



Community Services, Inc.

A Community Action Agency

**Information Technology (IT) Services and
Support for Agency Facilities and Staff**

May 17, 2021 – May 17, 2022

Contract Period

REQUEST FOR PROPOSALS

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IT SERVICES AND SUPPORT RFP
 COMMUNITY SERVICES, INC.
Period: May 17, 2021 – May 17, 2022

Implementation Time Table

Public Notice.....	January 25, 2021
Request for Proposal Released.....	January 29, 2021
Bidders' Emailed Questions Accepted Until.....	February 16, 2021
Proposal Deadline.....	February 27, 2021
Review Committee Meeting	March 1, 2021
Vendor Notification.....	March 31, 2021
Contract Negotiations Completed/Transition.....	April 5, 2021
Community Services, Inc. Board Approval	April 20, 2021
Service Implementations Begins.....	May 3, 2021

Proposal Submission Check Sheet

- Four (4) Copies (one original) of the proposal
- Proposal Face Sheet: Reference: Section 2 and Exhibit A
- Proposal Summary: Reference: Section 3.B.1
- Proposal Narrative: Reference: Section 3.B.2
- Three References: Reference: Section 3.B.2.c
- Sample Report: Reference: Section 3C
- Detailed Budget: Reference: Section 3D and Exhibit B
- Organization Capabilities: Reference: Section 3.B.2.2

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SECTION I: GENERAL PROPOSAL STIPULATIONS

A. **PURPOSE AND SCOPE:** The Community Services, Inc. (CSI) is seeking an individual(s) or organizations(s) to provide proactive Information Technology (IT) service and support for the multiple Community Services, Inc. remote locales and administrative offices to maintain the efficiency and productivity of the system to help ensure the successful accomplishment of the Agency's mission, as described in Exhibit F. Regular supervision, maintenance, upgrades, IT related strategic planning, and research are expected to be key elements of the proposal.

1. LIMITATIONS.

CSI and the Community Services, Inc. Board (CSIB) assume no contractual obligation as a result of the issuance of this RFP, the preparation or submission of a response by a Respondent, the evaluation of an accepted response, or the selection of finalists. This request for proposals and information does not commit CSI and CSI to pay any costs incurred in the preparation of responses, to procure or contract for any service or services whatsoever, or to award a contract. The CSI and CSIB shall not be contractually bound until CSI and the successful Respondent have executed a written contract for performance of the work. CSI reserves the right to accept or reject any or all bids/proposals received as a result of this request, to negotiate with any sources CSI deems qualified, to fund qualified bidders through alternative funding sources if CSI deems such alternative funding to be available and appropriate, or to cancel, in part or in its entirety, the request if it is in the best interest of CSI or CSIB to do so. CSI may require the proposing agency to participate in negotiations and to submit any price, technical, or other revisions to their proposals as may result from negotiations.

The terms and conditions of the RFP supersede and control those of the proposal or of any exhibits or attachments submitted by the bidder/proposer.

2. PROPOSAL OWNERSHIP

All proposals, including attachments, supplementary materials, addenda, etc. shall become the property of CSI and will not be returned to the Respondent.

3. CONFIDENTIALITY

All responses, inquiries, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation produced by the Respondent that are submitted to the CSI, as part of the proposal or otherwise, shall become the property of the CSI when received by the CSI and may be considered public information under applicable law.

4. WITHDRAWAL OF PROPOSAL

Proposals may be withdrawn in person by a Respondent, or authorized representative, provided their identity is made known and a receipt is signed for the proposal, but only if the withdrawal is made prior to the stated proposal deadline. In case of error by the Respondent in making a Proposal, the Evaluation Committee may, by discretion, reject such a proposal upon presentation of a letter by the Respondent which sets forth the error, the cause thereof, and sufficient evidence to substantiate the claim.

5. EQUAL OPPORTUNITY

The CSI will make every effort to ensure that all Respondents are treated fairly and equally throughout the entire review, and selection process. The procedures established herein are designed to give all parties reasonable access to the same basic information.

6. CONTRACT

CSI may award a contract or contracts, based on proposals received, without discussion of such offers. Accordingly, each proposal should be submitted on the most favorable terms from a price and technical standpoint, which the proposer can submit to CSI. However, CSI reserves the right to request additional data, oral discussion or presentation, in support of written proposals. Requests for additional information regarding the proposal have a three (3) working day limit on the time allowed to respond. All responses must be in writing. Failure to comply with this stipulation may result in an adverse consideration of the proposal.

If the respondent proposes a multi-bidder (multi-respondent) or subcontract approach, full responsibility for all contract requirements will remain with the respondent who is awarded the contract, including audit findings. Copies of all subcontracts must be included in the response to the RFP.

The terms and conditions of the final contract awarded supersede and control those of the RFP and of any proposal or of any of the exhibits or attachments submitted by the Proposer.

7. EXTENSION

CSI may offer extensions or rolling renewals of this contract based on performance, continued need, adequate funding, and subsequent approval by the CSIB on a year-to-year basis. However, in the event that changes in Federal and/or State legislation or administrative directives should require significant changes in program operation, the CSIB may decide that a new competitive procurement is warranted to establish new terms or to meet new operational needs within the agency. All parties must agree to terms outline.

8. FUNDING SOURCE & ADMINISTRATION

All programs and services to be operated under this Request for Proposal will be funded under the Texas Department of Transportation (TXDOT) Department of Aging and Disability Services (DADS), Community Services Block Grant (CSBG) as funded through the Texas Department of Housing and Community Affairs (TDHCA), or other applicable funding as allowed by law. Reductions or increases of the budget level may be necessary during the course of the contract based on increased or decreased levels of funding.

9. ACCOUNTING RECORDS

Each Provider must maintain acceptable accounting records. An adequate system of managing funds and for keeping back-up data to support expenditures for audit purposes is the full responsibility of each Provider. CSI will not contract with an organization or agency to deliver funded services or activities unless the organization or agency can provide, upon request, a statement from a Certified Public Accountant (CPA) that its accounting system meets generally accepted standards of accounting.

10. COST

Please provide a detailed, itemized budget for the contract period: **January 1, 2021 – December 30, 2021**. Only costs directly related to the delivery of services and properly supported with back-up data and records will be allowable charges.

11. INDEMNIFICATION/ASSURANCES AND CERTIFICATIONS

Organizations or agencies submitting a proposal must be willing to sign a contract, which will provide a full indemnification and hold harmless of any liability of CSI or its governing bodies for any services conducted by the contract agency. The contract will include a full statement of responsibility for reimbursing CSI for any costs or expenditures which are disallowed in an audit, or for any other claims which might be made against the program operator by a customer or other interested party.

12. NON-DISCRIMINATION AND EQUAL EMPLOYMENT OPPORTUNITIES

Proposers who are awarded a contract shall not discriminate against an employee or applicant for employment with respect to hire, tenure, terms, conditions or privileges of employment, or a matter directly or indirectly related to employment or participation because of race, color, religion, national origin, age, sex, disability, height, weight, marital status, political affiliation, beliefs, or citizenship.

13. MONITORING

CSI will be monitoring, auditing, and evaluating all services throughout the contract period.

14. TECHNICAL ASSISTANCE

Assistance will be available via email as required to develop responses to this RFP. Organizations are, however, responsible for the content and for the development of their own proposals. Questions may be emailed to Daniel Edwards, Sr., MPA, Chief Executive Officer, at dedwards@csicorsicana.org by February 27, 2021.

15. PROPOSAL SUBMISSION

To be considered, four (4) copies (one with original signatures) of the proposal must be received in the CSI offices at PO Box 612, Corsicana, TX 75151, by 5:00 p.m., February 27, 2021. Instructions provided in this RFP document should not be submitted with the response. Responses should use affirmative language “will or shall” so that proposals may be easily converted to contract form. The Proposal Cover Sheet (Exhibit A) must be attached at the beginning of your submission. Review and sign all appendices where appropriate and submit with your proposal. Signatures shall be signed in blue ink. Any proposals received after the submission date and time will be considered void and unacceptable. CSI is not responsible for lateness of mail, carrier, etc., and the date/time stamp in the CSI Administrative Offices shall be the official date and time of receipt.

Proposals will be received at: Mailing/Delivery address:

***Community Services, Inc.
Attention: Daniel Edwards, Sr., MPA/Procurement
P.O. Box 612
Corsicana, TX 75151***

16. PROPOSAL EVALUATION / REVIEW CRITERIA

All proposals will be rated by a review team that may include CSI Board members and CSI staff. The selection of a proposal or proposals for contract award shall be made after a careful evaluation of the proposals received by members of the Review Team. Each proposal will be evaluated for acceptability with emphasis on the various factors enumerated under Section III, Bidder’s Proposal, Narrative and Budget, assigning to each factor a numerical weight as indicated. These proposal ratings will be used to formulate the committee’s funding and bidder recommendations. CSI staff will then complete contract negotiations with the selected provider prior to CSIB approval.

NOTE: All proposals will be subject to a cost/price analysis.

17. REVIEW AND APPEAL PROCESS

All protests or appeals of funding decisions rendered by the CSI and all complaints arising out of the administration of any contract shall be resolved in accordance with the CSIB Complaint and Grievance Policy available upon request.

18. TERMINATION FOR CONVENIENCE (TFC)

The CSI may terminate any contracts awarded pursuant to this RFP for convenience (TFC), which is an express termination right, in whole or in part, if the CSI determines that cancellation is in CSI's best interest. CSI will not be liable for any anticipatory profit in the event of a TFC. Reasons for termination will be left to the sole discretion of CSI.

Any such termination shall be instituted by delivery to the Vendor of a written notice specifying the extent to which performance of the work under the contract is terminated and the date on which termination becomes effective.

19. CHOICE OF LAW

Any Contracts awarded pursuant to this RFP will be executed in the State of Texas and shall be governed by Texas law.

20. INSURANCE

The provider must maintain the insurance coverage required by CSI while any agreement is enforced, including automatic renewal terms, and shall provide documentation of such insurance in a form satisfactory to CSI when required.

SECTION II: SERVICES REQUIRED

A. The successful proposer will provide IT services and support for the CSI IT system, ensuring system is fully operational at all times during agency normal business hours of 8:00 am – 5:00 pm Monday through Friday. Services shall include but are not limited to supporting, monitoring, installing and maintaining the following as outlined and specific to the network infrastructure for Community Services Inc. Network structure and support in the Corporate Office consists of the following equipment and activities:

- I. Server Room
 - a. Telco Infrastructure
 - i. Telco Fiber ISP and Telco Input
 - ii. Telco Fiber Routing Device Mounted in the Rack
 - b. Domain Controller Server & Applications
 - i. Active Directory
 - ii. DHCP
 - iii. DNS
 - iv. Data Backups
 - v. Intrusion Detection System
 - vi. Intrusion Protection System
 - vii. Wi-Fi Network Management
 - viii. Telephone PBX Control Applications
 - c. Application Host Server
 - i. Accounting Application
 - ii. Virtual Machine Hosted for Appointment Scheduling Application

- iii. Virtual Machine Hosted for Quarterly MIP Backup Testing
 - iv. Virtual Machine Hosted for Annual Vulnerability Scans
 - d. Secondary Domain Controller/File Storage Server
 - i. FTP Server for Mobile Worker Data Backups
 - ii. Shared Cloud Folder Repository
 - iii. Local Backup Storage
 - iv. Secondary DNS
 - v. Secondary Active Directory
 - e. Decommissioned CTS Departmental Server
 - f. Network Interchange Rack
 - g. Unmanaged Switches
 - h. Power Over Ethernet (POE) Switch
 - i. Unifi USG – Pro Router
 - j. KVM for Active Production Servers
 - k. Avaya Telephone Interchange Device (PBX)
 - l. Multiple Unifi Access Points Mounted to the Ceiling Throughout the Building
 - II. Organizational Workstations
 - a. CEO Office
 - i. 1x Desktop Workstation
 - ii. Xerox Printer
 - iii. 1x CEO Laptop for Mobile Use
 - iv. 2x Company Laptops - Stored in CEO's Office.
 - b. MOW Manager's Office
 - i. 1x Desktop Workstation
 - ii. Single User Xerox Printer
 - iii. Dual Monitors
 - c. Accounts Offices
 - i. 2x Desktop Workstations
 - ii. Dual Monitors on Each Desk
 - iii. Xerox Printer
 - iv. Fiscal Office Xerox Copier/Printer
 - d. MOW Desk
 - i. 1x Desktop Workstation
 - ii. 1 Single Monitor
 - e. 4x CSBG Users. The CSBG Employees are Mobile Users. Each carries the following:
 - i. 1x Laptop
 - ii. 1x Portable Printer
 - iii. 1x Cellular ISP Modem
 - f. CTS Dispatch Office
 - i. 3 Workstations
 - ii. Xerox Copier/Printer (Network Connected)
 - iii. 3 Single Monitors
 - g. CTS Management Offices

- i. 2 Workstations
- ii. 1 Single Monitor, And One Dual Monitor Set
- iii. Printer/Fax in The CTS Administrators Office

1. Reception Area

- iv. 1 Workstation
- v. 1 Monitor
- vi. 1 Xerox Copier/Printer (Serves as the Office Primary Printer)

III. Continuous Activities:

- a. Monitoring, Researching & Resolution of IPS/IDS Alerts
- b. Monitoring Server Room Power & Temperature Alerts
- c. Responding to Antivirus & Antimalware Events
- d. Resolve Organizational & User IT Issues
- e. Monitor the Status of Various Software and Hardware Vendors in Use by the Organization
- f. Monitor Corporate Website Security and Update with Content from CSI Management
- g. Monitor the Status, Throughput and Security of the CSI Email Service & Respond to Events as Quickly as Possible
- h. Respond to the CEO's Requests Regarding Employee Active Logins & Mailbox Changes as Staff Changes Occur
- i. Manage Final Stages of Windows 7 To Windows 10 Conversion
- j. Perform Changes to Organizational Technology

IV. Monthly Activities:

- a. Maintenance on Each Workstation and Laptop
- b. Maintenance on Each Server and Virtual Machine
- c. Checking All Software for Needed Patches
- d. Restoring and Manually Checking Files from the Data Backup to Ensure Integrity

V. Quarterly Activities:

- a. Checking Firmware of Router and Wi-Fi Transmitters
- b. Lifecycle Analysis of Equipment in Use

VI. Annual Activities:

- a. Review IT Risk Assessment and Propose Annual Changes or Updates to Organizational Management
- b. Prepare and Respond to All Inquiries During the Organization's External Annual IT Audit in Compliance with Organizational Rules

- c. Conduct Vulnerability Scan on All Network Devices and Performance of Resolution for Identified Vulnerabilities
- d. Conduct Backup Restore Tests of Accounting Software Backup Data from the Recent Set
- e. Review the Strategic Technology Plan and Recommend Changes or Updates to Management

The above IT services and support shall be provided on the outlined schedule for CSI Administrative Offices, 302 Hospital Drive, Corsicana, Texas 75110 and one satellite location at 306 North Loop 288, Denton, Texas 76209.

SECTION III: BIDDER'S PROPOSAL

GENERAL

All bidders must comply with the instructions below in preparing their proposal documents.

A. PROPOSAL CONTENTS

Each proposal must include (see check sheet, page 2):

- Completed proposal cover sheet (See Exhibit A)
- Proposal Summary
- Proposal Narrative
- Three Letters of Reference from current or former organizations the bidder has serviced
- Sample Report
- Completed budget proposal (see Exhibit B)

B. WRITTEN RESPONSE FORMAT REQUIREMENTS

The following documents should be completed in Double-spaced, Times New Roman or Arial; font size 12. Use affirmative language (words like “shall” or “will”) so the narrative can be easily converted into contract language.

B1. Proposal Summary:

Provide a concise summary of your proposed services and methods of delivery, not to exceed 1 page.

B2. Proposal Narrative

The following sections must be addressed in your proposal. Proposal evaluation points will be awarded based upon the quality of the responses to each section. There are a total of 70 points that can be awarded within this section.

DELIVERABLES

1. (50 points) Describe how you will provide the services described below including, but not limited to:
 - Needs Assessment and Inventory Services;
 - Maintenance Services;
 - Patch Management;
 - On Site Support Services (include preferred hours per week and preferred days per week);
 - Remote Support Services
 - Installation and Upgrade Services;
 - “Ticketing” Service;
 - Monitoring Services;
 - Security Services;
 - User Management;
 - Describe your proposed response time to service & support calls during normal and after business hours. Include how you determined the priority for response times.
 - Other support Services not described above.

2. (20 points). Describe your organization’s experience and qualifications for performing these services, covering the following:
 - a. Briefly describe your organization’s experience in providing IT service & support. Include a description of the knowledge, skills, and abilities of all staff assigned to provide IT support & services to CSI. Include IT certification and degrees obtained. Please cross-reference or relate the IT certifications(s) and degree(s) obtained to the specific IT service & support being proposed.

 - b. Identify experience over the past two years (2018-2020) in reference to the following items:
 - Were charges of unfair labor practices filed against the organization?
 - Were lawsuits or judgments filed?
 - Were there investigations of fraud, abuse, conflict of interest, political activities, nepotism, or any criminal activities?

- Was there a default or breach of contract?
- Please confirm the current financial solvency of the agency:
 - Was bankruptcy or receivership by this organization declared?
 - Were there any discrimination complaints or rulings against the agency?

If any one of the above occurred, information must be provided which should include at a minimum:

- Date item(s) identified was initiated;
- Party or parties involved with specific references to federal funds;
- Brief description of the circumstances;
- Final disposition date;
- A brief explanation if action is still pending.

- c. Provide at least three professional references for a business in which your organization has provided similar IT service & support as being proposed.

C. SAMPLE REPORT

Proposers shall submit a sample report of how the IT support and services provided will be documented.

D. BUDGET

(30 points) Submit your Itemized Budget using Exhibit B. Provide a breakdown of costs by each separate line item, i.e., all fees, services, hard goods, mileage, travel time, and optional services being proposed.

PROPOSAL COVER SHEET

**PROPOSAL TO PROVIDE SERVICES
TO COMMUNITY SERVICES, INC.
COVER SHEET**

Agency Name: _____

Agency Address: _____

Contact Person: _____

Phone #: _____ Fax #: _____

Email Address: _____

Web Address: _____

LEGAL STATUS OF ORGANIZATION:

___ Governmental

___ Private, non-profit

___ Educational

___ Private, for-profit

PROPOSED SERVICES:

Vendor/Agency Name

Proposing Entity Certification

The proposing entity certifies by the signature below that the information in this application is correct, that the entity meets the requirements of the program, and that all services provided under a subsequent Contract will meet the requirements detailed in the RFP Instructions. The person whose signature appears below certifies the information given in this application is true and correct and that they are authorized to bind the proposing organization; certifies this application is a firm offer binding the organization for a period of 90 days, and understands that approved applications are subject to negotiation.

Authorized Representative:

Printed Name

Title

Signature

Date

Exhibit B

Itemized Budget

Exhibit C

REFERENCES

The Respondent must furnish at least three (3) references from persons who can attest to the quality of similar prior work performed:

1. Company Name: _____
 Street Address: _____
 City/State/Zip Code: _____
 Contact Person: _____
 Telephone No.: _____
 Email Address: _____

2. Company Name: _____
 Street Address: _____
 City/State/Zip Code: _____
 Contact Person: _____
 Telephone No.: _____
 Email Address: _____

3. Company Name: _____
 Street Address: _____
 City/State/Zip Code: _____
 Contact Person: _____
 Telephone No.: _____
 Email Address: _____

Exhibit D

SOCIAL MEDIA POLICY

Community Services, Inc. will take a neutral position on the decision to start or maintain a blog or participate in other social networking activities. However, it is the right and duty of CSI to protect itself from unauthorized disclosure of information. CSI's social networking policy includes rules and guidelines for Company-authorized social networking and personal social networking and applies to the Executive Director, Board Members, Supervisors/Managers and employees.

General Provisions

Blogging or other forms of social media or technology include but are not limited to video or wiki postings, sites such as Facebook, Twitter and YouTube, chat rooms, personal blogs or other similar forms of online journals, diaries or personal newsletters not affiliated with CSI. This Policy also includes future social media technologies and applications that may not yet be contemplated.

Employees cannot use employer-owned equipment, including computers, Company-licensed software or other electronic equipment, nor facilities or Company time, to conduct personal blogging or social networking activities. Employees may not use social media in a manner that interferes with job duties or violates a Company work rule or policy. Specifically, employees may not use social media to harass, threaten, intimidate, retaliate, discriminate or disparage CSI, employees or anyone doing business with CSI, including clients. These restrictions do not prohibit conduct protected by Section 7 of the National Labor Relations Act.

Unless specifically instructed by the Executive Director or Board Chairperson, employees are not authorized and therefore restricted to speak on behalf of the Company. Employees may not publicly discuss clients, customers, products, employees or any work-related matters, whether confidential or not, outside Company-authorized communications. Employees are required to protect the privacy of the Company and its employees and customers, and are prohibited from disclosing personal employee and nonemployee information and any other proprietary and nonpublic information to which employees have access. Such information includes but is not limited to customer information, Company trade secrets, financial information and strategic business plans.

If an employee chooses to identify themselves on social media or blogging sites as a Company employee, please understand that some readers may view them as a spokesperson for the Company. Because of this possibility, we ask that employees state that their views expressed in their blog or social networking area are their own and not those of the Company, nor of any person or organization affiliated or doing business with the Company.

Employees cannot post on their personal blogs or social networking sites photographs of other employees, customers, vendors or suppliers, nor can employees post photographs of persons engaged in Company business or at Company events.

Employees cannot post on personal blogs and social networking sites any advertisements or photographs of Company products, nor sell Company products and services. Employees cannot link from their personal blog or social networking site to the Company's internal or external website.

If contacted by the media or press about a post that relates to the Company business, employees are required to speak with the Executive Director before responding to media or press.

Employer Monitoring

Employees are cautioned that they should have no expectation of privacy while using the Internet. Employee postings can be reviewed by anyone, including the Company. The Company reserves the right to monitor comments or discussions about the Company, its employees, customers and students, and the industry, including products and competitors, posted on the Internet by anyone, including employees and non-employees. The

Company uses blog-search tools and software to monitor forums such as blogs and other types of personal journals, diaries, personal and business discussion forums and social networking sites.

Employees are cautioned that they should have no expectation of privacy while using Company equipment or facilities for any purpose, including authorized blogging.

The Company reserves the right to use any content from a Supervisor/Manager's tools to monitor, review or block content on Company blogs that violate Company blogging rules and guidelines.

Reporting Violations

The Company requests and strongly urges employees to report any violations or possible perceived violations to a Supervisor/Manager or Access Point. Violations include discussions of the Company and its employees and customers, any discussion of proprietary information and any unlawful activity related to blogging or social networking.

Discipline for Violations

The Company will investigate and respond to all reports of violations of the social networking policy and other related policies. Violation of the Company's social networking policy will result in disciplinary action up to and including immediate termination. Discipline or termination will be determined based on the nature and factors of any blog or social networking post. The Company reserves the right to take legal action where necessary against employees who engage in prohibited or unlawful conduct.

Authorized Social Networking

The goal of authorized social networking and blogging is to become a part of the industry conversation and promote web-based sharing of ideas and exchange of information. Authorized social networking and blogging is used to convey information about Company products and services, promote and raise awareness of the Company's brand, search for potential new markets, communicate with employees and customers to brainstorm, issue or respond to breaking news or negative publicity, and discuss corporate, business-unit and department-specific activities and events.

When social networking, blogging or using other forms of web-based forums, the Company must ensure that the use of these communications maintains our brand identity, integrity and reputation while minimizing actual or potential legal risks, whether used inside or outside the workplace.

Rules and Guidelines

The following rules and guidelines apply to social networking and blogging when authorized by the employer and done on Company time. The rules and guidelines apply to all employer-related blogs and social networking entries, including employer subsidiaries or affiliates. Only authorized employees can prepare and modify content for the Company's blog and/or the social networking entries. Content must be relevant, add value and meet at least one of the specified goals or purposes developed by the Company.

All employees must identify themselves as employees of the Company when posting comments or responses on the employer's blog or on the social networking site.

Any copyrighted information where written reprint information has not been obtained in advance cannot be posted on the Company's blog.

Business units and departments are responsible for ensuring all blogging and social networking information complies with the Company's written policies. Business unit and department heads are authorized to remove any content that does not meet the rules and guidelines of this Policy or that may be illegal or offensive. Removal of such content will be done without permission of the blogger or advance warning.

The Company expects all guest bloggers to abide by all rules and guidelines of this Policy. Company reserves the right to remove, without advance notice or permission, all guest bloggers' content considered inaccurate or offensive. The Company also reserves the right to take legal action against guests who engage in prohibited or unlawful conduct.

Exhibit E

COMPUTER/INTERNET USAGE, ELECTRONIC MAIL & VOICEMAIL

The computers, computer files, e-mails and voicemail are the property of Community Services, Inc. Community Services, Inc. reserves the right to look at or listen to any electronic file, e-mail or voicemail on the Community Services, Inc. computers, voicemail or other information systems.

General Computer Usage Guidelines

The installation of unauthorized software on Community Services, Inc. computers is prohibited. Any unauthorized software that is found on an employee's computer or on the network drives shall be removed immediately. The installation of unauthorized software or the willful or intentional destruction of computer software or hardware may subject the employee to disciplinary action, up to and including termination at the sole discretion of Community Services, Inc.

Licenses

Community Services, Inc. does purchase and license the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, Community Services, Inc. does not have the right to reproduce such software for use on more than one computer. Employees are required to use software according to the software license agreement. Installation of software without prior Supervisor/Manager approval and illegal duplication or use of software and its related documentation is strictly prohibited. Violation of this Policy may result in disciplinary action, up to and including termination.

Internet Usage

Community Services, Inc. recognizes that when used correctly, the internet can be a valuable business tools that can help employees perform their duties. Therefore, internet access should be viewed as a business instrument to be used to conduct business. Any unauthorized use of the internet is prohibited. Any non-Community Services, Inc. usage of the internet or other violation of the internet usage policy may result in disciplinary action, up to and including termination at the sole discretion of Community Services, Inc.

The unauthorized use, installation, copying or distribution of copyrighted, trademarked or patented material on the internet is expressly prohibited. As a general rule, if an employee did not create material, does not own the rights to it or has not gotten authorization for its use, it should not be put on the internet. Supervisors/Managers are also responsible for ensuring that the person sending any material over the internet has the appropriate distribution rights.

Electronic Mail and Voicemail Policies

Electronic mail ("e-mail") and Voicemail ("v-mail") systems are provided by Community Services, Inc. to assist in the conduct of business within Community Services, Inc. As with other forms of business communication at Community Services, Inc., e-mail and v-mail should always be professional in content and format.

General Electronic Mail and Voicemail Usage Guidelines

Use of e-mail is limited to employees. Employees are responsible to maintain the security of their account and take precautions to prevent unauthorized access to their mailbox. Unauthorized entry to an individual's account or mailbox is prohibited. Computer passwords and security codes are unique to the individual and should not be shared, transferred, or disclosed. Community Services, Inc. reserves the right to know all such passwords and security codes and retain ownership of and access to all Community Services, Inc. systems and information on

those systems.

The e-mail and v-mail systems are Community Services, Inc.'s property. All messages composed, sent and/or received on the e-mail or v-mail systems are and remain the property of Community Services, Inc. They are not the private property of any employee. Community Services, Inc. reserves the right to retrieve, review, audit and disclose all messages created, received or sent on the e-mail and v-mail systems. The Community Services, Inc. may view, listen to, copy or delete e-mail and v-mail messages, without an employee's permission. Therefore, an employee should not assume that messages are confidential. As a general guideline, employees should not put anything on e-mail or v-mail that they would not put in a formal or public memo.

Unacceptable Usage

Community Services, Inc. strives to maintain a workplace free of discrimination and harassment and sensitive to the diversity of its employees. Therefore, Community Services, Inc. strictly prohibits the use of computers, the e-mail and v-mail systems in ways that are disruptive, offensive or harassing of others or harmful to morale. Prohibited use of e-mail or v-mail may result in disciplinary action, up to and including termination. Examples of misuse include the following:

1. Transmitting offensive or disruptive messages. Examples include sexually- explicit messages, cartoons, or jokes; unwelcome propositions; ethnic or racial slurs; or any other messages that are prohibited under the Anti-Harassment, Non-discrimination and Non-retaliation Policy.
2. Use of Community Services, Inc.'s e-mail for personal business, competing businesses or chain letters.
3. Distributing confidential messages to parties outside of Community Services, Inc.
4. Using the e-mail system to send or receive copyrighted materials, trade secrets, proprietary financial information or similar materials without authorization.
5. Breaking into the system or unauthorized use of a password/mailbox.
6. Soliciting for commercial ventures, religious or political causes, outside organizations or other non-job related solicitations. However, employees are permitted to solicit for charitable organizations, such as school fundraisers, Girl and Boy Scouts and the American Red Cross with consent from the Executive Director.
7. Making personal purchases using Community Services, Inc.'s e- mail address.
8. Sending or posting messages or material that could damage the organization's image or reputation.
9. Failing to observe licensing agreements.
10. Jeopardizing the security of Community Services, Inc.'s electronic communications system.
11. Sending anonymous e-mail messages.

Policy Administration

Prudent use of Community Services, Inc.'s e-mail and v-mail systems is each employee's responsibility. Violations of this Policy or use of e-mail or v-mail for improper purposes may be grounds for disciplinary action, up to and including termination at the sole discretion of Community Services, Inc.

Exhibit F

History/Background of Community Services, Inc.

Community Services, Incorporated (CSI) began in Navarro County, Texas in 1966 as a Community Action Agency (non-profit), developed from the Economic Opportunity Act of 1965. It was founded with a mission to help clients – specifically, low-income citizens in rural areas achieve success and rewards through confidential case management, direct coordination of resources, support services, and peer celebration activities. A few years after its inception, it expanded from Navarro County into Ellis County. As additional projects were added (such as job training, weatherization, and other initiatives), the organization's service area expanded throughout rural east and central Texas counties. For a brief period, CSI served 42 counties in central and east Texas in order to assess the seasonal farm worker/migrant worker. The CSI service area is currently more focused and includes services offered in the following ten counties: Anderson, Collin, Denton, Ellis, Henderson, Hunt, Kaufman, Navarro, Rockwall, and Van Zandt.

CSI has conducted activities in a variety of service areas to promote opportunity, quality of life, and self-sufficiency for the under-served and low-income population. Services have included housing counsel, job training and placement, energy-conservation, educational skill development and counseling, and outreach/referral services. In addition, CSI conducted assessments for farm workers and migrant workers in central and east Texas and on the needs of women in crisis. It also had initiatives for special programs to provide education to low income families, heat crisis relief, and energy crisis assistance.

In 1977, CSI responded to the need for child care services and acquired a nonprofit childcare center in Corsicana which it operated for many years in order to meet local needs. CSI has been a continuous source of special program assistance to low-income citizens throughout Texas and serves as a constant contact for residents via phone, website, and regular mail with questions about services, as well as addressing various problems and needs. CSI's current major service lines include the following:

Community Services Block Grant/Direct Client Services (CSBG/DCS)

Funded by the Texas Department of Housing and Community Affairs (TDHCA), CSI provides administrative support and direct client services in Anderson, Collin, Denton, Ellis, Henderson, Hunt, Kaufman, Navarro, Rockwall, and Van Zandt counties. CSBG/DCS provides assistance in the following areas: education, employment, housing, transitional utility assistance, food and transportation. Direct Client Services are provided through emergency services, one-time assistance and a comprehensive case management program.

In addition to the major assistance noted above, CSI has, since its inception, supported the communities it serves in ways such as those shown below:

- Assisting with transportation services to provide service area residents with greater access to community service providers.
- Logging over a quarter million (328,895) total miles on 61,262 trips – collecting fares of \$90,592 through CSI Transit Services.
- Providing 8,372 trips for elderly clients and 17,855 trips for people with disabilities.
- Delivering over 4,000 meals a month to seniors and people with disabilities, through the Meals on Wheels program.

CSI leadership includes the following members of the nine member Board of Directors:

- Monetha Fletcher
President
- Reverend Dairy Johnson
Vice President
- Ruth Woods
Treasurer
- Jeffery Cardell Enoch, Sr.
Secretary
- Lakeshea Brown
- Clara Jo McMillan