

Ending Community Homelessness Coalition
(ECHO)
IT Managed Service Provider
Request for Proposals
January 2022

Background:

The Ending Community Homelessness Coalition (ECHO) is the lead agency for the Austin/Travis County Continuum of Care. ECHO works to engage policymakers, housing providers, those experiencing and with experiences of homelessness, and the community to end and prevent homelessness in Austin/Travis County, Texas. As the designated Continuum of Care (CoC) lead agency for Austin/Travis County, ECHO manages the collaborative process to develop and submit the Austin/Travis County application for U.S. Department of Housing and Urban Development (HUD) funding for the annual HUD Continuum of Care Program. ECHO also administers the HUD required Homeless Management Information System (HMIS), is responsible for system wide outcomes and reporting to HUD and is the appointed facilitating agency of the community's Coordinated Entry system.

IT Support Background:

ECHO is a local nonprofit and Hub for many local providers serving our homeless community. A key component of this work is reliable hardware and software to maintain communications, facilitate access to information and data, liaison between providers and the City of Austin/Travis County, and ensure the safety of any private information.

ECHO does not have an IT Support department or dedicated IT Staff. However, ECHO's recent growth as well as the COVID-19 Pandemic have highlighted it is no longer viable to manage this crucial need without expert support and knowledge. Securing an IT MSP will ensure ECHO staff are able to fulfil their job duties more efficiently with the security of knowing any technical issues can and will be resolved by experienced professionals.

ECHO Background:

ECHO was founded in 2011, and over the past 10 years has experienced tremendous growth, with a current annual budget of over \$3 million and approximately 34 staff positions. ECHO is transitioning from a startup nonprofit to a mature organization. In addition, in the last three years, ECHO's leadership has turned over, with the founding Executive Director leaving and a new E.D. starting in the summer of 2019. As the Austin / Travis County's homelessness response system has grown and matured in response to the community's growth, ECHO's responsibilities to the CoC have challenged the organization to change and adapt to rapidly changing and developing needs, causing occasional stress in the community and internally at ECHO as we work to meet the economies of scale.

Goals for IT MSP:

ECHO goals for an IT Managed Service Provider are to fully support the organization with tech support, hardware/software management, and consultation to ensure ECHO staff are able to focus on their day-to-day work of serving its clients. Goals include, but are not limited to:

- Management of intake and resolution of all "Help Desk" inquiries within a reasonable timeline

- Ensure all software updates are maintained and tracked
- Provide hardware maintenance and corresponding documentation
- Support the facilitation of hardware/software onboarding and offboarding for staff
- Management of software vendor migration
- Cyber security monitoring (where applicable)
- On site network and IT set up support (when ECHO returns to its offices)
- Provide consultation regarding best practices and potential technological solutions that can support the work of ECHO staff

ECHO staff are hyper focused and committed to the organization’s mission to end community homelessness. ECHO’s current lack of formal IT support is sometimes an obstacle to this work. Seeking an IT MSP is meant to not only address this need, but also redirect this effort to those with specialized knowledge.

Scope of Work

ECHO prefers an “All in One” vendor that can provide services in all the categories below:

Categories:	
1.0	Network Management and IT Infrastructure Support
2.0	Help Desk Support
3.0	Office 365 Migration, Administration and Support
4.0	Business Continuity Solutions
5.0	Backup Solution Implementation and Management
6.0	Network/System/Desktop Security and Compliance Solutions

1.0 Network Management and IT Infrastructure Support

ECHO On Prem Network and IT Infrastructure consists of the following devices:

1.1 Network Management and IT Infrastructure Support Requirements

- Provide SLA driven managed services for on premise hardware noted above
- Research and interface with current IT vendors to identify all technology that should be addressed during the initial onboarding and migration phase of this project
- Austin-based techs who can provide resources at corporate offices and for remote staff on an as-needed basis
- Experience managing ECHO Firewall and Switch products (once ECHO returns to a physical office)
- Manage the network for security, growth and changing infrastructure requirements
- Provide network health and security reporting as necessary

- Maintain and support network connectivity for all devices including printers, audio visual and desktops. This includes networking commercial level copiers.
- Maintain, support and extend wireless network as necessary to support growth and change
- Support ECHO staff to troubleshoot and fix network related issues including connectivity, hardware and software
- Management of laptop/computer life cycle and purchasing
- Manage the set-up of laptops/desktops/mobile devices for all new and existing staff, including coordinating delivery of hardware with ECHO
- Manage all hardware and software licenses required for the support of all IT support systems
- Provide general consulting to implement industry standard Bring-Your-Own-Device (BYOD) policies and tools
- Document and update system information as necessary, including network diagram, WAP coverage map, etc.
- Troubleshoot network connectivity issues with internet service providers, monitoring issues to full resolution

2.0 Help Desk Support

ECHO end user workstation devices:

- See Addendum A for current inventory of computers

2.1 Help Desk Support Requirements

- Provide SLA driven information and technical support to end users
- Support desktop/laptop hardware
- Support Windows 10 and Apple based operating systems
- Support end user applications including email, web browsers, mobile devices and anti-virus
- Troubleshoot and resolve end user device performance issues
- Provide support via multiple channels: email, phone, chat
- Ability to prioritize c-level positions in the ticketing system.
- Ability to remotely access end user devices to troubleshoot issues
- Must have issue escalation processes and procedures
- Must be available during work week business hours (Monday through Friday 7:00 AM – 5:30 PM)
- Provide admin portal for IT staff to review and manage service-related tickets

3.0 Office 365 Migration, Administration and Support

As discussed above, to meet organizational technological and strategic goals, it will be necessary to migrate all digital assets and critical business technology functions from GoDaddy

(O365) to a direct Microsoft Office 365 account. ECHO is looking for a qualified provider that can lead and execute this migration and drive enhancements and upgrades to the existing Office 365 tenant until the migration to the tenant is complete.

Current Office 365 Implementation details:

- Approximately 36 Current Users
- 62 Groups
- 55 Mailboxes
- 1 Domain
- Devices (Please see Hardware/Software Inventory Attachment)
- ~ 55 O365 Licenses
- Business Apps Licenses
 - Data visualization software (potentially Tableau)
 - Zoom
 - WP Engine
 - Adobe Premiere
 - Adobe Document Cloud
- ~36 MS Teams Users

3.1 Office 365 Migration, Administration and Support

- Provide Office 365 - E3 administrative and technical support to end users and IT staff
- Demonstrated experience with O365 including advanced certifications
- Migrate organizational assets from current cloud managed service to the O365 ecosystem
- Define and direct requirements that support the migration with a focus on the technical aspects of migrating files from [platform] to SharePoint
- Assist the organization in optimizing file management system and processes to best support current and future needs
- Provide management and support for all O365 services, applications and configurations
- If able to provide the non-profit rate, manage and centralize O365 licensing
- Provide advice and direction for the configuration and management of users, groups and Teams
- Provide advice and direction to install appropriate configurations, policies and protocols for Azure AD
- Provide advice and direction to install policies and processes for:
 - Password management
 - Privacy
 - Information Sharing
 - Other necessary policies and processes

- Configure Mobile Device Management (MDM) to fit organizational requirements
- Enhance current Exchange environment to better support organizational requirements
- Install and manage Advanced Threat Protection (ATP) and any other email security protocols to support the organization
- Assist in the design of end user training regarding email and access security, including the adoption of email security awareness applications
- Assist in the design of end user O365 training and support including change management strategies that drive O365 adoption

4.0 Business Continuity Solutions

ECHO Business Continuity requirements:

- Provide expertise and planning toward the implementation of a business continuity plan including the execution of a Threat and Risk Assessment
- Plan and Assessment should include organizational activities that occur when a natural disaster or other disruptive event occurs including:
 - Event at physical office location affecting hardware and network infrastructure
 - Event that limits or removes ability to access data and primary organizational assets in the cloud
- Plan should include steps to recover critical business processes and IT including the establishment of appropriate recovery time requirements
- Identify gaps in business recovery and work with the organization to fill those gaps
- Assist the organization in identifying and maintaining a list of shadow IT solutions and help determine relative risk of these applications

5.0 Backup Solution Implementation and Management

ECHO Backup Solution Implementation and Management requirements:

- Assist in the establishment of backup requirements based on internal and business continuity needs
- Implement backup solution that covers critical business and IT processes
- Critical business data should be backed up at least daily with options to retain at least 10 days of data
- Solution should cover physical hardware
- Solution should cover cloud-based solutions currently implemented:
 - WP Engine
 - Office 365
 - DropBox
 - Other solutions identified during the onboarding process
- Provide costs and options for backup solutions
- Possible review of cyber liability insurance to identify any gaps between its coverage and standard coverage of licensed business applications

6.0 Network/System/Desktop Security and Compliance Solutions

ECHO Network/System/Desktop Security and Compliance Solutions

- Identify and implement industry standard security procedures and protocols
- Install and manage appropriate anti-virus solutions for all endpoints
- Should include cloud solutions if capabilities exist
- Provide and maintain cyber security awareness and training activities for all staff
- Establish and support compliance protocols across all systems that cover HIPAA and SOC compliance requirements

Preferred Requirements

- Minority, BIPOC owned businesses
- Experience working with small, community non-profit organizations
- Able to balance supporting business needs with cost conscious decision making

Timeline

January 14, 2022 – RFP Released

February 4, 2022 – Proposals Due

Mid-February 2022 – Consultant Selected

March 4, 2022 - Consultant Work Plan Completed & Approved by ECHO

Proposal Submissions

General Information

The scope of work requested may be conducted by a single consultant, a consultant group, or by a partnership of consultants. The proposal should provide the name, title, address, telephone number, and email address for each person engaged in scope activities. Further, if a consultant group or partnership of consultants is proposed, the proposal should indicate who will serve as the “point” person for the purposes of this RFP and the engagement.

Consultant Qualifications and Roles

The proposal must describe the consultant’s qualifications to conduct the RFP scope of work activities, including expertise, knowledge, and experience. Experience should include examples of conducting similar or related work.

If a consultant group or partnership of consultants is proposed to conduct the RFP scope of work, the proposal must indicate which activities each consultant will conduct as well as information about their level of expertise, knowledge and experience to conduct those specific activities.

Work Plan

The proposal should contain a detailed description of the activities to be conducted by the consultant in order to complete the requested scope of work, including:

- the specific activities to be conducted at each stage,
- a timeline for the activities at each stage,
- milestones and deliverables tied to those activities, and
- a budget for each stage, along with a proposed payment schedule tied to project milestones and/or deliverables.

References

The proposal should include three references of individuals who can speak to their experience with the consultant in conducting projects of similar scope. Information regarding each reference should include the individual's name, address, telephone number and email address.

GENERAL APPLICATION INFORMATION

Inquiries and Point of Contact

ECHO is serving as the point of contact for inquiries related to this RFP. All questions/inquiries regarding this RFP may be directed to Angela de Leon, Internal Operations Project Manager at angeladeleon@echoaustin.org.

Submissions

Submissions should be emailed to Angela de Leon, Internal Operations Project Manager at angeladeleon@echoaustin.org by 5pm on February 4th, 2022.

Proposal Selection

ECHO staff will work with a Executive Leadership and ECHO staff from a variety of departments to select a proposal to complete the scope of work. ECHO reserves the right in negotiation with the contractor to amend the scope of work and timeline.

Contract Management

The selected firm will have a contract executed with ECHO. However, the RFP Review Committee will provide oversight and guidance for the process and final product.