



**Request for Proposal for Technology Audit**  
October 2021

**REQUEST FOR PROPOSAL FOR TECHNOLOGY AUDIT**  
**October 29, 2021 – February 25, 2022**

**INQUIRIES AND PROPOSALS SHOULD BE DIRECTED TO:**

**Sharon C. Goodson**  
**Executive Director**

**North Carolina Community Action Association**  
**4428 Louisburg Road, Suite 101**  
**Raleigh, NC 27616**  
**919.790.5757**  
**(Fax) 919.790.5767**  
[Sharon.goodson@nccaa.net](mailto:Sharon.goodson@nccaa.net)

**I. GENERAL INFORMATION.**

**A. Purpose.** This request for proposal (RFP) is to contract for completion of an agency-wide technology audit for a local NC community action agency (CAA). Community action agencies operate a range of local programs and services to families with low incomes. The pandemic prompted a swift shift to hybrid and virtual operations which spurred the need for enhanced information technology (IT) infrastructure. This project will serve as a case study to identify strengths and opportunities to strengthen IT systems at a local CAA.

**B. Who May Respond?** Entities specializing in technology audit processes may apply.

**C. Instructions on Proposal Submission.**

**1. Closing Submission Date.** Proposals must be submitted no later than 4pm on Friday, October 22, 2021.

**2. Project Completion Date.** All activities associated with this proposal must be completed no later than February 25, 2022.

**3. Inquiries.** Inquiries concerning this RFP should be e-mailed to:  
Sharon.goodson@nccaa.net

**4. Conditions of Proposal.** All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the Offeror and will not be reimbursed by the North Carolina Community Action Association (hereinafter referred to as NCCAA).

**5. Instructions to Prospective Contractors.** Please submit proposals electronically to:

Sharon C. Goodson  
Executive Director  
North Carolina Community Action Association  
Sharon.Goodson@nccaa.net

It is important that the Offeror's proposal be submitted as a PDF document with a cover page including the following information:

**Request for Proposal**  
**[TIME] [DATE]**  
**Proposal for NCCAA Technology Audit**

Failure to do so may result in premature disclosure of your proposal. It is the responsibility of the Offeror to ensure the proposal is received by NCCAA, by the date and time specified above. Late proposals will not be considered.

**6. Right to Reject.** NCCAA reserves the right to reject any, and all proposals received in response to this RFP. A contract for the accepted proposal will be drafted based upon the

factors described in this RFP.

**7. Small and/or Minority-Owned Businesses.** Efforts will be made by NCCAA to utilize small businesses, women and/or minority owned businesses. Offeror qualifies as a small business firm if it meets the definition of "small business" as established by the Small Business Administration (13 C.F.R. § 121.201).

**8. Notification of Award.** It is expected that a decision selecting the successful firm will be made within two (2) weeks of the closing date for the receipt of proposals.

- D. Description of Entity.** NCCAA is the statewide association of North Carolina's 34 Community Action Agencies. Community Action Agencies are the only nonprofits mandated by federal legislation to serve the poor and disadvantaged. Our agencies share a common mission: to help low-income people become self-sufficient and independent of public programs. They are governed locally by a tripartite board of directors with one-third representation from the public sector (elected officials or their appointees) at least one-third representation of the low-income sector with the remainder from private entities.

NCCAA exists to give voice to the needs, concerns, and stories of NC's disadvantaged and low-income citizens, as well as, shed light on the collective impact of community action agencies. With some 4,000 employees, boards of directors and tens of thousands of volunteers and an extensive list of partners, community action agencies work diligently in local communities to broaden the economic and social horizons of the 1.3 million or 13.6% of North Carolinians living in poverty.

**II. SCOPE OF SERVICES.** The Offeror shall be readily available to perform the following services, as requested by the Executive Director and/or Board of Directors:

**1. Comprehensive Agency-Wide IT Audit**

The COVID-19 pandemic has forced CSBG-eligible entities to assess their technology infrastructure, as well as, address gaps that could possibly prevent the seamless delivery of programs, services and supports to vulnerable populations. The tele-work new norm means key staff must be equipped with equipment/technology/software to ensure agency operations and services continue. A comprehensive IT audit will identify potential risks, technology gaps, and system updates, as well as leverage opportunities and security enhancement recommendations.

**2. Final Report**

The final report will include the following minimum information:

- IT Audit Methodology: A description of the methods used to conduct the comprehensive IT audit.
- Systems Overview: An overview of the agency's current IT and security systems.
- Risk Assessment: Risks associated with current IT systems, as well as risk mitigation strategies.
- Recommendations: May include but are not limited to system updates, leverage

opportunities, security enhancement, and risk mitigation strategies. A timeline for conducting routine IT assessments should be included.

### **3. Presentation of Findings**

The consultant will prepare and deliver a presentation of findings that summarizes findings and recommendations. The presentation will be presented to the NCCAA and leadership of the local CAA.

Offeror shall be prepared to submit detailed billing statements for all services. Offeror shall also include summaries of work performed and time spent on services performed under the flat monthly fee, as discussed below.

**III. PROPOSAL CONTENTS.** The Offeror, in its proposal, shall, as a minimum, include the following:

**A. Experience.** The Offeror should describe its experience related to conducting similar IT audits, including the name, address, contact person, and telephone number of at least one previous client, preferably a client comparable to NCCAA. The Offeror must submit a previous completed report.

**B. Cost.** The Offeror's proposed cost should include information on the billing rate which is inclusive of all expenses. NCCAA reserves the right to negotiate with the Offeror on the structure of the billing and/or retainer fee.

**C. Description of Work.** The Offeror should include a description of the proposed IT audit process, final report and presentation of findings as described in Section II: Scope of Services. A project timeline should also be included.

### **IV. PROPOSAL EVALUATION**

**A. Submission of Proposals.** Proposals must include all sections described in Section III: Proposal Contents.

**B. Evaluation Procedure and Criteria.** NCCAA's Executive Director and appropriate staff will review proposals and make recommendations to the Board of Directors for final approval. The Executive Director and/or Board of Directors may request a meeting with qualified Offeror(s) prior to final selection. Proposals will be reviewed in accordance with the following criteria:

1. Proposed approach to scope of work
2. The Offeror's experience with similar clients and reports
3. Cost
4. Interviews, if conducted