Request for Proposal Criteria and Process  
Managed Service Provider for The Piedmont Environmental Council IT Services

The Piedmont Environmental Council (PEC) is seeking proposals for services for a Managed Service Provider (MSP) for our IT systems. Below you will find a summation of our existing systems and a description of our needs in an MSP.

Please submit a written response to this RFP no later than Friday, June 10, 2022 at 4:00 pm Eastern time.

Emailed responses should be submitted to apply@pecva.org

Questions - If you as a potential responder have questions about PEC’s IT setup or request for services, please submit those questions in writing to apply@pecva.org and you will be provided with a written response. All questions submitted and responses provided will be shared equally with all those to whom we provide this RFP.

PEC is seeking the following services:

● Offsite, qualified, and secure third party support to provide PEC access to critical Information Technology infrastructure, software, and digital resources and records
  ○ Business Continuity & Disaster Recovery
    ■ Backups
    ■ Disaster recovery planning
    ■ Provide IT administrator redundancy for the organization

● Support for network infrastructure in PEC offices and enabling remote access, including upgrade, maintenance, and ongoing security/Endpoint Management
  ■ Proactive management + patching of devices
  ■ Improve device setup + takedown processes
  ■ Assist with tech support requests for issues with hardware, locally installed software, networks

● Cybersecurity
  ○ Risk Assessment
  ○ Incident Response Plan
  ○ Staff training
Background Information

Work Locations
- Warrenton (headquarters): 30-35 people
- Aldie (Community Farm): 3 people
- Orange: 1-2 people
- Charlottesville: 7-10 people
  - Upcoming office renovation planned that will involve replacing data cabling, cleaning up network closet
- DC (tentative): 5 people
  - Closed former DC office during the pandemic, are considering coworking spaces in the future and are currently working from their homes in Maryland, DC and Virginia
- Fully remote: 1 person
- Hybrid work environment

Organization Staffing Profile
- Total Current Users: 52
  - Staff: 50
  - Interns: 2
- Onboarded 15 people in 2021, onboarded 9 people so far in 2022
- Projected to hire another 7 or more staff this year
- Typically have between 5-10 interns per year, primarily during summer

Functional Areas
- Executive: 4 staff
- Finance/Admin: 3 staff
- IT: 2 staff
- Communications and Outreach: 7 staff
- Advancement (Fundraising): 7 staff
- Land Conservation: 10 staff
- Land Use + Policy: 10 staff
- Coalition for Smarter Growth: 5 staff
- Community Farm: 3 staff

IT Department Staffing
- Director of Information Systems: Tiffany Parker, full-time
  - Strategy, management, governance
  - Software selection + project management + implementation
  - Tier 2 help desk issues
● Technology Intern/Fellow: {currently vacant}, part-time, 9 month duration
  ○ Tier 1 help desk
  ○ Device setups/take downs
  ○ Assist Director with special projects as needed
● Data Coordinator: Karen Adam, full-time
  ○ CRM administrator
● External consultants for Salesforce (BackOffice Thinking), Audio/Visual (Wired Up Home Theater), physical security/alarm system
● Printer Vendor: ESI, will be seeking new vendor in 2022

Our Tech Stack

● Networks (all office locations): UniFi brand controller, gateway, switches, wireless access points; Comcast Internet
● Printers: Xerox WorkCentre (HQ only), Brother, HP
● Phone system: OnSIP VoIP service, Polycom desk phones
● Identity Management: Okta, Azure Active Directory
● Cloud services:
  ○ Azure: Virtual network, 1 virtual machine
  ○ Amazon Web Services: Holds data backups
● Deployment: AutoPilot + InTune (PCs), Apple Business Essentials (Macs)
● Multi-factor Authentication: Google Authenticator
● Remote Support: GoToAssist/RescueAssist
● Conferencing services: Google Meet, Zoom, Zoom Rooms for hybrid meetings
● Productivity Suites: Google Workspace (email, collaboration), Microsoft Office
● File storage: Egnyte (PEC only), DropBox (CSG only)
● PDFs: FoxIT Editor
● Geographic Information Systems: ArcGIS Online, ArcGIS Desktop software, local data stored on Synology Network Attached Storage (NAS) device
● Design software: Adobe Creative Cloud
● Accounting: Quickbooks Online
● CRM: Salesforce, EveryAction
● Websites: Dreamhost with CloudFlare
● Payroll: Dominion/iSolved with capabilities through TransactionPro

Devices

● Network Attached Storage:
  ○ Located in Warrenton office
  ○ Synology
  ○ Primarily used for GIS data storage
  ○ Backs up to Amazon S3 bucket
● Laptops:
  ○ Lenovo ThinkPad X1 Carbon (mix of generations) - 46
  ○ Apple Macbook Pro - 10
- Laptops are replaced every four years according to the Hardware Replacement Schedule
- iPads: 4 total
  - 2 in Warrenton (1 kiosk mode for running Zoom Rooms Controller in main conference room, 1 shared device for staff to use in field work)
  - 1 in Charlottesville (shared device for field work)
  - 1 in Orange (shared device for field work)
  - Currently migrating to Apple Business Essentials
- Mobile Internet Hotspots: 2 in Warrenton, 1 in Charlottesville, 1 in Orange

**Submission Document**

PEC Decision Criteria/Ranking for selection of an MSP will include the following list and all proposals must address each of the point listed below.

- Ability to support PEC
  - Goal is to support PEC IT staff and organization
  - Ability to provide remote and in person support in DMV to Warrenton/Orange/Charlottesville/Aldie/Richmond/Washington, DC
  - 24/7 contact, response time
  - Strong communication and customer service skills
  - Collaborative approach with in-house Information Technology Staff
- Demonstrated experience working with organizations with similar profile as PEC, including non-profits
  - 50 plus employees
  - Multiple offices
  - Compatible with networks, hardware, software
  - Excellent customer service skills
- Information about the company (number of employees, years of operation, expertise areas)
- Proposed solutions to our needs
- Cost for services
  - Detailed listing by item/service need
    - Business Continuity services
    - Endpoint management
    - Cybersecurity Training
    - IT Planning
    - Hardware setups
  - Incremental cost for additional service/support items
  - Onboarding fee
- Information about support process, response times
• Please provide a list of current clients (at least three) and their contact information that would be willing to talk with us about their experience and serve as a reference for your services.

Once a contract has been signed with an MSP provider, the following will be your contacts at PEC:

• IT Director is primary contact
  ○ Additional contacts:
    ■ PEC Director of Finance and Administration
    ■ PEC President
    ■ PEC Treasurer