



REQUEST FOR PROPOSALS

Head Start/Early Head Start Program

IT Services

Submit Proposals by 4:00PM, June 21, 2024 to:

Llirraf'O, Inc. dba O'Farrill Learning Center

Contact Name: Sonia O'Farrill

Address: 6741 SW 24th Street, Suite 31, Miami, FL 33155

Fax: (305) 262-2339

Email: sonia@oflcfamily.org

Announcement Date will be Monday, June 24, 2024

Instructions

Please read the RFP and submit a proposal that addresses each area outlined below in the Response Requirements to the contact named above.

Agency Background

O'Farrill Learning Center was conceived by Mateo and Francisca O'Farrill, who came to the United States escaping communism from Havana, Cuba in the 1960's. Francisca became one of the original Cuban teachers chosen to work for Head Start in the first center created for Hispanic children. For the next 23 years, she continued working as lead teacher and center director for several centers; while Mateo took the role of Curriculum Specialist for the Head Start Program in Miami. After retirement, they decided to start their own childcare and within the first two years of service, received the "Gold Seal Accreditation" from the National Association for the Education of Young Children. Apart from their service in education, they were also very active in the arts, performing with the Miami Beach Philharmonic and sharing the stage with musical giants, like Armando Manzanero and Rene Touzet. In 1995, Francisca sang "Cecilia Vlades" at the National Convention of Head Start in Washington, D.C. for Bill Clinton and several U.S. Senators. As of July 2008, Southwest 67th Avenue, from sixteenth to twenty-fourth street was named after Francisca, for her continued service to education and the arts.

The agency's services include pre-kindergarten literacy program to ensure school readiness for children entering Kindergarten, providing year-round out-of-school literacy, fitness, social skills and enrichment curricula and reinforcement to achieve scores of excellence on the Florida Assessment of Student Thinking (FAST) Progress Monitoring (PM 1-3) for school age children, and assisting low-income families achieve stability and self-sufficiency through the Head Start/Early Head Start Programs. All participants served are low-income (below the Federal Poverty Guideline), and consequently, all services are provided free of charge.

Scope of Services

The Provider will agree to support four sites located at the following locations:

1. 6741 Coral Way, Suite 31, Miami, FL 33155
2. 6125 SW 68th Street, South Miami, FL 33143
3. 11341 SW 216th Street, Miami, FL 33170
4. 17801 Homestead Avenue, Miami, FL 33157

The Provider will agree to provide the following program benefits:

1. 24/7 proactive monitoring of desktops
2. Automatic and controlled patch management
3. Managed anti-virus and anti-malware

4. 24/7 proactive monitoring of agency networks
5. Help desk support for covered office users (desktops, laptops, servers)
6. Reduced cost for service hourly rates (cabling, server/network/desktop installs)
7. Remote support included, Onsite Support will be billed separately, 1 hour minimum
8. Preferred client discounts on hardware and software (MS Office, Time and Attendance, Security Cameras)
9. Guaranteed Response SLA's: 4 hours for support, 48 hours for service
10. Fixed monthly cost

The Provider will agree to support the following devices:

Device	Type	Notes
Windows Workstations	Workstation	100 Devices
Servers	Servers	5 Physical or Less
Unifi Access Points	Access Points	25 or Less
Unifi Switch	Network Switch	25 or Less
Unifi Firewall	Firewall	4 or Less

Information Requirements:

For the purposes of understanding more about your company and your ability to successfully fulfill this requirement, please provide the information below as part of your response.

1. Corporate Information: Give an overview of your organization's involvement in providing IT value-added services in the marketplace. (How long has the organization been in this business? In what cities do you maintain offices? Indicate the number of employees in your organization. How many of those are dedicated to account management and/or technical support? What differentiates your organization from your competitors in the marketplace and how will this be relevant to us?)
2. Financials: Describe the pricing model(s) that you typically employ for your standard services.

Response Requirements (to be included in Proposal) DEADLINE 06-21-2024

(Contact Name)

(Address, City, State, Zip)

(Phone Number)

(E-mail)

References

Please include letters and contact information from two references who can comment on your ability to provide similar services as described in this RFP.

Cost Estimate

Please submit a quote with the in-kind portion reflected. The hourly rate for such services must be clearly defined in the quote.

Resume/Qualifications

Please include resume and copies of licenses, and/or credentials.