LMUC)	1
Client - Ubiquiti Networks Unifi Ap Enterprise Wifi System	1081 Broadway (LMUC)	1
Client - Cisco SLM24G8 Switch	1081 Broadway (LMUC)	3
Zyxel ZyWALL USG 50 - Router & Firewall	385 Paderewski (HC)	1
Netgear ProSAFE JGS524PE Switch	385 Paderewski (HC)	1
Netgear ProSAFE JGS516PE Switch	385 Paderewski (HC)	1
Administrative - Ubiquiti Networks Unifi Ap Enterprise Wifi System	385 Paderewski (HC)	4
Zyxel ZyWALL USG 50 - Router & Firewall	58 Oberlin (HG)	1
Netgear JGS524PE-100NAS Switch	58 Oberlin (HG)	1
Netgear FS728TP V1H2 Switch	58 Oberlin (HG)	1
Administrative - Ubiquiti Networks Unifi Ap Enterprise Wifi System	58 Oberlin (HG)	1
Client - Ubiquiti Networks Unifi Ap Enterprise Wifi System	58 Oberlin (HG)	2
Ubiquiti Unifi Security Gateway Pro (USG-PRO-4) - Router & Firewall	129 Lewis (TJD)	1
NetGear ProSAFE JGS516PE Switch	129 Lewis (TJD)	1
Administrative - Ubiquiti Networks Unifi Ap Enterprise Wifi System	129 Lewis (TJD)	2
Netgear GS305 Switch	Help Buffalo	1
Administrative - Ubiquiti Networks Unifi Ap Enterprise Wifi System	Help Buffalo	1
Ubiquiti Unifi Security Gateway Pro - Router & Firewall - To be Installed	Sears street Apartments	1
Ubiquiti Networks Unifi Ap Enterprise Wifi System - To be Installed	Sears street Apartments	1
Ubiquiti UNIFI SWITCH 24 POE - To be Installed	Sears street Apartments	1
Printers & Scanners		
Canon iR-ADV C5535 / iR-ADV C5535	1081 Broadway (LMUC)	1
HP Officejet Pro 8030	1081 Broadway (LMUC)	1
HP LaserJet 400 M401n	1081 Broadway (LMUC)	1
HP LaserJet M506DN	1081 Broadway (LMUC)	1
HP LaserJet 400 M401N	1081 Broadway (LMUC)	1
HP LaserJet 1022	1081 Broadway (LMUC)	1
HP Laserjet M402n	1081 Broadway (LMUC)	2
HP Laserjet P1505	1081 Broadway (LMUC)	1
HP LaserJet P1102w	1081 Broadway (LMUC)	1
Brother MFC-8950DW	1081 Broadway (LMUC)	1
Brother MFC-L6800DW	1081 Broadway (LMUC)	1
Brother MFC-L8900CDW	1081 Broadway (LMUC)	1
Brother ImageCenter ADS-1500W	1081 Broadway (LMUC)	1
FUJITSU Scan Snap IX500	1081 Broadway (LMUC)	7

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Brother DS-720D Scanner	1081 Broadway (LMUC)	5
Konica Minolta Bizhub C224c	385 Paderewski (HC)	1
Canon imageRUNNER1730iF	385 Paderewski (HC)	1
Brother MFC-7860DW	385 Paderewski (HC)	1
EPSON Workforce 610	385 Paderewski (HC)	1
Brother MFC-L2685DW	385 Paderewski (HC)	1
HP Officejet Pro 6230	385 Paderewski (HC)	1
FUJITSU Scan Snap IX500	385 Paderewski (HC)	3
Epson DS-30 Scanner	385 Paderewski (HC)	1
Epson DS-80W Scanner	385 Paderewski (HC)	1
HP LaserJet P2035N	385 Paderewski (HC)	1
Brother MFC-L6800DW	385 Paderewski (HC)	1
Brother HL-2240	58 Oberlin (HG)	1
Brother MFC-L2710DW series	58 Oberlin (HG)	1
KONICA MINOLTA Bizhub C284e	58 Oberlin (HG)	1
HP LaserJet 1320 Q5927A	58 Oberlin (HG)	1
HP LaserJet P2014 CB450A	58 Oberlin (HG)	2
HP LaserJet P2035 CE461A	58 Oberlin (HG)	2
Brother DCP-L2540DW	58 Oberlin (HG)	1
HP OfficeJet Pro 8710	58 Oberlin (HG)	1
Brother DCP-L2540DW	129 Lewis (TJD)	1
Epson WF-7510	School 31 (TJD)	1
Brother MFC-L2700DW	School 91 (TJD)	1
Canon TR7520	School 74 (TJD)	1
HP LaserJet Professional P1606DN	129 Lewis (TJD)	1
Canon MF743CDW	Crossroads	1
Mobile Phones		
Apple iPhone	Multiple Locations	≈ 17

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CONTRACT BID ITEMS

BID ITEM – Information and Communication Technology Services

The Matt Urban Center seeks a qualified contractor who will provide Information and Communication Technology Services from November 1, 2021 – October 31, 2022, billed on a monthly fixed-fee basis. Contract may be renewed for additional years at the discretion of both parties. Services include those listed on the chart below, as well as those bulleted here:

- Maintain and support MUC's IT systems.
 - Ensure relevant software, services, and equipment are available to the client
 - Respond to support requests within a reasonable time frame
 - Escalate and resolve issues in an appropriate, timely manner
 - Maintain good communication with MUC at all times
- Provide reactive support services both during work hours and outside, investigating issues raised by MUC and responding appropriately
 - Support may be provided remotely or onsite, as appropriate
- Pricing for major projects will be negotiated on an ongoing basis+
- Contractor must maintain complete confidentiality with regard to agency data, files, and materials

Please note: onsite, in-person support is expected for a wide range of services. Proposals that do not offer onsite support will not be considered.

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Contractor will perform a number of specific activities. This must include each activity listed on the chart below, or an alternative that meets or exceeds the outcome of the activity on this list that it replaces.

Activity	Frequency	Notes
Document software and hardware changes	As necessary	
Send client log of work performed	Via Ticket System	
Identify hardware or software for purchase	As necessary	Contractor will perform due diligence when recommending hardware or software for purchase by the Matt Urban Center, reasonably ensuring a fair price
Check backups are running properly	Daily	Check that backups are running with no errors reported
Perform backup test on server	Quarterly	A full data restore test of the server
Monitor and maintain server uptime	Constantly	
Install software patches, service packs and other updates on Microsoft Products	As necessary	Updates should be tested before being rolled out across the IT system
One Onsite Maintenance Visit	Yearly	Update all software on each computer with latest security patches; renew anti-virus software, clean desktop computer and server fans, access any upgrade options
Install software upgrades	As necessary	Upgrades that incur costs -- and other major upgrades - will only be installed after consultation with the client
Monitor server event logs for potential problems	Daily	
Monitor status and availability of cloud services	Constantly	Contractor will check status of cloud services used by the Matt Urban Center
Monitor available disk space on servers and company computers	Daily	
Perform system and server reboots	As necessary	Non-essential reboots should be performed at convenient times, agreed between Matt Urban Center and contractor
General server maintenance	As necessary	To be performed out of hours or at mutually agreeable times

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Let client know of any potential issues	As necessary	For example: disk space running low, equipment showing signs of failure, deteriorating broadband speed, etc.
Create, remove, and maintain employee user accounts, numbers, and permissions	As necessary	For example: employees joining or leaving company or requiring access to additional resources
Assist users with support queries	As necessary	For example; how to connect to VPN, where to save shared files, etc.
Disaster recovery of core systems	As necessary	In the event of a significant IT failure or problem (e.g., complete server failure or security breach), contractor will do everything possible to restore service. In extreme situations, this may require that additional repair costs be charged to the Matt Urban Center
Diagnose and fix network equipment	As necessary	
Fix user errors/mistakes	As necessary	For example: accidental file deletion, forgotten passwords, accidental installation of malware/viruses
Raise support requests with third-party providers	As necessary	Where cloud services and other aspects of the IT system are not in contractor's direct control, contractor will take responsibility with third-parties to resolve issues
Maintain internet connection	Constantly	Identify performance or availability issues of the Matt Urban Center's internet connection(s).
Monitor router logs	Daily	
Monitor Network capacity and performance	Weekly	Contractor will endeavor to identify where network capacity is reaching its limit.
Monitor firewall logs	Daily	Contractor will attempt to identify and address any unusual or suspicious activity.
Check status of security software updates	As necessary	Contractor will verify that all updates are installed in a timely manner.
Investigate any suspicious activity or unexpected software behavior	As necessary	Contractor will investigate any activity that could be the result of malicious software or individuals, such as viruses or hacking attempts.
Monitor Antivirus Protection	Constantly	
Manage file and folder permissions	As necessary	
Enforce password policies	As necessary	

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Create, manage, and remove mailboxes	As necessary	For example: creating email addresses for new users, increasing mailbox size if required, backup emails if requested
Create, manage, and remove directories on SharePoint Services	As necessary	For example: creating new document folders on the SharePoint internal website, recovering deleted files, changing/adding user access permissions to document libraries and applications

The Matt Urban Center reserves the right to remove one or all requested services based on proposal results and operational needs.

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BID SUBMITTALS

SUBMISSION OF BID

All bids must contain the following:

1. Completed and signed *Contact Information* form (form attached, 1 page).
2. Signed and dated *Certificate of Non-Collusion* (form attached, 1 page).
3. Signed and dated *Contractor Debarment Certificate* (form attached, 1 page).
4. Signed and dated *Minimum Insurance Requirements for Vendors Acknowledgement* (form attached, 1 page).
5. A short profile of the firm including:
 - a. Length of time in business
 - b. Length of time providing proposed services
 - c. Number of clients
 - d. Number of nonprofit clients
 - e. Number of full-time employees and area of involvement (i.e., technical support, programming, consulting, sales support, administrative support, etc.)
 - f. Location of office to service the account
 - g. Small, Minority-owned, and Woman-owned business, if applicable
6. A proposal which includes:
 - a. Description of the approach the firm will use in providing the services requested. Description of how the firm is positioned to provide the services requested, with a history of experience in providing similar services.
 - b. Name, title, address, and telephone number of three references for clients to whom similar services have been provided
 - c. Scope of services beyond the RFP that the firm provides which may be of interest to MUC
 - d. A draft fixed fee service contract
 - e. Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services

Sealed bids with all requirement documents must be delivered before Friday, October 29, 2021 at 3:30 PM, via U.S. Mail or delivery to:

Ryan Undercoffer, Chief Community Development Officer
Lt. Col. Matt Urban Human Services Center of WNY
1081 Broadway
Buffalo, NY 14212

7. Questions on this request for qualifications may be directed to rundercoffer@urbanctr.org or faxed to (716) 893-7242.

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PROPOSALS. Proposals must be made upon the blank form provided. All blank lines in the proposal form must be filled in as noted and no change shall be made in the phraseology of the proposal or in the items mentioned therein. The bidder must be prepared, if requested by the Matt Urban Center, to present evidence of experience, ability and financial standing, as well as a statement as to available staff, equipment and machinery and furnish a tour of these facilities if requested by the Matt Urban Center. The form of contract and bond shall be provided by the Matt Urban Center.

The bid price should include all costs of all required items, including equipment, operators and materials.

BID BOND. A bid bond is not required under this contract for services.

SUBCONTRACTING. The contractor is prohibited by law from assigning or subcontracting the contract without the previous written consent of the Matt Urban Center Executive Director.

WORK EXPERIENCE. The successful bidder must have the equipment and experience necessary to perform the required work.

CONDITION OF EQUIPMENT. Equipment offered by the contractor must be in good operating condition and maintained in such condition while performing the work required under any resultant contract.

EQUIPMENT OPERATORS. The bidder's operators must be well trained in the operation of the equipment and must be skilled in the performance of all phases of the work required to be done. The successful bidder shall provide references from existing clients if requested.

BID AWARD. The bid will be awarded to the lowest responsible bidder.

In order to be considered a successful bidder, the attached "Certificate of Non-Collusion" will have to be signed by the bidder and dated prior to submitting the bid. The work to be carried out under this contract will be designated by the Matt Urban Center or its representative. The Matt Urban Center reserves the right to reject any or all proposals or to waive any informality.

BID CONDITIONS

1. The blank spaces in all bid forms must be filled in as noted and no change shall be made in phraseology of the proposal or in the items mentioned therein.
2. The bidder must be prepared to present evidence of experience, ability and financial standing, as well as a statement as to employees and machinery.
3. A draft contract shall be provided by the Matt Urban Center as part of the proposal
4. In case of a difference between the stipulated amount of the proposal written in words and the stipulated amount written in figures, the stipulated amount in words shall govern.
5. The Matt Urban Center reserves the right to remove one or all requested items based on proposal results.

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EXECUTION OF CONTRACT

The Contractor whose bid is accepted will be required to execute a contract and to comply in all respects with the statutory provisions relating to the contract within the time frame specified.

Contract will specify the terms under which the selected Contractor shall provide an invoice to the Matt Urban Center, to be mailed to the Matt Urban Center's Accounting Department at 1081 Broadway, Buffalo, NY 14212 or e-mailed to invoices@urbanctr.org.

INTERPRETATION OF DOCUMENTS. If any person contemplating submitting a proposal is in doubt as to the true meaning of any part of the specifications or other contract documents, or finds discrepancies in or omissions from the specifications, he may submit to the Matt Urban Center a written request for an interpretation or correction thereof, delivered to this address.

Written requests may be emailed to rundercoffer@urbanctr.org or faxed to (716) 897-7242. Such request shall be made no later than five (5) days prior to the date of opening bids. The Matt Urban Center shall respond to such request at least three (3) days prior to the date for opening bids by means of an addendum which shall be forwarded to all prospective bidders who were mailed or picked up the specifications.

BID FORM

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CONTACT INFORMATION

This quote is being provided by:

Company: _____

Address: _____

Signature: _____

Print Name: _____

Title: _____

Office Phone #: _____ Mobile Phone #: _____

Email: _____

Date: _____

BID FORM

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CERTIFICATE OF NON-COLLUSION

By submission of this bid or proposal, the bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of their knowledge and belief:

- a) The prices in this bid have been arrived at independently without collusion, consultation, communication or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
- b) Unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the bidder and will not knowingly be disclosed by the bidder prior to the opening, directly or indirectly, to any other bidder or to any competitor;
- c) No attempt has been made or will be made by the bidder to induce any other person, partnership or corporation to submit or not to submit a bid for the purpose of restricting competition;

I hereby affirm under the penalties of perjury that the foregoing statement is true.

Dated: _____

Signature of Officer

Print Name & Title

STATE OF NEW YORK
COUNTY OF ERIE SS:

On _____, 2021, before me, the undersigned, personally appeared _____, personally know to me or proved to me on the basis of satisfactory evidence to be the individual whose name is subscribed to the within instrument and acknowledged to me that he/she executed the same in his/her capacity, and that by his/her signature on the instrument, the individual or the person upon behalf of which the individual acted, executed the instrument.

Notary Public

BID FORM

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CONTRACTOR DEBARMENT CERTIFICATION

Contractor Business Name: _____

List all Business Owners: _____

We acknowledge that our firm is providing an estimate for work to the Polish Community Center of Buffalo, Inc., d/b/a the Lt. Col. Matt Urban Human Services Center of WNY, Inc.

This agency is partially funded by federal and state grants.

Accordingly, we confirm that neither our company, nor any of its owners (as we have identified above), have been debarred from participating in federal or New York State contracts. Furthermore, we confirm that the list of business owners shown above is complete and true.

Name and Title

Signature

Date

This document is provided in connection with a federal grant program and is subject to a PENALTY FOR FALSE OR FRAUDULENT STATEMENT: U.S.C. Title 18, Sec. 1001, providing for a penalty or imprisonment for knowingly falsified information in connection with these properties.

