REQUEST FOR PROPOSALS

OREGON HUMAN DEVELOPMENT CORPORATION

Proposal # OHDC2026

IT (Information Technology) Provider RFP

PROPOSALS DUE: May 30th at 5:00 pm PDT

Submit one (1) original Proposal to:
Victor Acevedo
Operations Director
Oregon Human Development Corporation
1550 NW Eastman Parkway, Suite 205,
Gresham, OR 97030
(503) 452-6664
Victor.Acevedo@ohdc.org

Request for Proposal
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Part I Proposal Requirements

Section IA	General Information
1. Introduction	Oregon Human Development Corporation has been serving Oregon's low-income population for the past 42 years; it is a non-profit organization dedicated to assisting those in need with its many programs. Its annual operating budget is approximately $8 million, which is received from federal, state, and private sources. OHDC employs 40 employees, including full-time, part-time, and limited term, with 8 offices in the State of Oregon and 1 in the State of Nevada.
2. Overview	Oregon Human Development Corporation is requesting proposals from experienced, cost-effective, and efficient contractors for IT services to deliver comprehensive managed IT services and technology infrastructure support. The Contractor(s) that demonstrate qualifications and achieve the highest numerical scores according to the rating criteria contained in this RFP will be considered a qualified contractor and will be eligible for a contract to provide services as required by Oregon Human Development Corporation. At a minimum, contractors will be required to agree to adhere to performance standards that meet the requirements of the state and federal funding agencies.
3. Background	Oregon Human Development Corporation provides extensive stabilization services for low-income families using Federal, State, and private funds. These programs provide Training and Employment Services, Educational Financial Support, rental relief, energy assistance, and weatherization services, as well as other services when funding allows.
4. Period of Performance	A contract awarded as a result of this RFP will be for 48 months, from July 1st, 2026, to June 30th, 2030. The contract may be renewed contingent upon contractor(s) performance, program compliance, continued program funding, and Oregon Human Development Corporation approval.

6. Program Funding	Oregon Human Development Corporation has received stable program funding to serve Central Oregon residents for over 52 years and anticipates continued funding.
7. Timeline for Selection	Responses to RFP questions posted to the website May 15, 2026, Proposals due May 30, 2026 at 5:00 PM Proposal review, contract award, and contract signing June 5th, 2026 Contract begins (estimated) July 1st, 2026
8. RFP Terms and Conditions	**ADMINISTRATIVE REQUIREMENTS** – It is understood and agreed that the prospective Proposer claims no proprietary rights to the ideas and written materials contained in or attached to the proposal submitted. Oregon Human Development Corporation has the right to reject or accept proprietary information. **AUTHORSHIP** – Proposers must identify any assistance provided by agencies or individuals outside the proposer's own organization in preparing the proposal. No contingent fees for such assistance will be allowed to be paid under any contract resulting from this RFP. **CANCELLATION OF AWARD** – Oregon Human Development Corporation reserves the right to immediately cancel an award if the contractual agreement has not been entered into by both parties or if new state regulations or policy make it necessary to change the program purpose or content, discontinue such programs, or impose funding reductions. In those cases where negotiation of contract activities is necessary, Oregon Human Development Corporation reserves the right to limit the period of negotiation to sixty (60) days after which time funds may be unencumbered. Oregon Human Development Corporation reserves the right to re-issue the RFP if none of the bids submitted for the original RFP is selected. **CONFIDENTIALITY** – Proposer shall comply with all applicable agency policies as well as state and federal laws governing the confidentiality of information. **CONFLICT OF INTEREST** – All proposals submitted must contain a statement disclosing or denying any interest, financial or otherwise, that any employee or official of Oregon Human Development Corporation or the appropriate Advisory Board may have in the proposing agency or proposed project. **CONSORTIUM OF AGENCIES** – Any consortium of companies or agencies submitting a proposal must certify that each company or agency of the consortium can meet the requirements set forth in the RFP. **COST OF PROPOSAL & AWARD** – The contract award will not be final until Oregon Human Development Corporation and the prospective Contractor has

executed a contractual agreement. Oregon Human Development Corporation reserves the right to make an award without further negotiation of the proposal submitted. Therefore, the proposal should be submitted in final form from a budgetary, technical, and programmatic standpoint.

DISPUTES/PROTESTS – Oregon Human Development Corporation encourages the use of informal resolution to address complaints or disputes arising over any actions in implementing the provisions of this RFP. Written complaints should be addressed to Oregon Human Development Corporation – Central Office Manager at 1550 NW Eastman Parkway, Suite 205, Gresham, OR 97030. If the complaint is not satisfactorily settled, contact the Oregon Human Development Corporation Executive Director at 1550 NW Eastman Parkway, Suite 205, Gresham, OR 97030.

DISTRIBUTION OF WORK – When necessary, Oregon Human Development Corporation will require projects outside of the regular duties of the IT Services provider, which would require written authorization for each project. It is Oregon Human Development Corporation's intent to award projects to the Contractor(s) selected through this RFP. In instances when a selected contractor is unavailable or has capacity limitations, a project might be issued to another contractor.

EQUAL OPPORTUNITY AND NON-DISCRIMINATION REQUIREMENTS –
Oregon Human Development Corporation is committed to ensuring equal opportunity in employment and contracting in accordance with all applicable federal, state, and local laws and regulations.
The Contractor shall comply with all applicable non-discrimination laws, including but not limited to Title VII of the Civil Rights Act, the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1973, and all other applicable civil rights requirements.
The Contractor agrees not to discriminate against any employee, applicant, or subcontractor on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other characteristic protected by law. Employment and contracting decisions shall be made based on merit, qualifications, and business needs. The Contractor shall ensure equal access to employment opportunities and participation in contract activities.

ELIGIBLE CONTRACTORS – Contractors must be licensed, bonded, and properly insured to provide the services offered. Contractors who are debarred, suspended, or otherwise excluded from or ineligible for participation in Federal assistance programs or activities shall be ineligible for work under this contract. Contractors must be registered to do business in the state of Oregon: http://sos.oregon.gov/business/Pages/default.aspx

FEDERAL COMPLIANCE – The Contractor shall comply with all applicable federal, state, and local laws, regulations, and guidance, including but not limited to Uniform Administrative Requirements under 2 CFR Part 200. Failure to comply with applicable requirements may result in termination of the contract and/or other remedies as deemed appropriate by Oregon Human Development Corporation.

ACCESS TO RECORDS AND AUDIT REQUIREMENTS –The Contractor agrees to maintain all financial records, supporting documents, statistical records, and all other records pertinent to this contract for a period of no less than five (5) years, or as otherwise required by federal or state law. The Contractor shall provide access to such records to Oregon Human Development Corporation, the federal awarding agency, the Comptroller General of the United States, or any of their authorized representatives for the purpose of audit, examination, or compliance review.

TERMINATION –

1. Termination for Convenience
Either party may terminate this Agreement, with or without cause, upon thirty (30) days' prior written notice to the other party.

2. Termination for Cause
Either party may terminate this Agreement immediately upon written notice if the other party:
Materially breaches any provision of this Agreement and fails to cure such breach within ten (10) days of receiving written notice of the breach;
Becomes insolvent, files for bankruptcy, or ceases to conduct normal business operations; or
Engages in misconduct, negligence, or unlawful activity that materially impacts the Agreement.

3. Immediate Termination (Critical Issues)
Client may terminate this Agreement immediately upon written notice in the event of:
A data breach, unauthorized disclosure, or failure to comply with applicable data security or confidentiality obligations;
Failure to maintain required insurance, licenses, or certifications;
Conduct that jeopardizes Client's compliance with federal, state, or grant funding requirements.

4. Transition Assistance and Data Control
Upon termination or expiration of this Agreement, Contractor shall:
Provide reasonable transition assistance for a period of up to thirty (30) days

	(or as otherwise agreed), billed at the rates set forth in this Agreement unless termination is for cause; Return or securely transfer all Client data, records, system documentation, and credentials (including administrative access, passwords, API keys, and third-party platform access) in a mutually agreed format within five (5) business days; Fully cooperate to ensure continuity of operations and orderly transfer to Client or its designee; Certify in writing the destruction of any retained copies of Client data, except as required by law. 5. Access Revocation and Non-Disruption Upon termination: Contractor shall immediately relinquish and cease all access to Client systems, including remote access tools, cloud platforms, social media accounts, and administrative credentials; Contractor shall not take any action that would disrupt, degrade, or impair Client systems, services, data access, or operations; Any access retained for transition purposes must be expressly authorized in writing by Client and limited in scope and duration. 6. Grant Compliance and Audit Requirements Contractor acknowledges that services under this Agreement may be funded in whole or in part by federal, state, or other public funding sources and agrees to: Comply with all applicable laws, regulations, and guidance, including but not limited to 2 CFR Part 200 (Uniform Guidance) where applicable; Maintain appropriate records, documentation, and support for costs and services performed; Provide access to such records upon request for purposes of audit, monitoring, or compliance review for the required retention period. 7. Payment Upon Termination Client shall pay Contractor for all approved services performed and accepted through the effective date of termination. No payment shall be due for: Work not performed or not accepted; Costs incurred after termination unless expressly authorized in writing; Any work associated with curing deficiencies or noncompliance. 8. Survival The provisions relating to confidentiality, data security, indemnification, access control, audit rights, record retention, and grant compliance shall survive termination of this Agreement

ENVIRONMENTALLY RESPONSIBLE PURCHASING PROGRAM - Oregon Human Development Corporation wishes to implement an Environmentally Responsible Purchasing Policy with a goal to reduce negative impacts on human health and the environment. Negative environmental impacts include, but are not limited to, greenhouse gases, air pollution emissions, water contamination, waste from the manufacturing process and waste in packaging. This policy also seeks to increase: 1) water and energy efficiency; 2) renewable energy sources; 3) use of products with recycled content; 4) product durability; 5) use of products that can be recycled, reused, or composted at the end of its life cycle.

INDEPENDENT PRICE DETERMINATION - The prospective Contractor guarantees that, in connection with this proposal, the prices and/or cost data have been arrived at independently, without consultation, communication, or agreement for the purpose of restricting competition. This does not preclude or impede the formation of a consortium of companies and/or agencies for purposes of engaging in jointly sponsored proposals.

LIMITATION - This RFP does not commit Oregon Human Development Corporation to award a contract, to pay any costs incurred in the preparation of a response to this RFP, or to procure or contract for services or supplies.

LATE PROPOSALS - A proposal received after the date and time indicated above will not be accepted. No exceptions will be made.

PRESENTATIONS - Proposers may be informed that a presentation is desired and will be notified of the date, time, and location the presentation is to be conducted.

PRICE WARRANT - The proposal shall warrant that the costs quoted for services in response to the RFP are not in excess of those which would be charged by any other individual or entity for the same services performed by the prospective Contractor.

PROPOSAL PREPARATION COSTS – Oregon Human Development Corporation shall have no financial responsibility for any costs incurred by specialty contractors in responding to this RFP and shall not be liable for any costs until the selected Contractor(s) has executed a contract with Oregon Human Development Corporation and has been authorized in writing to proceed.

REJECTION OF PROPOSALS - Oregon Human Development Corporation reserves the right to accept or reject any or all proposals received as a result of this RFP,

	to negotiate with any or all prospective contractors on modifications to proposals, to waive formalities, to postpone award, or to cancel in part or in its entirety this RFP if it is in the best interest of Oregon Human Development Corporation to do so. **SUBCONTRACTING** - No activities or services included as a part of this proposal may be subcontracted to another organization, firm, or individual without the approval of Oregon Human Development Corporation. Such intent to subcontract shall be clearly identified in the proposal. It is understood that the Contractor is held responsible for the satisfactory accomplishment of the service or activities included in a subcontract. **PUBLIC NOTICE** - OHDC will conduct public R.F.P. process announcements in service and adjacent counties as well as newspapers; also, it will be advertised in the counties OHDC serves in electronic media when available.
9. Scope of Work	The selected IT services provider will deliver comprehensive managed IT services, including infrastructure management, hardware support, communications systems, cybersecurity, and user support. Services will include the implementation, management, monitoring, and support of OHDC's technology systems to ensure reliability, security, and operational efficiency. The contractor will provide proactive system monitoring, preventive maintenance, and technical support to OHDC staff across all office locations.
Section IB	**Work Requirements**
1. Required Services	The Contractor will be responsible for providing the following services: **1. Organizational Overview and Service Environment** Oregon Human Development Corporation (OHDC) operates multiple service locations across the State of Oregon and one location in the State of Nevada. The Contractor shall provide comprehensive IT support across all locations. **Office Locations and Staffing**

Central Office Rg. 89:
1550 NW Eastman Parkway, Suite 205,Gresham, OR 97030
Estimated Staff: 16

Regional Offices (Oregon)

Region 10:
5285 NE Elam Young Parkway, Suite A100, Hillsboro, OR 97124
Estimated Staff: 3

Region 20:
1585 N. Pacific Hwy, Suite S.Woodburn, OR 97071
Estimated Staff: 4

Region 30:
204 N 10TH St. Klamath Falls, OR 97601
Estimated Staff: 4

Region 40:
205 Wasco Loop, Suite 101 Hood River, OR 97031
Estimated Staff: 4

Region 41:
2505 W 7th St.The Dalles, OR 97058
Estimated Staff: 1

Region 50:
100 E. Gladys Ave. Suite C. Hermiston, OR 97838
Estimated Staff: 3

Region 60:
1725 N. Oregon St.Ontario, OR 97914
Estimated Staff: 4

Out-of-State Office

Region 75:
2281 Pyramid Way, Sparks, Nevada 89431
Estimated Staff: 1

Total Staffing and User Environment
Total Staff: Approximately 40 users
Each staff member requires:

- One (1) workstation (desktop or laptop)
- One (1) IP phone or Soft Phone

2. IT Infrastructure & Server Management
   - Provide and maintain a cloud-based server environment for data storage and system operations.
   - Provide and maintain on-premise server infrastructure as required.
   - Manage server configuration, updates, and security.
   - Monitor server performance and storage capacity.
   - Ensure system redundancy and uptime reliability.
   - Maintain operating systems and licensing.

3. Data Backup & Disaster Recovery
   - Provide secure cloud-based backup solutions for critical systems and data.
   - Maintain off-site virtual backups for disaster recovery.
   - Ensure backup solutions meet recognized security standards (e.g., FIPS compliant).
   - Regularly test backup and recovery procedures.

4. Network Management
   Provide ongoing network administration and monitoring, including:
   - Routers
   - Firewalls
   - Switches
   - Internet connectivity
   - Monitor network performance and security.
   - Provide configuration management and updates.
   - Implement network security protocols.

5. Cybersecurity Management
   Will implement and maintain cybersecurity protections including:
   - Antivirus software management
   - Anti-malware software management
   - Security monitoring
   - Patch and update management
   - Threat prevention and vulnerability mitigation

6. Copier & Printer Services
   - Contractor shall provide a fully managed print solution across all OHDC locations, including procurement or leasing, installation, maintenance, supplies, and ongoing support.

- OHDC requires the following equipment:
    - One (1) high-capacity multifunction printer/copier for the Central (Gresham) Office
    - Eight (8) multifunction printers for Regional Offices Central Office (Gresham) – High-Volume Device (1 Total)
- High-speed printing capability (minimum 45–70 pages per minute)
- Full color printing, copying, and scanning
- Monthly duty cycle of at least 100,000 pages
- Paper capacity of at least 2,000 sheets with multiple trays
- Advanced finishing capabilities (stapling, sorting; booklet-making preferred)
- Network scanning capabilities (scan-to-email, scan-to-folder, optional cloud integration)
- Secure print release (PIN or user authentication required)
- Touchscreen user interface
- Ability to support multiple users and large print jobs simultaneously without performance issues
- Designed for high-volume administrative and programmatic use

Regional Offices – Standard Devices (8 Total)

- Black and white multifunction capability (print, copy, scan)
- Print speeds between 25–40 pages per minute
- Duty cycle appropriate for small-to-medium office environments
- Paper capacity of at least 250–500 sheets
- Compact design suitable for smaller office spaces
- Network connectivity required
- Scan-to-email functionality

Managed Print Services (All Locations)

- Delivery, installation, and configuration of all devices
- Ongoing maintenance and repair (including parts and labor)
- Automatic toner and supply replenishment
- Remote monitoring of device status and usage
- Usage reporting by location
- Proactive servicing to minimize downtime

7. Phone System Management

The contractor will provide and support a VoIP phone system, including:

- Installation and configuration of phone system hardware and software
- Total IP Phones Required: Approximately 40 (one per staff member)
- Total Lines/Users Supported: Approximately 40

- The Contractor shall ensure the phone system is scalable to accommodate staffing changes and program growth.
- Softphone capabilities
- Mobile integration features
- Voicemail management
- System updates and maintenance
- Staff training in system use

8. Helpdesk & Technical Support

Provide ongoing IT support to OHDC staff including:

- Remote technical support
- Onsite support when necessary
- Troubleshooting hardware and software issues
- Installation and configuration of new devices
- User support for system access and connectivity issues
- Unlimited remote support
- Onsite support for Portland metro area locations
- Defined response times for support requests.

9. System Monitoring & Maintenance

Provide continuous monitoring and maintenance services including:

- 24/7 system monitoring
- Software updates and patch management
- Performance optimization
- Preventative maintenance
- Security monitoring

10. Website Maintenance and Support

Contractor shall provide ongoing website maintenance and support services For OHDC's website

Services shall include:

- Updating existing website content, including text, images, and documents
- Creating and publishing new web pages as requested
- Making structural or layout changes to pages as needed
- Ensuring website content is current, accurate, and functioning properly

Contractor shall:

- Maintain website functionality and uptime
- Troubleshoot and resolve website issues in a timely manner
- Manage and update plugins, themes, or content management systems

	• Ensure website security measures are in place (updates, patches, SSL support) • Contractor shall coordinate with OHDC staff to implement requested updates and changes • Contractor shall provide reasonable turnaround times for standard updates and define response times for urgent issues
2. Oregon Human Development Corporation Responsibilities	Oregon Human Development Corporation is responsible for the following activities: • Notify in a timely manner of upcoming projects and needs. • Provide detailed information about the project or need. • Perform final inspection to ensure work meets requirements. • Pay contractor invoices in a timely manner.

3. Contractor Responsibilities	**The Contractor is responsible for the following activities:** a. Ensure compliance with all applicable local, state, and federal regulations and State of Oregon. b. Communicate with client to schedule job. c. Complete work order as issued by Oregon Human Development Corporation. d. Get prior approval (change order) for any work outside the scope of the original work order. e. Submit all pertinent documents (manuals, warranty documents, etc.) f. Conduct final quality control inspections before submitting inspection requests to Oregon Human Development Corporation.
4. Deliverables & Schedule	Contractors are expected to complete a job as soon as possible (for emergency situations); for some projects, the completion date will be determined by the size and complexity of the job. Contractor must submit an itemized final invoice when applicable at the end of the job; if the contract is based on a monthly payment based on the charges, an itemized monthly invoice should be submitted for payment.
5. Penalties	Failure of Contractor to complete the work under any individual project work order within the time specified above or within any extended deadline as approved by Oregon Human Development Corporation, may result in a penalty of three percent (3%) per month of the original contract amount specified in the individual project work order, in addition to any other remedies as may be provided. If Contractor's performance is delayed by any act of neglect of grant recipient, by any other Contractor employed by Oregon Human Development Corporation, by changes ordered in the work, by labor disputes, fire, unavoidable casualties, or any other extenuating circumstances beyond Contractor's control, Oregon Human Development Corporation may authorize, upon timely written request by Contractor, an extension of time for completion of work. If Oregon Human Development Corporation decides it is impractical to correct work that is unacceptable or not done in accordance with the individual project work order, an equitable deduction from the individual project price shall be determined and deducted by Oregon Human Development Corporation.

Part II Proposal Preparation and Submittal

Section IIA	General Information
1. Proposal Clarification	Questions and requests for clarification regarding this Request for Proposal must be directed in writing via email to the person listed on the cover page. The deadline for submitting such questions/clarifications is April 25th, 2026. If a substantive clarification is necessary, an addendum will be issued no later than April 25th, 2026, on the Oregon Human Development Corporation website: http://www.OHDC.org
Section IIB	**Proposal Submission**
1. Proposals Due	Proposals must be received no later than May 30, 2026 at 5:00 p.m. PDT. The outside of the envelope/package shall clearly identify: a. RFP number b. Name and address of the Proposer Hard-copy proposals with original signatures must be received by the proposal due date/time; Electronic copies of proposals will be accepted. Responses received after the submittal date and time will not be considered and will be retained.
2. Proposal Materials	All proposals must include: **1. Bid Proposal** **2. Price List** Oregon Human Development Corporation encourages the use of submittal materials that contain post-consumer recycled content and are readily recyclable. Oregon Human Development Corporation discourages the use of materials that cannot be readily recycled. Proposers are encouraged to print/copy on both sides of a single sheet of paper wherever applicable. Color is acceptable, but content should not be lost by black-and-white printing or copying. All submitted proposals become the property of the Oregon Human Development Corporation.

Part III Proposal Evaluation & Contract Awards

<table>
<tr><td>Section IIIA</td><td>Evaluation and Scoring</td></tr>
<tr><td>1. Evaluation and Selection</td><td>Complete proposals received in response to this RFP will be evaluated and scored Oregon Human Development Corporation management for a final decision.

Oregon Human Development Corporation will award the contract only to the responsible Contractor(s) possessing the capacity and ability to perform successfully under the terms and conditions of this procurement.</td></tr>
<tr><td>2. Evaluation Criteria Scoring</td><td>Each proposal received in response to the RFP will be objectively evaluated and rated according to a specified point system.

A 100-point system will be used, weighted against the following criteria:

<table>
<tr><th>Criteria</th><th>Maximum Points</th></tr>
<tr><td>Cost Proposal</td><td>20 points</td></tr>
<tr><td>Experience/Expertise/Quality of Work</td><td>40 points</td></tr>
<tr><td>Experience working with Not for profit Organizations</td><td>10 points</td></tr>
<tr><td>Capacity to meet IT Services levels</td><td>20 points</td></tr>
<tr><td>Compliance with public policy</td><td>10 points</td></tr>
<tr><td></td><td></td></tr>
<tr><td>Total</td><td>100 points</td></tr>
</table>
</td></tr>
<tr><td>Section IIIB</td><td>Contract Awards</td></tr>
<tr><td>1. Contractor Selection</td><td>The selected Contractor(s) will be determined by the outcome of the evaluation of all proposals by the review committee. Should Oregon Human Development Corporation not reach a favorable agreement with a selected proposer, Oregon Human Development Corporation shall terminate negotiations and may commence negotiations with the next highest scoring proposer.</td></tr>
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