

Healthy Start, Inc.
400 N. Lexington Avenue
Pittsburgh, PA 15208

Request for Proposal: *Direct Project IT Support*

A. Notice of Invitation

Healthy Start, Inc. invites your firm to submit a proposal to provide direct Information Technology (IT) support on specific projects, as indicated below, for Healthy Start, Inc. The time period of this award is February 1, 2024, through December 31, 2024.

B. Organization Needs

Healthy Start, Inc., a non-profit, 501(c)(3) organization, requests bids for proposals to provide direct IT project support. The successful firm will work directly with the Operations Department, our IT Vendor, members of our leadership team and other Healthy Start staff. Areas of concentration include:

- a. Support development of an internal document management process standard/policy for using Microsoft 365, including Leadership Team training.
- b. Conduct Staff and New Hire Trainings on all products within Microsoft 365.
 - i. Staff Training: ongoing as specified by HS.
 - ii. New Hire Training: as needed.
- c. Audit current IT infrastructure, including assessing current and potential vendors, and provide recommendations for improvements.
 - i. Assist with implementation(s), as requested.
- d. Works directly with and will support the Leadership team and other staff on specific departmental projects.
- e. Develop job request ticketing and approval process.
- f. General IT communications and task support, as needed.

C. Submitting Questions

Submit any questions about this RFP to Andrea Budkey at akimple@hsipgh.org.

D. Schedule of Key Dates (subject to change)

- Friday, December 11, 2023 – Proposal due
- Friday, December 29, 2023 – Selection of Firm announced, and next steps meeting scheduled.

Proposal Submission

Submit a detailed proposal on or before Friday, December 11, 2023:

The proposal cover letter should designate an official, with telephone number, fax number, physical address, and email. The designee is considered the primary contact and should be prepared to answer any questions concerning the submitted proposal.

Andrea Budkey, Director of Operations
akimple@hsipgh.org