



CENTINELA YOUTH SERVICES, INC.
110 S. La Brea Ave., Ste. 450
Inglewood, CA 90301

**REQUEST FOR PROPOSALS:
MICROSOFT SHAREPOINT SYSTEM**

Responses Due August 11, 2022 by 5:00 PM PDT

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INTRODUCTION

Company Overview

Established in 1975, Centinela Youth Services (CYS) is a 501(c)(3) nonprofit community-based organization founded to provide mediation and conflict resolution services to support vulnerable youth and families.

The mission of CYC is to strengthen families and communities by empowering youth to resolve conflicts and overcome obstacles in order to become successful students and contributing adults. CYC operates a variety of innovative programs that are proven to increase student performance; reduce school dropout rates, gang involvement, youth violence and crime; and ultimately help preserve families. Some of these programs include:

- Victim Offender Restitution Services (VORS): Gives the responsible party (youth) the opportunity to learn the harm they have caused, 'make right' their wrongs and become accountable for their actions. The program also works to provide financial and psychological restitution for the harmed party and relief for the overloaded Juvenile Justice system.
- Families Able to Resolve Situations (FARS): Provides conflict resolution support for teens and parents to improve family functioning.

We are committed to ending the institutionalized practices in schools and justice systems that are primarily responsible for maintaining the school-to-prison pipeline and disproportionately impact youth of color. Our vision is to use the principles of restorative justice and trauma-informed care to empower youth, families, and harmed parties to become accountable, heal and realize their full potentials.

Purpose of Project

CYS would like to implement use of SharePoint in Microsoft 365 to (1) organize and centralize our document library and (2) create sites for increased collaboration and efficiency.

Current State of Existing Systems

SharePoint in Microsoft 365 will replace the organization's use of DropBox.

APPLICATION AND SELECTION PROCESS

Proposals must be submitted by 5:00 PM PDT on August 11, 2022. Responses received after the submission deadline will not be accepted. Responses or inquiries to this RFP must be submitted by email to Proposals@cys-la.org.

Proposals must be in PDF format or Microsoft Word. Place the words **SharePoint Proposal** in the email subject line.

The anticipated application and selection process will proceed as follows:

- 07/25/22 – RFP released
- 08/11/22 – Application deadline
- 08/19/22 – Proposal review by committee
- 08/25/22 – Vendor selected by CYS
- 09/08/22 – Contracting with selected vendor
- 09/19/22 – Commencement of statement of work

STATEMENT OF WORK (SOW)

At our core, CYS is focused on serving the community. Extensive amounts of time and effort is spent on fulfilling this purpose, and we need a solution that will keep us organized so that our energy can be directed toward the communities that need us the most.

CYS is requesting proposals from vendors to provide implementation and end-to-end data migration of SharePoint in Microsoft 365 software. CYS is specifically in need of functionality that allows an organization with many departments to have a centralized, organized, searchable, user-friendly document management system. We expect the successful bidder to lead the implementation of the new SharePoint site, including the migration of data from our current existing cloud database to the new SharePoint site.

The selected vendor will be required to provide the following:

- Overall project planning and implementation of SharePoint in Microsoft 365 across the organization, which includes the following key departments:
 - Executive Leadership Team
 - Leadership Team
 - Program/Direct Services Team
 - Intake Department
 - Clinical Case Management Department
 - Mediation Department

- Volunteer Department
- Transformation Department
- Training Department
- Operations Team
 - Human Resources
 - Information Technology
 - Finance
 - Administrative
 - Contracts
 - Legal
 - Marketing and communications
- Data Migration from DropBox to SharePoint in Microsoft 365
- Creation of approximately 3-5 SharePoint “sites” for various teams
- Proactive security protocols including permissions and sharing rules
- Development of nomenclature to make documents easily accessible and searchable
- Documentation of all work
- Training
- Remote support

Goals & Objectives

1. **Document library.** We need an organized way to file all digital documents and easily and securely share them with external partners, when necessary.
2. **Nomenclature and searchability.** We’d like to incorporate nomenclature to help keep our documents organized. The documents should be as searchable as possible.
3. **Sites.** Select groups or teams need a snapshot of what’s coming up next – whether it be calendar meetings or project milestones – and all critical documentation accessible via a dedicated hub. While we anticipate utilizing up to 5 sites, the sites we currently require are:
 - a. All Staff
 - b. Leadership Team
 - c. Onboarding
4. **Ease of use.** We want the document library and sites organized in a streamlined way that facilitates use by all parties.
5. **Training.** Our internal IT and administrative team should be equipped to perform basic updates and revisions to the document library and sites. No portion of the work should be so heavily customized that our team cannot perform basic updates.

Available Resources

CYS will provide the selected vendor with an internal direct point of contact to allow transparent communication between CYS and the selected vendor. CYS will also utilize its lead IT consultant to provide an understanding of CYS’s current Microsoft 365 usage.

Client References

CYS will request 2–3 client references and/or a request for a detailed explanation and example of recent projects the vendor has completed.

Timeline

Our company expects to complete the project within three months, but we are open to negotiation for the right candidate.

Insurances

The winning vendor must be able to supply the following insurances prior to executing a contract:

- Workers' Compensation Insurance under the laws of the State of California and any other laws that may be applicable thereto. Employer's Liability must have limits of at least \$1,000,000 per accident for bodily injury and disease.
- Commercial General Liability Insurance: (a) including Blanket Contractual Liability and Broad Form Property Damage, with limits of at least \$1,000,000 combined single limit for bodily injury and property damage, and (b) if the Services require Contractor to furnish any products, any materials or construction services, or any installation, maintenance or repair services, further including products liability and completed operations coverage in the amount of \$5,000,000 per occurrence, which coverage shall be maintained during the Term and for a period of at least one year following its expiration or earlier termination.
- Automobile Liability Insurance: subject to limits of not less than \$1,000,000 combined single limit for each accident. Such Automobile Liability Insurance shall be for all owned, non-owned, and hired automobiles.
- Professional Liability/Errors & Omissions (as applicable, based on scope of work): subject to \$1,000,000 per claim/\$3,000,000 aggregate covering the activities of the CONSULTANT.
- Crime Insurance (as applicable, based on scope of work): with a minimum of \$1,000,000 per occurrence.
- Cyber and Technology Products & Services Liability Insurance: (as applicable, based on scope of work) with limits of not less than \$5,000,000 for each wrongful act.

EVALUATION CRITERIA

Proposal responses will be evaluated based on the applicant's approach and methodology, project staffing and experience, timeliness, pricing, and satisfaction of client/end users. CYS will also give special consideration to woman and/or minority-owned businesses and vendors with experience serving non-profit organizations. CYS will ultimately award the contract to the vendor who provides a proposal that it determines provides the best value and whose proposal receives the most favorable evaluation and recommendation of the selection committee.

Proposals will be evaluated based on the following information and weighted scoring criteria:

- Proposal Summary 30%
- Company Profile 10%
- Migration Approach 10%
- Timeliness 20%
- Price 20%
- Client/end user satisfaction 10%

SUBMISSION REQUIREMENTS

Each proposal should consist of no more than twenty pages. When responding to this RFP, at minimum, please include the information below and any supporting documents that are necessary for a complete response.

Proposal Summary

- Provide a summary of your proposed solution.
- Describe the client and vendor expectations.
- Explanation of how your company is uniquely positioned to complete this project.
- Explanation of the project management methodology that your company will utilize.

Company Profile

- Provide a summary of the company and experience with Microsoft 365 and SharePoint.
- Identify if the company is woman- or minority-owned.
- Provide the total number of clients and indicate which ones are non-profit organizations.

Migration Approach

- Explain the data and overall migration approach, possible/common challenges, and how your company anticipates mitigating those challenges.
- Identify how vendor will maintain privacy and data protection.
- Identify the type(s) of training that will be provided to CYS and its expected duration

Timeliness

- Proposed timeline from signing of contract to completion.
- Provide monthly, quarterly and annual detailed project milestones.

Price

- Detailed proposal including the cost and statement of work.
- Provide milestones for accounting purposes.
- Proposed ongoing maintenance and support costs (if any).

Client/End user satisfaction

- Detailed examples of recent projects the vendor has completed.

NOTIFICATION

Vendors who submit a proposal to Proposals@cys-la.org by the deadline will receive confirmation that their submission has been received.

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