

TOTAL ACTION FOR PROGRESS (TAP)

Request for Proposals for IT Services

TAP RFP No. IT-2016-04

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REQUEST FOR PROPOSALS

TAP RFP NO. IT-2026

RFP CONTACT

The Information Technology department of Total Action for Progress is the issuer of this RFP, as well as all subsequent addenda (if any) to this RFP. Inquiries regarding this RFP should be directed in writing to:

Aaron Fallon
Vice President of Planning & Resource Development
Total Action for Progress IT Department
Email: aaron.fallon@tapintohope.org

Please use the subject of “IT Services RFP Question” so the email stands out from others.

PURPOSE OF REQUEST FOR PROPOSALS

Total Action for Progress (TAP) is seeking comprehensive managed infrastructure and network services. The winning vendor will provide 24/7 hardware (server, desktop/laptop), network, and software support and monitoring, helpdesk, back-ups, remote access and on-site support, email maintenance and support, inventory control and management (hardware and software), security, and disaster recovery. To accomplish this, TAP expects that the winning vendor will be able to work effectively with other TAP vendors (such as proprietary software vendors, wireless service provider, and internet service providers) to make the IT system a seamless process to the end user.

TAP also expects that the winning vendor will assist management with long-term planning to keep systems current and functional in the most cost-effective manner possible.

The overall goal of this RFP is to procure long-term, comprehensive, reliable, timely, proactive IT management and support that will allow TAP to function efficiently.

TAP reserves the right to cancel the RFP at any time before award of a new contract and continue under its existing provider.

If a contract is awarded under this RFP, TAP anticipates that the contract will be for a one-year period (July 1, 2026–June 30, 2027) with TAP having the option to unilaterally renew the contract on a yearly basis for up to an additional two (2) years (through June 2029).

SPECIFICATIONS/SCOPE OF WORK

TAP's Background and Current Environment

Total Action for Progress (TAP) is a private, nonprofit community action agency founded in 1965 as part of President Johnson's War on Poverty. Community action agencies work with communities and people in poverty to find innovative solutions to the problems of homelessness, lack of education and income, domestic violence, childcare, early childhood education, reentry into society after incarceration, workforce development, and lack of business opportunity for low-income entrepreneurs. All of these contribute to poverty; addressing one of them individually rarely enables a person to overcome poverty. A holistic, multi-service approach to addressing poverty and its causes has proven to be effective.

TAP's traditional service area includes six counties (Alleghany, Bath, Botetourt, Craig, Roanoke, and Rockbridge) and five cities (Buena Vista, Covington, Lexington, Roanoke, and Salem), although some of its programs' service areas go beyond these traditional boundaries, stretching farther south into the New River Valley and east into Lynchburg. In a typical operating year, TAP has between 200 and 300 employees (a mixture of part-time and full-time), and up to 380 devices on its network, and an IT budget of roughly \$330,000. **(Please note: the IT budget does not include those services that components or programs may pay for directly.)**

TAP's normal business hours are from 8:30 a.m. to 5:00 p.m., although there are some sites that operate outside of those hours (e.g. Head Start centers). Any services described in this RFP should be available during normal business hours (whether in-person or remotely) with on-call support available outside of those hours.

The Managed Service Provider is expected to maintain the agency's data-infrastructure (hardware and software) minimizing the impact on operations, including cloud and/or on-premises storage. This may require scheduling outages at lower usage periods (e.g., nights or weekends). This should be part of the base service and not incur any additional (e.g., overtime) costs.

The objectives of these Managed Services are to:

- ☐ Maintain core tools and workflow (Microsoft 365, Adobe, VOIP, etc.) improve productivity, facilitate seamless integration with corporate applications and improve information exchange within the organization and with external service providers;
- ☐ Establish and support a reliable and secure infrastructure built on up-to-date hardware devices, networks and software products capable of meeting IT needs of the organization locally and in the field;
- ☐ Implement IP-based phone replacement plan (Voice Over Internet Protocol, or comparable)
- ☐ Rationalize and simplify the IT infrastructure by providing services from cloud-based providers, where possible and desirable, and introduce remote support and management necessary for consolidated and cost-effective and efficient management, service delivery and support;
- ☐ Improve IT services across the organization by ensuring effective support for staff mobility and increased use of mobile devices;
- ☐ Introduce new value-added services and pave the way for IT-supported innovation

and modernization.

The scope of these services is to:

- Replace aging Desktop and Laptop Computers at TAP's headquarters and the outlying office locations;
- Upgrade Field Office LANs through the use of standardized internet, network and wireless access point (and corresponding management capabilities) to create fully managed LANs, where necessary;
- Deploy industry standard desktop, server and network management, virtualization, service, asset and remote management software tools where appropriate;
- Review and, as appropriate, rationalize the use of ISP services, routing and switching to create a streamlined, robust and effective corporate network focused on web-enabled capabilities;
- Incorporate technologies for data backup, disaster recovery, and business continuity in the design and implementation of infrastructure and services;
- Ensure that future systems and infrastructure will support existing and planned enterprise applications
- Review security risks and vulnerabilities and ensure that the emerging infrastructure is capable of supporting robust security management;
- Manage and support an integrated authentication/authorization for the entire organization (Active Directory)
- Identify and propose the development of policies and standards required for the effective management of the infrastructure.

TIMELINE

Following is the tentative timeline for the selection process:

RFP released	May 27, 2026
Deadline for RFP responses	June 12, 2026
Meetings/Calls with responders	June 15-19, 2026
Vendor ranking and selection	June 25, 2026

INSTRUCTIONS TO PROPOSERS

1. Firms responding to this RFP must submit their proposals in the overall format as outlined in this solicitation.
2. **All proposals are due by 3:00 p.m. EST on Friday, June 12, 2026.** Completed proposals should be emailed as a PDF to Aaron Fallon, Vice President of Planning & Resource Development, at aaron.fallon@tapintohope.org. **Please use the subject "IT-2026 Response" so the email stands out from the others.** Proposals received after the deadline will not be considered. No respondent may modify or correct its proposal at any time after the proposal due date, except in direct response to a request from TAP for clarification.
3. Questions and requests for clarification must be submitted by email to aaron.fallon@tapintohope.org on or before 12:00 PM EDT on **Friday, June 5, 2026**. Responses to questions and responses to requests for clarification will be provided in the form of an addendum to this RFP that will be uploaded to the website link at <https://www.tapintohope.org/IT-managed-services-rfp>. **Please use the subject of "IT Services RFP Question" so the email stands out from others.** Questions or requests for clarification received after 12:00 PM EDT on Tuesday, June 9th, will not be included in the addendum and will therefore not be answered.
4. Proposals must be dated and signed by a duly authorized official or officer of the responder, with that person's name and title clearly identified. (Electronic signatures are acceptable.) All the proposal contents and fees must be guaranteed for ninety (90) days from the proposal date.
5. The content of all proposals must conform to the following:
 - ☐ Proposers must respond to the questions in the order presented.
 - ☐ Proposers may provide additional supporting documentation pertinent to clarification of the proposal.
6. TAP reserves the right to:
 - ☐ Reject any and all proposals received as a result of this RFP.
 - ☐ Adopt all or any part of the respondent's proposal.
 - ☐ Negotiate changes in the scope of work or services to be provided.
 - ☐ Withhold the award of contract.
 - ☐ Select the respondent it deems to be most qualified to fulfill TAP's needs. The proposer with the lowest cost will not necessarily be the one most qualified, since a

number of factors other than price are important in the determination of the most acceptable proposal.

7. The selected respondent will be required to assume responsibility for all goods and services offered in the proposal, whether or not the responder produces them. Further, the selected respondent shall be the sole point of contact and responsibility with regard to all contractual matters, including payment of any and all charges resulting from the contract. The selected respondent shall not assign or transfer any interest in the contract without prior written consent of TAP.
8. All expenses related to responding to this RFP, including but not limited to, preparing, submitting, and presenting a proposal; attending meetings/calls in relation to this RFP; site visit expenses; and all travel, dining, lodging, and communication expenses will be borne by the responder. TAP assumes no liability for any costs incurred by a responder in responding to this RFP.

All expenses of the successful responder relating to conducting contract negotiations, including but not limited to, drafting, research, legal review, preparation, attending meetings, site visits, travel, dining, lodging, and communication expenses will be borne by the responder. TAP assumes no liability for any costs incurred by a responder relating to contract negotiations.

Responder will not bill TAP for any expense that was incurred prior to the time that the contract is signed by all parties.

9. All proposals and other materials submitted shall become the property of TAP.
10. No reports, information, or data given to or prepared by the selected proposer shall be made available to any individual or organization by a respondent or the selected respondent without prior written approval by TAP.
11. Changes made to the RFP documents (if any) shall be through written addenda and furnished to all proposers by upload to the website link at: <https://www.tapintohope.org/IT-managed-services-rfp>. Verbal information obtained otherwise will not be considered in awarding the proposal.
12. The selected responder may be required to enter into a written contract with TAP on TAP's approved form. All information contained within this RFP and acceptable provisions of the proposer's response will be attached to and made part of the executed contract.
13. The proposals will be reviewed by a selection committee. The committee may request additional information from respondents or request personal interviews with one or more respondents. Final evaluation may be based on, but not limited to, any or all of the following:
 - ☐ Information presented in the proposal
 - ☐ Ability of the respondent to provide quality and timely products and services
 - ☐ Qualifications and experience of the respondent
 - ☐ Reference checks
 - ☐ Personal interview
 - ☐ Total cost

- ☐ Proposed timelines
- ☐ Any value-adds included at no additional price
- ☐ Any options presented for consideration

14. TAP is an equal opportunity employer. Businesses owned and operated by minorities or women are encouraged to submit proposals. Respondents to whom a contract is awarded shall not discriminate on the basis of age, race, gender, gender identity, color, national origin, creed, or disability.

15. **Contract Termination with Cause:** TAP shall have the right at any time and at all times to terminate this contract for cause. It is agreed that the violation by the awarded vendor of any covenant or provision contained in this contract, or the failure or refusal of the awarded vendor to abide or carry out any covenants or provision of this contract, shall constitute sufficient cause for which TAP may terminate the contract. In the event TAP elects to terminate the contract for cause, TAP shall notify the awarded vendor in writing and shall specify the cause for the termination and the date that the termination will be effective. The awarded vendor will have no further rights and TAP will have no further obligation to the awarded vendor, pursuant to this contract, subsequent to the date that the contract is terminated for cause as aforementioned by TAP.

16. **Contract Termination without Cause:** TAP shall have the right at any time and at all times to terminate this contract without cause, upon written notice of such termination not less than 90 days prior to the date that termination will be effective. Such right to terminate the contract without cause is hereby reserved by and to TAP. In the event that TAP shall elect to terminate this contract without cause, TAP shall notify the awarded vendor in writing and will specify the date (not earlier than 90 days after the date of delivery or written notice by TAP to the awarded vendor) on which this contract will terminate. Upon receipt of written notice, the awarded vendor agrees to abide and perform all covenants and provisions of this contract until the date of termination specified in the written notice of termination. The awarded vendor shall have no further rights, and TAP shall have no further obligation to the awarded contractor, subsequent to the date of termination of this contract as specified in the written notice.

17. **Communications:** Contractor must provide a way to receive direct communications from TAP.

PROPOSAL ORGANIZATION AND FORMAT

The proposal and scope of the documentation should contain the following in order:

1. COVER PAGE WITH CONTACT INFORMATION

- ☐ A cover page with the company name, contact name, phone number, and email address; physical address; mailing address (if different from physical address); and website address.

2. TABLE OF CONTENTS

- ☐ Please clearly outline and identify the material and responses by page number. Outline in sequential order the major areas of the proposal, including enclosures. All pages must be sequentially numbered and correspond to the table of contents.
- ☐ Please place each item listed in the table of contents on separate pages (i.e., the cover letter page should only contain that—if it takes 1.5 pages, then start the next section on a new page).

3. COVER LETTER

- ☐ Provide a cover letter indicating the responder's understanding of the requirements/scope of services of this specific proposal. The letter must be a brief formal letter from the responder that provides information regarding the firm's interest in and ability to perform the requirements of this RFP. A person who is authorized to commit the proposer's organization to perform the services included in the proposal must sign the letter.

4. EXECUTIVE SUMMARY

- ☐ Provide a high-level synopsis of the vendor responses to the RFP. The Executive Summary should be a brief overview of the engagement and should identify the main features and benefits of the proposed work.

5. INFORMATION ABOUT THE RESPONDER COMPANY

- ☐ Provide contact information for the principal individual(s) to be contacted regarding the information submitted in the response to this RFP.
- ☐ Summarize the qualifications of the firm: provide a brief history of the company.
 - How long have you been in business? How long have you been providing managed IT services?
 - Are you a private or publicly traded company? Provide evidence of your company's financial stability and longevity.
 - How many current business clients of TAP's size (200+ employees) or larger do you have? Are any of them human service, social service, or non-profit agencies?
 - Describe what differentiates you from your competitors.
 - Please indicate any planned mergers or acquisitions.
 - Please indicate if the company is currently in or about to start bankruptcy proceedings.
 - Include biographies and relevant experience of key staff and management personnel. Describe the qualifications and relevant experience of the types of

staff that would be assigned to this project by providing biographies for those staff members.

6. DETAILED RESPONSE

- ☐ This section must include the following information:
 - Describe the proposal's compliance with the specifications described in the "Proposal Requirements" section of this RFP.
 - A specific point-by-point response to each requirement of this RFP (including all addenda to this RFP), in the order the requirement is listed in this RFP. A response to this RFP that fails to clearly respond to, and agree to comply with, each requirement of this RFP may be determined to be non-responsive and invalid.
 - Responder may provide an alternative for TAP to consider. Indicate any exceptions to the scope of services of the RFP.

7. CLIENT REFERENCES

- ☐ Provide a list of at least three (3) unique client references. Ideally, these references would represent human service or social services companies with a similar number of users and devices on the network; however, if the responder has not worked with social service or human service agencies before, then it should provide references from companies of similar size and with similar numbers of users and devices on the network.

8. CERTIFICATION AND RESPONSE TO TERMS AND CONDITIONS

- ☐ Responder shall indicate its agreement to the specified terms and conditions.
- ☐ Responder must certify that neither the responder nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction of contract by governmental entity. If the responder cannot make this certification, the responder shall include a written statement indicating why the responder cannot make this certification.

9. PRICING

- ☐ Provide a fee breakdown based on your pricing model.
 - What is the pricing model? Fixed fee, hourly rate, hybrid, other?
 - What services are included in the pricing? Specifically address the following (and feel free to include anything not included on this list):
 - On-site time
 - Helpdesk support
 - After-hours support
 - Travel time
 - Vendor management
 - Regular in-person business review
 - Training
 - Regular reporting on system health in business terms
 - Response to major system problems or outages
 - Project planning not covered under support contract
 - Project work not included under regular support contract
- ☐ Ensure that the services meet the minimum specifications described in the RFP. Respondents are encouraged to provide their best financial incentives with the initial

proposal, since TAP reserves the right to award a contract based on initial proposals without further discussion or negotiation.

- ☐ Please use tables or bullets to completely outline pricing information requested in an easy-to-read format.

10. APPENDICES

- ☐ Include sample reports here (as described in the “Management and Deliverables” subsection of the “Proposal Requirements” section).
- ☐ The remaining content of this section is left to the respondent’s discretion, however, some suggestions for this section include:
 - Material too long to incorporate into the proposal (case studies, images, etc.) may be included in here and referenced in the proposal itself.
 - Information not specifically requested in the RFP, such as brochures, prepared marketing materials, etc. that the responder would like to include.
 - Materials that will be helpful to TAP in understanding the services provided for the specific contract.

11. OTHER REQUIREMENTS

- ☐ The responder’s name must appear on each page of the proposal.
- ☐ Erasures, cross-outs, alterations, corrections, or other changes must be initialed by the person who signs the proposal.

PROPOSAL REQUIREMENTS

The company awarded this RFP will work the Vice President of Planning & Resource Development to provide a seamlessly integrated system of support for all IT services.

Include a detailed description of each major type of work being requested of the vendor. All information that is provided will be held in strict confidence. The proposal should address each of the following:

Approach and Methodology

Respondents should review the “Services Required” section in Appendix A - Scope of Services, as well as the requirements listed below. Please describe:

- ☐ The respondent’s overall support strategy or philosophy
- ☐ The approach(es) the respondent will take to carry out the work tasks or objectives
- ☐ Assumptions (e.g., requirements, risks, and expectations) used to develop responses to this proposal

Management and Deliverables

Include descriptions of any reports used to summarize and provide detailed information for managed services customers. Include sample reports as attachments to the proposal to provide an example of the types of reports that can/will be provided for this engagement.

- ☐ Evidence that you understand TAP, including an understanding of working within significant budgetary constraints.
- ☐ Evidence of ability to deliver on time and on budget to an agency that covers urban, suburban, and rural territories.

Managed Services

Please provide descriptions of the following:

- ☐ Describe your Service Level Agreements (SLAs)
- ☐ TAP’s hours of operation are primarily 8:30 a.m. to 5:00 p.m. Monday through Friday. However, some of TAP’s programs provide services before and after normal hours of operation. In addition, many of TAP’s executives work remotely over the weekends or travel for business. Describe the support model for all hours of operation.
- ☐ Describe your emergency support options.
- ☐ Indicate whether your support model is all-inclusive. If not, what is not included?
- ☐ Describe whether in-person response, review, and other contact rotates among support staff.
- ☐ What kind of server support do you provide? Describe the tools you have available to monitor the health of servers, including, but not limited to: virus protection and

periodic security audits, including notification of suspected breaches of security to the TAP Administration are required.

- ☐ What kinds of network and engineering support do you provide?
- ☐ What kinds of desktop, laptop, and helpdesk support do you provide?
 - Describe the way(s) in which clients can submit helpdesk tickets to you. Is it limited to a quota of calls, emails, etc.?
 - Indicate your helpdesk hours. If they do not cover all our hours of operations, please describe what coverage will be provided for those hours outside of your help desk hours.
 - Who can submit helpdesk requests?
 - Is helpdesk staff local? If not, where are they located?
 - What is your average response time and problem resolution time?
 - Are helpdesk staff employees of the support company or sub- contracted?
 - Are helpdesk staff full-time?
 - What is the skill/certification level of first-level helpdesk staff?
 - What happens if the helpdesk cannot resolve the problem?
- ☐ What kind of vendor management or support do you provide?
- ☐ Do you provide other types of user support not described above?
- ☐ How do you ensure the security of equipment and data?
- ☐ What kind of support would you provide for IT disaster plan recovery operations/business continuity plans?
- ☐ What kinds of reports can you generate for TAP Management?
- ☐ What kinds of assistance can you provide with development of any additions or revisions to TAP IT policies and procedures?
- ☐ Describe the process by which you would complete a yearly review and assessment of the system architecture and equipment efficiency, recommendations for improving routine support criteria and eliminating emergency maintenance, including the tools available to you to help with this task, and how you would present your recommendations to TAP's Vice President of Planning & Resource Development. **This yearly assessment will be due by March 30 each year that the contract is in force to allow for optimal budget planning for the upcoming fiscal year.**
- ☐ Is training provided? Is it part of the "package," or costed separately? If separately, please provide cost information and provide information about what kind of training you provide.
- ☐ In what instances would we incur extra costs? For example, what requests would fall outside of the normal scope of services covered by your usual managed services contract agreement?
- ☐ Describe your plan for ensuring compliance with the information security standards. Also, please describe your experience working within HIPAA, CIPA, NRS 603A and other information security standards compliance environments.
- ☐ Explain your process for handling special requests or projects from your clients.
- ☐ Describe your experience with non-profit or human services agencies.
- ☐ Describe you company's onboarding plan.

Other considerations

Greater consideration will be given to a response that:

- ☐ Provides a local representative (within the Roanoke Valley) who is the single point of contact for most account matters.

Additional Requirements

The following generic requirements apply to all aspects of Infrastructure Development, Support, and Maintenance.

Business Continuity

The Managed Services Provider is expected to follow the Business Continuity processes as per guidelines and requirements defined by TAP. Any process defined for the delivery of services shall conform to the relevant TAP BCP processes and approved by TAP.

The Managed Services Provider shall provide a single point of contact for all matters related to Business Continuity services.

The Managed Services Provider shall provide Business Continuity Management and be responsible for:

- ☐ Ensuring that Business Continuity (BC) and Disaster Recovery (DR) Plan integrate with business continuity plans across TAP and, if required, other pertinent organizations.
- ☐ Ensuring that appropriate business continuity and disaster recovery plans for all Managed Services Provider processes, infrastructure and systems required to ensure that Service Levels are met.
- ☐ Ensuring that all BC and DR plans are reviewed and agreed upon at least annually with TAP.
- ☐ Ensuring that all BC and DR arrangements are tested to standards agreed with TAP at least annually.

The Managed Services Provider shall provide results of BC and DR tests and status of proposed or agreed changes arising from these to TAP.

Policy and Standards

The Managed Services Provider shall provide TAP with a single point of contact (SPOC) for all Contract Management matters, and a clear escalation path on all services provided.

The Managed Services Provider shall provide TAP with a Reporting process, highlighting key individual responsibilities, dependencies, and escalation path. The Managed Services Provider shall advise of any change to the Management Structure through the life of the Contract.

If necessary, the Managed Services Provider shall, jointly with TAP, draft Service Levels for new areas of service prior to implementation and for proposed changes to existing Service Levels.

For Projects awarded to the Managed Services Provider:

- ☐ The Managed Services Provider shall manage the Project using an agreed and recognized project management methodology.
- ☐ The Managed Services Provider shall provide product descriptions during the planning cycle for all products to be produced in line with agreed project management methodology.

Annual Review

The Managed Services Provider shall cooperate with TAP for the production of annual review reporting, which shall be available no later than 4 weeks after the end of the annual anniversary of the contract award date.

The annual review shall include all reporting elements of the Service Management processes including but not limited to:

- ☐ Managed Services Provider's overview of the reporting year, e.g. key service improvements, cost savings, delivery of particular services or applications, SLA performance, benefits delivered to customers, major changes, and upgrades.
- ☐ Financial overview of the reporting year, to include all key financial Key Performance indicators summarized for the year including network and desktop costs through the year as appropriate, savings achieved over previous year, etc.
- ☐ Service Overview of the reporting year to include summaries of:
 - Performance Monitoring;
 - Capacity Management;
 - Availability Management;
 - Incident Management;
 - Problem Management; and
 - Configuration, Asset and Inventory Management.
- ☐ Key projects and new services delivered in the year;
- ☐ Innovation and solutions presented to TAP;
- ☐ Project Performance summary.

Monthly Report

The Managed Services Provider shall cooperate with TAP for the production of a monthly service report to be available no later than 15 working days after the first working day of the month.

The monthly report shall be concise and in readable electronic format.

The details of the monthly service management report would likely include (please specify if not included, or if additional information is suggested)

- ☐ RAG (Red, Amber, Green) status of all contract areas;
- ☐ Performance against SLAs (or provider's measurement of service);
- ☐ Major incidents;
- ☐ Business and service improvement plans;
- ☐ Configuration management changes;
- ☐ Preventative maintenance report;
- ☐ Changes to Assets and inventories;
- ☐ Networks and Applications availability; and
- ☐ Security issues report.

Project and Development Performance

The Managed Services Provider shall provide regular performance monitoring reports (frequency to be agreed) on infrastructure service development and maintenance productivity, timeliness of delivery of projects / releases, software quality, reliability of estimates and reasons for variations between estimates and actuals.

Ad hoc reports

As requested by TAP, the Managed Services Provider shall produce ad-hoc service or financial reports within a timescale of up to two days for any of the contracted Services.

Access to Infrastructure

TAP will provide access to all Production and non-Production environments for all IT infrastructure within the scope of this RFP. When working from remote sites (off-site support) the Managed Services Provider will ensure that adequate security is in place to safeguard TAP infrastructure and data. This will include, amongst others, ensuring that all remote access is done via VPN or other secure protocols.

If, for ease of support and maintenance, the Managed Services Provider needs to replicate locally any infrastructure components, they will ensure that this is done in an isolated and dedicated container logically and physically separated from any in-house equipment. The Managed Services Provider must request and obtain TAP's permission beforehand.

License and asset management

For all work performed from TAP's premises, TAP will provide standard office facilities to support and maintain the infrastructure.

For all work performed remotely by the Managed Services Provider from their own premises (off-site), the Contactor will be responsible to provide desktop support, communications links with adequate bandwidth, and all software and hardware necessary to support the TAP infrastructure. This includes any TAP infrastructure that the Contractor replicates for support or development purposes.

As described under the specific service descriptions, the Managed Service Provider is expected to maintain the asset register for all TAP assets under its mandate.

TAP will maintain control and ownership of all software licenses and the relationship with the

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respective software vendors.

Vendor management

The Managed Service Provider will be expected to manage the day-to-day relationship with suppliers and the underpinning contracts for support and maintenance of software and hardware under their control. This will include:

- ☐ Coordination with vendors for support services.
- ☐ Logging and monitoring incidents and problems with OEM suppliers.
- ☐ Escalation of incidents and problems as required ensuring speedy resolution or the provision of an acceptable work-around pending resolution.
- ☐ Managing any assets sent for repair or replacement-
- ☐ Periodic review, with TAP, of the vendor's performance against the SLAs in the underpinning contracts.

The Managed Service Provider may be asked to participate in contract and SLA negotiation but the primary responsibility will remain with TAP.

AWARD OF CONTRACT

Selection shall be made of one or more responders deemed to be fully qualified and best suited among those submitting proposals. Negotiations and interviews may be conducted with one or more qualified respondents so selected. After negotiations have been conducted with each respondent so selected, TAP shall select the respondent that, in its opinion, has made the best proposal, and shall award the contract to that respondent.

Should TAP, at its sole discretion, determine that only one respondent is fully qualified, or that one respondent is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that respondent.

The award shall be in the form of a predictable, fixed price contract for services. If there is variability in pricing, clear breakdown should be provided for the costs of support based upon number of users, number of devices, or similar quantitative measure. Variation (overage) in pricing should be clearly spelled out in advance and reviewed on a monthly billing basis, with the expectation that overages or variation in billing is approved by TAP prior to services being rendered. Likewise, if there is a decrease in support needs (reduction in users, devices, etc.) this should be measured and credited on the same monthly billing cycle. The award document will be a contract incorporating by reference all the requirements, terms, and conditions in this solicitation and the contractor's proposal as negotiated. Terms should be priced for the initial year, with annual renewal options for up to 2 years beyond the initial contract.

TERMS AND CONDITIONS

1. All participating respondents, by their signature, agree to comply with all of the conditions, requirements, and instructions in this RFP as stated or implied herein.

Should TAP omit anything from this document that is necessary to a clear understanding of the work, or should it appear that various instructions are in conflict, then the respondent shall secure written instructions from the RFP contact at least 48 hours prior to the time and date that the responses are due.

2. The respondent warrants that all equipment will conform within applicable specifications, samples, and/or other descriptions given to TAP, and that they will be free from defects. Without limitation of any rights that TAP may have at law or in equity, goods that are not warranted and/or that are not in conformance with applicable specifications, samples, and/or other descriptions may be returned by TAP at the respondent's expense within a reasonable time after delivery, for either credit or replacement, as TAP directs.
3. The successful proposer shall be required to indemnify and hold TAP and its agents and employees harmless from and against all suits or actions of any kind, including workers' compensation claims, brought against them for or on account of any damages or injuries received or sustained by any parties, by or from the acts of the successful responder or its agents or employees. The successful responder shall maintain insurance for workers' compensations, and shall additionally maintain general liability insurance with limits not less than \$1,000,000 for bodily injury and \$1,000,000 for property damage. Comprehensive automotive liability insurance is also required. TAP will require the successful responder to provide a copy of its insurance coverage as part of its contract.

In addition, successful respondent must be in compliance with all city, county, and state business licensing, bonding, and insurance requirements.

4. The successful respondent shall comply with all applicable federal, state, and local laws, regulations, administrative rulings, and codes, and shall secure all necessary licenses and permits in connection with this RFP and any goods and services to be provided hereunder.
5. By submission of the proposal, the respondent certifies that the proposal has been arrived at independently and submitted without collusion with any other respondent, and that the contents of the proposal have not been communicated by the respondent, or to the respondent's knowledge and belief, by any one of its employees or agents, to any person not an employee or agent of the respondent.
6. Respondent understands that all elements of their proposal, including pricing, may be subject to FOIA (Freedom of Information Act) and that nothing contained therein is considered proprietary.
7. Venue for any legal action regarding or arising out of or related to the RFP, response to RFP, or work performed thereunder, shall be solely in the District Court in and for Roanoke City, Virginia. The transactions covered herein shall be governed by and construed in accordance with the laws of the State of Virginia.

8. TAP is exempt from sales tax. Certification of tax exemption will be issued upon request. Any appropriate taxes shall be shown as a separate item in the proposal.
9. TAP reserves the right to cancel without penalty, at any time, any awards occurring as a result of this RFP. When a date is set for the delivery of goods or the performance of work, the goods must be delivered, and/or the work must be performed, in accordance with the proposal specifications or description on or before that date, or the order to the delinquent responder may be canceled and re-awarded.

QUESTIONS

Questions and requests for clarification must be submitted by email to aaron.fallon@tapintohope.org on or before **12:00 PM EDT on Friday, June 5, 2026**. Responses to questions and responses to requests for clarification will be provided in the form of an addendum to this RFP.

MODIFICATIONS TO, OR WITHDRAWAL OF, PROPOSAL

A responder may modify or withdraw the responder's response to the RFP at any time before the closing date and time of this RFP by providing a written modification or a written statement withdrawing the proposal to Kristen Moses. Modifications and letters of withdrawal received by TAP after the closing date and time for this RFP will be rejected as invalid. The version of a response to this RFP, as it exists at the closing date and time of this RFP, will be binding on the responder.

RESTRICTIONS ON PUBLICITY

The successful responder may not, without the prior written approval of TAP, do any of the following:

- ☐ Make any announcement regarding the award of the contract relating to this RFP;
or
- ☐ Refer to TAP, or use any data, pictures, or other representation of TAP, in its advertising, marketing, or other promotional efforts.

APPENDIX A - SCOPE OF SERVICES

Services Required at all in-scope TAP locations

1. Yearly Assessment

Review of the inventory, assessment of the system architecture and equipment for efficiency, recommendations for improving routine support criteria and eliminating emergency maintenance. This yearly assessment will be due by March 30 each year that the contract is in force to allow for optimal budget planning for the upcoming fiscal year.

2. Desktop application support

Performance of basic support functions, including the installation, disposal, or relocation of PCs, laptops, printers, peripherals, and office software; diagnosis and correction of desktop application problems, configuring of PCs and laptops for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed.

3. Server and workstation administration

Management of networks and computer systems, including complex applications, databases, messaging, servers, and associated hardware, software, communications, and operating systems necessary for performance, security, reliability, and recoverability of the systems.

Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for all HD tickets for both onsite visits and telephone support development of operations and quality assurance for backup plans and procedures are being followed.

Configuration management, including changes, upgrades, patches, etc. is maintained; implementation of voice-over-internet service and equipment (i.e. headsets) and continued maintenance; management of user logins are documented; and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user.

4. Network administration services

Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices is included. Maintenance and support of wireless networks; LAN administration; and installation/de-installation and testing (as needed) of all LAN changes, whether done by a third-party or the Managed Service Provider itself.

Installation and maintenance of printers, scanners, network devices et al; analysis, routine configuration changes, and installation of patches and upgrades; coordination with vendor and/or TAP staff for cabling and/or installation of new power, data, or voice points, if needed; and alert notifications in case of equipment failure.

Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; continuous troubleshooting is required.

5. Email, security, and backup efforts

Maintenance of TAP email accounts using the agency domain, including adding, changing, and/or deleting employee accounts as requested; maintenance of virus protection programs on the servers and user computers and laptops; performance of periodic security audits, including notification of suspected security breaches to the TAP administration are required.

Configuration of TAP systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by TAP administration.

Requirements for a data backup policy, with procedures in place to handle daily, weekly, and monthly backup of the computers, data and information, email, and the like; program to restore systems and data if servers and/or computers go down is required, in addition to ensuring that staff are properly using the auto-archive function in Outlook.

6. Strategic Planning

Engineering, planning, and design services for major system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchasing and technology needs, ensuring that infrastructure and systems across TAP locations are sized appropriately to allow smooth provision of services. Install new servers, software and hardware and transfer data when required. Strategic planning, design, and installation/upgrade of core network systems. Examples include major network upgrades, provider changes, IP schema redesign, installation of “core” network devices, etc.

7. Asset Management

Asset management, including a register compiled by the managed service provider that included, either physically or logically, information on all physical hardware assets in use within the TAP IT environment. This register should include the asset owner, asset class, and other asset attributes. The managed service provider must work with TAP to periodically maintain the register and ensure it reflects up-to-date information.

Work with TAP to perform an audit of the asset register every six months to ensure the details remain up-to-date and accurate and ensure TAP has full access to the results of such audits once the results are available.

Create, document, and revise (as needed) processes for ensuring that changes to assets are performed in a controlled and logical manner that protects the accuracy of information in the asset register.

Maintain, as a component of the asset register, an audit trail of all changes in assets. The audit trail shall include information relating to planned, ongoing and completed changes. The managed service provider shall record changes in location, configuration, and usage and where the asset has been subject to a problem or incident.

The managed service provider will ensure that all information in the asset register is available to TAP and shall provide TAP a summary report on request.

The provider will ensure that all disposals are carried out in accordance with established TAP practices, are submitted to the appropriate TAP staff for approval prior to disposal, and that disposals are correctly reflected in the asset management register.

8. Special Request Services

On occasion, TAP holds meetings or events outside of its headquarters or field offices. (For example, its annual meeting was held in a church community hall this past year.) During these events, the managed service provider would be expected to provide A/V set-up and support (if not provided by event location staff).

9. Not included

The contract to be awarded does not obligate TAP to purchase computer equipment, replacement parts, hardware devices, cabling, licenses, software, et al from the successful respondent.

APPENDIX B- TAP OFFICE LOCATIONS

Theodore J. Edlich III Building (AKA 302 Building) 302 2 nd Street SW Roanoke, VA 24011	Roanoke Higher Education Center 108 N. Jefferson Street Roanoke, VA 24016
Dumas Center 108 Henry Street Roanoke, VA 24016	Maintenance Operations Center (MOC) 2121 Salem Avenue SW Roanoke, VA 24016
Domestic Violence Services 1633 Salem Avenue SW Roanoke, VA 24016	Sabrina's Place 120 Kirk Avenue Roanoke, VA 24011
Covington Office 118 S. Lexington Avenue Covington, VA 24426	Brand Hardin Simms (BHS) Head Start Center 702 Shenandoah Avenue NW Roanoke, VA 24016
Indian Village Head Start Center 1916 Wise Avenue SE Roanoke, VA 24013	Jefferson Street Head Start Center 413 N. Jefferson Street Roanoke, VA 24016
Greenvale School 627 Westwood Blvd NW Roanoke, VA 24017	Marmion Head Start Center 114 Grayson Avenue NW Roanoke, VA 24017
Raleigh Court Head Start Center 2112 Grandin Road SW Roanoke, VA 24015	Salem Head Start Center 1031 S. College Avenue Salem, VA 24153
Westside Head Start Center 1031 S. College Avenue Salem, VA 24153	Waddell (Head Start classroom) 300 Diamond Street Lexington, VA 24450
Buena Vista Head Start Center 2164 E. Midland Trail Buena Vista, VA 24416	