



Carrfour Supportive Housing

# Request for Proposals (RFP)

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## Computer Network Management and Maintenance Services

Issued by Carrfour Supportive Housing

### I. Introduction

Carrfour Supportive Housing (CSH), a leading Florida-based nonprofit committed exclusively to the development and operation of supportive housing for formerly homeless individuals and families, is soliciting proposals from qualified IT service providers for the management and maintenance of its computer network infrastructure. This includes but is not limited to cybersecurity, user support, system monitoring, and strategic technology planning.

### II. Organization Overview

Founded in 1993, Carrfour operates over 20 supportive housing communities throughout Florida. Our IT systems support over 170 staff members, including administrators, service coordinators, and property managers who require secure, efficient, and scalable technology systems.

### III. Scope of Work

#### 6. Workstation and Lab Support

The selected IT service provider must be capable of supporting Carrfour's statewide operations, including providing solutions for approximately 130 staff members who use computers across multiple administrative and residential locations. In addition, the provider will be responsible for the management, security, and maintenance of 26 resident computer labs located in Carrfour's supportive housing communities throughout Florida. These labs typically contain 2 to 4 computers each and serve as essential tools for residents to access education, job training, and supportive services. Proposed solutions should

include centralized workstation management, software standardization, remote monitoring, and help desk support for both staff and resident-facing systems.

Vendors shall provide comprehensive managed IT services, including:

#### **1. Network Infrastructure Management**

- 24/7 monitoring of LAN/WAN
- Server/storage management
- Internet connectivity and bandwidth optimization
- Firewall and intrusion detection/prevention systems

#### **2. Cybersecurity**

- Endpoint protection (antivirus, anti-malware, anti-ransomware)
- Managed Detection & Response (MDR or MxDR)
- Security Information and Event Management (SIEM/SOAR)
- Penetration testing and continuous threat exposure management
- Multi-factor authentication and password management

#### **3. User Support**

- Unlimited help desk support (remote and on-site)
- Device setup, maintenance, and lifecycle management
- Microsoft 365 administration and backups
- Security awareness training and phishing simulations

#### **4. Strategic IT Management**

- Virtual CIO (vCIO) services: long-term technology roadmap planning, IT budgeting
- Quarterly and annual IT audits and reviews
- Business continuity and disaster recovery planning

#### **5. Onboarding and Migration**

- Setup and standardization of workstations and servers
- Azure AD migration and removal of local servers
- SharePoint migrations and Office 365 hardening

### **IV. Proposal Requirements**

Interested vendors should include the following in their proposal:

- Executive summary of services and company profile
- Detailed pricing (monthly rates, one-time onboarding costs, licensing fees)
- Description of onboarding process and timelines
- Sample Service Level Agreement (SLA)
- List of staff certifications and experience
- Three (3) nonprofit or housing-sector references

## **V. Evaluation Criteria**

- Quality and comprehensiveness of services
- Cost competitiveness
- Experience with nonprofits and/or housing organizations
- Demonstrated cybersecurity expertise
- Scalability of services
- Commitment to equity and community-based organizations

## **VI. Timeline**

RFP Issuance Date: August 1, 2025

Deadline for Questions: August 15, 2025

Proposal Submission Deadline: August 22, 2025

Vendor Selection Notification: TBD

## **VII. Submission Instructions**

Submit proposals electronically to:

Seth Eisenberg, IT Consultant

[setheisenberg@gmail.com](mailto:setheisenberg@gmail.com)

Subject: Carrfour RFP Submission – Network IT Services