

# Request for Proposal (RFP) for IT Services

## Calumet Area Industrial Commission

### 1. Introduction

- a. The *Calumet Area Industrial Commission* (CAIC) seeks proposals from qualified IT service providers with a strong track record in delivering comprehensive IT solutions, including network and infrastructure management, user support, and cybersecurity. As a non-profit organization, CAIC emphasizes the importance of confidentiality, security, and reliable IT support to facilitate its operations. This RFP outlines the services required by CAIC and invites vendors to submit their proposals for providing these services.

### 2. Project Overview

- a. **Current Situation:** CAIC currently utilizes AT&T services for its network needs but requires enhanced security measures to protect sensitive and confidential information. The organization seeks a reliable IT service provider that can offer a comprehensive suite of services, including but not limited to:
  - i. **Network Design and Security:** Enhanced security measures alongside existing AT&T services.
  - ii. **Data Backup and Recovery:** Solutions to ensure data integrity and availability.
  - iii. **Hardware and Software Maintenance:** Ongoing maintenance services for IT assets.
  - iv. **User Support:** Both help desk services and a blend of onsite and remote support.
  - v. **Cybersecurity Measures:** Robust cybersecurity solutions to protect against threats.
  - vi. **Cloud Services:** Solutions facilitating access to shared documents and collaboration across teams.
  - vii. **Project Management:** Potential consideration based on provider capabilities.
  - viii. **Telecommunications Support:** Solutions that maintain and/or enhance telecommunication infrastructure.
- b. **Goals and Objectives:** The primary objective of this RFP is to identify and engage with an IT service provider that can offer reliable, secure, and cost-effective IT solutions to support CAIC's operations, enable scalability for future growth, and ensure compliance with relevant data security and privacy regulations.



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## 3. Scope of Services

a. The selected vendor will be responsible for providing the following services:

i. **Network and Infrastructure Management**

1. Network Design and Security
2. Data Backup and Recovery
3. Hardware and Software Maintenance

ii. **User Support**

1. Help Desk Services
2. Onsite and Remote Support

iii. **Specific IT Needs**

1. Cybersecurity Measures
2. Cloud Services
3. Consideration for Project Management Services

## 4. Submission Guidelines

a. Proposals should include:

- i. **Company Overview:** Brief company background, including years in business and core competencies.
- ii. **Detailed Services Offered:** Specifically addressing the services outlined in the Scope of Services.
- iii. **Pricing Structure:** Clear and detailed pricing information. Given CAIC's non-profit status, pricing should be competitive and reflect fair market value. Please include any discounts or unique offerings for non-profit organizations.
- iv. **References and Case Studies:** Examples of similar projects undertaken, especially with non-profit organizations, and contact information for references.
- v. **Compliance and Security Measures:** Explanation of your compliance with industry standards and data security measures.
- vi. **Terms and Conditions:** Any terms and conditions related to the provision of services.

*\*See next page for Evaluation Criteria.*



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### 5. Evaluation Criteria

- a. Proposals will be evaluated based on the following criteria:
  - i. **Capability to Meet Service Requirements:** Ability to provide all services listed in the Scope of Services.
  - ii. **Cost-Effectiveness:** Reasonableness of the pricing and value for money.
  - iii. **Experience and Reputation:** Proven track record in delivering similar services, particularly to non-profit organizations.
  - iv. **Security and Compliance:** Robustness of security measures and compliance with relevant regulations.
  - v. **Scalability and Future Growth:** Ability to accommodate CAIC's future IT needs.

### 6. Submission Details

- a. Proposals should be submitted by **May 1<sup>st</sup>, 2024**.
- b. Submissions should be sent to Grace Garcia at: [grace@calumetareaindustrial.com](mailto:grace@calumetareaindustrial.com).

The *Calumet Area Industrial Commission* reserves the right to reject all proposals and negotiate separately with any vendor. CAIC also reserves the right to select the proposal that best meets its needs, not necessarily the lowest bid.



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