



Introduction

Making Cents International, Inc (Making Cents) is pleased to invite you to respond to this Request for Proposal (RFP) for Managed IT (Information and Technology) Services. The intention of this RFP is to solicit responses and formal proposals from qualified Managed IT Services Providers (MSPs) and select a single organization to provide IT services to Making Cents.

About Making Cents

Making Cents is an innovative and results-driven, small business that fosters human potential and promotes economic opportunities for people in the developing world. We design and deliver high-impact, innovative programs for our clients that support those most in need, including young changemakers, smallholder farmers, aspiring women entrepreneurs, and refugees seeking to rebuild their lives. By improving the knowledge and skills of local organizations serving these groups, we create more supportive local and global environments to help them reach their full potential. The company's headquarters is in Washington DC, and we have approximately 40 U.S.-based staff, two staff based in Kyiv, Ukraine, and one staff based in Nairobi, Kenya.

Purpose

With this RFP, Making Cents is requesting information about your company and the IT products and solutions you provide as outlined in the Service Requirements section. This information will be gathered from several different organizations and used to evaluate provider options for Making Cents. Making Cents will not reimburse any information or administrative costs incurred because of participation in response to the RFP.

Environment Overview

The information below outlines the general demographics of Making Cents and our current technical environment.

Locations and Staff: Our corporate office is located at 1350 Connecticut Ave NW, Suite 410, Washington, DC, 20036 USA. Thirty of our U.S.-based staff are in the Washington DC Metro area and the remaining ten are located remotely across the U.S. We also have three workers based internationally and several consultants whom we collaborate with via several cloud-based data storage and communication tools (i.e., Microsoft Teams/SharePoint).

Current Technical Environment:

- Core Hardware (i.e., servers, switches, firewalls, routers):
 - Number of Servers: 1
 - Name of Server(s): REMOTE
 - Server Role: Domain Controller (DC)
 - Server OS: Windows Server 2012 R2 Standard x64
 - *This is a Virtual Server hosted in a Datacenter*
- Switches:
 - Netgear 48-port LAN Switch Unmanaged
- Firewalls:
 - Number of Firewalls: 1
 - Firewall Make/Model: Meraki MX67
- Software Systems (i.e., email platform, security programs, other software used):
 - Email: Hosted with Microsoft Office 365
- Security and Anti-Virus:
 - Cylance Anti-Virus with OPTICS
- File Sharing:
 - OneDrive, SharePoint, and Teams
- Connectivity (Internet information):

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- ISP: Comcast
- Download: 75Mbps
- Upload: 25Mbps
- Remote Access and VPN:
 - Site-to-Site VPN from Firewall to Firewall in Datacenter for access to Domain Controller
 - Client VPN access setup through Meraki Firewall with local Meraki user access
 - Remote access to workstations through Provider remote portal
 - Email, files, etc. are all cloud based
- Applications:
 - Office 365 Suite (including OneDrive and SharePoint) - Cloud hosted and Third-party support
 - QuickBooks - On Premise and Third-party support
 - Adobe - Cloud hosted
 - Backups, Antivirus, and Remote Support Software
- Backups:
 - N-able Backup Manager
 - Cloud Hosted, 28-day retention
 - Full backup on first initial with incremental daily backups
 - Backup of entire file system and system state
- Remote Support Software:
 - ConnectWise Automate and Screen Connect Client
- Workstations and other Devices:
 - 66 computers we are monitoring in our management system
 - Mix of Lenovo and Dell laptops and desktop computers using Windows 10
 - HP Printers and Brother Printer
 - UniFi Access Point (UAP-AC-Pro)
 - SnapAV WattBox

Service Requirements

As part of this RFP, Making Cents has requirements for the following services. We realize that not every MSP will be able to provide all the services listed below, but we encourage you to respond regardless and identify which services you can provide.

System Management and Compliance

- **Help Desk Support**
- **Compliance** – Should use systems that comply with rules and regulations as provided by relevant governing organizations as identified by regulatory or grant based requirements including experience with compliance with Section 889 of the National Defense Authorization Act (NDAA).
- **Server and Network System Monitoring**
- **Patch Management Services & Preventative Maintenance**
- **Business Continuity and Disaster Recovery**
- **Remote Backup**
- **Email System Management** - Management and administration of Making Cents International, Inc. email system for all users.
- **Antivirus, AntiSpam, and Antispyware Protection** – Solutions to defend against security threats including phishing, malware, spam, and viruses.
- **On-Site Support** –The ability to deploy onsite resources to assist in issues that cannot be resolved through remote access to in-house systems.

- **Networking Support** - Proactive management and monitoring of our switches, firewalls, routers and Wi-Fi systems, and other networking equipment as identified by Making Cents International, Inc.
- **Security Systems Monitoring** – Proactive monitoring and management of Making Cents International’s security systems, including firewalls, intrusion prevention, secure remote access, and any implementations of advanced security solutions Making Cents International, Inc. may utilize.
- **Hosting** - Offer services relative to hosting or co-location of equipment, either directly or through partners.
- **Onboarding and Offboarding Staff** - Process and procedure in place to onboard or offboard team members from company IT platforms in a timely and efficient manner.

Hardware

- **Warranty and Asset Inventory Management** – Ability to maintain a hardware and asset inventory that includes desktops, laptops, servers, printers and scanners, fax machines, and notify Making Cents International, Inc. of any potential service or warranty issues. Should also assist with managing the lifecycle of Making Cents International, Inc. devices and maintain an equipment inventory to ensure our systems are always current.
- **Software Licensing Control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation.
- **Desktop and Laptop Support** - Ability to support existing and future desktop and laptop hardware.
- **Printers, Copiers, and Scanners** - Ability to support existing printers, copiers, and scanner related network-printing issues.
- **Desktop Software Standardization and Software Licensing and Upgrades** – Processes for identifying standardization and management of desktop images and ensuring that staff is using current products as well as current OS and browser versions.
- **Lifecycle Management of Hardware Units** – Processes for end-of-life notification, replacement, and asset decommissioning and disposal.
- **Break Fixes and Installation** – Should offer planned and on-call break or fix services, including emergency response to server issues.
- **Move, Add, Change (MAC)** – Can assist with any changes to the location, configuration of existing equipment or software, and installation of additional equipment or software as needed.

Strategy and Project Based Needs

- **Reporting** – The ability to provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.
- **Technology Strategy Planning** – Can work with current IT staff to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
- **Account Management** – Ability to offer an internal escalation process in tandem with Making Cents International, Inc. to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered.
- **Project Management** – Ability to offer project management and technical engineering resources to assist with technical projects as identified by the MSP or Making Cents International, Inc.
- **Solution Design** – Ability to provide solution packages (e.g., hardware, software, or licensing) and associated consolidation of data.
- **Service Levels** – Identify service level agreements or objectives and report back regularly to Making Cents International, Inc. on their ability to meet these agreements or objectives.

- **IT Policy Review and Development** – Able to assist in the development of customized policies related to the use of technology.
- **Scalability** – Able to offer a model where scaling up or down from a systems and cost perspective is simple and nimble.
- **Multi-Factor Authentication (MFA)** – Able to provide and manage a Multi-Factor Authentication (MFA) solution to provide an easy-to-use method to verify user identities at login and to protect logins with multi-factor authentication.
- **End-User Security Awareness Training** – Should offer Security Awareness Training to teach Making Cents International, Inc. staff and employees about current threats, terms, standards, and compliance to help them avoid a security incident.
- **Vulnerability Testing** - Should offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of Making Cents International, Inc. business network.
- **Managed SOC-as-a-Service** - Should offer Managed SOC-as-a-Service to monitor Making Cents International, Inc. environment and ensure proactive detection and response to threats, intrusions, and attacks.

References

Provide the names and contact information for three clients similar to Making Cents in size and scope.

Response Process

Notification of Intent to Respond and Clarifying Questions

Please indicate your intention to respond to this RFP by email to the Primary RFP Contact listed below by the Intent to Respond and Questions due date outlined in the Key Dates section. In addition, please provide the contact details of the individual responsible for coordinating your RFP response.

Primary RFP Contact

Please direct all inquiries regarding this RFP to:

Michael McRae
 Operations Manager
 Making Cents International, Inc.
 Email: michael@makingcents.com

Response Delivery Instructions

Making Cents requires responses to this request for a proposal to be delivered in writing. You may attach documentation to support your answers, if necessary.

Please submit all responses via electronic delivery no later than **5 p.m. ET on November 3, 2021**, to:

Michael McRae
 Operations Manager
 Making Cents International, Inc.
 Email: michael@makingcents.com

Please provide a short proposal document (no more than ten pages), pricing breakdown, and a version of any master services agreement or other contract that would be utilized if chosen.

Selection Criteria and Process

Selection Criteria

Making Cents International, Inc. will evaluate the responses based on multiple criteria and will select the best

overall solution to fit its needs. Making Cents International, Inc. is not obligated to select the lowest priced bidder. All responses will be evaluated in the following areas:

- Completeness of solution
- Expertise and experience
- Demonstrated customer service quality and support
- Vendor strength and stability
- Reporting capabilities
- Price of Services

Selection Process

All responses will be evaluated and included in the following process:

- Review and scoring of the responses, as well as clarification of information as deemed necessary by the evaluation team.
- Identification of 2–3 final candidates to conduct in-depth review of capabilities, including Zoom interviews and presentations.
- Conducting reference calls as deemed appropriate by the evaluation team.

Key Dates:

Task	Completion Date
RFP Distributed to MSPs	October 14, 2021
Intent to Respond & Questions Due from MSPs	October 20, 2021
Responses Due from MSPs	November 3, 2021
Response Analysis / Finalists Selection	November 10, 2021
MSP Selection / Award Contract	November 22, 2021
MSP "Go Live"	January, 2021