

Philadelphia Youth Network (PYN)



REQUEST FOR INFORMATION

Information Services Vendor

09/25/2020

RFI DETAILS

BUDGET	Budget for services can vary dependent on the nature of the work and effort involved in future engagements. Current project budgets can range from \$3,000 to \$250,000	DEADLINE	Requested information must be received by 10/30/2020
QUESTIONS	Inquiries may be submitted to techrfi@pyninc.org with the subject line [Technology Services Provider RFI INQUIRY] by 10/23/2020	SUBMISSION	Please forward RFI Submission information to techrfi@pyninc.org with the subject line [PYN Technology Services RFI SUBMISSION] .

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RFI Introduction

This document is a Request for Information (RFI) regarding vendor capabilities in several aspects of IT outsourcing in Philadelphia, PA. PYN is seeking to procure suppliers of these services over a 1-year period, subject to negotiation and 1-year renewal. This process allows PYN to gather updated knowledge of vendor abilities and strategies with respect to core aspects of PYN's technology environments. This same information will be gathered from different companies and will be used to evaluate what supplies or vendors PYN will work with.

This introductory section describes the background to the RFI, PYN's objective for outsourcing, and a general description of the services PYN is seeking from a vendor.

PYN Background

PYN is an intermediary organization that works with cross-sector partners to expand access to services for underserved young people ages 12-24. Today, PYN's vision is to alleviate poverty and inequity through education and employment. PYN's mission is to create coordinated systems which promote the attainment of academic achievement, economic opportunity and personal success. We know that Philadelphia struggles with challenges that have serious implications for not only our young people but for our city overall. PYN has always prioritized services to communities with limited resources and access to opportunity.

Founded in 1999, PYN was among the first organizations in the country to systematically increase connections between formal education and employment preparation. Since then, PYN has become a leader in innovating service delivery, leveraging funding, aligning partners and enhancing systems to support better outcomes in education and employment for youth in Philadelphia. Using a collective impact approach, PYN unites leaders and resources to create new solutions to complex, large-scale social problems. Since its inception, PYN has secured more than \$500M dollars from public and private sources and managed over 200 plus contracts with community-based organizations to create a coordinated youth service system and high-quality opportunities for more than 160,000 young people.

PYN manages Project U-Turn (PUT), focused on engaging and re-engaging young people in education through collaborative efforts, and WorkReady Philadelphia, a citywide initiative to address the skills gap for vulnerable young people. Since inception of PUT in 2006, Philadelphia's graduation rate increased by 25% and more than 29,000 re-engagement opportunities have been provided. Since 2003, WorkReady Philadelphia has provided nearly 160,000 work experiences and distributed more than \$70M in youth wages.

RFI Objectives

PYN's primary objectives in issuing this RFI are as follows:

- Access to a selection of vendors/partners to ensure broad range of personnel resources and technical expertise for rapid deployment and "time to market"
- Utilize vendor's local presence to ensure timely support of hardware and software issues
- Optimize investments associated with the various types of services described in this RFI
- Capitalize on vendor's experience to continually improve the efficiency and effectiveness of PYN's technology investments

IT Services Overview

PYN, in general, may seek vendor assistance in the following potential areas:

- Data Center Operations
- Integrated Help Desk solutions to provide business application and technical support
- Desktop PCs, Servers, LAN hardware purchases and maintenance
- PHP to .Net application migrations utilizing Azure services
- Network Security Services
- IT and Business Systems Research and Advisory capabilities

Instructions to Vendors

This is a Request for Information (RFI), not an order. No cost can be charged to PYN for any reason in relation to responding to this RFI.

This document shall not be construed as a request or authorization to perform work at PYN's expense. Any work performed by a vendor in response to this RFI will be at the vendor's own discretion and expense. This RFI does not represent a commitment to purchase or lease. Submission of a response constitutes an acknowledgement that the vendor has read and agrees to be bound by these terms.

Timeline

RFI Issue Date: September 25th, 2020

RFI Submission Closing Date: October 30th, 2020

PYN intends to utilize responses gathered from this RFI process to develop a pool of approved technology vendors to use for future technology related projects. There is no guarantee that PYN will initiate technology projects within the time frame described in this RFI. The information in this RFI is accurate to the best of the PYN's knowledge but is not guaranteed to be correct or absolute.

Point of Contact

All communication with PYN must be directed to the single Point of Contact email address utilized for this RFI: techrfi@pyninc.org

Submission of Responses

A response must be received via email to techrfi@pyninc.org by October 30th, 2020, 5:00 PM EST. Extensions to this date cannot be granted.

Responses must be submitted complete and in writing at the email address stated above. All requests for information in all sections of this document must be answered as concisely as possible while providing all information necessary to understand the outsourcing process proposed. Any deviations from requirements, or requirements that cannot be satisfied by the vendor, must be clearly identified.

Responses must include a statement that indicates that the vendor understands the requirements of the RFI and accepts the terms and conditions under which the RFI was issued to the vendor. The original response and any supplementary literature must be forwarded to the point of contact identified in the Point of Contact section of this RFI.

Confidentiality

Any information of a confidential or proprietary nature contained in a vendor response should be clearly marked 'PROPRIETARY' or 'CONFIDENTIAL' by the item or at the top of each page. Reasonable precautions will be taken to

safeguard any part of the response identified by a vendor as being confidential or proprietary. All responses, once delivered, become the property of PYN.

Response Submission Costs

There is no fee associated with this RFI submission. However, any costs incurred relating to the submission process are the sole responsibility of the vendor supplying the response.

Response Format

To facilitate a timely and comprehensive evaluation of all submitted responses, responses must be submitted using the format specified in this RFI. Any deviation from this format may lead to the rejection of the response. Vendors should limit the answers to the following questions to ten pages in total. A limited amount of supplemental materials may be provided, but for the purposes of this RFI, less is more.

The information contained in the RFI is confidential and proprietary to PYN. In accepting this RFI, vendors agree to the following conditions, under US law:

1. Each party recognizes and agrees that the Confidential Information has been compiled, created and maintained by special effort and expense of the other party
2. Each party recognizes and agrees that disclosing or disseminating Confidential Information to a third party will have a materially adverse effect on the other party and agrees not to disclose or disseminate the Confidential Information to any third party. Except as necessary to perform its obligations hereunder, each party shall not use, reproduce or draw upon the Confidential Information or circulate it within its own organization.
3. Each party shall provide notice to the other party of any demand made upon it under lawful process to disclose or provide the other party's Confidential Information. Such party agrees to co-operate with the other party if it elects to seek reasonable protective arrangements or oppose such disclosure, at the expense of the party that is seeking the protective arrangements or opposing the disclosure.
4. Any Confidential Information disclosed pursuant to such lawful process shall continue to be Confidential Information, the access to such Confidential Information shall be limited to those persons (i) only with a need to review such information for the purposes for which the disclosure was required, and (ii) who agree in writing to keep the Confidential Information confidential.

Information Requested

Vendor Information

AGENCY NAME		CONTACT NAME	
ADDRESS		CONTACT TITLE	
		PHONE	
		EMAIL	
		WEBSITE	

Vendor Background

AGENCY HISTORY OF OWNERSHIP AND AFFILIATIONS	
OFFICE LOCATIONS	
BRIEF STATEMENT OF CORE BUSINESS COMPETENCIES	
ANY CONFLICTS OF INTEREST THAT MAY ARISE WHILE WORKING WITH PYN?	

Capabilities and Experience

<p>Experience with:</p> <ul style="list-style-type: none">• Data Center Operations• Help Desk• MS Azure Operations & Mgt• Network Design & Operations• Software Development Support and Maintenance	
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<ul style="list-style-type: none"> • CRM Design & Implementations • VOIP Implementations including Teams Integrations • Risk Management Policy Development 	
<p>Experience working with Non-Profit/Social Service Organizations</p>	
<p>Why we're a good fit for PYN</p>	

Account/Support Team Overview

Divulge information only with employee's expressed consent.

<p>BIO 1</p>	
<p>BIO 2</p>	
<p>BIO 3</p>	
<p>BIO 4</p>	
<p>Do you subcontract work out to third parties?</p>	<p>If "YES", Explain:</p>
<p>YES / NO</p>	

Certifications / Awards / Trade Organizations / Insurance / Policies

CERTIFICATIONS AND AWARDS			
TRADE ORGANIZATION MEMBERSHIPS			
FINANCIAL CAP PER CLAIM OF AGENCY'S PROFESSIONAL INDEMNITY INSURANCE			
ARE THE FOLLOWING POLICIES HELD BY YOUR AGENCY?			
YES / NO	DISASTER RECOVERY	YES / NO	ENVIRONMENTAL
YES / NO	EQUALITY AND DIVERSITY	YES / NO	HEALTH AND SAFETY
YES / NO	QUALITY MANAGEMENT	YES / NO	SOCIAL AND CORPORATE RESPONSIBILITY
YES / NO	TRAINING	YES / NO	CYBER INSURANCE POLICY
YES / NO		YES / NO	
YES / NO		YES / NO	

Potential and Preferred Fee Structures

For any technology engagements sourced from public sector funding, payment cycles for vendor invoices may take anywhere from 60 to 90 days from receipt of the invoices. Any selected partner must be able to support an invoice/payment cycle that may last up to 90 days.

Fee Structure		ADDITIONAL COMMENTS
Retainer	\$	
Flat Fee/Non-Recurring Charge	\$	
Monthly Recurring Charge	\$	
Time and Materials	\$	
Combination or Other	\$	
Travel/Other Expenses	\$	

Additional Information/Attachments

Detail or attach any further information that you believe will be beneficial to PYN in support of this Request for Information review process (i.e. most recent Annual Report).