

REQUEST FOR PROPOSAL (RFP)

Contractual IT Managed Services

Organization: Community Action Partnership of Greater St Joseph

RFP Issuance Date: 02/23/2026

Proposal Due Date: 03/23/2026

1. Organizational Overview

CAPSTJOE is a nonprofit organization with approximately 140 employees operating across 11 locations.

2. Purpose of the RFP

The purpose of this RFP is to solicit proposals from qualified IT service providers to deliver comprehensive managed IT services, cybersecurity oversight, infrastructure management, and strategic IT advisory services under a contractual agreement.

3. Scope of Services

3.1 Help Desk & End-User Support

- Tier 1–3 help desk support
- Remote and on-site support as needed
- Defined SLA response and resolution times
- New hire onboarding and termination offboarding processes
- Support for productivity platforms (Microsoft 365)

3.2 Infrastructure Management

- Network management (firewalls, switches, wireless access points)
- Server management (on-premises and/or cloud)
- Workstation patch management and monitoring
- Backup monitoring and disaster recovery solution
- Vendor coordination (ISP, telecom, hardware providers)

3.3 Cybersecurity Services

- Endpoint detection and response (EDR)
- Managed firewall and threat monitoring
- Email security and anti-phishing protection
- Vulnerability scanning and remediation support
- Security awareness training for staff
- Incident response planning and execution

- Multi-factor authentication (MFA) management
- Support to maintain and document compliance with cyber insurance requirements

3.4 Cloud Services Management

- Microsoft 365 administration
- Identity and access management
- License management and optimization

3.5 Mobile Device Management

- Co-management and administration of VoIP / internet-based phone systems
- Management of organizational iPad and iPod devices
- Mobile Device Management (MDM) configuration and policy enforcement
- Device provisioning, security controls, patching, and lifecycle management
- Enforcement of device encryption, remote wipe capability, conditional access policies, and compliance monitoring
- Application deployment, configuration profiles, and device inventory tracking

4. Pricing Structure

- Detailed pricing model (per user, per device, or flat fee)
- Clear identification of included and excluded services
- Project rates and after-hours support fees
- Contract term options and termination clauses

5. Proposal Submission Requirements

Proposals must include:

1. Executive Summary
2. Company Background
3. Detailed Scope Response
5. Security Capabilities Overview
6. Implementation & Onboarding Plan
7. Pricing Proposal
8. Client References

6. Confidentiality

All information contained in this RFP is confidential and may not be disclosed without written consent from CAPSTJOE

7. Submission Instructions

Submit proposals electronically in PDF format to:

Contact Name: Megan Davis

Title: Executive Administrative Assistant

Email: mdavis@capstjoe.org

Subject Line: RFP Response – IT Managed Services