



COMMUNITY COUNCIL OF SOUTH CENTRAL TEXAS, INC.

REQUEST FOR PROPOSAL INFORMATION TECHNOLOGY SUPPORT AND WEBSITE HOSTING SERVICES

Community Council of South Central Texas Inc (CCSCT) is requesting information from IT firms with extensive experience in providing technology services for a not-for-profit organization. This RFP also welcomes information and pricing for CCSCT's website hosting. We invite the submission of information to us by **5:00 p.m., Friday, October 30, 2026**, for consideration. A description of the services needed, a background of our organization and other pertinent information can be found within this RFP.

Proposal IT SUPPORT AND WEBSITE HOSTING SERVICES

Please submit bids to:

Brittany Hensley – CFO
bhensley@ccsct.org

-OR-

Community Council of South Central Texas, Inc.
801 N. Highway 123 Bypass
Seguin, Texas 78155

Competitive Proposals must be received by Friday October 30, 2026 at 5:00 p.m.

Submitting early proposals does not prompt an early review; CCSCT will evaluate all proposals together on or after the October 30, 2026, 5:00 p.m. deadline.

Vendors are required to provide as much detail as possible in this proposal, regarding scope of services, approach to protecting and securing the technology used by CCSCT users, and their capability and experience. Vendors are also invited to provide a proposal for CCSCT's website hosting. These two criteria's will be scored separately. Website hosting is NOT required but encouraged. CCSCT will utilize evaluation and selection criteria, based on CCSCT's standard proposal process, to determine an acceptable vendor. CCSCT reserves the right to reject any or all proposals or to accept any proposal considered most advantageous.

**Procurement for CCSCT
IT Support and Website
Hosting Services
Timeline**

I. Advertisement for Response to Proposal	October 5 – 16, 2026
II. Due date for Questions	5:00 p.m. October 23, 2026
III. Due date for proposals	5:00 p.m. Friday, October 30, 2026
III. Evaluation of Responses	November 2– 13, 2026
IV. Approval by CCSCT Board of Directors	November 20, 2026
V. Notification to Respondents	No later than December 1, 2026
VI. Contract Effective Date	January 1, 2027

REQUEST FOR PROPOSAL

INFORMATION TECHNOLOGY SUPPORT SERVICES

1. INTRODUCTION

Community Council of South Central Texas, Inc. is requesting proposals from qualified professional technology vendors for Information Technology Support Services. The qualified vendor would provide necessary technical services, which would enable the agency to:

- Protect and secure its IT system
- Ensure the efficient operation of its data processing networks and related computer systems in its defined user community
- Enhance its quality of service for departments defined in the enclosed schedules
- Minimize the spending and maximize the ROI for investment in technology
- Staff Training and technician assistance
- Manage Information Back-ups and required updates to the IT System

The ideal vendor will resolve computer systems and network issues in accordance with standard and acceptable maintenance and support benchmarks. The successful vendor will be expected to organize help desk service calls efficiently and to ensure that there is NO significant computer downtime during normal working hours, generally 7:00AM to 6:00PM, Monday through Friday. The vendor is expected to report on status of technology issues and communicate effectively with CCSCT departments.

2. BACKGROUND INFORMATION

- Community Council of South Central Texas, Inc. does NOT have an IT Department and is currently using an outside vendor service to provide maintenance and support for its user community. There is one Microsoft Windows server, and one virtual server being utilized in the Agency's Administrative Office. The server build out is listed below:

Physical Server:

Operating System: Windows Server 2022 Standard (Hyper-V)

Processor: Intel(R) Xeon(R) Gold 6312U CPU @ 2.40 GHz

Memory: 48GB

Model: Dell PowerEdge R650

Serial: F3GY1V3 (warranty valid until January 2028)

Virtual Server:

Operating System: Windows Server 2022 Standard

Processor: Intel(R) Xeon(R) Gold 6312U CPU @ 2.40 GHz

Memory allocated: 16GB

Roles: Active directory / Fileserver

- The agency has 22 different geographic locations, however, only one location (Administrative Offices) is linked via a server. Every other location has its own standalone environment.
- There are about 125 devices in the CCSCT coverage area to be covered under the service and support agreement with the successful vendor. All computers and laptops vary by manufacturer, age, specifications, software, and service pack versions. Windows 11 Professional and Windows 10 Professional are the prevalent operating systems used on the workstations. The agency deploys various anti-virus software as well as versions of Windows software.
- CCSCT utilizes Office365 Business Premium and has 127 user licenses

- Network/Firewalls – Primarily Sonicwall (TZ370, 3 locations), Ubiquiti Unifi (Switches/Aps)
- Backups: Axcient x360, on-site backup repository/failover server + offsite/cloud storage
- All devices currently are installed with Huntress Managed EDR.

CCSCT has offices, WIC clinics, and Community Service operations throughout its county service area. The table below demonstrates a complete listing of facilities and their locations:

County	Address	City	St	Zip	Program
Bee	3811 North St Mary's	Beeville	TX	78102	WIC
Zavala	118 E Dimmit St	Crystal City	TX	78839	Community Services
Val Verde	315 E Chapoy St Room E1	Del Rio	TX	78840	Community Services
Maverick	1000 Crown Ridge Blvd Ste G	Eagle Pass	TX	78852	Community Services
Wilson	1104 D St	Floresville	TX	78114	WIC
Wilson	4814 US Hwy 181N	Floresville	TX	78114	Community Services
Medina	1205 17th St	Hondo	TX	78861	Community Services
Atascosa	1220 Simmons Ave	Jourdanton	TX	78026	Community Services
Karnes	302 N Butler St	Karnes City	TX	78118	Community Center
Karnes	312 N Butler St	Karnes City	TX	78118	Community Services & WIC
Kerr	1216 Sidney Baker S, Ste C	Kerrville	TX	78028	Community Services
Comal	111 W San Antonio St, St 210-3	New Braunfels	TX	78130	Community Services
Comal	2386 West San Antonio St	New Braunfels	TX	78130	Head Start
Comal	1023 West Bridge St	New Braunfels	TX	78130	Head Start
Frio	409 S Cedar	Pearsall	TX	78061	Community Services
Presidio	102 West Center St	Presidio	TX	78024	Community Services
Guadalupe	813 N State Hwy 123 Bypass	Seguin	TX	78155	Community Services
Guadalupe	1575 North Austin St	Seguin	TX	78155	Head Start
Guadalupe	801 N. State Hwy 123 Bypass	Seguin	TX	78155	Administrative Offices (Linked Via Server)
Live Oak	116 W. Thornton Ste. C	Three Rivers	TX	78071	Community Services
Uvalde	1022 Garner Field Rd. Ste C	Uvalde	TX	78801	Community Services & WAP
Pecos	461 US Highway 285	Fort Stockton	TX	79735	WAP

3. SERVICES REQUIRED

This section summarizes the services to be provided to Community Council of South Central Texas, Inc. in this RFP, the agency is looking for a maintenance and support program to be designed under two major categories. These categories are PREVENTIVE MAINTENANCE and AS NEEDED MAINTENANCE, to accommodate departmental computer system activities and user equipment performance. The agency expects the vendor's proposal to define, in detail, the approach to be used in the above categories. Distinction of time and material costs forth these efforts are important to billing the agency and future budget considerations.

A. Initial Assessment

Review of the inventory, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations. A report of this initial assessment shall be submitted by January 1, 2027 and each January 1st as long as the contract is in force. This is to allow for necessary budget planning for the upcoming year.

B. Desktop Application Support

Deliver basic support functions, including the installation of PC's, laptops, PDA's, printers, peripherals, and other office software; diagnosis and correction of desktop application problems, configuring of PC's and laptops for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed; maintenance of an updated inventory of all related computer related hardware, to make available to Agency personnel upon request; and implementation of HELP Desk procedures under policy constraints of the successful vendor, to include periodic reporting of performance.

C. Server and Workstation Administrative Services

Management of networks and computer systems, including complex applications, databases, messaging, servers and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, and recoverability of the systems.

Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for all HELP Desk tickets for both onsite visits and telephone support is available; development of operations and quality assurance for backup plans and procedures are being followed.

Configuration management, including changes, upgrades, patches, etc. is maintained; management of user login's and password security is documented; and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user.

D. Network Administration Services

Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices is included.

Installation and maintenance of printers, scanners, network devices et al; analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed; alert notifications in case of failure of equipment.

Proactive monitoring and recommendations for best practices in network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; continuous troubleshooting are required.

Maintenance of network documentation for daily, weekly, and monthly services is required.

E. Email, Security and Backup Efforts

Selected vender will coordinate with designated CCSCT staff regarding maintenance of Agency email accounts using the agency domain, adding, changing, and/or deleting agency employee accounts as requested as well as installing a spam filtering agent; maintenance of virus detection programs on the agency servers and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to the agency's designated person are required.

Configuration of the agency systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by the agency Designee is required.

Requirements for a data backup policy, with procedures in place to handle daily, weekly, and monthly backup of the computer, data and information, email, and the like; program to restore systems and data if servers and/or computers go down, are required.

F. Planning

Engineering, planning, and design services for major system enhancements and/or upgrades to existing

systems; recommendations for future purchasing and technology needs, when requested or necessary.

Installation of new equipment, software, and transfer existing data when acquired, will be needed.

G. Training and Technical Assistance

Training and technical assistance provided to individuals and/or group settings related to software and usage of equipment to include training of an onsite Agency employee to serve as the main point of contact for technology related issues.

H. Not Included

The contract to be awarded does not obligate the agency to purchase computer equipment, hardware devices, cabling, licenses, software, etc. from the successful vendor. *Replacement parts are not part of this contract.*

4. SUBMISSION REQUIREMENTS

The agency is requesting that the proposal submitted address the subjects with specificity. We are looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth operating, efficient process, and effective informational technology system.

Due to the nature of this proposal, it is requested that each proposal be brief and to the point and consist of **no more than ten pages**. Each proposal shall provide the following information:

A. Letter of Transmittal:

The letter of transmittal must contain the following statements and information:

1. Company name, address, telephone number(s), and website.
2. Name, title, email address, and telephone number of the person(s) to contact and who are authorized to represent the firm and to whom correspondence should be directed.
3. Federal and State taxpayer identification numbers of the firm (W9).
4. A brief statement of your understanding of the services to be performed and make a positive commitment to provide services as specified.
5. The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.
6. A statement indicating that the proposal and cost schedule will be valid and binding for ninety (90) days following the proposal due date, and will become part of the contract negotiated with the agency.

B. Profile:

1. Provide a short profile of the firm including at a minimum:
2. Length of time in business.
3. Length of time in providing proposed services.
4. Number of clients.
5. Number of clients in the non-profit sector.
6. Number of full-time employees and area of involvement: Technical Support,

Programming, Consulting, Sales Support, Administrative Support

7. Location(s) of office(s) to service the account.
8. Small, Minority-owned, and Woman-owned business, if applicable.

Must attached the certificate confirming.

C. Proposal:

1. Description and methodology of the approach the firm will use in providing the services requested. Description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services and evidence of how well those services have been provided to end users.
2. Name, title, address, and telephone number of three references for clients, whom similar services have been provided, including information referencing the actual services performed, number of users, and length of tenure. **Prefer at least one reference from a non-profit sector client.**
3. Naming of staff resources, with identification of principals and key personnel,
 - i. who are available to provide the services;
 - ii. experience and expertise of staff;
 - iii. local availability of staff is an important consideration
 - iv. role and responsibilities that each staff member will have.
4. Support services questions to be addressed:
 - Help Desk Description
 - Support availability (days of week and time)
 - Toll free number
 - Structure of charges for support
 - Steps for resolving problem escalation
 - Final authority regarding conflicts
 - Response time and goal for resolving problems
5. Cost of Services – submit a FIXED FEE service for a twelve-month period, with an option to renew for up to an additional 48 months. Each twelve-month period must have costs shown separately.

List, specifically, any services which would not be covered in the proposal price. Indicate the impact, if any, of changes in the agency's IT infrastructure (number of servers and PC's, etc.) on the fixed fee. identify the following for those services not under the fixed fee:

 - a) A fee schedule containing the vendor hourly rates
 - b) A description of how services will be billed
 - c) CCSCT is a 501(c)(3) exempt agency and is exempt from state sales and use tax
All costs should not include such taxes in prices or subsequent invoicing
 - d) A description of additional charges, as in out-of-pocket expenses for travel, subsistence, etc.
6. **Explanation of any contract termination for default or other incident in the past five years.**
Termination for default is defined as notice to stop services for non-performance or poor performance, and issue was either litigated or not litigated. If default occurred, list name, address, and telephone number of the party. If NO such termination occurred for default, declare it. CCSCT will evaluate the facts, and may, at its sole discretion, reject the vendor's proposal.
7. Scope of services beyond the RFP that the firm provides which may be of interest to the agency.

8. Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.

D. Other Requirements:

1. Draft Contract Language

Submit a draft contract along with your proposal

2. Reports

The vendor shall submit service reports on a quarterly basis, summarizing service and IT policy issues.

The Vendor must be available to meet with the Executive Director or appointed staff to review quarterly reports and discuss issues. (future requirement, if awarded)

5. EVALUATION CRITERIA

A selection committee appointed by the Executive Director will evaluate vendor qualifications using a weighted point system based on the criteria below. The award of the contract will be made to the firm, whose proposal receives a favorable evaluation. Following this evaluation, the committee will submit a recommendation, and the board of directors will make the final decision. The Executive Director will make the final contract award.

A. Approach and Methodology	25 Pts
B. Experience of the Firm	15 Pts
C. Project Staffing and Experience	10 Pts
D. Satisfaction of Clients/End Users	10 Pts
E. Pricing	30 Pts
F. Historically Underutilized Business-HUB Designation. *Certificate or documentation must be attached*	10 Pts

6. MISCELLANEOUS

The agency reserves the right to reject any or all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in the Commissioners' sole judgment, best meets the requirements of the program.

The RFP creates no obligation on the part of the agency to award a contract or to compensate the Bidder for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews. The agency reserves the right to award a contract based on proposals received without further discussion or negotiation.

Vendors should not rely upon the opportunity to alter their qualifications during any discussions.

The agency further reserves the right to make such investigation as it deems necessary, to determine the capability of the vendors to furnish required services, and vendors shall furnish all such information for this purpose as the agency may request.

Vendors must specifically identify any portions of their submittals, deemed to contain confidential and proprietary information, or trade secrets. The vendors may be required to justify why the Commissioners should not, upon written request, disclose such materials.

All requests from the vendor for additional information must be made in writing (including email), and this information provided will be made available to all vendors at the discretion of the agency. No requests will be answered after the 5:00 p.m. October 23, 2026, deadline for questions.

REQUEST FOR PROPOSAL

WEBSITE HOSTING

1. INTRODUCTION

Community Council of South Central Texas, Inc. is requesting proposals from qualified professional technology vendors for Website hosting. **If you are only bidding on IT services, you do not need to submit a proposal for website hosting. Choosing not to bid on website hosting will not affect your evaluation score.** The qualified vendor would provide necessary hosting services as follows:

- Host website
- Protect and secure website

2. BACKGROUND INFORMATION

- Community Council of South Central Texas, Inc. does NOT have an IT Department and is currently using an outside vendor service to provide website hosting. Existing IT provider currently provides shared hosting via a hosting vendor (not Dedicated or VPS), however we are open to other options.
- CCSCT currently utilizes Word Press platform
- CCCSCT has no e-Commerce occurring on our site and do not accept donations or payments that run directly through our website

3. SERVICES REQUIRED

This section summarizes the services to be provided to Community Council of South Central Texas, Inc. in this RFP, specifically related to website hosting. The agency is looking for website hosting services and for a maintenance and support plan for our website. The agency expects the vendor's proposal to define, in detail, the approach to be used in the above categories. Distinction of time and material costs forth these efforts are important to billing the agency and future budget considerations.

A. Initial Assessment

Review of the current website, assessment of the system architecture and platforms for efficiency, capacity, speed, and current processes, and make recommendations for improvement. A report of this initial assessment shall be submitted by January 1, 2026 and each January 1st as long as the contract is in force. This is to allow for necessary budget planning for the upcoming year.

B. Website Hosting Services

The proposal should clearly state the hosting option and provide detailed description of such. CCSCT's existing IT provider currently provides shared hosting via a hosting vendor (NOT a dedicated or VPS), however the Agency is open to other options.

C. Website Maintenance Plan

The proposal should include a detailed maintenance plan. This plan should, at minimum, include security updates, backups, performance monitoring, content updates and technical support to keep the website secure, fast, and reliable.

4. SUBMISSION REQUIREMENTS

The agency is requesting that the proposal submitted address the subjects with specificity. We are looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth operating, efficient process, and effective website for our agency.

Due to the nature of this proposal, it is requested that each proposal be brief and to the point and consist of **no more than ten pages**. Each proposal shall provide the following information:

A. Letter of Transmittal:

The letter of transmittal must contain the following statements and information:

1. Company name, address, telephone number(s), and website.
2. Name, title, email address, and telephone number of the person(s) to contact and who are authorized to represent the firm and to whom correspondence should be directed.
3. A brief statement of your understanding of the Website hosting services to be performed and make a positive commitment to providing services as specified.
4. The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.
5. A statement indicating that the proposal and cost schedule will be valid and binding for ninety (90) days following the proposal due date and will become part of the contract negotiated with the agency.

B. Proposal:

1. Description and methodology of the approach the firm will use in providing the services requested. Description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services and evidence of how well those services have been provided to end users
2. Name, title, address, and telephone number of three references for clients, whom similar services have been provided, including information referencing the actual services performed, number of users, and length of tenure. **Prefer at least one reference from a non-profit sector client.**
3. Website Hosting questions to be answered:
 - Hosting method
 - Maintenance Plan details
4. Cost of Services – Submit a FIXED FEE service for a twelve-month period, with an option to renew for up to an additional 48 months. Each twelve-month period must have costs shown separately.

List specifically, if any, services which would not be covered in the provided proposal price. Identify the following for those services not included in the fixed fee price:

- a) A fee schedule containing the vendor hourly rates
- b) A description of how services will be billed

- c) CCSCT is a 501(c)(3) exempt agency and is exempt from state sales and use tax
All costs should not include such taxes in prices or subsequent invoicing
- d) A description of additional charges, as in out-of-pocket expenses for travel, subsistence, etc.

5. Scope of services beyond the RFP that the firm provides which may be of interest to the agency.

6. Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.

5. EVALUATION CRITERIA

A selection committee appointed by the Executive Director will evaluate vendor qualifications using a weighted point system based on the criteria below. The award of the contract will be made to the firm, whose proposal receives a favorable evaluation. Following this evaluation, the committee will submit a recommendation, and the board of directors will make the final decision. The Executive Director will make the final contract award. **If you are only bidding on IT services, you do not need to submit a proposal for website hosting. Choosing not to bid on website hosting will not affect your evaluation score.**

A. Approach and Methodology	25 Pts
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All requests from the vendor for additional information must be made in writing (including email), and this information provided will be made available to all vendors at the discretion of the agency. No requests will be answered after the 5:00 p.m. October 23, 2026, deadline for questions.