REQUEST FOR PROPOSAL
FOR INFORMATION TECHNOLOGY SUPPORT SERVICES

JOHN H. BONER COMMUNITY CENTER

Contact Person: Lorri Dunwoody
Phone: 317.633.8210
Email: ldunwoody@jhbcc.org

RFP Issue Date: June 1, 2012
Proposal Due Date: July 13, 2012

John H. Boner Community Center, Inc.
2236 East 10th Street
Indianapolis, Indiana 46201
www.jhbcc.org
I. Background and Organizational Context

A. Mission: The John H. Boner Community Center (JHBCC) inspires neighbors and partners to improve the quality of life on the near eastside by providing tools for change and growth.

B. The Center has 59 full- and 47 part-time staff members, almost all of whom are dependent on their computer workstations. It is imperative that we have access to the internet and our technology is working correctly for our organization to function efficiently.

C. Co-located sister organizations purchase IT services through the John H. Boner Community Center:
   1. Indy-east Asset Development
   2. East 10th Civic Association
   3. Immigrant Welcome Center

D. Our four major programs are Continuum of Care Housing Services, Children and Youth Services, Financial Foundations, and Senior Services.

E. We have two main facilities:
   1. The John H. Boner Community Center located at 2236 E. 10th Street.
   2. The Chase Near Eastside Legacy Center located on the campus of Arsenal Technical High School at 727 N. Oriental Street.

F. We also operate four apartment complexes:
   1. Brookside Apartments at 1002 and 1012 N. Beville Ave.
   2. Byrne Court Apartments at 1411 E. Market St.
   4. New Life Manor at 1030 N. Beville Ave.

G. In addition, we have staff with workstations at six area schools:
   1. Arsenal Technical High School at 1500 E. Michigan St.
   2. Brookside School at 3150 E. 10th St.
   3. H.L. Harshman Magnet Middle School at 1501 E. 10th St.
   4. Theodore Potter School at 1601 E. 10th St.
   5. Thomas D. Gregg School at 2302 E. Michigan St.

H. Our diverse staff comes from a variety of backgrounds, from the tech savvy to the less so. It is important each person is treated with respect and dignity while completing their service requests.

II. Scope of Work

A. Ongoing maintenance of our current computer systems and continued integration between our two facilities;

B. Analysis of technology needs on bi-annual basis;
C. Upgrade of hardware and software as required;
D. On and off-site technical support for staff at multiple locations;
E. Maintenance of mission-critical software; and
F. Staff’s training needs as identified.

III. Hardware and Network Environment

A. Servers at the John H. Boner Community Center 10th Street Location:
   1. JHB-DC – domain controller (Dell PowerEdge 2900)
   2. JHB-Exchange – mail server (Dell PowerEdge T310), which uses Microsoft Exchange 2010 SP1.
   3. JHB-Fog – stores images of machines (Dell OptiPlex 320)
   4. JHB-Backup (Dell PowerEdge T110 II, owned by current IT vendor) – backup server. The backup method is to take snapshots every hour, replicated offsite at night.

B. Server at the Chase Near Eastside Legacy Center at 727 N. Oriental St:
   1. JHB-Legacy – domain controller (HP ProLiant DL360 G7), which is linked to the JHBCC internet and servers.

C. Inventory of types and number of workstations
   1. We currently have 155 computers, which include temporary laptop stations used during our yearly tax site, resource room desktop stations for use by clients, and permanent desktop workstations for the staff at all of our locations and our sister organizations.
   2. Laptops:
      a. Dell Vostro laptops - (17)
      b. Dell Latitude E5400
      c. Dell Latitude E5500 - (3)
      d. Dell Latitude E5510 - (2)
      e. Dell Latitude E5520 - (2)
      f. HP ProBook 4420s
      g. HP ProBook 4525s - (11)
      h. LENOVO 0768AFU Laptop
   3. Desktops:
      a. Dell Dimension 2350 (17)
      b. Dell OptiPlex 170L
      c. Dell OptiPlex 320 (11)
      d. Dell OptiPlex 330 (2)
      e. Dell OptiPlex 360 (11)
      f. Dell OptiPlex 380 (54)
      g. Dell OptiPlex 740
      h. Dell OptiPlex 745
      i. Dell OptiPlex GX270 (2)
      j. Dell Precision WorkStation T3400 (2)
k. Dell Vostro 220
l. HP Compaq
m. HP Compaq 6200 Pro SFF PC
n. HP Compaq 6715b (2)
o. HP Compaq dx2400 Microtower

D. Current type of internet services at each location
1. John H. Boner Community Center – Brighthouse
2. Chase Near Eastside Legacy Center – Brighthouse
3. Byrne Court Apartments – Brighthouse for internet and IP address for security system.
4. Jefferson Apartments – Brighthouse for IP address for security system.
5. New Life Manor – Brighthouse for cable, internet networked to the John H. Boner Community Center.
6. Community Schools – They receive their internet service through IPS schools.

E. Special system requirements
1. Antivirus – Currently owned by our IT vendor, AVG for Business/Enterprise
2. Open Wi-Fi for our clients.
3. Sharp Copiers – We currently log into our four, Sharp copiers by their IP addresses, so that we may make changes. Our IT vendor will need to facilitate updating of software and other issues that might occur.
4. Volunteers, interns, students and guests with their own laptops may need to access our network and our printers.

IV. Software Environment

A. Servers – 2008 R2 Server Standard x64 Edition Service Pack Build 7601
B. Standard on machines:
   1. Windows 7 or Windows XP
   2. Microsoft Office XP, Office 2003, Office 2007 or Office 2010 (both standard and professional packages on various machines).
   3. Microsoft Internet Explorer
C. Other Software installed on various machines:
   1. ACT Install
   2. Adobe Acrobat 6
   3. Adobe Acrobat 6.0 Standard
   4. Adobe Acrobat 6.0.1 Standard
   5. Adobe Acrobat 8
   6. Adobe Acrobat 8 Professional
   7. Adobe Acrobat 9
   8. Adobe Acrobat 9 Pro - English, Francais, Deutsch
   10. Adobe Acrobat X Pro
   11. Adobe Acrobat X Pro - English, Francais, Deutsch
13. Adobe Illustrator CS
14. Adobe Photoshop CS
15. AuctionPay
17. Cyberlink PowerDVD
18. Dropbox
19. Good Docs
20. Google Chrome
21. Google Desktop
22. Google Earth
23. GoToMyPC
24. Hewlett-Packard HPActive Support
25. iTunes
26. Juniper Networks RingMaster
27. Logitech MouseWare
28. LogMeIn
29. McAfee System Core
30. Microsoft Access 2007
31. Microsoft Active Sync
32. Microsoft Business Solutions eCRM
33. Microsoft Easy Assist NG
34. Microsoft Live Meeting
35. Microsoft Interactive Training
36. Microsoft MSDN
37. Microsoft Office Outlook Connector
38. Microsoft Visual Studio 2008
39. Microsoft WebFldrs XP
40. Microsoft Windows Defender
41. Microsoft Windows Support Tools
42. Mozilla
43. MS Publisher
44. Norton Internet Security
45. QuarkXpress
46. QuickBooks
47. Roxio – various products, Creator Audio, Creator Copy, etc.
48. Sage Fund Accounting
49. ScanSoft OmniPage 14
50. Sharp Desktop
51. Sonic Solutions Sonic CinePlayer Decoder Pack, and Update Manager
52. Trapeze Networks SmartPass
53. Wave ViewPoint
D. Online Databases:
1. Assets for Independence – Database that tracks compliance to our grant requirements, etc. used by our Financial Foundations area.
   http://www.idaresources.org/granteegateway
2. Client Track – Database that tracks our housing clients and our compliance to our grant requirements and HUD regulations. https://www.clienttrack.net/indy
3. eTapestry – Online donor database that tracks individual giving and grant payments.
   https://sna.etapery.com/prod/Login.jsp?application=enum.applicationType.etapery&providerName=eTapestry.com
4. ETO (Efforts to Outcomes) - Online database that tracks the participants we serve in our programs. https://secure.etosoftware.com/Login.aspx?ETO=cwfindy
5. EZ Reports – Online database that tracks the students we serve in our programs, required by the Indiana Department of Education.
   https://www.ezreports.org/INDIANA1112/
6. FitnessBooker, also spaBooker at same website - https://app.securebooker.com/App/Admin/Login.aspx?LoggedOut=1
7. Greater Giving – Online payment processing service.
8. Indianapolis Power and Light- Grant funder online database.
   http://custapps1.iplpower.com/trustee/
10. RealPage – Used by Housing to track leasees, rent payments, maintenance service requests, and etc. http://johnbonercommcenter.onesite.realpage.com/
11. Social Innovation Fund – Grant funder online database.
    http://sites.google.com/site/foccweto/home
12. Taxwise – Tax site system used to prepare client taxes.

E. Other online websites:
2. Formstack – used in conjunction with our website to design online forms.
   http://www.formstack.com/
4. Google Docs (Google Drive) - https://drive.google.com/start?authuser=0#home
7. Online Office Suite Training - Website for use by our clients in the Resource Room.
8. Public Benefits – State website where clients can access public benefits.  
   http://www.in.gov/fssa/dfr/2691.htm

V. Minimum requirements in response to RFP

   A. Scope and menu of services to be provided;
   B. Key Personnel Qualifications
   C. Customer References
   D. Training and Support to be provided
   E. Fee Schedule/Pricing Information
   F. Any contract requirements

VI. Proposal Process

   A. Applicants should submit a letter of interest along with fee schedule, references and business materials by June 8, 2012.
   B. The John H. Boner Community Center will contact those parties from whom we wish to receive a proposal by June 29, 2012.
   C. The John H. Boner Community Center will schedule a time to meet with applicants where we will present a tour of our system and our technological needs, and answer any questions.
   D. The John H. Boner Community Center (JHBCC) will contact selected candidates to submit final proposals, which are due on July 13, 2012. JHBCC may meet with finalists to further review their proposals.