

**TO: Prospective Offerors**

**DATE:** August 27, 2025

**SUBJECT: RFP NO.:** PH-IT-2025-001

**REQUEST FOR PROPOSALS FOR IT SUPPORT SERVICES**

Project HOPE, a tax exempt 501 (c)(3) International NGO located in Washington, D.C, is inviting qualified firms to submit their proposals to provide IT support Services as outlined in the accompanying Statement of Work. The selected vendor will enter a labor hour contract to support Project HOPE's IT operations over a 3-to-5-year period.

Interested organizations should submit their proposals to Frederique Rakotoarivelo, Procurement Specialist, via email at **[frakotoarivelo@projecthope.org](mailto:frakotoarivelo@projecthope.org)**. The proposals must be received no later than **September 17, 2025, at 5:00pm EST**.

Responding firms are advised that this solicitation does not in any way obligate Project HOPE to make a contract award or compensate the responding firms for any costs associated with the preparation and submission of their proposals.

Any questions or requests for information should be addressed to Frederique Rakotoarivelo, Procurement Specialist, via email at **[frakotoarivelo@projecthope.org](mailto:frakotoarivelo@projecthope.org)** no later than **September 3<sup>rd</sup>, 2025**. Any information given to one prospective Offeror concerning this solicitation will be furnished to all such Offerors as an amendment of the solicitation, without identifying the source of inquiry.

Project HOPE kindly requests that an email be sent to **[frakotoarivelo@projecthope.org](mailto:frakotoarivelo@projecthope.org)** of your intent to respond to the RFP.

Sincerely,

Frederique Rakotoarivelo  
Procurement Specialist  
Project HOPE

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1101 Connecticut Ave, NW, Suite 500  
Washington, DC 20036



<b>REQUEST FOR PROPOSAL (RFP)</b>	
<b>RFP NUMBER:</b> RFP No. PH-IT-2025-001	<b>ISSUE DATE:</b> 08/27/2025
<b>IT SUPPORT SERVICES</b>	
<b>ISSUED BY:</b> Project HOPE 1101 Connecticut Ave, NW Suite 500 Washington, DC 20036	<b>PROPOSAL DUE DATE:</b> September 17 <sup>th</sup> , 2025 at 5:00 pm  <b>QUESTIONS DEADLINE:</b> September 3 <sup>rd</sup> , 2025
<b>This Request for Proposal contains the following sections:</b>	
Part 1	Instructions to Offerors
Part 2	Evaluation Factors for Award
Part 3	Statement of Work
Annexes	Annex A – Evidence of Responsibility Annex B –Vendors Primary Information Collection Sheet Annex C –Declaration of Conflict of Interest

## Part 1: Instructions to Offerors

### I. GENERAL INSTRUCTIONS TO OFFERORS

- A. The Offeror is requested to submit a proposal directly responsive to the terms, conditions, and clauses of this RFP. Proposals not conforming to this solicitation may be categorized as unacceptable, thereby eliminating them from further consideration.
- B. At any time prior to the proposal deadline, Project HOPE may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Offeror, modify the RFP by amendment. All prospective Offerors will be notified by e-mail of all amendments to the RFP. Any addendum issued shall be part of the RFP.
- C. In order to afford prospective Offeror's reasonable time in which to take the amendments into account in preparing their proposals, Project HOPE may, at its discretion, extend the deadline for the submission of proposals.
- D. All prospective Offerors that have received the RFP will be notified by e-mail of all amendments to the RFP. Any addendum issued shall be part of the bidding document.
- E. Proposals must remain valid for a minimum of **90 days** from the closing date of receiving of bids. Proposals shall be submitted by the deadline and to email address indicated in the cover letter.
- F. Alternative proposals will not be considered.
- G. Any proposal received in response to this solicitation will be reviewed strictly as submitted and in accordance with the evaluation criteria specified in Part 2, Evaluation Factors for Award.
- H. The person signing the Offeror's proposal **must have the authority to commit the Offeror** to all the provisions of the Offeror's proposal. An example of an authorized representative may include the Proprietor, Managing Partner, or Managing Director.
- I. Project HOPE is not obligated to make an award or to pay for any costs incurred by the Offeror in preparation of a proposal in response hereto.
- J. The Offeror should submit its best proposal initially as Project HOPE intends to evaluate proposals and make an award without discussions. However, Project HOPE reserves the right to conduct discussions should Project HOPE deem it necessary.
- K. Proposals must be clearly and concisely written and must describe and define the Offeror's understanding and compliance with the requirements contained in the Statement of Work, which can be found in Part 3 of this RFP. The proposal should clearly address each of the evaluation factors set forth in Part 2. All pages of each volume (cost and technical) must be sequentially numbered and identified with the name of the Offeror and the RFP number.

### II. SPECIAL RFP CONSIDERATIONS

- A. The anticipated type of contract to be awarded under this solicitation is labor-hour contract. For the purposes of cost analysis, Offerors must prepare a detailed budget in accordance with Subpart IV below "Instructions for the Preparation of the Cost Proposal."

- B. The anticipated ceiling budget for contract to be awarded is \$150,000 annually with a ceiling of \$750,000 over five years.
- C. (i) Offerors are informed that Project HOPE complies with U.S. Sanctions and Embargo laws and Regulations including Executive Order 13224 on Terrorist Financing, which effectively prohibit transactions with persons or entities that commit, threaten to commit or support terrorism. Any person or entity that participates in this bidding process, either as a prime or sub to the prime, must certify as part of the bid that he or it is not on the U.S. Department of Treasury Office of Foreign Assets Control (OFAC), Specially Designated Nationals (SDN) List and is eligible to participate. Project HOPE shall disqualify any bid received from a person or entity that is found to be on the List or otherwise ineligible.
- (ii) Firms or individuals that are included on the Excluded Parties List System (Sam.gov) shall not be eligible for financing and shall not be used to provide any commodities or services contemplated by this RFP.
- D. Project HOPE reserves the right to award **one or more contracts** under this RFP.

### III. INSTRUCTIONS FOR THE PREPARATION OF THE TECHNICAL PROPOSAL

- A. The Technical Proposal should provide a straightforward, concise delineation of how the Offeror intends to carry out and satisfy the requirements of the STATEMENT OF WORK, described in Part 3.
- B. Technical proposals shall be **limited to 10 pages in total**. Pages in excess of 10 pages total will not be read or evaluated. Page limitations for each subpart of the Technical Proposal are indicated below. Detailed information should be presented only when required by specific RFP instructions. Items such as graphs, charts, tables may be used as appropriate but will be considered part of the page limitation. **Key personnel resumes (CV), Certificates, dividers, and past performance report forms (i.e. Completion Certificates) are not included in the page limitation.** No material may be incorporated in the proposal by reference, attachment, appendix, etc. to circumvent the page limitation.
- C. The proposal prepared by the Offeror and all correspondence and documents relating to the proposal exchanged by the Offeror and Project HOPE shall be written in the English language.
- D. The technical proposal should include the following:
- 1 Technical expertise and experience:**
    - Company overview and relevant experience (specifically supporting an international non-government organization)
    - Resumes or bios of proposed personnel
      - Vendors must provide resumes or bios for proposed personnel in the following labor categories. Personnel should meet the following experience thresholds based on industry benchmarks:
        - **Mid-Level Roles:** Minimum of **5–7 years** of relevant experience
        - **Senior Roles:** Minimum of **10+ years** of relevant experience, including demonstrated leadership in enterprise-scale IT environments

- Labor categories include:
  - Network Engineer
  - Network Administrator
  - Systems Engineer
  - Systems Administrator
  - O365 Administrator
  - Cloud Architect

**2 Service Delivery Model & Responsiveness:**

- Description of service delivery model
- Availability and onboarding timeline: “Estimated availability and onboarding timeline for proposed personnel.”

**3 Security & Compliance Measures:**

- Security and compliance certifications and approaches

**4 References & Past Performance:**

- The Offeror shall submit a list of references based on current contracts and/or subcontracts, and those completed within the last five (5) years that are similar in size, scope and complexity to the STATEMENT OF WORK in this RFP. The Offeror shall provide the customer’s name, contract scope summary, contract value, current postal and e-mail addresses, telephone number for a currently available point of contact.
- These lists shall be attached as an annex to the Technical Proposal, which will not count against the page limit.

**IV. INSTRUCTIONS FOR THE PREPARATION OF THE COST PROPOSAL**

- A. The offeror must submit a rate card for each labor category, including Senior and Mid-Level Roles (burdened hourly rates). The Offeror must propose rates that it believes are realistic and reasonable for the work in accordance with the Offeror’s technical approach. Cost proposals must be submitted in USD.
- B. All cost and financial data should be fully supported, complete in every detail, and organized in a manner that facilitates review and permits cost analysis.
- C. Joint venture is not authorized.
- D. The Offeror shall submit as part of its Cost Proposal the following:

Annex A – Evidence of Responsibility

Annex B –Vendors Primary Information Collection Sheet

Annex C –Declaration of Conflict of Interest

## **Part 2: Evaluation Factors for Award**

### **I. GENERAL – PROPOSAL EVALUATION**

- A. Part 1 provides guidance to Offerors concerning the documentation necessary to conduct an informed evaluation of each proposal. The Offeror must furnish adequate and specific information in its bids. A proposal may be eliminated from further consideration before a detailed evaluation is performed if the proposal is considered obviously deficient as to be totally unacceptable on its face or which prices are inordinately high or unrealistically low. In the event a proposal is rejected, the Offeror may be sent a notice stating the reason(s) that the bid will not be considered for further evaluation.
- B. In conducting its evaluation of proposals, Project HOPE may seek information from any source it deems appropriate to obtain or validate information regarding the bid.
- C. If Project HOPE determines that discussions are necessary, Project HOPE may establish a Competitive Range composed of only the most highly rated bids. Project HOPE may exclude an offer from the competitive range if it is so deficient as to essentially require a new technical proposal. Project HOPE may exclude an offer from the competitive range so unreasonably priced, in relation to more competitive offers, as to appear that there will be little or no chance of becoming competitive. Project HOPE may exclude a bid from the competitive range requiring extensive discussions, a complete re-write, or major revisions such as to allow a bidder unfair advantage over those more competitive offers.

### **II. BASIS FOR CONTRACT AWARD**

Technical and cost factors will be evaluated as described below.

- A. The evaluation factors presented below will serve as the basis upon which bids will be evaluated. The relative weight according to each factor is expressed in points, with 100 points possible.
- B. Offerors are reminded that Project HOPE is not obliged to award a contract based on lowest proposed cost or highest technical evaluation score. Proposals shall be evaluated based on eligibility criteria, technical and cost proposals, analyzing all relevant costs, risks, and benefits of each proposal in the context of the project, and all other factors as stated in the RFP. After the final evaluation, Project HOPE will make the award to the Offeror whose proposal offers the best value to Project HOPE, considering both technical and cost factors.
- C. To assist in the examination, evaluation and comparison of proposals, Project HOPE may at its discretion, ask the Offeror for clarification of its proposal, including its cost proposal.

### III. EVALUATION CRITERIA

- A. The Technical Proposals shall be examined to determine their responsiveness. Any Offeror, who does not satisfy all the requirements of this part of the evaluation, shall be considered non-responsive and will be eliminated.
- B. The proposals shall be evaluated in the following manner:

Criteria	Weight
Technical Expertise & Experience (including personnel qualifications)	30%
Service Delivery Model & Responsiveness	20%
Security & Compliance Measures	15%
References and Past Performance	15%
Cost Competitiveness	20%

#### 1. Technical Expertise & Experience (including personnel qualifications) (30 points)

The Offeror shall demonstrate its understanding, ability and overall approach to performing the requirements described in the STATEMENT OF WORK.

The Offeror shall demonstrate that they have identified qualified personnel who are available to perform the tasks as set forth in the Scope of Work.

#### 2. Service Delivery Model & Responsiveness (20 points)

The Offeror shall demonstrate availability and onboarding timeline: "Estimated availability and onboarding timeline for proposed personnel." and organization systems and procedures are functioning to successfully comply with contract requirements.

#### 3. Security & Compliance Measures (15 points)

The Offeror shall demonstrate security and compliance certifications and approaches to comply with the SOW.

#### 4. References and Past Performance (15 points)

Past performance evaluation criteria include type of service delivered, quality of service, delivery timeliness, cost control, customer satisfaction, and compliance with contractual requirements.

#### 5. Cost Proposal (20 points)

The Offeror shall provide a realistic and reasonable rate card for each labor category, including Senior and Mid-Level Roles burdened hourly rate for each category of labor.

## **Part 3: Statement of Work**

### **1. Introduction**

Project HOPE seeks to engage a qualified vendor to provide specialized IT support services under a labor hour contract. The vendor will augment Project HOPE's internal IT team with expertise in network engineering, systems engineering, network and systems administration, Office 365 administration, and cloud architecture and administration (Azure and AWS). This contract will be a backfill support agreement, to supplement areas where the internal IT team lacks specific expertise or available capacity. Additionally, the vendor will provide ramp-up support during periods of increased demand or critical project deadlines.

### **2. Scope of Services**

The vendor shall provide personnel and services in the following areas:

#### **A. Network Engineering**

- Design, implement, and maintain secure and scalable network infrastructure using Cisco Meraki technology
- Troubleshoot network issues and optimize performance
- Support VPN, firewalls, switches, routers, and wireless systems

#### **B. Systems Engineering**

- Design and deploy Windows and Linux server environments
- Implement system upgrades, patches, and performance tuning
- Ensure high availability and disaster recovery planning

#### **C. Network & Systems Administration**

- Daily monitoring and maintenance of network and server infrastructure
- Backup and recovery operations

#### **D. Office 365 Administration**

- Manage Exchange Online, SharePoint, Teams, OneDrive, and security policies
- Support user onboarding/offboarding and license management
- Troubleshoot O365-related issues and ensure compliance



### **E. Cloud Architecture & Administration (Azure & AWS)**

- Design and implement cloud solutions aligned with Project HOPE's mission
- Manage cloud resources, security, and cost optimization
- Support hybrid cloud environments and migration efforts

### **F. Microsoft 365 and Endpoint Management**

- Expertise in Microsoft 365 (M365) suite, including Entra ID, Defender, and Intune
- Mobile Device Management (MDM) and Mobile Application Management (MAM)
- Implementation and management of endpoint security and compliance policies

## **3. Contract Type and Duration**

- **Type:** Labor Hour
- **Duration:** Initial term of 3 years with an option to extend for 2 additional years

## **4. Performance Expectations**

- Timely response to service requests and incidents
- Clear documentation of work performed
- Collaboration with internal IT staff and alignment with organizational goals

## **5. Reporting and Communication**

- Monthly performance and utilization reports
- Regular status meetings with Project HOPE's IT leadership
- Escalation procedures for critical issues

## **6. Security and Compliance**

- Adherence to NIST 800.53 or CIS Control v8.1 information security policies
- Compliance with HIPAA, GDPR, and other relevant regulations
- Background checks for all vendor personnel

## **7. Work Assignment and Task Management**

To ensure clarity, accountability, and alignment with Project HOPE's operational standards, the following procedures will govern how work is assigned and managed under this contract:

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**General IT support including ticket resolution, system monitoring, and user assistance:**

- Each vendor personnel assigned to support Project HOPE will be provided with a dedicated user account for accessing systems and managing tasks.
- All support requests must be initiated and tracked through Project HOPE's ServiceDesk ticket management system.
- Vendor personnel shall respond only to support requests that are formally submitted and approved through the ServiceDesk system.
- Project HOPE IT Management will pre-approve and assign tickets to vendor personnel based on scope and priority.
- All support activities must be documented within the assigned ticket, including resolutions, changes, and time spent.
- Vendor invoices must be submitted monthly and must reference the corresponding Project HOPE ticket numbers for all billed hours.

**Special Project:**

Special projects will be identified and scoped in collaboration with Project HOPE IT Management. Each special project will include:

- Project name
- Defined goals and expected outcomes
- Estimated time and level of effort
- Roles and responsibilities
- Cost estimates
- A formal project charter/agreement form will be provided by Project HOPE IT Management and must be signed by both Project HOPE and vendor leadership prior to project kickoff.
- Each special project must be clearly referenced by name in vendor invoices and must remain within the overall contract budget.