

SER-Jobs for Progress National, Inc.®

100 East Royal Lane Suite 130 • Irving, Texas 75039

Request for Proposal Managed Information Technology Services for Period of: July 16, 2017- June 30, 2020

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Inquiries and proposals should be directed to:

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Founded by the American GI Forum and the League of United Latin American Citizens, SER and SER - Jobs for Progress are Registered Service Marks of SER-Jobs for Progress National, Inc.,

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Proposal Cover Sheet
Suspension/Debarment Certifications (Attachment "B")
Drug-Free Certification (Attachment "C")
Certification of Bidder (Attachment "D")
Certificate Regarding Conflict of Interest (Attachment "E")

your response by section and answer every point in each section.

D. Funding

Any contract awarded as a result of this RFP is contingent upon available Federal funding at currently existing levels. SER may unilaterally terminate a contract in the event that funding from Federal, State, or other resources becomes no longer available. If funding is limited in any way, this contract is subject to renegotiation under the new funding limitations and conditions. Such action is effective upon receipt of written notification from SER.

E. Description of SER

SER-Jobs for Progress

The contract negotiated as a result of this solicitation may commence on or after July 16, 2017. This first contract period is a 12 month contract, from July 16, 2017 to June 30, 2018.

- Request additional information from any and all respondents.

Respondents shall not, under penalty of law, offer to provide any gratuities, favors, or anything of monetary value to any officer, member, employee, or agent of SER for the purpose of having an influencing effect toward their own proposal or any other proposal submitted hereunder. In addition, no employee, officer, or agent of SER shall participate in the selection, award or administration of a contract supported by Federal funds, if a conflict of interest, real or apparent, would be involved.

Respondents shall not engage in any activity that will restrict or eliminate competition. Violation of this provision may cause a proposal to be rejected. This does not preclude joint ventures or subcontracts.

The contents of a successful proposal may become a contractual obligation if selected for award. Failure of the respondent to accept this obligation may result in cancellation of the award.

No pleas of error or mistake shall be available to successful respondent as a basis

Only proposals submitted on a timely basis will be

What are the Help Desk hours? If they do not cover all of our hours of operations, please describe what coverage will be provided for those hours outside of your help desk hours.

Who can call the Help Desk?

Will the Help Desk staff be local/on-site? If not, where will they be located?

What is your average response time and problem resolution time?

Will the Help Desk staff be employees of the support company or sub-contracted?

Will the Help Desk be full time?

What is the skill/certification level of first-level help desk staff?

What happens if the help desk cannot resolve the problem?

- Other User Support
- Internet Service Providers
-

Q. Payment Provisions

Payment on invoices to SER will be made within the terms and processes usual and customary in the industry.

R. Equal Opportunity

It is the policy of SER to encourage and support equal opportunity in the purchase of goods and services. No person shall, on the grounds of race, color, religion, sex, handicap, national origin, age, citizenship, sexual orientation, marital status, political affiliation, or belief, be discriminated against under any program or activity receiving Federal funds.

Participation shall be open to citizens and nationals of the United States, lawfully admitted resident aliens, and lawfully admitted refugees and parolees.

In compliance with the Department of Labor regulations implementing Section 504 of the Rehabilitation Act of 1973, as amended, no qualified disabled individual shall be discriminated against in the admission or access to, or treatment, or employment in any program or activity.

Section 2 - Instructions for Submitting Proposal

A. Proposal Responses

All proposals must include the following information in the order stated:

1. The proposal cover sheet must identify a primary contact person, as well as the signatory authority, with the legal authority to enter into legal agreements on behalf of the proposing organization.
2. The complete proposal will include:
 - Statement of Respondent's understanding of this RFP, its requirements, and services to be performed;
 - A statement from the authorized signatory that the proposal is valid for 90 days after the submittal deadline; and
 - A positive statement of commitment to perform the services within the period specified.
 - Complete, detailed response to Section 1, Item "C" above. The response should be organized by section, and within

- Liability coverage of firm (submit proof of insurance).
- Certificate regarding conflict of interest (attachment "E")
- Proof of Bonding/Certification of Insurance

B. Historically Underutilized Business (HUB)

A **HUB** is defined by the Texas Government Code §2161.001 "a corporation, sole proprietorship, partnership, or joint venture formed for the purpose of making a profit in which at least 51 % of all classes of the shares of stock or other equitable securities are owned by one or more persons who are socially disadvantaged because of their identification as a member of the following groups: Black American, Asian Pacific American, Hispanic American, Native American, and Woman."

Five points will be awarded to the responsive proposals providing current

Certification of Bidder (Attachment D)
Certificate Regarding Conflict of Interest (Attachment E)

SER-Jobs for Progress National, Inc.
RFP Dated Issued, September 9, 2016; Multifunction Copiers and
Managed Print Services

PROPOSAL COVER SHEET

Legal Name of Organization: _____

Authorized Signer: _____

Title: _____

Mailing Address: _____

Physical Address (If Different): _____

Telephone Number: _____

FAX Number: _____

Contact Person Name: _____

Contact Person Title: _____

Entity Type: Corporation Sole Proprietor

Partnership Other

Is Responder a HUB? Yes No

Certifying

**Attachment B - Certification Regarding Debarment Suspension,
Ineligibility, and Voluntary Exclusion Lower Tier Covered Transactions**

This Certification is required by regulations implementing Executive Order 12549, Debarment and Suspension, 20 CFR Part 98. The regulations were published as Part VII of the May 26, 1988 Federal

7. Making good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1, 2, 3, 4, 5, and 6.

B. The grantee may insert in the space provided below the site(s) for the performance

**ATTACHMENT E
CERTIFICATE REGARDING CONFLICT OF INTEREST**

By signature of this Certificate, Respondent covenants and affirms that:

1. No manager,

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