



# Request for Proposal (RFP)

## Managed IT Services and Security Solutions

### 1. Introduction

Catholic Community Service is seeking proposals from qualified Managed Service Providers (MSPs) to provide comprehensive IT support, security services, and strategic technology guidance. The selected vendor will be responsible for managing, maintaining, and optimizing our IT infrastructure while ensuring security and compliance with best practices and industry regulations.

### 2. Services Overview

The selected MSP will provide end-to-end managed IT services including but not limited to:

- Help desk support
- Device management: computer, VoIP, and mobile/MDM
- Network infrastructure management
- Cybersecurity services
- Cloud services management
- Strategic IT planning and consulting
- Compliance support (as requested)

### 3. Procurement Standards and Procedures

#### 3.1 Application of Policy

This policy applies to contracts for purchases, services, and construction or repair work funded with federal award funds. The requirements also extend to any subrecipient of the funds.

All federally funded projects, loans, grants, and sub-grants, whether funded in part or wholly, are subject to the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for federal awards (Uniform Guidance) codified at 2 C.F.R. Part 200 unless otherwise directed in writing by the federal agency or state pass-through agency that awarded the funds.

#### 3.2 Compliance with Federal Law

All procurement activities involving the expenditure of federal funds must be conducted in compliance with the Procurement Standards codified in 2 C.F.R. § 200.317 through § 200-326 unless otherwise directed in writing by the federal agency or state pass-through agency that awarded the funds. Catholic Community Service will follow all applicable local, state, and federal procurement requirements when expending federal funds.

### **3.3 Contract Award**

All contracts shall be awarded only to the lowest responsive responsible bidder, possessing the ability to perform successfully under the terms and conditions of the contract.

### **3.4 No Evasion**

No contract may be divided to bring the cost under bid thresholds or to evade any requirements under this Policy or state and federal law.

### **3.5 Contract Requirements**

All contracts paid for in whole or in part with federal award funds shall be in writing. The written contract must include or incorporate by reference the provisions required under 2 C.F.R § 200.326 and as provided under 2 C.F.R. Part 200, Appendix II.

### **3.6 Contractors' Conflict of Interest**

Designers, suppliers, and contractors that assist in the development or drafting of specifications, requirements, statements of work, invitation for bids, or requests for proposals shall be excluded from competing for such requirements.

### **3.7 General Procurement Standards and Procedures**

- **Necessity:** Purchases must be necessary to perform the scope of work and must avoid the acquisition of unnecessary or duplicative items.
- **Clear Specifications:** All solicitations must incorporate a clear and accurate description of the technical requirements.
- **Notice of Federal Funding:** All bid solicitations must acknowledge the use of federal award funding.
- **Compliance by Contractors:** All solicitations shall inform prospective contractors that they must comply with all applicable federal laws and regulations.
- **Fixed Price:** Solicitations must state that bidders shall submit bids on a fixed price basis.
- **Use of Brand Names:** Performance or functional specifications are preferred to allow for more competition.
- **Lease vs. Purchase:** Analysis may be required to determine the most economical approach.
- **Dividing Contract for M/WBE Participation:** Contracts may be divided to allow small and minority businesses maximum participation.
- **Documentation:** A detailed history of all procurements must be maintained.
- **Cost Estimate:** Procurements costing \$250,000 or more require an estimate prior to solicitation.

- **Debarment:** No contract shall be awarded to a contractor included on the federally debarred bidder's list.
- **Contractor Oversight:** Oversight must be maintained to ensure performance compliance.
- **Open Competition:** Solicitations shall be prepared in a way to be fair and provide open competition.
- **Geographic Preference:** No contract shall be awarded based on geographic preference.

## 4. Scope of Services Required

### 4.1 Core Infrastructure Services

- Infrastructure monitoring and management
- Proactive help desk with teaching-focused support methodology
- Cloud-first infrastructure strategy with EntraID/Microsoft 365 expertise
- Automated system deployment and management
- Mobile device management and security
- Comprehensive backup strategy with verifiable recovery testing
- Centralized patch management and security monitoring
- Documentation and knowledge base maintenance

### 4.2 Required Security Services

- Enterprise antivirus solution
- Endpoint Detection and Response (EDR)
- Managed Detection and Response (MDR) with 24/7 NOC monitoring
- Advanced 3rd party email filtering and phishing protection
- Security awareness training platform
- Zero-trust security model with universal 2FA enforcement
- Third-party cloud-to-cloud backup for Microsoft 365
- Compliance framework alignment

### 4.3 Strategic Services

- Virtual CIO services
- Technical alignment standards and achievement tracking
- Proactive technology roadmap development
- IT budgeting and lifecycle planning
- Vendor relationship management

### 4.4 Project Services

- Dedicated project management resources
- Clear project scoping and documentation processes
- Proven project delivery methodology
- Experience with infrastructure, security, and business enhancement projects

## **5. Vendor Requirements**

Vendors must demonstrate:

- Minimum 5 years of experience providing managed IT services in Alaska
- Proven expertise in cloud-first infrastructure
- Comprehensive security stack with 24/7 monitoring capabilities
- Teaching-focused support methodology
- Strong local presence with remote and on-site support
- Documented technical standards and alignment review process

## **6. Proposal Requirements**

### **6.1 Company Information**

- Company history and background
- Alaska presence and experience
- Client references
- Insurance coverage

### **6.2 Technical Approach**

- Service delivery methodology
- Security framework and compliance approach
- Cloud infrastructure management and backup strategy

### **6.3 Pricing Model**

- Monthly managed services fees
- Required security services pricing breakdown
- Additional fees for project work, after-hours support, and hardware procurement

## **7. Evaluation Criteria**

Proposals will be evaluated based on:

- Understanding of requirements (10%)
- Service capabilities and technical vision (25%)
- Experience with similar organizations (20%)
- Security and compliance capabilities (20%)
- Pricing structure (15%)

## **8. Timeline**

- RFP Release Date: March 3, 2025
- Proposal Due Date: April 4, 2025

- Vendor Selection: April 21, 2025

Vendors will be notified via email. Please make sure to submit your email.

## **9. Submission Instructions**

Submit proposals electronically to [shema.jones@ccsjuneau.org](mailto:shema.jones@ccsjuneau.org) by 12:00 pm on April 4, 2025.