

## **Request for Proposal (RFP) – IT Managed Services**

**Issued by:** Community Action Program Committee, Inc. (CAPC)

**Issue Date:** September 16, 2025

**Proposal Deadline:** NO LATER THAN Tuesday, October 14, 2025 at 4:30 p.m.

**Contact for Questions:** Doug Brown (850) 438-4021 Ext. 114

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**Submission:** Request for Proposal packets can be delivered, mailed, or emailed.

**Please make Attention To:** Michelle Malden

- **Delivery / Mail:** 2501 W. Wright St., Pensacola, FL 32505
- **Email:** [m.malden@capc-pensacola.org](mailto:m.malden@capc-pensacola.org)

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**End Date: October 14, 2025**  
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## **Introductory Statement**

Community Action Program Committee, Inc. (CAPC) invites qualified agencies to submit proposals for IT Managed Services and Support. We are seeking a trusted technology partner to strengthen our IT infrastructure through proactive system monitoring, responsive help desk support, enhanced cybersecurity measures, reliable disaster recovery planning, and strategic technology solutions that enable CAPC to better serve our community.

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## **1. Introduction & Organization Overview**

CAPC is a nonprofit organization committed to helping families achieve and sustain financial stability. We provide multiple program resources to income-eligible citizens.

CAPC is a 501(c)(3) nonprofit governed by a 12-member Board of Directors. Administrative offices are located at 2501 West Wright Street, Pensacola, FL 32505.

CAPC has nine offices where services are provided. The IT Managed Services requested in this RFP are intended to support staff and program operations across all locations.

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## **2. Project Description & Scope of Services**

CAPC seeks a full-service IT Managed Services partner. Services include, but are not limited to:

### **Help Desk and Network Support**

- Full help desk support as backup to CAPC IT staff
- Help desk ticketing system
- Network monitoring, firmware updates, and equipment performance tracking
- Troubleshooting voicemail/calling issues within Cox.com web interface.
- User account management, password resets, domain accounts

### **Cybersecurity and Endpoint Management**

- AV endpoint protection and cybersecurity oversight
- Network security audits
- MFA enforcement and identity management (Microsoft 365 / Entra / Azure)
- Periodic staff security awareness training

### **Disaster Recovery & Asset Management**

- Disaster recovery planning, documentation, and hardware recommendations
- Hardware/software asset tracking (models, versions, warranties, licensing, etc.)

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## Documentation & Policy Updates

- IT Security Policy updates (scheduled and as needed)
- Group Policy overhaul and deployment
- Documentation of procedures and network configurations

## Compliance & Certification Forms

- Offeror must sign and include Certification Forms (Attachment B) and W-9 (Attachment C)

## Budget

- Provide a detailed budget covering scope of work, onboarding, licenses, and ongoing services.
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## 3. Proposal Submission Instructions

- **Proposal Copies:** Four (4) sealed copies; faxed or emailed proposals will not be accepted. Late submissions will be rejected.
  - **Proposal Preparation Costs:** Costs are the responsibility of the respondent.
  - **Withdrawal of Proposal:** May be withdrawn prior to the deadline via written request. Modifications after the deadline will not be considered.
  - **Ambiguity / Errors:** Notify CAPC immediately if any discrepancies, omissions, or errors are found in the RFP.
  - **Format & Order:** Follow the checklist in Section 9, “What to Include in Your Proposal.”
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## 4. Proposal Preparation Costs & Limitations

- CAPC is not obligated to award a contract or pay proposal preparation costs.
  - All proposals become the property of CAPC and will not be returned.
  - CAPC may negotiate minor deviations or cancel the RFP if necessary.
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## 5. Agency Requirements & Contractor Qualifications

- Agencies must be experienced, licensed, insured, and competent in providing IT Managed Services.
  - Evidence of Liability Insurance, Workers Compensation, and Errors & Omissions coverage may be requested.
  - CAPC reserves the right to negotiate minor deviations in proposals with the selected firm.
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## 6. Evaluation Criteria & Selection Process

Proposals will be scored by a selection committee using the following point-based system (maximum 100 points):

Criteria	Points
Understanding of Scope of Work	15
Qualifications (meeting minimum standards)	15
Written Proposal: Clarity, Completeness, Compliance	15
Willingness to provide continuing support	10
Reference Checks	5
Information from other sources	5
Background & Experience (staff capabilities, reputation)	5
First-time vendors with CAPC	5
Litigation & References	5
Certifications / Licenses	5

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Criteria	Points
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Targeted small / minority / women-owned business participation	5
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Optional: Presentations / Interviews	10
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**Selection Process:** Committee review → optional interview/presentation → formal recommendation to Board → Board approval → contract award.

Contract is expected to be a **one-year fixed price** with option to renew.

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## 7. CAPC Discretion & Award Notification

- CAPC may accept any proposal, make counterproposals, waive minor irregularities, or cancel the award.
- Both successful and unsuccessful respondents will be notified in writing.
- Termination: CAPC may terminate for cause (SLA failures, non-performance) or convenience with 30 days' notice.
- Service credits will be deducted from future invoices.

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## 8. Service Locations & Technical Environment

CAPC offices (see Appendix D for full WAN, telephony, workstation, and printer details):

- **BRIGADIER:** 401 Brigadier Street, Pensacola, FL 32507
- **CANTONMENT:** 470 South Highway 29, Cantonment, FL 32533
- **DAVIS HIGHWAY:** 8570 North Davis Highway, Pensacola, FL 32514
- **LINCOLN PARK:** 7600 Kershaw Street, Pensacola, FL 32534
- **MOLINO:** 6460 North Highway 95A, Molino, FL 32577
- **MYRTLE GROVE:** 5400 Lillian Highway, Pensacola, FL 32506
- **O. J. SEMMES:** 1801 North 34th Street, Pensacola, FL 32503

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## **9. What to Include in Your Proposal**

1. Project Title
2. Address and telephone number of firm's office in/near Pensacola
3. Contact person designated to CAPC
4. Firm background and experience providing IT Managed Services
5. Statement of ability to maintain staffing to complete engagement
6. Names of key individuals assigned to project
7. Policy regarding personnel changes
8. Ability to meet timelines and guarantee if infractions occur
9. Estimated CAPC staff support required
10. Other relevant information
11. Subcontracting details, if applicable
12. Proposal format following the above order

Vendors are encouraged to attach references, work samples, or links that demonstrate prior results.

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## **10. Appendices**

- **A. Litigation Involvement**
  - **B. Assurance & Certification**
  - **C. W-9 Form**
  - **D. Technical Environment & Office Details (IT-specific)**
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## Attachment A – Litigation Involvement

### Involvement in Litigation

#### Organization Name and Address

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Check YES or NO to the following questions. If a YES answer is checked, please explain fully the circumstances and include discussion of the type of program involved as well as the potential impact on this program, if awarded contract (use extra pages as needed).

	YES	NO
1. Firm or principles involved in litigation in last two years	_____	_____
2. Firm or Project Director cited for improper management	_____	_____
3. Firm or Project Director had public agency funds withheld	_____	_____

Completed by: \_\_\_\_\_

Name	Title	Date
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## Attachment B – Assurance & Certification

### Assurance and Certification

I, (We), the undersigned, as duly authorized representative(s) of the respondent agency, affirm that the information and statements contained within this proposal to the best of my (our) knowledge, are truthful and accurate, and further, that I (we) am (are) duly authorized to submit this proposal from the respondent agency to deliver services.

Completed by: \_\_\_\_\_  
Name Title Date

Completed by: \_\_\_\_\_  
Name Title Date

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**Attachment C – W-9 Form**

**(Next Page)**



**Request for Taxpayer  
Identification Number and Certification**

Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

**Give form to the  
requester. Do not  
send to the IRS.**

**Before you begin.** For guidance related to the purpose of Form W-9, see *Purpose of Form*, below.

Print or type. See Specific Instructions on page 3.	<b>1</b> Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.)		
	<b>2</b> Business name/disregarded entity name, if different from above.		
	<b>3a</b> Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only <b>one</b> of the following seven boxes.  <input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C corporation <input type="checkbox"/> S corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) . . . . . <b>Note:</b> Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner. <input type="checkbox"/> Other (see instructions) _____	<b>4</b> Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):  Exempt payee code (if any) _____  Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) _____  (Applies to accounts maintained outside the United States.)	
	<b>3b</b> If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions . . . . . <input type="checkbox"/>		
	<b>5</b> Address (number, street, and apt. or suite no.). See instructions.	Requester's name and address (optional)	
	<b>6</b> City, state, and ZIP code		
	<b>7</b> List account number(s) here (optional)		

**Part I Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

**Note:** If the account is in more than one name, see the instructions for line 1. See also *What Name and Number To Give the Requester* for guidelines on whose number to enter.

<b>Social security number</b>											
				-				-			
<b>or</b>											
<b>Employer identification number</b>											
					-						

**Part II Certification**

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and, generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

<b>Sign Here</b>	Signature of U.S. person	Date
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**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9).

**What's New**

Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.

New line 3b has been added to this form. A flow-through entity is required to complete this line to indicate that it has direct or indirect foreign partners, owners, or beneficiaries when it provides the Form W-9 to another flow-through entity in which it has an ownership interest. This change is intended to provide a flow-through entity with information regarding the status of its indirect foreign partners, owners, or beneficiaries, so that it can satisfy any applicable reporting requirements. For example, a partnership that has any indirect foreign partners may be required to complete Schedules K-2 and K-3. See the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

**Purpose of Form**

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they



## Attachment D – Technical Environment & Office Details

### Service Level Agreement (SLA) – Minimum Requirements

#### Response and Resolution Times

- **Critical (Priority 1 – system-wide outage):** Response within 1 hour, Resolution within 4 hours.
- **High (Priority 2 – major function degraded):** Response within 1 hour, Resolution within 8 hours.
- **Medium (Priority 3 – individual issues):** Response within 2 hours, Resolution within 1 business day.
- **Low (Priority 4 – informational/non-urgent):** Response within 4 hours, Resolution within 2 business days.

#### Business Hours of Coverage

- Monday – Friday, 8:00 AM – 4:00 PM CST.
- After-hours emergency support must be available 24/7.

#### Escalation Procedures

- Vendors must define escalation tiers. Unresolved Priority 1 issues must escalate to senior engineers within 2 hours.

#### Network & System Availability

- Vendor must monitor WAN, telephony, and endpoints with a **99.9% uptime goal**.
- Planned maintenance requires 48-hour notice and must be scheduled outside business hours.

#### Reporting Requirements

- Monthly reports on uptime, ticket resolution, patch compliance, and incidents.
- Vendors should include sample reports or dashboards.

#### SLA Penalties & Service Credits

- **Priority 1 missed resolution:** 10% credit of monthly fee per occurrence (up to 50%).
- **System uptime <99.9%:** 5% credit per 0.1% below target (up to 25%).
- **Missed monthly reporting:** 2% credit.
- Chronic SLA failures (3 months consecutive or 5 months in a year) will be grounds for termination without penalty to CAPC.

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## **VII. Additional Requirements & Clarifications**

- **Remote vs. On-Site Support**
  - On-site support will be rare and initiated by CAPC IT.
  - Vendors must state if travel is included in fixed pricing or billed separately.
- **Transition & Onboarding Plan**
  - Discovery/documentation of current environment.
  - Tool deployment (ticketing, monitoring, patching).
  - Knowledge transfer with CAPC IT.
  - Timeline to assume full responsibility.
- **Cybersecurity Expectations**
  - Endpoint protection and monitoring.
  - MFA enforcement and identity management (Microsoft 365 / Entra / Azure).
- **VII. Additional Requirements & Clarifications - Continued**
  - Periodic staff security awareness training.
  - Security incident response plan focused on endpoints.
- **Co-Managed IT Model**
  - Internal IT handles user hardware setup, training, and policy decisions.
  - MSP handles monitoring, patching, escalation, and maintenance.
- **Tools & Software in Use**
  - Windows 10/11 (Windows 10 to be retired by 2025).
  - VMware for virtualization.
  - Microsoft 365 (Admin, Entra, Azure) with spam filtering.
  - Firewall and content filtering through RapidScale.

<b>CAPC MAIN OFFICE</b> 2501 W Wright Street Pensacola, FL 32505  <u>WAN: SD-WAN</u> Cox Fiber Router Nokia 7210 VMWare Edge 4100 Aruba 2530-24G x3  Workstations: 20 Printers - Network: 8 Desktop: 4 Voice: IP Centrex	<b>Brigadier Center</b> 401 Brigadier Street Pensacola, FL 32507  <u>WAN: SD-WAN</u> Cox Fiber Router Nokia 7210 VMWare Edge 3400 Aruba 2530-24G Aruba 1930 Cisco SG 200-50  Workstations: 51 Printers Network: 10 Desktop: 11 Voice: IP Centrex	<b>Davis Highway Center</b> 8570 North Davis Highway Pensacola, FL 32514  <u>WAN: SD-WAN</u> Cox Fiber Router Nokia 7210 VMWare Edge 3400 Aruba 2530-24G  Workstations: 15 Printers - Network: 3 Desktop: 6 Voice: IP Centrex
<b>Lincoln Park Center</b> 7600 Kershaw Street Pensacola, FL 32504  <u>WAN: SD-WAN</u> Cox Fiber Router Nokia 7210 VMWare Edge 3400 Aruba 2530-24G  Workstations: 6 Printers - Network: 2 Desktop: 2 Voice: IP Centrex	<b>O.J. Semmes Center</b> 1801 North 34 <sup>th</sup> Street Pensacola, FL 32503  <u>WAN: SD-WAN</u> Cox Fiber Router Nokia 7210 VMWare Edge 3400 Aruba 2530-24G  Workstations: 4 Printers - Network: 1 Desktop: 2 Voice: IP Centrex	<b>Cantonment Center</b> 470 South Highway 29 Ste. B Cantonment, FL 32533  <u>WAN: SD-WAN</u> Cox Fiber Router Nokia 7210 VMWare Edge 3400 Aruba 2530-24G  Workstations: 1 Printers - Network: 0 Desktop: 1 Voice: IP Centrex
<b>Molino Center</b> 6460 North Highway 95A Molino, FL 32577  <u>WAN: SD-WAN</u> Cox Fiber Router Nokia 7210 VMWare Edge 3400 Aruba 2530-24G  Workstations: 7 Printers - Network: 3 Desktop: 2 Voice: IP Centrex	<b>Myrtle Grove Center</b> 5400 Lillian Highway Pensacola, FL 32506  <u>WAN: Cable</u> Voice: IP Centrex  Workstations: 8 Printers - Network: 3 Desktop: 4 Voice: Cable	<b>Weatherization Office</b> 292 Muscogee Road Cantonment, FL 32533  <u>WAN: SD-WAN</u> Cox Fiber Router Nokia 7210 VMWare Edge 3400 Aruba 2530-24G  Workstations: 5 Printers - Network: 3 Desktop: 0 Voice: Cable (Key System)

<b>Area Network (WAN) Sites / Telephones</b>		
<b>CAPC MAIN OFFICE</b> 2501 W Wright Street Pensacola, FL 32505  WAN: SD-WAN (Fiber) Voice: IP Centrex	<b>Brigadier Center</b> 401 Brigadier Street Pensacola, FL 32507  WAN: SD-WAN (Fiber) Voice: IP Centrex	<b>Davis Highway Center</b> 8570 North Davis Highway Pensacola, FL 32514  WAN: SD-WAN (Fiber) Voice: IP Centrex
<b>Lincoln Park Center</b> 7600 Kershaw Street Pensacola, FL 32504  WAN: SD-WAN (Fiber) Voice: IP Centrex	<b>O.J. Semmes Center</b> 1801 North 34 <sup>th</sup> Street Pensacola, FL 32503  WAN: SD-WAN (Fiber) Voice: IP Centrex	<b>Cantonment Center</b> 470 South Highway 29 Ste. B Cantonment, FL 32533  WAN: SD-WAN (Fiber) Voice: IP Centrex
<b>Molino Center</b> 6460 North Highway 95A Molino, FL 32577  WAN: SD-WAN (Fiber) Voice: IP Centrex	<b>Myrtle Grove Center</b> 5400 Lillian Highway Pensacola, FL 32506  WAN: SD-WAN (Fiber) Voice: Cable	<b>Weatherization Office</b> 292 Muscogee Road Cantonment, FL 32533  WAN: SD-WAN (Fiber) Voice: Cable (Key System)

