The Hunt Institute
4000 Centregreen Way
Suite 301
Cary NC, 27513

REQUEST FOR PROPOSAL (RFP) FOR IT SERVICES

Issued By: James B. Hunt Institute for Educational Leadership & Policy Foundation Inc
RFP Release Date: 4/4/2025
Proposal Due Date: 4/21/2025
Contract Duration: one to three-year agreement (with a 30-day termination clause)
Budget: Not to exceed $80,000 per year

1. INTRODUCTION

The Hunt Institute is soliciting proposals from qualified IT service providers to deliver comprehensive IT support, security, and technology consulting services. The selected vendor will be responsible for maintaining and improving our IT infrastructure, ensuring system security, and providing high-quality support to our organization.

2. BACKGROUND ON THE HUNT INSTITUTE

The Hunt Institute is a 501(c)(3) organization. The mission of The Hunt Institute is to provide unbiased research, technical expertise, and learning opportunities that equip and empower educators and policymakers to drive equitable reforms and become audacious champions for education.

Office location: 4000 Centregreen Way, Suite 301, Cary, North Carolina 27513

Number of Employees: Up to 50

Number of Remote Employees: 0

2.1. CURRENT TECHNICAL ENVIRONMENT:

Core Hardware [Servers, switches, firewalls, routers, etc.]
4 Switches, Routers for Wi-Fi, 2 cable modems, 2 Firewalls, and 4 access points.

Software Systems [Email platform, security programs, other software used.]
Microsoft 365, Business Standard, Proof Point, Monday.com, Adobe, Zoom, Rippling, and Sage (Rippling and Sage administrated in-house). MailChimp, Quorum, Bluehost, Buzz Sprout, CPRL Impact Tracker, Guidebook, Spectrum, and LinkedIn.

Connectivity [Internet information]
Spectrum 50/50 MBPS- 2, Static IP address.

Remote Access / VPN
Yes

Applications
None on premises.

Backups, Antivirus and Remote Support Software
Azure; Full cloud infrastructure and backups. Microsoft Defender/Excel Micro Professional Anti-Spam Filter. CloudStrike antivirus.

Workstations and other devices
Laptops; approximately 60, Printers; 3 commercial, 5 HP in office, 50 Monitors, and Docking stations.

2.2. CONFIDENTIALITY STATEMENT

All information included in this RFP is considered confidential and intended only for use by responders.

3. SCOPE OF WORK

The selected IT service provider will be responsible for the following services:

A. Centralized Services

- Patch Management
- 3rd Party Software Updates
- Monitoring and Alerting
- User Security Training
- Vulnerability Scanning
- Endpoint Detection and Response
- Hardware Procurement, Asset Management, and Networking/Server Management.

B. Customer Support

- Unlimited Help Desk Services
- "How-To" Questions and User Guidance
- Vendor Management

C. Systems Administration

- Proactive On-Site Visits, at no additional travel costs.
- Disaster Recovery Audit
- Reactive Ticket Analysis
- IT Standards Audit
- Documentation Audit

D. Technology Consulting

- Technology Steering Meetings
- IT Budgeting Support
- Strategic IT Guidance
- IT Planning and Roadmap Development

4. MINIMUM QUALIFICATIONS

Vendors must meet the following criteria:

- Minimum of 5 years of experience providing IT services to non-profits or similar organizations.
- Proven track record in cybersecurity, IT management, and cloud solutions.
- Ability to provide remote and onsite support as needed.
- Compliance with data security regulations and industry best practices.

5. PROPOSAL REQUIREMENTS

Interested vendors should submit a proposal that includes:

- **Company Overview:** Background, experience, and qualifications.
- **Approach & Methodology:** How the vendor will meet the service requirements.
- **Team Composition:** Resumes of key personnel involved in service delivery.
- **References:** At least three references from organizations with similar IT needs.
- **Pricing Structure:** Detailed breakdown of costs per user within the $80,000/year budget to include any additional fees beyond the fixed rates that could include onboarding costs or after-hour support costs,
- **Service Level Agreements (SLAs):** Expected response and resolution times.

6. SELECTION CRITERIA

Proposals will be evaluated based on:

- Experience and qualifications (30%)
- Service approach and methodology (25%)
- Cost-effectiveness (20%)
- Customer references and track record (15%)
- Compliance with security and industry standards (10%)

7. SUBMISSION INSTRUCTIONS

- **Deadline:** Proposals must be submitted by 3/28/2025.
- **Submission Method:** Email proposals to PChandna@Hunt-Institute.org or mail to The Hunt Institute, 4000 Centregreen Way, Ste 301, Cary NC 27513.
- **Contact Person:** For any inquiries contact Parmod Chandna, Chief Operating Officer, PChandna@Hunt-Institute.org.

We appreciate your interest in working with The Hunt Institute and look forward to reviewing your proposal.

Sincerely,
Parmod Chandna
Chief Operating Officer
The Hunt Institute
PChandna@Hunt-Institute.org