



2026 – 2027 REQUEST FOR PROPOSALS Technology Support Services

ISSUE DATE: June 1, 2026

ISSUING AGENCY: Guilford County Partnership for Children, Inc.
4900 Koger Boulevard, Suite 151
Greensboro, NC 27407

Phone: (336) 274-5437
Email: Operations@GuilfordChildren.org

PURPOSE AND SUBMISSION GUIDANCE

The Guilford County Partnership for Children, Inc. is seeking proposals for Technology Support Services to maintain and enhance the efficiency of our technological operations. The contract for services will be for a one-year cycle, beginning on July 1, 2026, and conclude on June 30, 2027. **The deadline for submitting proposals is June 15, 2026.**

Please submit a detailed proposal outlining the services and costs to Operations@GuilfordChildren.org. We anticipate an annual contract for IT services will not exceed \$30,000.

BACKGROUND

The Guilford County Partnership for Children (GCPC) is a local non-profit strategically directing over \$18M annually for young children and families in Guilford County. Much of its funding comes from state and federal funding through contracts with the North Carolina Partnership for Children (NCPC), and the North Carolina Division of Child Development and Early Education (DCDEE). Additional funding comes from local foundations, corporate and individual giving. The Guilford County Partnership for Children is part of North Carolina's well established, statewide Smart Start network. *Our mission is to partner with families, early childhood educators, and our community to support the diverse needs of children prenatal to age five, ensuring their success in school and in life.*

School readiness investments include:

- **High quality childcare** for vulnerable 4-year-old children. The NC Pre-K program funds over 2,000 high quality preschool slots in programs with a quality level of 4 stars or higher.
- **Professional development for early childhood teachers and caregivers** in quality improvement, family engagement, inclusion, classroom management, and childhood obesity prevention. Training in trauma informed teacher-child interactions is also offered to ensure emotionally responsive, age and culturally appropriate learning environments. Childcare Health Consultants are also available to ensure adherence to health and safety standards. Peer coaching, community learning, and workforce retention support is also offered.
- **Family support services** including evidence-based home visiting programs such as Parents as Teachers, Healthy Start, and Guilford Family Connects. Some individualized mental health services are available for children participating in NC Pre-K. Prenatal and neonatal intensive care support is also available.
- **Early literacy programs** including Reading Connections and Dolly Parton's Imagination Library

SCOPE OF SERVICES TO BE CONTRACTED

The contracted Technology Support Services will provide comprehensive technical support to the Partnership, including the following:

1. Troubleshooting and resolving all relevant technical issues.
2. Maintenance of the computer network system.
3. Management of Microsoft email and Exchange applications.
4. Implementation and management of server-based applications.
5. Assessment of internal technical capabilities to ensure efficiency, proper documentation, and information security management.
6. Firewall management.
7. Virus and malware protection.
8. Server backup protection and document recovery services as needed.

The Guilford County Partnership for Children (GCPC) currently employs 13 staff members, each assigned an individual office workstation equipped with dual monitors and a laptop connected via a docking station. In addition, GCPC maintains two additional workstations with the same configuration, which are utilized on an as-needed basis throughout the year. Each employee is provided with a Yealink SIP-T46U desk phone. GCPC operates within a Microsoft SharePoint environment, and staff may occasionally work remotely as needed.

CRITERIA FOR APPLICANT SELECTION

The Contractor must demonstrate proven competency in performing the services outlined in this RFP's Contracted Services Description section. Specifically, the contractor must have a successful history of providing similar services. The Contractor should detail relevant project experience in North Carolina or other states with comparable program operations. Additionally, the Contractor should provide the name, address, and telephone number of a reference for each project completed in the last seven years.

The Contractor must disclose any pertinent judgments, criminal convictions, investigations, or pending litigation involving the Contractor or any of its officers, directors, employees, agents, or subcontractors. Alternatively, the Contractor may provide a statement that no such issues exist. The Local Partnership reserves the right to reject a proposal based on this information.

Note: Smart Start contracts are contingent upon approval and subsequent funding from the NC Partnership for Children.

PROCUREMENT PROCESS

The following is a general description of the process by which a prospective Contractor will be selected:

1. A Request for Proposals (RFP) is issued to prospective Contractors.
2. A deadline is set for written proposals to be received.
3. Prospective Contractors submit signed proposals by the deadline.
4. At their option, the Local Partnership's evaluators may request oral presentations or discussions with any or all prospective Contractors for clarification or to amplify the materials presented in any part of the proposal. However, prospective Contractors are cautioned that the evaluators are not required to request clarification; therefore, all proposals should be complete and reflect the most favorable terms available from the prospective Contractor.
5. Proposals will be evaluated according to criteria that may include the need for the program, materials and/or services, program, materials and/or services content and evaluation, completeness, content, experience with similar projects, the ability of the Contractor and its staff, cost, and financial stability of the prospective Contractor. The award of a contract to one prospective Contractor does not mean that the other proposals lacked merit, but rather that, all factors considered, the selected proposal was deemed most advantageous to the Local Partnership.
6. The Local Partnership will contact the selected Contractor to obtain information and documentation required for preparation of the contract, including the following:
 - a. Name; title; telephone and fax numbers; and mailing address, including street address and zip code, of the contract administrator.
 - b. Name; title; telephone and fax numbers; and mailing address, including street address and zip code, of the person(s) authorized to sign financial status reports.
 - c. A copy of the Conflict of Interest policy.
 - d. Proof of insurance that may include, but is not limited to, the following:
 - i. Workers' compensation;
 - ii. General business liability;
 - iii. Fidelity bonding (e.g., employee crime or dishonesty);
 - iv. Professional liability;
 - v. Automobile (owned, hired, or non-owned).
7. The Local Partnership will not contract with any prospective Contractor that fails to provide all required information and documentation. After all required information and documentation have been submitted, the Local Partnership will prepare the contract, notify the selected Contractor, and request that the contract be signed. A template of the contract that the selected Contractor will be required to sign is available upon request.
8. The contract must be executed prior to the start of work and the incurring of any expenses.
9. If all proposals are rejected, prospective Contractors will be notified promptly by the Local Partnership.

Providing and maintaining adequate insurance coverage is a material obligation of the Contractor and is essential to the contract. The Local Partnership will not contract with any prospective Contractor that is unable to furnish proof of the required insurance coverage.

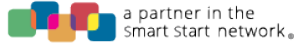
- e. Completed Internal Revenue Service (IRS) Form W-9.
- f. If a nonprofit entity, a copy of the Internal Revenue Code §501(c)(3) determination letter.

GENERAL INFORMATION

1. **TERMS AND CONDITIONS.** All proposals are subject to the terms and conditions outlined herein. The prospective Contractor specifically agrees to the conditions set forth by signature to the proposal.
2. **ORAL EXPLANATIONS.** The Local Partnership shall not be bound by oral explanations or instructions given at any time during the competitive bidding process or after award.
3. **REFERENCE TO OTHER DATA.** Only information which is received in response to this RFP will be evaluated; reference to information previously submitted shall not be evaluated.
4. **COST FOR PROPOSAL PREPARATION.** Any costs incurred by prospective Contractors in preparing or submitting offers are the prospective Contractor's sole responsibility. The Local Partnership shall not reimburse any prospective Contractor for any costs incurred prior to award.
5. **RIGHT TO SUBMITTED MATERIAL.** All responses, inquiries, or correspondence relating to or in reference to the RFP, and all other reports, charts, displays, schedules, exhibits, and other documentation submitted by the prospective Contractors shall become the property of the Local Partnership when received.
6. **OFFEROR'S REPRESENTATIVE.** Each prospective Contractor shall submit with its proposal the name, address, and telephone number of the person(s) with authority to bind the firm and answer questions or provide clarification concerning the firm's proposal.
7. **SUBCONTRACTING.** In the event the prospective Contractor desires to subcontract any part of the contracted services, the proposal must clearly indicate what work it plans to subcontract and to whom and must provide all required information for each subcontractor. Only the subcontractors specified in the proposal shall be considered approved upon award of the Contract.
8. **PROPRIETARY INFORMATION.** Trade secrets or similar proprietary data which the prospective Contractor does not wish disclosed to other than personnel involved in the evaluation or contract administration will be kept confidential to the extent permitted by N.C.G.S. 132-1.3 if identified as follows: each page shall be identified in bold face at the top and bottom as "Confidential." Any section of the proposal that is to remain confidential shall also be so marked in bold face on the top of the title page of that section. Cost information may not be deemed confidential. In spite of what is labeled as confidential, the determination as to whether or not it is shall be as governed by North Carolina law.



GUILFORD COUNTY
PARTNERSHIP
FOR CHILDREN



2026 – 2027 Request for Proposal

Name of Individual or Company: _____

Street Address: _____

City, State Zip: _____

Phone: _____

Fax: _____

Email: _____

By signing below, I certify that I am an authorized representative of the prospective contractor and have the legal authority to bind the prospective contract.

_____	_____
Print Name	Signature
_____	_____
Job Title	Date

Please include a detailed plan of how you propose meeting the needs of GCPC, including the costs for services.