



Women's Business
Development Council

RFP for Technology Services to Small Businesses

Summary and Background

Established in 1997, the Women's Business Development Council, Inc. (WBDC) is a 501(c)(3) organization that supports economic prosperity for women and strengthens communities through entrepreneurial and financial education services that create and grow sustainable businesses across Connecticut. WBDC was founded to foster the growth of women-owned businesses by providing access to education, training, mentoring, business development and financing opportunities to women. WBDC is recognized as the statewide leader of business development services for women, with local, state, and national support.

A key component of WBDC's business development services is supporting Connecticut's child care providers with the education, training, resources and connections to maintain and grow their businesses, in partnership with the Connecticut Office of Early Childhood (OEC). The child care providers served include licensed family home providers, group home providers and child care center providers serving children from birth to 4 years of age, with some serving a small portion of school age children aged 5-18, part-time. Family home providers serve up to 6 full-time children and operate out of their home residence. Group homes serve 7-12 full-time children and operate at a facility other than their home. Child care centers serve 12-300+ children full-time and are based in a commercial or community facility.

As part of this program, WBDC is awarding technology and technology technical assistance grants to qualified licensed child care providers in the state, to support their business operations and education with WBDC. WBDC is seeking technology firm(s) to procure and deploy hardware and software that will support the business operations for child care providers. The grant awardees will be selected by WBDC based on an assessment of their current technology and future needs.

Proposal Guidelines

This Request for Proposal represents the requirements for an open and competitive process. Proposals will be accepted until **11:59PM EST April 30, 2021**. All proposals must be signed by an official agent or representative of the company submitting the proposal.

Additionally, all costs included in proposals must be all-inclusive to include any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include a name and description of the organizations being contracted. All costs must be itemized to include an explanation of all fees and costs.

Contract terms and conditions will be negotiated upon selection of the winning bidder for this RFP. All contractual terms and conditions will be subject to review by WBDC Senior Management and will include scope, budget, schedule, and other necessary items pertaining to the project.

Scope of Work

WBDC is seeking vendor firm(s) to identify, procure and deploy technology that will support business operations (e.g., business emails, bookkeeping, online meetings/courses) for up to 100 child care providers in Connecticut. The goal is to identify, procure and deploy hardware and software within the following timeframes -

Project Task	Target Date
Project Initiated	May 19 th 2021
Hardware & Software Recommendation Completed	May 31 st 2021
Hardware & Software Procurement Completed	June 30 th 2021
Hardware & Software Deployment Completed	July 31 st 2021
Technical Support Initiated	August 1 st 2021

The precise number of child care providers, their locations and the precise count of devices (laptops, tablets, desktops, printers) and software to be procured will be finalized and shared as part of the contract negotiation phase. The scope of each project task is described below based on our initial assessment of the technology needs of child care providers.

Hardware & Software Recommendation

1. Identify a laptop based on the following specs –
 - a. Screen size ranging from 14 to 16 inches
 - b. 16 GB RAM
 - c. 256-512 GB SSD Hard Drive
 - d. At least Core i5 or equivalent processor
 - e. Windows 10 Pro Edition
 - f. Cost range: \$900 - \$1,000
2. Identify a desktop based on the following specs –
 - a. Screen size ranging from 21 to 24 inches
 - b. 16 GB RAM
 - c. 512 GB SSD Hard Drive
 - d. At least Core i5 or equivalent processor
 - e. Windows 10 Pro Edition
 - f. Cost range: \$700-\$800
 - g. All-in-One
3. Identify an all in one printer/scanner/copier for the client based on the following specs –
 - a. All in one printer/scanner/copier
 - b. Color printing required
 - c. Total cost of printer with the extra toner/cartridge ranging from \$300-\$400
 - d. Price per page for b/w printing to not exceed 10 cents
 - e. Price per page for color printing to not exceed 10 cents

4. Identify anti-virus software based on the following specs –
 - a. Reliable protection that can handle all cyber threats
 - b. Easy to learn to use
 - c. Minimum performance impact

Hardware & Software Procurement

1. Procure up to a maximum of 140 devices (mix/combination of desktops, laptops & tablets) per specs listed above
2. Procure up to a maximum of 60 all in one printer/scanner/copier
3. Procure MS Office 2019, Adobe Acrobat Pro and Anti-Virus Software for each desktop/laptop/tablet
4. Procure wireless keyboard and mouse for each desktop
5. Procure wireless mouse for each laptop

Hardware & Software Deployment

1. Install hardware/software for up to a maximum of 100 clients located all over Connecticut.
2. Install hardware/software for each client at their business location
 - a. Set up account to log into the laptop/desktop/tablet
 - b. Check for OS updates
 - c. Install MS office/Adobe Acrobat/Antivirus software
 - d. Install Chrome Browser
 - e. Install printer software on the laptop/desktop and connect to printer
 - f. Remove Bloatware
 - g. Configure Anti-Theft Tools
 - h. Optimize power settings
 - i. Optimize display settings
 - j. Set Up shortcuts on the desktop/laptop
 - k. Connect keyboard and mouse
 - l. Connect to internet
 - m. Hand over warranty and software license information
3. Provide technical training that will cover –
 - a. How to turn on and turn off the device
 - b. How to force quit an application
 - c. How to navigate to folders/files
 - d. How to search for files
 - e. Overview of antivirus software
 - f. Overview of chrome browser privacy and security settings
 - g. How to print/scan/copy using the all-in-one printer/scanner/copier
 - h. How to change the toner/cartridge on the printer
 - i. Overview of warranty information and process
 - j. Overview of helpdesk support process for the first month

Technical Support

1. Provide 3 hours of helpdesk support over a 1-month period for each client
2. Support to include –
 - a. Hardware issues with the deployed laptop/desktop/printer
 - b. Deployed software not working as intended
 - c. Questions about software installation
 - d. Questions about device settings

RFP Timeline

All proposals in	April 30 th 2021
Bidder Notification to 2–3 finalists	May 3 rd 2021
Interviews with Bidders:	May 5 th – 7 th 2021
Winning Bidder notified no later than	May 12 th 2021
Upon notification, the contract negotiation with the winning bidder will begin immediately.	
Contract negotiations will be completed by	May 18 th 2021

Budget

All proposals must include proposed costs to complete the tasks and deliverables described in the project scope. All costs included in proposals must be all-inclusive to include any outsourced or contracted work. All costs must be itemized to include an explanation of all fees and costs.

Cost/pricing template:

Hourly Rate				
Recommend technology	Number of hours/fixed cost			
Procure technology	Number of hours/fixed cost			
Technical support	Number of hours/fixed cost per client			
	Laptop	Desktop	Tablet	Printer
Install & Train	Number of hours/fixed cost per device	Number of hours/fixed cost per device	Number of hours/fixed cost per device	Number of hours/fixed cost per device

Bidder Qualifications

Bidders should provide the following items as part of their proposal for consideration:

- Firm name
- Firm Address
- Website URL
- Telephone number(s)
- Name, title and e-mail address of the individual who will serve as agency's primary contact
- Brief description and history of your firm
- Description of organizational experience, specifically any experience with procuring and deploying hardware & software on a large scale (75+ devices)
- Brief description of staff technical expertise and experience as it relates to the proposal
- List of how many full time, part time, and contractor staff in your organization
- 2-3 references/testimonials from past clients

Outsourcing Partners/Sub Contractors/Vendor Partners

If the organization submitting a proposal must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal.

The proposal must also clearly state the vendor/partner who will be used to source the hardware and software specified in the scope of work.

Vendor/Supplier Template:

Product Type	Vendor/Supplier Details
Laptops with Windows 10 Pro edition	
Desktops with Windows 10 Pro edition	
Tablets	
Printers	
Software – MS Office Desktop Apps	
Software – Anti Virus software	

Project Resourcing

Bidders should provide the following items as part of the proposal for consideration:

- Maximum number of child care providers (no less than 30, no greater than 100) that you can service as described in the scope of work within the stated timeframes
- Anticipated resources you will assign to this project (total number, role, title, experience)

Proposal Evaluation Criteria

WBDC will evaluate all proposals based on the following criteria. To ensure consideration for this Request for Proposal, your proposal should be complete and include all of the following criteria:

- Overall proposal suitability: proposed solution(s) must meet the scope and needs included herein and be presented in a clear and organized manner
- Organizational Experience: Bidders will be evaluated on their experience as it pertains to the scope of this project
- Value and cost: Bidders will be evaluated on the cost based on the work to be performed in accordance with the scope of this project
- Technical expertise and experience: Bidders will be evaluated on their technical expertise and experience as it pertains to the scope of the project.

Submission Instructions

Each bidder must submit an electronic copy of their proposal to Sandhya Mathews at smathews@ctwbdc.org by 11:59PM EST April 25, 2021.

If you have any questions about the proposal, please contact Sandhya Mathews at 203-416-6730.