

I. GENERAL INFORMATION

A. Purpose

This Request for Proposal (RFP) is to select an organization to provide IT managed services to Community Action, Inc. (CAI) for a one-year period, beginning on May 1, 2025, and ending on May 1, 2026. Following this initial term, there would be a possibility to renew this contract.

b. Instructions on Proposal Submission

1. Closing and Submission Date

Proposals must be received no later than 4:30 p.m. on April 21, 2025.

2. Inquiries

Inquiries or clarifications concerning this RFP should be directed to Tanner Connor at (814) 938-3302, ext. 259, or tconnor@jccap.org. All questions will be documented and posted at www.jccap.org under Announcements.

3. Conditions of Proposal

All costs incurred in the preparation of the RFP will be the responsibility of the Offeror and will not be reimbursed by Community Action, Inc.

4. Instructions to Prospective Offerors

Your RFP should be addressed as follows:

Community Action, Inc.
Attn: IT Department
105 Grace Way
Punxsutawney, PA 15767-1209

An electronic copy may be submitted to execmgmt@jccap.org by the closing submission date noted above.

It is the responsibility of the Offeror to ensure Community Action, Inc. receives the proposal by the date and time specified above.

5. Right to Reject

Community Action, Inc. reserves the right to reject any and all proposals and to waive any informality in proposals received whenever such rejection or waiver is in the best interest of Community Action, Inc.

6. Notification of Award

A decision regarding the selection of the successful Managed Services Provider (MSP) is expected to be made on or about March 30, 2024. Upon conclusion of final negotiations with the successful MSP, all Offerors submitting proposals will be informed in writing of the decision.

It is expected the engagement will be for a one-year fixed-price with options for extended periods.

D. Description of Organization

Community Action, Inc. is a Pennsylvania private, non-profit organization, established in 1965, and primarily serves Clarion and Jefferson Counties, Pennsylvania. Community Action, Inc. has been determined to be exempt from Federal Income Tax under Section 501(c)(3) of the Internal Revenue Code. An 18-member volunteer Board of Directors governs the Corporation. All records will be available at the administrative office located at: 105 Grace Way, Punxsutawney 15767-1209. Other offices are located in Clarion, DuBois, and Punxsutawney. Additional organizational information can be found at www.jccap.org.

II. OVERVIEW OF IT ENVIRONMENT

A. How many Users?

Community Action, Inc. has approximately 40 active users in a Microsoft 365-based environment.

B. How many locations do users work from?

CAI's main office is at 105 Grace Way in Punxsutawney with approximately 30 employees. CAI also has an office in Clarion, and shelters in Punxsutawney and DuBois, each with 2-4 employees. Each user has their own PC or laptop that are in our domain.

C. Do users work remotely?

Some staff work remotely through the use of a IKEv2 VPN Connection, and Remote Desktop services.

D. List of Network Equipment

CAI has 2 physical Dell servers, 5 virtual/cloud servers, one firewall at each location, two Cisco switches, 3 QNAP NAS devices and currently 43 total workstations.

E. General description of Network Environment

CAI has a Windows-based network with both servers and managed switches in a server room at the Grace Way Office in a controlled environment. All PCs are Windows-based, with servers using VMware to manage Windows virtual machines.

F. Hardware and Software

Most hardware is common industry software, rotated out every 5-7 years, Dell PCs and Servers, Watchguard Firewalls and EPDR, Cisco switches, Windows OS and Server. Software includes the Microsoft 365 Suite, Adobe Acrobat, and MIP Fund Accounting Software.

CAI also utilizes WatchGuard Authpoint hardware tokens for 2-Factor Authentication for our Microsoft 365 Environment.

CAI currently utilizes 3CX for their Phone system with Yealink T53w VOIP phones.

G. Current Network Administration

CAI’s Network is currently managed by an MSP as well as a CAI IT Employee.

MSPs will work with the single on-site IT employee who provides on-site support, implementation, and purchasing for workstations, printers, copiers, IoT, and mobile devices, Active Directory and Microsoft 365/Email Support, as well as liaison support for the MSP when necessary/appropriate.

III. NECESSARY SERVICES/ITEMS

This is the list of minimum services CAI is seeking, with more being preferable:

Servers	Network Services & Hardware
<ul style="list-style-type: none"> • Remote Monitoring of Critical Functions • Continuous and Preventative Maintenance • Managed Endpoint Detection, and Response • Backup Completion and Verification • Recommendation/installation of new hardware/software when necessary. • Help Desk Support 	<ul style="list-style-type: none"> • Maintenance and Monitoring of Routers, Switches, VOIP Phones. • Email Support & Maintenance • Help Desk Support
Workstations	Cybersecurity Services
<ul style="list-style-type: none"> • Managed Endpoint Detection, and Response, • Managed Endpoint Anti-virus/Malware 	<ul style="list-style-type: none"> • Firewall Management • Basic Spam Filtration • Potential Security/Phishing Training/Testing

A. Pricing

Offerors are asked to include pricing per month of their regular services, project work/support rates, as well as estimates for any migration costs that may be incurred when transitioning between providers.

IV. Proposal Evaluation

A. Submission of Proposals

Offerors are asked to include a description of their organization, contact information, and services in their proposal, as well as any relevant optional services they may provide or deem as useful to CAI.

Offerors are asked to include pricing per month of their regular services, project work/support rates, as well as estimates for any migration costs that may be incurred when transitioning between providers.

B. Nonresponsive Proposals

Proposals may be judged nonresponsive and removed from further consideration if any of the following occur:

1. The proposal is not received in a timely manner in accordance with the terms of this RFP.
2. The proposal is not adequate to form a judgment by the reviewers that the proposed undertaking would appropriately accomplish the work expected by CAI executive Management.

D. Review Process

Community Action, Inc. may at its discretion request presentations by or meetings with any or all Offerors to clarify or negotiate modifications to the Offerors' proposals.

However, Community Action, Inc. reserves the right to make an award without further discussion of the proposals submitted and/or reject any and all proposals. Therefore, proposals should be submitted initially on the most favorable terms, from both technical and price standpoints, which the Offeror can propose.