

Request for Proposal (RFP): Technology Planning Consultant

Issued by:

Sertoma Star Services
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Issue Date: 8/01/2025

Proposal Due Date: 9/02/2025

1. Introduction

Sertoma Star Services is a 501(c)(3) non-profit organization dedicated to empowering individuals with disabilities, their families, and those living with mental illness to achieve personal success by providing choice and opportunities. As part of our ongoing effort to enhance our operational capacity and impact, we are seeking proposals from qualified consultants to assist in the development of a comprehensive Technology Plan that aligns with our strategic goals and supports our staff, programs, and stakeholders.

Sertoma Star Services was established through a merger of New Star and Sertoma Centre, two agencies with rich histories of providing state-of-the-art services and programs for individuals with intellectual/developmental disabilities and those living with mental illness. The organizations have provided critical vocational, educational, therapeutic, and residential programs and services to individuals in and around the Chicagoland area and northwest Indiana for a collective 125-plus years.

2. Purpose of the RFP

The purpose of this RFP is to solicit proposals from experienced technology planning consultants to assess our current technology infrastructure and assist in the selection of software that will improve our use of technology in the areas of internal operations, communications, data management, and service delivery.

3. Scope of Work

The selected consultant will be expected to:

- Research and recommend technology solutions that are cost-effective, scalable, and mission-aligned.
 - Develop a Request for Software Proposals for those providers that meet our needs and priorities, which should include:
 - Electronic Health Record Software
 - Transportation Software
 - Property/Inventory Management Software
 - Janitorial Software
 - Human Resource/Accounting Software
 - Facility demos and interviews with Software companies
 - Implementation of chosen software
 - Staffing and training recommendations
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4. Proposal Requirements

Interested consultants should submit a proposal that includes:

- Cover letter
 - Company/individual background and relevant experience
 - Description of approach and methodology
 - Work plan and timeline
 - Budget and fee structure (including travel or incidental costs, if applicable)
 - Three references from recent and relevant non-profit clients
 - Sample of a previous technology plan (if available)
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5. Evaluation Criteria

Proposals will be evaluated based on the following:

- Experience with non-profit technology planning
 - Quality and relevance of past work
 - Proposed approach and methodology
 - Clarity and feasibility of timeline and deliverables
 - Cost-effectiveness and value
 - References and client satisfaction
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6. Timeline

- **RFP Released:** 8/1/2025
 - **Proposal Due Date:** 9/2/2025
 - **Selection Announcement:** 10/2/2025
 - **Project Start Date:** TBD
 - **Project Completion (Target):** TBD
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7. Submission Instructions

Please submit proposals electronically in PDF format to:

Bryan Dunlap
Chief Risk Officer
Bdunlap@sertomastar.org
708-371-9700 x205

8. Additional Information

Sertoma Star Services reserves the right to reject any or all proposals, to waive informalities, and to accept the proposal deemed to be in the best interest of the organization. We are committed to diversity, equity, and inclusion and encourage proposals from consultants representing historically underrepresented communities.
