Association of Science and Technology Centers (ASTC)

REQUEST FOR PROPOSAL (RFP)
INFORMATION TECHNOLOGY (IT) SUPPORT SERVICES

I. BACKGROUND

The Association of Science and Technology Centers (ASTC) is a non-profit organization that promotes the awareness and understanding of science among people of all ages through science and technology centers and museums around the world.

Currently, ASTC lacks a designated staff member with IT expertise. To bridge this gap, we are seeking to engage a full-service firm that can provide comprehensive IT support and management services.

ASTC is a Washington, DC based organization with 18-25 staff members. While ASTC maintains offices in Washington, D.C. our staff increasingly works remotely throughout the United States, in accordance with our policies and procedures.

In December 2023, ASTC will be relocating to offices at 2000 Florida Ave NW, Suite 300, a LEED Platinum certified building. These offices are co-located within the American Geophysical Union’s offices. ASTC is seeking a firm that can provide timely, dedicated support for its IT needs within the building and for our remote workforce. ASTC is also seeking an IT firm who will work well with AGU’s in-house and contract IT vendors, and who understands the energy and environmental sustainability requirements of working in a LEED certified context.

II. SCOPE OF WORK

The selected vendor will be responsible for providing the following services:

1. **User IT Support**: This includes management of user hardware, software, and account provisioning for employee hires and terminations, as well as providing general user technical support with the same business day as requests are made. The provider should have the capability to support both Windows and Mac systems.

2. **Workstation Management and Support**: The provider will handle the procurement, configuration, maintenance, and updates of user workstations and peripherals.

3. **Network Management and Maintenance**: The provider will manage ASTC’s firewall/security appliance (Fortinet FortiGate) and 48-port switch (Alcatel-Lucent OmniSwitch), provide 24/7 network monitoring, security, and updates, manage our LAN equipment, and coordinate with our ISP for any changes or required technology upgrades.
4. **Management of Microsoft Cloud Environment:** The provider will manage ASTC’s Microsoft active directory and user licenses for all users (currently 24), handle email account configurations and changes related to personnel changes, and manage our email account protection solution.

5. **Other IT Project Management:** The provider will undertake other IT-related projects as required.

### III. Expectations for Working Together
The vendor should have values that reflect a commitment to diversity, accessibility, inclusivity, and equity and the ability to prioritize ASTC’s commitment to energy and environmental sustainability requirements of working in a LEED certified context.

### IV. PROPOSAL SUBMISSION REQUIREMENTS

Proposals should be concise and include the following information:

1. **Company Overview:** Brief background, years in business, and qualifications.
2. **Scope of Work:** Detailed description of how the vendor plans to meet each component of the scope of work, including the approach, methodology, and any timing components that may be applicable.
3. **Pricing:** Complete pricing structure for all proposed services. Pricing should be presented as a firm-fixed-price billed no more often than once per month.
4. **References:** At least three references from previous clients of similar size and complexity, including contact information.

### V. SELECTION CRITERIA

Proposals will be evaluated based on the following criteria:

1. Demonstrated understanding of the scope of work and services to be provided.
2. Qualifications and required technical expertise.
3. Quality and applicability of the proposed approach, including an understanding of ASTC’s operating conditions described in Section I.
4. Demonstrated ability to come onsite to ASTC’s office when requested.
5. Price competitiveness.
6. References.

### VI. RFP SCHEDULE
Please submit proposals by email to jobs@astc.org by 5 p.m. on October 16, 2023.

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This RFP does not obligate ASTC to contract for services specified herein.

Thank you for your interest in providing these services to the Association of Science and Technology Centers.

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