

Request for Proposal (RFP)

MANAGED IT SERVICES

Issued by Greater Richmond Partnership

RFP Issued	Questions Due	Answers distributed	Proposals Due	Contract Execution (target)	New Service Start
Aug. 14, 2026	Aug. 28, 2026	Aug. 28, 2026	Sept. 18, 2026	Oct. 30, 2026	Jan. 1, 2027

Security note:

Specific hardware makes/models, firmware/version details, IP addressing, and named security-tool vendors are intentionally generalized or omitted throughout this RFP. Full technical specifications will be provided only to short-listed and/or awarded vendors, under a signed Non-Disclosure Agreement (NDA), during evaluation and/or the transition phase.

Submission Instructions

Interested and qualified organizations are invited to submit proposals in response to this RFP, which will be accepted until 5:00 p.m. Eastern Time on Sept. 18, 2026. An electronic copy of the proposal, including all attachments, must be submitted by the date and time listed above to:

Michael Ivey, Vice President of Marketing & Communications
mivey@grpva.com

Questions may be submitted via email to the contact listed above no later than Aug. 21, 2026 at 5:00 p.m. A summary of questions and responses will be distributed to all respondents by August 28, 2026.

GRP reserves the right to reject any and all proposals, to waive minor informalities, and to negotiate with one or more respondents.

Section A — Introduction / Project Statement

Greater Richmond Partnership (GRP) is issuing this Request for Proposal (RFP) to solicit competitive proposals from qualified Managed Service Providers (MSPs) capable of delivering comprehensive outsourced information technology (IT) support, network and security management, endpoint protection, cloud backup and help desk services for GRP's Richmond, Virginia, headquarters.

GRP relies entirely on a third-party MSP for all aspects of its technology operations, including day-to-day support, cybersecurity, infrastructure management and strategic technology planning. GRP is issuing this RFP in advance of the expiration of its current managed services agreement to ensure the organization receives competitive pricing, high-quality service and a scope of coverage that matches its current and anticipated needs — with a particular focus on reducing overall cost relative to the organization's current unlimited-support agreement, without sacrificing the coverage described in Section D.

The successful respondent will be expected to assume full responsibility for the environment described in Section C, deliver the services outlined in Section D, and be fully operational no later than January 1, 2027, with no gap in service continuity.

Section B — About Greater Richmond Partnership

The Greater Richmond Partnership is the lead regional economic development organization for the City of Richmond and the counties of Chesterfield, Hanover and Henrico in Virginia. GRP attracts new companies to the region by providing in-depth market data, marketing the region globally and generating quality economic opportunities. Since its inception in 1994, the organization is funded by its four public-sector partners — the City of Richmond and the counties of Chesterfield, Hanover, and Henrico — along with approximately 115 private-sector investors.

VISION: Greater Richmond will be the top mid-sized region in the U.S. for companies to invest.

MISSION: To aggressively generate economic opportunities that create quality jobs for residents in the region and increase the tax base for needed community services.

GRP is structured as a public-private 501(c)(3) not-for-profit corporation and operates from a single headquarters location in downtown Richmond, Va., with no internal IT staff. GRP's small, high-output team relies on stable, responsive and secure technology to support economic development work on behalf of the region.

Section C — Current IT Environment & Scope of Work

The following describes the environment the selected vendor will be responsible for supporting. Respondents should price their proposal based on this scope and disclose how pricing would adjust if user, device, or equipment counts change over the contract term.

GRP is strongly considering a change to an Apple-hardware office in FY27. The successful vendor will assist in purchasing, deployment, integration and staff education of the new Macintosh computers. The network backbone and software will remain Microsoft.

C.1 Users

Category	Count	Notes
Full-time corporate users	12	Executive, business development, marketing, research, operations
Service / shared accounts	~5	Non-human or shared mailboxes
Interns	Fluctuating	Seasonal; typically 1-4 at a time
Total users under current support warranty	20	Per current MSP agreement

C.2 Workstations & Endpoints

Device Type	Count
Windows workstations	20
macOS workstations	3
Total workstations	23
Mobile devices (phones/tablets)	~14, managed via mobile device management (MDM/MAM)
Servers	1 NAS, otherwise GRP is cloud-only

C.3 Network Equipment (category-level only)

Device Category	Quantity	Management Model
Firewall / security appliance	1	Cloud-managed
Network switch	1	Locally managed
Wireless access points	3	Cloud-managed, covering primary office areas
Network-attached storage (NAS)	1	On-site file storage for a limited group of users

Exact makes, models, firmware versions, and IP addressing are withheld from this public-facing document and will be provided to short-listed/awarded vendors under NDA.

C.4 Other Networked Hardware

One networked multifunction printer/copier is present in the environment and its warranty falls outside this MSP contract. However, certain network support is needed on occasion.

C.5 Software & Cloud Platforms

- Microsoft 365 (identity, email, collaboration and device management)
- Adobe Creative Cloud
- General business SaaS applications, including a CRM, marketing automation platform, file-sharing service, sales intelligence tool and a WordPress-hosted website
- A layered security stack currently in place, including cloud-to-cloud SaaS backup for Microsoft 365 data, endpoint detection & response (EDR/MDR), a cloud email security/anti-phishing gateway and a security awareness training/phishing-simulation platform

Specific product/vendor names for the security stack are intentionally omitted here and will be disclosed to short-listed vendors under NDA as needed for migration and compatibility planning.

Section D — Required Services (Mandatory Scope)

Respondents must confirm, at minimum, continuity of every service category below, which reflects GRP's current managed services coverage. For each item, respondents should identify the specific tool(s) or platform(s) they propose to use, so GRP can evaluate migration effort and compatibility with the existing environment described in Section C.

D.1 Core Managed Services

- Proactive, scheduled maintenance of workstations and network devices (patch management, OS updates, performance checks)
- Endpoint security: antivirus plus Endpoint Detection & Response (EDR/MDR) with 24x7x365 Security Operations Center (SOC) monitoring and automated threat response
- Firewall management & configuration, VPN configuration & management and Layer 2/3 network management
- Recurring internal/external vulnerability testing with reporting and dark web monitoring
- Cloud-to-cloud SaaS backup support for Microsoft 365 data — continuity of GRP's current cloud backup capability, or a proposed equivalent, with the vendor's proposed solution and migration approach clearly identified
- On-premises NAS device support — continuity of GRP's current NAS capability, or a proposed equivalent, with the vendor's proposed solution clearly identified
- Enhanced email filtering/anti-spam/anti-phishing, with quarantine reporting, content/attachment filtering and email disaster recovery
- Microsoft 365 identity and device management administration and support
- Advanced mobile device support — MDM and MAM, passcode/feature policy enforcement, and remote locate/wipe
- Security awareness training/simulated phishing campaigns for all users

D.2 Help Desk & Support Team

- An unlimited technical liaison team including a named or role-based Account Manager, IT Director/vCIO, Primary Support Engineer and Secondary Support Engineer

- Guaranteed response times at minimum matching GRP's current SLA: 2 hours for emergency/server-network issues, 4 hours for non-urgent desktop/user issues (business hours, Monday–Friday, 8:30 AM–5:30 PM ET)
- A ticketing system with a client web portal for ticket tracking, invoice history and reporting
- Monthly on-site visits to GRP's headquarters for maintenance and security review

D.3 Documentation & Asset Management

- Maintenance of a current network map, equipment inventory, and third-party vendor contact list, delivered to GRP under appropriate access controls (not published)
- Tracking of warranty and renewal schedules for mission-critical equipment
- New-hire onboarding documentation and offboarding hardware intake procedures

D.4 Optional / À La Carte Items

Respondents should price the following separately; GRP may elect to include some, all, or none of these items in the final contract:

- 24/7 Level 1 Help Desk
- Advanced/enterprise email security beyond baseline filtering
- Formal Business Continuity & Disaster Recovery (BCDR) planning and documentation
- Single Sign-On (SSO) rollout across third-party SaaS applications
- Password manager deployment
- SaaS integration consultation

Section E — Cost Structure & Budget Requirements

GRP's objective is to reduce overall spend relative to its current unlimited-support agreement while retaining the mandatory scope described in Section D. To allow direct comparison across proposals, respondents must complete the standardized Pricing Response Form provided as Attachment B, which requests:

- A monthly base fee for at least three included-hours tiers (e.g., 10, 15, and 20 hours per month), each covering the full mandatory scope in Sections D.1–D.3
- An hourly overage rate once the included block is exhausted, broken out by category (project management, server/infrastructure, LAN/desktop, after-hours)
- A discounted contract hourly rate versus a standard/non-contract hourly rate for project work outside the monthly scope
- Itemized à la carte pricing for each optional item in Section D.4
- Any one-time onboarding, transition or tooling setup fees
- Total projected first-year cost under (a) a scope-matched unlimited-style plan, and (b) the respondent's recommended cost-optimized fixed-hour plan
- The vendor's policy for how monthly fees adjust as user count, device count, or network equipment count changes during the contract term

GRP is not disclosing its current or previously-quoted pricing in this RFP in order to encourage independently competitive bids; respondents should price based on the scope described in Sections C and D.

Section F — Required Vendor Support Team

Respondents must identify the team that will support GRP's account and describe how continuity of service will be maintained:

- Account Manager — named point of contact for contract, billing, and escalations
- IT Director / vCIO — strategic technology planning and budget guidance
- Primary Support Engineer — dedicated, and expected to become familiar with GRP's environment
- Secondary Support Engineer — backup coverage for continuity
- A defined escalation path and after-hours emergency contact procedure
- A committed on-site visit cadence (current benchmark: monthly)
- Relevant staff certifications across core platform families: Microsoft 365/Azure, enterprise networking, cloud backup, NAS platforms, and EDR/MDR
- An engineer-to-client ratio or capacity statement demonstrating the team can support GRP without over-extension

Section G — Vendor Qualifications

Respondents must include the following information about their firm:

- Company history, years in business, and ownership structure
- Headquarters location and service area (must service Richmond, Va.)
- Total staff count and number of engineers/technicians
- Certifications and partner status (e.g., Microsoft Partner tier, relevant networking/security partner programs)
- Description, at a category level, of the tools and platforms used for remote monitoring & management, ticketing and documentation
- Data security and privacy practices, including any subcontractor or offshore support disclosure
- Certificate of insurance: general liability, professional liability/errors & omissions, and cyber liability
- A financial stability statement or trade/bank references
- Disclosure of any data breach or significant service outage history
- Experience working with small nonprofits or similar professional-services organizations

Section H — References & Client Roster

- A list of current clients, with emphasis on organizations of similar size (10-30 users) and/or similar sector

- A minimum of three (and maximum of five) client references, with contact name, organization, and phone/email
- Letters of recommendation or testimonials from current or former clients
- Average client tenure/retention rate, if available

Section I — Transition & Onboarding Plan

- A proposed transition plan from the incumbent provider to the new vendor
- The data, credential and documentation migration approach
- A proposed onboarding timeline and milestones, ending in a Jan. 1, 2027 go-live with no service gap
- A plan for an initial environment audit/discovery in the first 30, 60 and 90 days of the engagement

Section J — Project Confidentiality & Security of Information

All information included in this RFP, and any information exchanged during the evaluation and engagement process, is confidential and intended only for use by GRP and the responding vendor. No information related to GRP's systems, network configuration, security tools, or data may be disclosed to another party or used for any purpose outside of preparing and evaluating a proposal, without GRP's express written consent.

Because this RFP concerns GRP's IT and security environment, detailed technical specifications — including hardware makes/models, firmware versions, IP addressing, and named security tools — are withheld from this document and will be shared only with short-listed and/or awarded vendors under a signed Non-Disclosure Agreement (NDA). Respondents must agree to handle any such information with the same degree of care applied to their own confidential business information, and must disclose any subcontractors or offshore personnel who would have access to GRP systems or data.

Section K — Submittal Process / Proposal Format

Proposals should be prepared simply and economically, providing a straightforward, concise description of vendor capabilities to satisfy the requirements of this RFP. The proposal must follow the order below:

1. Title Page: RFP subject, vendor name, business address, phone, email, authorized contact person, and date
2. Letter of Transmittal: limited to two (2) pages; confirm ability to meet the deadlines established in Section M
3. Table of Contents: material identified by section and page number
4. Qualifications of Firm: per Section G, plus references per Section H, plus project management/staffing per Section F, plus resumes for key staff
5. Scope of Work Response: point-by-point response to Sections C and D, confirming coverage and identifying proposed tools/platforms at a category level

6. Cost Quotation: completed Pricing Response Form (Attachment B), all-inclusive; no separate reimbursement for travel or expenses
7. Transition & Onboarding Plan: per Section I
8. Samples/Evidence of Similar Work: no required format; may be provided as documents, links, or case studies, each identified by client and date (with client permission)
9. Completed Company Profile Response Form: Attachment A

Section L — Evaluation Criteria

A committee will evaluate and rank responsive proposals using the weighted criteria below:

Criteria	Weight
Cost and value	35%
Scope and service coverage against Sections C and D	25%
Vendor qualifications and references	15%
Support team and staffing plan	15%
Transition plan and onboarding approach	10%

GRP reserves the right to reject any and all proposals, and to request finalist interviews or reference calls before final selection.

Section M — Selection Schedule

Milestone	Target Date
RFP issued	Aug. 14, 2026
Vendor Q&A deadline	Aug. 21, 2026
Answers distributed to all respondents	Aug. 28, 2026
Proposal due date	Sept. 18, 2026
Contract execution	Oct. 30, 2026
Transition period begins	Nov. 2, 2026
New service contract start	Jan. 1, 2027

Section N — General Terms & Conditions

- GRP reserves the right to reject any or all proposals, to waive minor informalities, and to negotiate with one or more respondents.
- Submission of a proposal does not obligate GRP to award a contract to any respondent.
- All costs incurred in preparing and submitting a proposal are the sole responsibility of the respondent; GRP will not reimburse any such costs.
- Proposals become the property of GRP upon submission and may be retained for its records; proprietary or confidential vendor information marked as such will be handled in accordance with Section J.
- The initial contract term will be twelve (12) months from the effective date of January 1, 2027, with renewal terms to be negotiated by mutual written agreement, unless terminated earlier under the resulting contract's termination provisions.
- Any contract resulting from this RFP will be governed by the laws of the Commonwealth of Virginia.
- GRP may request a best-and-final-offer round, additional references, or an in-person or virtual interview prior to final award.
- The awarded vendor must carry, at minimum, general liability, professional liability/errors & omissions, and cyber liability insurance, and must provide certificates of insurance upon request.

Attachment A — Company Profile Response Form

Vendors should complete the form below as part of their proposal response.

Company Name	
Company Address	
Account Manager (proposed)	
Company Webpage	
Main Products / Services	
Years Providing Managed IT Services	
Company Location(s)	
Total Number of Employees	
Number of Employees in Support / Engineering Roles	
Relevant Certifications & Partner Status	
Notable Clients in Nonprofit / Economic Development / Professional Services Sectors	
Final Proposed Annual Cost	

Attachment B — Pricing Response Form

Vendors should complete all applicable sections below. Leave a field blank only if not applicable, and note why.

B.1 Monthly Base Fee by Included-Hours Tier

Tier	Included Hours	Monthly Fee	Annual Fee
Tier 1	10 hrs/month		
Tier 2	15 hrs/month		
Tier 3	20 hrs/month		

B.2 Overage / Project Hourly Rates

Service Category	Contract / Included Rate	Standard / Non-Contract Rate
Project Management		
Advanced Infrastructure		
Server Support		
LAN and Desktop Support		
After-Hours Support		

B.3 Optional / À La Carte Pricing

Item	Monthly Fee	One-Time Fee (if applicable)
24/7 Level 1 Help Desk		
Advanced/Enterprise Email Security		
Business Continuity & Disaster Recovery (BCDR) Planning		
Single Sign-On (SSO) Rollout		
Password Manager Deployment		

B.4 Onboarding / Transition Fees

Item	One-Time Fee
Onboarding / transition / tooling setup	

B.5 Total Projected First-Year Cost

Scenario	Total First-Year Cost
Scope-matched unlimited-style plan	
Recommended cost-optimized fixed-hour plan	

B.6 Fee Adjustment Policy

Describe how monthly fees will adjust as user count, device count or network equipment count changes during the contract term:
