

PURPOSE OF REQUEST FOR PROPOSAL

Neighborhoods, USA (NUSA) is accepting proposals from experienced agencies to provide managed web site hosting and maintenance services for the organization’s web site.

The contract will be for a one-year web hosting/editing services contract, with the option for two, one-year extensions. The extensions will be reviewed annually and be based upon satisfactory performance as detailed in the contract to be negotiated.

SCOPE OF SERVICES

The participating agencies shall have the capability to provide hosting, editing and maintenance of NUSA’s website including, but not limited to, the specific responsibilities and features outlined below:

| ITEM | DESCRIPTION |
|----------------------|---|
| Hosting | <ul style="list-style-type: none">• Website updates as needed. Minimum number of updates/edits a month would be ten (10)• Optimum turnaround of 1-2 days for completion of requested edits and updates• 24 X 7 FTP access for designated NUSA representatives to perform small edits and updates• Domain name renewal notification |
| Maintenance/Security | <ul style="list-style-type: none">• 24 X 7 technical support• Daily backups• Server status monitoring• Security-firewall protection, virus protection, etc.• Network redundancy |
| Features | <ul style="list-style-type: none">• SSL secure server• Database development and support• Ability to handle large data transfers• Ability and space to upload:<ul style="list-style-type: none">○ Pdf documents○ Photos (gif, jpg, etc.)○ Streaming Videos• Ability and speed to download (regardless of user connection):<ul style="list-style-type: none">○ Pdf documents○ Photos (gif, jpg, etc.)○ Streaming Videos• Free email addresses (maximum number would be 30)<ul style="list-style-type: none">○ Minimum of 1 GB email storage○ Auto responder○ Forwarding ability○ Fraud, virus and spam protection• Web site/Dashboard statistics• Shopping cart |

OWNERSHIP OF MATERIAL

All data, technical information, materials gathered, oriented, developed, prepared, used or obtained in the performance of the contract, including, but not limited to, recordings (video and/or audio), pictures, graphic representations, software computer programs and accompanying documentation and print-outs, notes and memoranda, written procedures and documents, regardless of the state of completion, which are prepared for or are a result of the services required under this contract shall be and remain the property of Neighborhoods, USA and shall be delivered to Neighborhoods, USA upon 30 days notice by Neighborhoods, USA.

BID PROPOSALS

Bidder must answer the following questions when submitting a proposal:

1. What is the number of years your company has been in the website managed hosting and maintenance business?
2. What type of software and hardware does your hosting service use and support?
3. What type of browsers are supported?
4. Please provide information on the following:

- a. Statistics on reliability of service. Is there network redundancy?
 - b. Speed of access
5. What is the allotted disk storage/space your service provides?
 6. What is the traffic allowance?
 7. Hosting capabilities?
 - Ability to provide website updates as needed. Minimum number of updates/edits a month would be ten (10)
 - Ability to provide optimum turnaround of 1-2 days for completion of requested edits and updates
 - Ability to provide 24 X 7 FTP access for designated NUSA representatives to perform small edits and updates
 - Ability to provide domain name renewal notification
 8. Maintenance/Security capabilities?
 - Ability to provide 24 X 7 technical support
 - Ability to provide daily backups
 - Ability to provide server status monitoring
 - Ability to provide security:
 - Firewall protection, virus protection, etc.
 - Password rules
 - Access rules
 - Secure SSL/Shopping Cart
 9. Special features capabilities?
 - Ability to provide secure SSL/shopping cart
 - Ability to provide database development and support. Type of databases supported.
 - Ability and space to upload:
 - Pdf documents
 - Photos (gif, jpg, etc.)
 - Streaming Videos.
 - Ability and speed to download (regardless of user connection):
 - Pdf documents
 - Photos (gif, jpg, etc.)
 - Streaming Videos
 - Free email addresses (maximum number would be 30)
 - Minimum of 1 GB email storage
 - Auto responder
 - Forwarding ability
 - Fraud, virus and spam protection
 - Web site/Dashboard statistics
 - Ability to provide ADA compliance
 10. Provide additional information and capabilities that the bidder, in its judgment, feels will be required and used to successfully provide the services requested in this RFP.
 11. Provide a detailed cost proposal.
 12. Provide references: The bidder should provide a list of references that clearly demonstrate the bidder's proven capabilities in performing services of a similar size and scope to those required by this RFP. It is requested that references be given in the format below. These references should serve as a demonstration of the firm's ability to successfully undertake and provide the services required by this RFP.

| |
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| NAME OF COMPANY PROVIDED AS A REFERENCE FOR YOUR FIRM: |
| ADDRESS: |
| NAME OF COMPANY'S MANAGEMENT PERSON THAT NUSA MAY CONTACT TO VERIFY REFERENCE: |
| PHONE NUMBER OF INDIVIDUAL LISTED ABOVE: |

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PROVIDE A BRIEF DESCRIPTION OF SERVICES THAT YOUR FIRM PROVIDED FOR THIS COMPANY. EMPHASIZE SERVICES THAT ARE SIMILAR TO THOSE REQUIRED BY THIS RFP:

NAME OF COMPANY PROVIDED AS A REFERENCE FOR YOUR FIRM:

ADDRESS:

NAME OF COMPANY'S MANAGEMENT PERSON THAT NUSA MAY CONTACT TO VERIFY REFERENCE:

PHONE NUMBER OF INDIVIDUAL LISTED ABOVE:

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PROVIDE A BRIEF DESCRIPTION OF SERVICES THAT YOUR FIRM PROVIDED FOR THIS COMPANY. EMPHASIZE SERVICES THAT ARE SIMILAR TO THOSE REQUIRED BY THIS RFP:

NAME OF COMPANY PROVIDED AS A REFERENCE FOR YOUR FIRM:

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NAME OF COMPANY'S MANAGEMENT PERSON THAT NUSA MAY CONTACT TO VERIFY REFERENCE:

PHONE NUMBER OF INDIVIDUAL LISTED ABOVE:

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PROVIDE A BRIEF DESCRIPTION OF SERVICES THAT YOUR FIRM PROVIDED FOR THIS COMPANY. EMPHASIZE SERVICES THAT ARE SIMILAR TO THOSE REQUIRED BY THIS RFP:

EVALUATION CRITERIA

The following evaluation criteria categories, not necessarily listed in order of significance, will be used to evaluate bid proposals received in response to this RFP. The evaluation criteria categories may be used to develop more detailed evaluation criteria to be used in the evaluation process.

- The bidder's ability to answer the questions outlined under Bid Proposals.

- The bidder's documented experience in providing services of a similar nature to those required by this RFP.
- The bidder's technical capabilities.
- The bidder's references with similar clients.
- The bidder's detailed cost proposal.

PROPOSAL DEADLINE

Bid proposals must be submitted electronically to Karen Harber, NUSA Administrative Assistant, at kharber1@woh.rr.com by 5 p.m. (Central Standard Time) on May 14, 2010.