

# Request for Proposal (RFP) for IT Managed Services and Support

**Issue Date:** 10/31/2024

---

## 1. Introduction

All Kids Academy Head Start, Inc. seeks a proposal from Information Technology service providers to assist in managed IT services and support. The chosen provider will assist our internal Information Technology department in enhancing current Infrastructure, keeping up with industry trends, training all staff and developing/shaping Cyber Security, enhancing Risk Management and working to recommend sound information technology security practices for Network Operations that best fit current operations and continue to enhance services for the duration of the contract. Please note that we are not interested in multi-tenant model solutions (where multiple customers share the same environment).

---

## 2. Objectives

The goal is to secure a reliable IT managed service provider (MSP) who can ensure:

- Network reliability and security
  - Designated (isolated) proactive management and maintenance of servers and workstations
  - Fast and effective user support for technical issues
  - Designated (isolated) backup and disaster recovery solutions for our organization
  - Implementation of cybersecurity measures including endpoint protection
  - Fast and effective user support for technical issues
  - Secure VPN access for all remote users
  - Backup and disaster recovery solutions
  - Implementation of robust cybersecurity measures including endpoint protection
- 

## 3. Scope of Services

The following services are required:

1. **Managed IT Services**
  - Documentation of site environment including asset inventory, software, email, and domain info.

- Remote Monitoring Management (RMM) of endpoints, servers, and critical systems.
  - Preventative maintenance of servers and workstations.
  - Patch management, hard drive integrity checks, and security updates.
  - Remote and onsite technical support.
2. **Data Backup and Disaster Recovery**
- Creation and ongoing updates of a disaster recovery plan.
  - Scheduled onsite and offsite backups.
  - Ransomware-resistant backup solutions with encryption and regular integrity checks.
  - Virtualization of servers in case of hardware failures.
3. **Cybersecurity Services**
- Implementation of endpoint detection and response systems using AI to prevent and remediate threats.
  - Zero-trust endpoint protection through application control and access management.
  - Email security, including phishing and spam filtering.
  - Monitoring of SaaS platforms for potential security breaches.
4. **Firewall and Network Equipment Maintenance**
- Regular updates and management of firewalls, switches, and wireless access points.
  - Implementation and maintenance of firewall as a service and network security policies.
5. **Training and Staff Development**
- To inform and train all personnel on software updates, the helpdesk process, cyber-security awareness/trainings, IT departmental training on management services, file recovery, etc.
- 

## 4. RFP Timelines

- **RFP Issuance:** 11/15/2024
- **Deadline for Submissions:** 12/31/2024
- **Vendor Evaluation Period:** 03/15/2024
- **Contract Award Date:** TBD

All inquiries regarding this RFP must be directed to [RFP@akaheadstart.org](mailto:RFP@akaheadstart.org).

---

## 5. Submission Guidelines

Proposals should include:

1. **Company Information:** Brief overview of the company, experience, and key personnel.

2. **Technical Proposal:** Outline the approach, methodologies, and tools to be used to meet the scope of services.
  3. **Pricing:** Detailed breakdown of costs including monthly fees, any setup costs, and hourly rates for additional services.
  4. **References:** Provide at least three references for similar services provided to other clients.
  5. **Contract Terms:** Include the terms of service, renewal terms, and service level agreement.
- 

## 6. Evaluation Criteria

Proposals will be evaluated based on:

- Experience and qualifications of the vendor
  - Understanding of the scope of services and methodology
  - Pricing and cost-effectiveness
  - Service level agreements and response times
  - References and past performance
- 

## 7. Contact Information

Please direct all submissions and inquiries to:

**[RFP@akaheadstart.org](mailto:RFP@akaheadstart.org)**  
**619-270-7009**

---

We look forward to receiving your proposal.