

Request for Proposal Managed Service Provider for RCAP IT Services

Introduction

The Rural Community Assistance Partnership (RCAP) is pleased to invite you to respond to this Request for Proposal (RFP) for Managed IT Services. The purpose of this RFP is to solicit responses and formal proposals from qualified Managed IT Service providers from which RCAP will select an organization to provide services to our agency.

Agency Description

The Rural Community Assistance Partnership (RCAP) is a private, 501c3 not-for-profit organization based in Washington working to serve rural communities and improve the quality of life in rural America starting at the tap. Services to communities are delivered through a national network of non-profit partners working to provide technical assistance, training, resources, and support to rural communities across every state, the U.S. territories, and tribal lands. Through RCAP's regional partners, more than 350 technical assistance providers (TAPs) build long-term, trusted relationships with thousands of communities across the country.

Overview of RCAPs Technical Environment

- IT functions are overseen by the CEO and CFO
- RCAP currently employees 26 staff across 18 states. Most staff work from home offices. Some work both at home and at the national office. The number of staff may increase slightly in 2024.
- The RCAP National Office is located at 1725 I Street, NW, Suite 225, Washington, DC 20006.
- Equipment in the national office
 - Three printers
 - A router, switch, UPS, and wireless access point.
 - Internet service is provided by Comcast
 - Note: RCAP does not host any servers on premise
- Staff Equipment
 - All staff are issued company-owned laptops. Current inventory includes:
 - Two Apple laptops
 - Four Surface Pro tablets
 - Other laptops running Windows 10
 - Staff are required to own a mobile phone and are given a monthly stipend for the phone. Staff may choose their own brand of phone. MDM is not currently installed.
 - Staff in home offices must have internet connectivity.
 - RCAP purchases printers for staff
- Applications
 - Microsoft365 (Business Premium licenses) for file storage, productivity software (Office Suite)
 - Zoom for meetings with partners outside of RCAP
 - GoTo Training
 - AdobePro
 - ArcGIS

- Slack
- Unanet* (accounting and time keeping)
- Quickbooks
- ADP Payroll
- LastPass is installed on staff computers
- Other Systems-not included in the scope of this RFP.
 - DCS
 - External Website
- Antivirus-NextGen Endpoint Security
- Anti-Malware-SentinelOne
- Backups-staff are required to manually back up data to OneDrive

Service Requirements

These are the services RCAP requires from an MSP. Please address how you would manage support for each of the services and include your pricing structure.

- Help Desk Support – provide online and phone support with emergency access/escalation capabilities accessible remotely from across the United States. Describe in detail your help desk process including ticketing procedures, response times, tiers of support and pricing.
- Business Continuity - provide support services to RCAP 24/7. Provide your standard business operating days and hours and the ability and costs for providing 24/7 support, if needed.
- Antivirus, anti-spam, anti-spyware and anti-malware protection. RCAP is looking for solutions to defend against security threats including phishing malware, spam and viruses. What software does your company provide, when is it installed, how is it managed.
- Onboarding. Describe the process your company uses to add new staff to RCAPs systems and provide laptops Include logistics/shipping considerations and software installation.
- Replacement laptops. Describe your process for monitoring when staff are due for a laptop replacement, issuance of new laptops and destruction of replaced laptops.
- Damaged laptops. Describe the process for handing broken or damaged laptops and expected timeline for getting staff a working computer.
- Offboarding. Describe the process when staff leave the company, including disposition of the laptop, data removal and storage and account management.
- Hardware and software inventory tracking. How are inventories managed and information about them conveyed to RCAP?
- Data backup. How is data backed up on staff laptops? Also provide recommendations on backing data in M365.
- Security. Describe how your company addresses the following security concerns:
 - Windows updates on staff laptop
 - M365 access
 - Password protection for staff
 - Mobile phones-as noted earlier, MDM is not currently installed on mobile phones. RCAP is will to explore this option.

Proposal Requirements

Respondents should include responses to the requirements sections above. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Responses received under this RFP that fail to address each of the sections, in adequate and complete detail, may be deemed as non-responsive and not considered for selection. RCAP understands that your company may not provide all of the services mentioned in this RFP. If that is the case, we encourage you to submit a response regardless and to note these services in your response.

Please provide the following information about your company.

1. Give a brief overview of your organization's involvement in providing IT services.
2. How long has your organization been in this business?
3. In what cities do you maintain offices?
4. Indicate the number of employees in your organization. Also provide your staff's notable certifications and experience.
5. How many employees are dedicated to account management and/or technical support?
6. How is the help-desk operated? (i.e., contact method, staffing, etc.)
7. Who are your technology partners? Please describe your relationships and experience with manufacturers and major distribution partners in the technology marketplace
8. What differentiates your organization from your competitors in the marketplace, and how will this be relevant to us?
9. Will you subcontract any components of the proposed solution? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.
10. Please provide three references from current customer accounts that are similar in scope and requirements to those of RCAP.

Rates

1. Provide a detailed description of your fee and rate structure including base monthly fees and hourly rates for base fees and any additional services. Describe fully what is included in your fees and rates and how rates are applied (such as different support tiers).
2. Provide estimate of any costs associated with the transition.

Support

1. Describe any documentation and support that will be available. This can include user manuals, online help, demos, online knowledge base etc. and include both end-user materials and more technical information.
2. Describe any user and technical training options that your company could provide.

Contract Administration

1. Describe your experience in providing IT support services. Include the number of not-for-profit companies you have worked with.
2. Describe the process to determine contract cost changes if there are additions to RCAP staff.

3. Outline your requirements for length of a service contract period. What is your proposed term?
4. Describe the process to amend the contact terms if there are organizational size or need changes during the contract term.
5. Provide a proposed timeline for transition of services from the date of an award of contract, including the major activities in a transition, the timing, key milestones etc.

Submission Requirements

- **Proposals must be submitted by Friday, February 23, 2024 at 4:00 pm Eastern Time**
- **Email written proposals to David Fredenburgh, RCAP, dfredenburgh@rcap.org**
- Questions about the proposal should be emailed to David Fredenburgh, RCAP, dfredenburgh@rcap.org. You will be provided a written response. Please note in your email communications subject line: **RCAP IT RFP.**

Review and Selection

Please note: RCAP is not required to accept the lowest bid. Proposals will be evaluated on criteria including but not limited to:

- The company’s ability to deliver all aspects of the proposal
- Cost per month and per hour versus level of service (as they are not always apples to apples)
- References responses and experience working with similar organizations and work portfolios
- Strength of company's "team"
- Ability to respond to our needs in a timely manner and ability to provide 24/7 response if needed
- Regular operating hours
- Presence in the DC Metropolitan area and ability to service staff in 50 states
- Transition process and timeline

Proposal Review Timeline

What	Date
Proposals due to RCAP	Friday, February 23, 2024 4:00 pm Eastern Time
RCAP Proposal Review-to include any needed follow up with vendors	Week of February 26, 2024
Vendor notification	Week of March 5, 2024
Vendors notified no later than:	March 11, 2024
Transition	March 11, 2024-April 12, 2024