

DAiS

DOMESTIC ABUSE INTERVENTION SERVICES

Information Technology Management, Cybersecurity Management and Support Services

Request for Proposal
March 2025

DAIS Request for Proposals (RFP) for Information Technology Services (2025)

Summary

Domestic Abuse Intervention Services (DAIS) invites qualified technology vendors to submit a proposal and statement of qualifications for professional information technology (IT) services. The qualified vendor will enable DAIS to improve its IT effectiveness significantly, enhance the quality of its services, minimize its support costs, assist with cloud migration, and maximize security and return on investment through application of such IT services. IT services are intended to include IT management, cloud data management, cybersecurity management, data privacy management, and support services. DAIS seeks to offer a three-year contract with optional one- to three-year extensions upon mutual agreement between DAIS and the selected vendor.

Information Technology (IT) as applied in this Request for Proposals is understood to include, but not be limited to, any equipment or interconnected system or subsystem of equipment that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information.

About DAIS

DAIS is a non-profit organization started in 1977. The organization's mission is to empower those affected by domestic violence and advocate for social change through support, education, and outreach. Its vision is a nonviolent community that actively promotes safety, peace, justice, and hope. It upholds four values throughout its work and in its relationships: mutual respect, openness, collaboration, and shared responsibility. More information about DAIS is available online at: www.abuseintervention.org.

DAIS currently has the equivalent of fifty-one (51) FTE staff members and approximately seventy (70) volunteers. The primary focus of IT support will be with staff. DAIS has an on-site 24/7 homicide prevention residential shelter and a 24/7 telephone Crisis Line and Text Line. Help Desk support needs are triaged through a designated DAIS staff member and are expected to be used primarily during business hours with the occasional need for after-hours IT support.

DAIS is looking for a technology vendor who will follow applicable state (WI) and federal laws governing data privacy, cyber security and the level of confidentiality required when working with domestic violence programs. The vendor must also understand and take into consideration the gravity of the work we do and the services we provide. We are the only homicide prevention shelter in Dane County, and the necessity of availability to our 24/7 homicide prevention Crisis Line, Text Line and Security Camera System are crucial.

DAIS seeks a business partner to provide services including IT management, cyber security management, and support services, as amended. DAIS may also look to the successful vendor for special projects and consulting from time-to-time to accommodate software installation, short- and long-range IT planning, and disaster recovery.

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Current IT State

The following description of the general infrastructure is provided as reference. It is not intended to be all inclusive, and it is expected that the infrastructure will grow and change over the next several years.

DAIS has a Microsoft-based computer network infrastructure including current physical hardware. Currently, DAIS has one primary location with remote access in place for many staff members to ensure the organization's efficient operation and flexibility.

DAIS has approximately fifteen (15) laptops, four (4) Chromebooks, two (2) tablets, thirty (30) desktop PCs, thirty-one (31) security cameras (with DVR), two (2) physical servers and four (4) virtual servers. Computers run Windows and Microsoft Office programs (including Azure and Office365), Citrix, Adobe products, and other agency specific software. The organization has approximately nine (9) network and local printers/copiers

Scope of Request

DAIS anticipates needing the following types of services:

- Network
 - Develop and maintain automated updating of the DAIS IT system provided and upgraded by technology vendor
 - Develop, complete, and maintain migration of data housed in the DAIS IT system from the referenced servers to a cloud-based system
 - 24/7 monitoring with 30-minute response to major outages
 - Configure/Maintain switches
 - Configure/Maintain firewall
 - Configure/Maintain Wi-Fi
 - Cyber Security Measures
 - Recommend updates to hardware
 - Development and managing:
 - Network Security (Protection of network from unauthorized access)
 - Application Security (Security of Software and Applications)
 - Information and Data Security (Protection of sensitive data)
 - Cloud Security (Protection of Cloud Storage and Applications)
 - Endpoint Security (Protection of Devices)
 - Operational Security (Managing internal security protocols)
 - Internet of Things Security (Protecting internet connected devices)
- Servers
 - 24/7 monitoring with 30-minute response to disruptions in use of or outages impeding the use of the network upgraded and developed by technology vendor, and outages or failures of the Network
 - 24/7 monitoring of the server for potential space issues
 - Configure/Maintain Servers
 - Monthly report on health and vitality (security, missing patches, potential issues, etc.)
 - Daily File Server & Domain Controllers backups
 - Daily SQL backups
 - Current Servers:
 - Domain Controllers
 - File Server (Individual and Shared Accesses)
 - SQL Server (Osniium software backend/database)

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- Desktop
 - Tier 2 Support
 - Remote Access
- Disaster Recovery Plans
 - Develop and maintain network security breach response plan
 - Develop and maintain information and data security breach response plan
 - Develop and maintain network failure or interruption response plan
 - Conduct annual exercise as to each response plan
 - Conduct annual exercise as to data backup
- Other
 - Web access to vendor's ticketing system and reports on status of service calls and projects for Operations Manager
 - Assistance identifying eligible non-profit technology grants or technology related discounts
 - Dark web Monitoring
- Future Updates
 - Cloud Migration
 - Move Osniium SQL Server to Cloud
 - Move file server to Azure Files
 - Move Domain Controllers to Entra Domain Services
 - Decommission old hardware

Proposal Requirements

1. Letter of Transmittal – The letter is not intended to be a summary of the proposal itself and must contain the following statements and information:
 - Company name, address, and telephone number(s) of the vendor submitting the proposal.
 - Name, title, address, e-mail address, and telephone number of the person or persons to contact who are authorized to represent the vendor and to whom correspondence should be directed.
 - Federal and state taxpayer identification numbers of the vendor.
 - Understanding of the services to be performed and a positive commitment to provide the services as specified.
 - Statement which indicates “proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with DAIS.”
 - The letter must be signed by a corporate officer or other individual who is legally authorized to bind the applicant to both its proposal and cost schedule.
2. Background/Qualifications –
 - Include the length of time in business, length of time providing the proposed services, total number of clients, and total number of non-profit clients since what date. Provide the number of employees and independent contractors as well as locations of all offices, identifying the office that would service this account.
 - Describe how your vendor is positioned to provide IT Operational Services (help desk, network management monitoring, software/hardware management), Cyber Security and Compliance Services, Technology Training Services, Microsoft (Co-Pilot) Dynamics and SharePoint Services, Remote Work Solutions and Support, Cloud Migration Project, and Consulting Support and Strategy. Add any remarks about the requested scope of services.

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Proposal Requirements (continued)

- Disclose any potential conflicts of interest, including financial, organizational, or personal relationships, that may influence or be perceived to influence your ability to perform the duties outlined in the proposal. If there are no such conflicts, kindly confirm this in your submission.
3. Service Approach – Describe your approach to providing these services and your methodology for providing ongoing support.
 4. References – Provide the name, title, address, and telephone number of three references for clients whom you have provided similar services. Please provide information referencing the actual services provided, customer size (number of users), and the length of tenure providing services to this client.
 5. Staff Resources – Identify names of principals and key personnel who will actually provide the information technology services. Summarize the experience and technological expertise of these staff. Describe the role and responsibilities that each of these individuals will have. A full resumé of these individuals should be appended to the proposal. The local availability of staff that will be providing these services shall be an important consideration. [NOTE: On-site service vendors and technicians may need to complete our background check procedures and sign confidentiality agreements due to the nature of the services our organization provides.]
 6. Additional Services – Beyond the scope of this RFP, please detail what services (related or otherwise) your organization provides that may be of interest to DAIS.
 7. Proposal Summary – Summarize your proposal and your vendor’s qualifications. Additionally, you may articulate why your vendor is pursuing this work and how it is uniquely qualified to perform it. Include other pertinent information that helps DAIS determine your overall qualifications. [Your proposal summary is not to exceed two pages.]
 8. Financial Proposal Form – see Appendix A.

Pricing

All prices offered herein shall be protected against any increase for the first 12 months from the effective date of the proposed contract. Any contract price revisions shall be based on industry price changes and supported by adequately documented details.

Price revisions shall not be allowed or implemented without the prior consent of DAIS’ contract administrator. If price adjustments are requested pursuant to the terms of the contract, the contractor must notify DAIS’ Operations Manager ninety (90) days prior to the current year’s contract expiration date. DAIS reserves the right to accept or reject within thirty (30) days after the request for a price increase.

In the event of any industry wide price decrease for any product during the term of this proposed contract, the successful proposer will reduce the price of the product by the same percentage reduction as such industry wide price decrease.

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Invoicing

Date of invoicing is negotiable, payable NET 30.

Contract Term

DAIS intends to issue a three (3) year award. Upon the mutual agreement of the vendor(s) and DAIS, the award may be mutually extended for one (1) to three (3) years. This may result in a total of six (6) years of contracted service. The renewal option is at the sole discretion of DAIS. DAIS reserves the right to not renew this agreement. DAIS reserves the right to terminate the agreement for failure to deliver or misconduct by the selected vendor(s). DAIS must comply with federal funding requirements to rebid services after five (5) years of service (during the sixth year).

Evaluation

It is the intent of DAIS to conduct a comprehensive, fair, and impartial evaluation of proposals received. The award shall be given to the vendor who is believed by the reviewers to be the best fit for DAIS. DAIS reserves the right to reject any and all proposals for any or no reason. Final selection will be based upon a combination of relevant experience, available qualified staff, schedule of rates, and ability to meet DAIS's needs.

Timeline

The timeline listed below is an estimate of time required to complete the RFP process. All efforts will be made to abide by this schedule, understanding that it may change due to unforeseen circumstances.

Issue Date	March 17, 2025
Questions from Vendors	April 1, 2025
Answers	April 16, 2025
Proposal Due Date	April 28, 2025
Interviews	May 5 - May 23, 2025
Contract Awarded	June 2, 2025
Estimated Contract Start Date	September 15, 2025

Proposal Submission

Proposals should be prepared for 8.5" x 11" paper with at least 0.5" margins and 11-point font. Complete proposals should be submitted via email to break@abuseintervention.org by **2PM CST on April 28, 2025**. The email subject line should include "IT RFP: <vendor name>"

All proposal costs are the expense of the proposer. DAIS will not consider illegible proposals. Elaborate proposals beyond that sufficient to present a complete and effective case are not necessary or desired. Proposals remain confidential.

Contact

Ms. Brea Kleine
break@abuseintervention.org
telephone: (608) 235.8428

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APPENDIX A: Financial Proposal Form

Please add any additional line items.

Description	Hourly Rate	½-hour rate	¼-hour rate	Block Rate
ON-SITE				
Desktop support				
Server, LAN, and WAN support				
Routine maintenance and system documentation				
Server, LAN, and WAN project planning and implementation				
General consulting				
After Hours				
OFF-SITE				
Desktop support				
Server, LAN, and WAN support				
Routine maintenance and system documentation				
Server, LAN, and WAN project planning and implementation				
General consulting				
After Hours				

NOTE: Travel time reimbursement will be negotiated.

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APPENDIX B: Questions of Interest

The submitted proposal should adhere to the submission requirements outlined above in the RFP. Following, however, is a more detailed listing of questions DAIS may ask of finalists that advance through the initial proposal screening.

A. General Information

1. How many years has the company been in business?
 - a. Business operating systems, peer group organization memberships, etc.
2. Company headquarters and location from which call center support is provided
3. Qualifications and background of those assigned to service DAIS
 - a. Background screening processes, status of bonding, ongoing training requirements
4. How are you staffed for after-hours support?
5. Use of third parties and contract requirements governing those relationships
6. Type and volume of clients served
7. Standard contract structure and terms
 - a. Service-level agreements, commission/referral disclosures, etc.

B. Controls

1. How often do you review and test your internal disaster recovery plans?
2. How often do you review and test disaster recovery plans in place for recovery in each of your clients' environments?
3. How do you assess the adequacy of your service vendors' disaster recovery plans?
4. What are your cybersecurity frameworks/standards and controls and how do those practices extend to your clients' environments and data?
5. How are your employees trained on cybersecurity awareness and practices?
6. Are the information assets utilized by your organization to support your clients on-premises, cloud, co- location, or a combination?
7. How often do you review your Incident Response Plan (IRP)?
8. Have any clients had cyber incidents that were a result of any failure on your part?

C. Services Security

1. Describe how the cybersecurity services operate to monitor the assets and explain how the results of the service are reflected in monthly management reporting.
2. Which vendors supply the product included in your cybersecurity services?
3. Describe the vulnerability management process for all on- and off-network assets.
4. Describe your process in the event a client declares a cybersecurity incident has taken place.

D. Information Technology

1. What is your Remote Monitoring and Management (RMM) solution(s)?
2. Describe your escalation process for clients to follow when there is a delay in response?
3. What type of management reporting on network performance do you provide?
4. What type of on-site response do you provide?
5. How do you ensure requests are documented and met in a timely manner?
6. What is the average time a ticket goes from entry to response? Entry to resolution?
7. Do you have primary person or team assigned to each client?
8. Are auto-generated alerts/tickets reviewed by a human before being closed?
9. How do you manage repeated tickets for the same issue?

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APPENDIX B: Questions of Interest (continued)

E. Desktop Support/Call Center Services

1. What are the dedicated staff members to our account? (Tier I, II and III?)
2. What modalities of help desk support do you provide (e.g., calls, email, portal, chat)?
3. When providing on-site services, is the same resource used for each visit to the client?
4. Outside of dispatching for issues, how many site visits are provided in the contract per year?
5. What is the training and staff development for your help desk personnel?
6. Describe what client feedback mechanisms are in place to capture the voice of the client.

F. Backup

1. Describe how your company effectively backs up your clients' environments.
2. Where are backups stored?
3. Do you utilize the same solutions and processes internally?
4. How many years have you been using the current backup offering?
5. Describe how the data in backups is secured.
6. Do you foresee any material changes in the way your company backs up client systems within the next one (1) to three (3) years?
7. List and describe any material improvements you made in your standard backup offering in the last 18 months.

G. Other

1. What VoIP/IP telephony services do you offer?
2. Do you have developers on staff?
3. Do you have SQL DBAs on staff?
4. What are your preferred vendors for supplying hardware to clients?
5. What prerequisites do you have for your clients' environments prior to onboarding?

Thank you,

Brea Kleine

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