

# **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**

**Released: May 26, 2017**

Inquiries and proposals should be directed to:

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Proposal Cover Sheet  
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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

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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