TO: Prospective Offerors

DATE: September 9, 2025

SUBJECT: RFP NO.: PH-IT-2025-001, **Amendment No. 01**

REQUEST FOR PROPOSALS FOR IT SUPPORT SERVICES

This RFP amendment #1 is to provide responses to questions received by the closing date. All other terms and conditions of the original RFP remain the same.

A. Resumes

1. Confirming for each labor category a Senior-level and a Mid-level candidate resume should be provided - 2 resumes for each labor category, 12 in total.
   Response: Yes. The offeror should plan to submit a resume for each labor category, 12 in total.

2. Do all resumes for Labor categories need to be unique? Can the same candidate be used for more than one labor category if they meet the requirements and skill sets?
   Response: The offeror can propose the same employee under the different labor categories if they meet the requirements and skillsets.

B. Scope & Scheduling

1. Will the hours be **scheduled in advance** or requested on-demand (adhoc/emergency basis)?
   Response: Hours will be scheduled in advance as well as on-demand. The offeror would be expected to support both options.

2. What is the expected **average number of hours per month**?
   Response: The average number of hours per month will be 64.

3. Will the resource be required to be **onsite** at your location(s) or **remote**?
   Response: The onsite requirement will vary depending on the task and project. The expectation for the resource is to be onsite whenever needed, by schedule or on-demand.

4. What is your **desired schedule** for support if onsite is required (i.e. specific recurring days, weekly or monthly)?
   Response: The schedule will be determined after the selection of the offeror. Onsite support days per week will depend on projects and/or support tasks. Projects may require more consecutive days onsite while general support tasks

may be performed remotely. The offeror is expected to provide this level of flexibility.

5. Are there specific **days/times** when support will be required (e.g., business hours only, after-hours, weekends, holidays)?
Response: The support will be provided mainly during business hours. However, after-hours support will be expected during the contract period to perform specific tasks.

6. What is the expected **response time** for requests (standard and urgent)? Are there any expected SLAs you can share?
Response: The offerors should provide their SLA guarantees with no other guidance.

C. Current Environment & Vendors

1. Do you currently have an **existing vendor** providing hourly support?
Response: No existing vendor is providing hourly support for this SOW.

2. What are the **pain points or gaps** with the current vendor (if any)?
Response: The expertise in this SOW does not exist within the current IT Department due to position vacancies. This SOW is intended to fill the gap in the short-term and provide additional expertise in the long-term.

3. Will the selected vendor be working **alongside internal IT staff** or providing **standalone support**?
Response: Yes. The selected vendor will be working alongside internal IT staff as well as providing standalone support in some instances.

D. Workload & Labor Categories

1. Can you provide a **breakdown of expected hours per month by labor category** (e.g., Helpdesk/End User Support, Systems Administration, Network Engineering, cybersecurity, Project-based work)?
Response: We are unable to provide a monthly breakdown of expected hours by labor category for this solicitation. This level of detail is not available at this stage of planning.

2. What **types of work** are typically required? (Examples: password resets, workstation setup, server maintenance, security patching, network troubleshooting, application support, strategic IT planning, etc.)
Response: The vendor will be expected to support the implementation of M365 controls including but not limited to Entra ID joining endpoints, adoption of Microsoft Intune for endpoint management, adoption of Defender for servers and endpoints, and implementation of security controls in Project HOPE's Microsoft Azure cloud infrastructure. In addition, Cisco Meraki equipment setup for remote installation at new country office locations and remote support for existing office locations. This work will include administration documented in alignment with change and configuration management.

3. Do you anticipate the need for **specialized skills** (e.g., cloud migrations, firewall/security work, VoIP, backups/DR, compliance)?
Response: Yes. Per the response above, cloud migrations and security controls adoption can be anticipated for this SOW.

4. What is the expected **level of technician** needed for most tasks (Tier 1 helpdesk, Tier 2 systems/network, Tier 3 senior engineer)?
Response: The labor categories provided should be sufficient for the offerors to understand the level of technical expertise and tiered support.

E. Environment & Tools

1. What type of **end-user equipment** is currently in use (desktops, laptops, Apple Macs, mobile devices, etc.)?
Response: Mainly laptops with W11 OS, smartphones with iOS, and tablets using Android OS.

2. What **server infrastructure** is in place (on-premises, cloud-based, or hybrid)?
Response: The current server infrastructure is hybrid with new IT leadership planning for fully cloud.

3. Can you provide details on your **network setup** (i.e. Type/Make of firewalls, switches, routers, Wi-Fi, VPN, etc.)?
Response: The network setup cannot be shared during this phase of the solicitation. Cisco Meraki is our standard network equipment globally and Microsoft Azure is our primary cloud-infrastructure environment.

4. Are there specific **line-of-business applications** or industry-specific software that we should be familiar with?
Response: No business applications besides O365 web applications are required for this SOW.

5. What **IT tools and systems** are currently in use for monitoring, ticketing, backups, patch management, and endpoint security?
Response: We can share Manage Engine ServiceDesk Plus Cloud (Ticketing). The other systems will be disclosed after vendor selection. Project HOPE's IT Department is preparing to migrate to Microsoft 365 for endpoint and patch management, Azure for all production servers and global backups, and potentially XDR for the other tools/systems in question. For the context of this solicitation's SOW, this information should be sufficient.

6. While onsite, what **tools, systems, and credentials** will we have access to (e.g., ticketing system, documentation, network diagrams, admin rights)?
Response: Individuals from selected vendor will have access to all IT management tools, core systems, and be given unique admin credentials to perform the SOW.

7. Are there **standard operating procedures (SOPs)** or IT policies we should follow when assisting end-users or will we need to create our own OPs/Documentation?
Response: The selected vendor will mainly work directly with IT staff and have minimum support requirements with normal end-users. In reference to SOPs, offerors should expect to follow ITIL based SOPs for incident, problem, change, configuration, and release management.

F. Operational & Logistical Considerations

1. Do you have **any other support tools** (i.e. Remote Access, RMM etc.) to aid with general support? Anything you can share on support tools besides ticketing we are expected to use or would have access to, would be helpful.
Response: Tools will be provided to the selected vendor for the SOW, including remote access with MFA. The vendor will be allowed to propose additional tools, as the need arises.

2. Are you expecting us to **use any of our tools and licenses,** especially for Network Management or Cloud Management, or primarily utilize yours?
Response: Tools and licenses will be provided to the selected vendor.

3. Are there **security clearance or background check** requirements for technicians?
Response: The offerors should provide security clearance status and background check conducted for the proposed personnel as part of their proposal.

4. What are the **KPIs or success measures** for vendor performance (response time, resolution time, satisfaction scores, etc.)?
Response: No KPIs or success measures will be provided at this time. The offerors should submit their own KPI and success measures statistics with customers, especially those similar to Project HOPE.

5. What do the anticipated **hours and schedule** look like for these roles? Will requests include both full-time and part-time needs?
Response: Please reference Section B, Scope & Scheduling.

6. Is there an **onsite** expectation for work or is there a **remote work** option?
Response: Please reference Section B, Scope & Scheduling.

G. Future Planning

1. Do you anticipate these hours **remaining steady** or **scaling up/down** during the contract term?
Response: The hours will scale up and down to the average during the contract term. Projects will likely require more hours in a given period compared to routine support will be steady.

2. Are there any **upcoming IT initiatives** or projects we should be aware of that may increase hourly needs?
Response: To name a few, 1) Email Security Migration, 2) Email Retention Migration, 3) Endpoint Management and Security Migration, and 4) File Share Migration to SharePoint Online. The new IT leadership is developing a digital transformation and improvement roadmap for the organization. More information will be shared with the selected vendor.

Award

1. How many companies does Project Hope intend to **award**?
   Response: Project HOPE is planning to award a single vendor to deliver this SOW.

2. What is the anticipated **award date**?
   Response: The selection is expected to be completed by the end of September 2025.

[End of Amendment #1]