



Request for Proposal Information Technology MSP (Managed Service Provider)

**Project Angel Heart
4950 Washington St
Denver, CO 80216**

Contact

Rich Martinez, Chief Financial Officer; rmartinez@projectangelheart.org
(email only, please no calls)

Schedule

April 30	RFP release date
May 1 to May 31	Open for clarifying questions
June 14	Final proposals due by 5pm MT
June 15 to July 5	Evaluation committee review
July 5	Finalists selected
July 8 -16	Finalist Interviews
August 5	Project Angel Heart Board approval

Summary

Project Angel Heart (PAH) is requesting proposals for a Managed Service Provider (MSP) to manage our information technology and security needs. We seek an MSP who shares our passion for making a difference and can provide the necessary expertise and support to help us achieve our mission. Through this RFP, we hope to identify a partner that understands the unique needs of nonprofit organizations like ours and is committed to helping us reach our goals.

Background

Project Angel Heart (PAH) is a registered 501(c)(3) not-for-profit organization that provides medically tailored meals and nutrition services to severely ill Coloradans. Founded in 1991, we have delivered more than 10 million meals to Coloradans in need. In 2023, we delivered more than 700,000 meals to over 4,800 Coloradans.

Our organization employs between 45-50 individuals that work in a hybrid environment and between two offices – in North Denver and one in Colorado Springs. Project Angel Heart works in the healthcare environment and is subject to HIPPA regulations.

Learn more about our work here: www.projectangelheart.org

Objectives and Requirements:

In our search for a new MSP, we have identified specific objectives and requirements crucial to our organization's success. These objectives and requirements will help ensure that our IT systems and infrastructure are reliable, secure, and efficient, allowing us to focus on achieving our mission. The new MSP should:

1. **Provide fast response times** for technical assistance, ensuring that issues are addressed promptly and effectively to minimize downtime and disruptions to our work. Our normal business hours are between 8:00am and 4:30pm Monday through Friday and 9:00 am and 3:00 pm Saturday.
2. **Demonstrate expertise in the software and systems** we rely on, such as Microsoft Office 365, Teams, SharePoint, OneDrive, Windows Operating Systems and Server Operating Systems, Entra, VMWare, Adobe, and other applications that our team relies on daily. The MSP should be able to provide guidance and support to optimize our use of these tools.
3. **Experience in hardware** such as SonicWall Firewall, Cisco ASA, Cisco Meraki, Synology NAS, Dell and HP environments.
4. **Provide comprehensive support for our onsite / remote work environment**, understand the unique challenges and opportunities of managing a cloud-based infrastructure, and ensure seamless collaboration among team members.
5. **Assist with IT projects and audits as needed**, helping us improve and maintain our IT systems, ensure compliance with relevant regulations, and identify opportunities for enhancing efficiency and security.
6. **Demonstrate experience working with nonprofit organizations and associations**, demonstrating a deep understanding of the specific needs and constraints of such organizations and a commitment to supporting their missions. All candidates need to provide references of nonprofit clients and clients adhering to HIPAA regulations.
7. **Provide transparent and competitive pricing for ongoing support services and IT projects, assessments, and audits**, ensuring that our organization receives the best possible value for our investment.
8. **Establish clear lines of communication and reporting**, including regular updates on the status of ongoing support requests, IT projects, and audits, as well as prompt notifications of any issues or concerns.

Scope of Services:

The scope of services provided by the selected MSP should be comprehensive, addressing our organization's diverse IT needs and ensuring that our systems and infrastructure remain reliable, secure, and efficient. The expected services include:

1. **Technical Support:** Provide prompt and effective support for any IT issues that arise, including troubleshooting software and hardware problems, resolving connectivity issues, addressing security issues and threat detection, and assisting with the installation and configuration of new tools and applications.
2. **IT Planning and Strategy:** Collaborate with our organization's leadership to develop and implement an IT strategy that aligns with our mission and objectives,

incorporating best practices, industry trends, and emerging technologies to support our growth and enhance our impact.

3. **Device Management:** Oversee the configuration, maintenance, and security of laptops and other devices used by our team members, ensuring that they are kept up-to-date and compliant with organizational policies and industry best practices.
4. **Cloud Services Management:** Support our cloud-based infrastructure and applications by providing guidance on configuration and optimization and addressing any issues that arise.
5. **IT Projects and Audits:** Assist with the planning, executing, and managing IT projects and audits as needed, such as system upgrades, data migrations, or compliance assessments, ensuring that they are completed on time, within budget, and with minimal disruption to our operations.
6. **Consultation and Training:** Offer expert advice on IT-related matters, such as the selection and implementation of new tools, the optimization of existing systems, and the identification of opportunities for improvement. Provide training to our team members on the effective use of software and hardware, as well as best practices for maintaining the software we use.
7. **Reporting and Communication:** Establish regular lines of communication with our organization, providing updates on the status of support requests, IT projects, and audits, as well as alerting us to any issues or concerns that may arise. Deliver periodic reports on system performance, security, and other relevant metrics to inform decision-making and ensure accountability.

Response Time Requirements:

To ensure that our organization can continue to operate efficiently and effectively while completing the project plan on time, the selected MSP must provide prompt and reliable support services. To this end, we have defined the following response time requirements for support requests and issue resolution:

1. **Urgent issues** (e.g., critical system failures, security breaches): Initial response within 1 hour, with a resolution target of 4 hours or less.
2. **High-priority issues** (e.g., major application errors, hardware malfunctions): The initial response is within 2 hours, with a resolution target of 24-48 hours or less.
3. **Medium-priority issues** (e.g., minor application errors, performance issues): Initial response within 4 business hours, with a resolution target of two business days or less.
4. **Low-priority issues** (e.g., user assistance, software updates): The initial response is within one business day, with a resolution target of two business days or less. .

Reporting and Communication:

Clear and consistent communication is essential to maintaining a strong working relationship with the selected MSP and ensuring that our organization's IT needs are met

effectively. We have established the following expectations for communication, including regular meetings and reports:

1. **Regular Status Updates:** The MSP should provide regular updates on the status of ongoing support requests, IT projects, and audits. These updates should be delivered via email or a shared ticketing system, informing our team of progress and any issues or concerns.

2. **Monthly Reports:** The MSP should deliver a comprehensive monthly report that includes key performance indicators (KPIs), such as the number of support requests resolved, average response and resolution times, and any identified trends or patterns. This report should also include a summary of completed IT projects and audits and any recommendations for improvements or upcoming initiatives.

3. **Quarterly Meetings:** We expect to hold quarterly meetings with the MSP to review the monthly reports, discuss the overall performance of our IT systems and infrastructure, and identify opportunities for collaboration and improvement. These meetings will be conducted virtually.

4. **Ad-hoc Communication:** The MSP should be available to address any questions or concerns, including security incidents logged, outside of the regular reporting and meeting schedule, ensuring that our team has access to the information and support needed to make informed decisions and maintain the security and efficiency of our IT systems.

Budget:

To select an MSP that best aligns with our organization's financial constraints and IT support needs, **we kindly request that you provide a detailed explanation of your pricing structure**, including any options for hourly rates, project rates, all-inclusive plans, or other pricing models you may offer. Please also include any best practices or recommendations for choosing our organization's most cost-effective and appropriate service plan.

1. **Hourly Rates:** Please provide hourly rates for various services, such as technical support, project work, and consultations. Explain how these rates are applied and any conditions or limitations that may apply (e.g., minimum billing increments, after-hours rates).

2. **Project Rates:** If you offer project-based pricing, please provide examples of project rates for common IT projects or audits, such as system upgrades, data migrations, or security assessments. Explain how these rates are determined and any factors influencing the cost (e.g., project complexity, deadlines).

3. **All-Inclusive Plans:** If you offer all-inclusive service plans, please provide details on the scope of services covered under these plans, as well as the associated pricing (e.g., monthly or annual fees). Explain any limitations or exclusions that may apply and any additional services that can be added to the plan for an extra cost.

4. Hybrid or Custom Pricing: If you offer hybrid or custom pricing options, please explain how these models work and provide examples of how organizations can tailor their service plan to meet their unique IT needs and budget constraints.

5. Additional Costs: Please provide information on any additional costs that may apply, such as setup fees, travel expenses, or charges for specific tools or software. This will help us to fully understand the total cost of working with your MSP.

Proposal Submission Guidelines:

To ensure a consistent and efficient evaluation process, we request that all MSPs adhere to the following guidelines when submitting their proposals. Considering our current working timeline and deadlines, these guidelines outline the desired proposal format, content, and submission deadline.

1. **Format:** Please submit your proposal as a single PDF document, organized into clearly labeled sections corresponding to the requested information and criteria this RFP outlines. This will facilitate a smooth review process and enable our organization to compare proposals from different MSPs easily.
2. **Background Information:** Please outline your company's location and distance to Project Angel Heart's headquarters as well as ownership and management structure. Outline the staffing plan for this contract, tenure of senior management and identified staff for this contract, and latest fiscal year staff retention rate.
3. **Content:** Your proposal should address each of the sections in this RFP, providing detailed information on your MSP's qualifications, pricing structure, service offerings, and any additional information that demonstrates your ability to meet our organization's IT support needs. Please ensure your proposal is concise, well-organized, and free of errors or omissions.
4. **Submission Deadline:** To meet our working timeline and transition to the new MSP by August 31, 2024, we request that all proposals be submitted no later than **June 14, 2024**. This will give our organization sufficient time to review and evaluate each proposal, conduct follow-up interviews or negotiations if necessary, and make a final selection.
5. **Submission Instructions:** Please submit your proposal via email to rmartinez@projectangelheart.org with the subject line "MSP RFP Submission - [Your MSP Name]." Include any relevant attachments (e.g., company brochures, case studies, or references) as separate PDF files. If your proposal includes hyperlinks, please ensure they are active and accessible.

This RFP does not commit PAH to award a contract or to pay any costs incurred in the preparation or submission of response. We reserve the right to withdraw the RFP, add new considerations, information, or requirements at any stage and to remove candidates from the process at any time for any reason. This proposal process may be amended, extended, or changed at any time without notice.