

Request for Proposal (RFP) for Technology Services

CLASP | RFP Issue Date: 08/3/2026 | Proposal Due Date: August 31, 2026

1. Introduction and Purpose

The Center for Law and Social Policy (CLASP) is seeking proposals from qualified technology service providers to deliver reliable, responsive, secure, and cost-effective technology services. The purpose of this RFP is to identify a vendor that can support current operational needs while helping the organization improve service quality, cybersecurity posture, system reliability, and long-term technology planning.

2. Organization Background

CLASP is a 501c(3) organization located in Washington, DC, with several remote employees. The organization currently operates with approximately 45 users, in a hybrid work environment, and a technology environment that includes Dell, Microsoft 365, Zoom, SLACK, and some are using personal Google Suite.

3. Project Objectives

- **Security and risk management:** Provide recommendations to strengthen CLASP's cybersecurity posture, including practical safeguards, monitoring, access controls, and incident response readiness.
- **Hardware standards and lifecycle planning:** Recommend appropriate PC models, configurations, replacement cycles, and procurement practices that balance performance, reliability, security, and cost.
- **Service quality and responsiveness:** Define customer service standards, including expected response times, resolution targets, escalation procedures, support hours, and reporting practices.
- **Productivity platform strategy:** Evaluate Microsoft 365 and Google Workspace usage and recommend the best approach for CLASP, including how staff should collaborate with external partners and securely share documents.
- **Cost transparency and planning:** Provide clear cost estimates for recommended services, tools, hardware, implementation, ongoing support, and any optional services or assumptions.

4. Scope of Services

The selected vendor will be expected to provide a clear set of technology services and deliverables that align with CLASP's project objectives. Vendors should identify which

services are included in their base proposal, which services are optional, and any assumptions, dependencies, or exclusions.

- **Help desk and end-user support:** Provide responsive, professional remote and on-site support for staff, including ticket intake, troubleshooting, escalation, user communication, and resolution tracking.
- **Cybersecurity assessment and recommendations:** Assess CLASP's current security posture and recommend practical improvements to endpoint protection, vulnerability management, phishing awareness, access controls, monitoring, incident response, and risk reduction.
- **Productivity platform strategy:** Evaluate CLASP's use of Microsoft 365, SharePoint, Google Workspace, Zoom, Slack, and related collaboration tools, and recommend a clear strategy for internal collaboration, external partner document sharing, administration, governance, and security.
- **Hardware standards and lifecycle management:** Recommend appropriate PC models, configurations, procurement practices, asset inventory processes, replacement cycles, and lifecycle management standards for computers, mobile devices, peripherals, and related equipment.
- **Cloud services, backup, disaster recovery, and business continuity:** Support cloud services, backup processes, disaster recovery planning, recovery testing, and continuity practices that protect organizational data and operations.
- **Technology documentation, policies, and reporting:** Maintain documentation for systems, assets, procedures, configurations, security practices, and service activity; provide regular reporting on support performance, risks, completed work, and recommendations.
- **Cost estimates and pricing transparency:** Provide clear cost estimates for recurring services, implementation or transition activities, hardware and software recommendations, optional services, licensing, tools, and any assumptions affecting pricing.

5. Current Technology Environment

Vendors should base their proposals on CLASP's current technology environment and may request clarification during the RFP question period. CLASP currently supports approximately 45 users and 55 devices, excluding monitors. The organization uses Microsoft 365, Adobe, Zoom, Slack, and SharePoint as key business applications and cloud

collaboration tools. Some staff members also use Google Workspace to complete work and collaborate on certain task with external partners.

6. Vendor Qualifications

- Demonstrated experience providing technology services for organizations of similar size, complexity, and industry.
- Relevant certifications, partnerships, or competencies, such as Microsoft, Cisco, CompTIA, AWS, Google Cloud, cybersecurity, or IT service management credentials.
- Documented support processes, escalation procedures, and response times.
- Ability to provide client references, case studies, and examples of comparable engagements.

7. Proposal Requirements

Proposals should be clear, complete, and organized in the order listed below. Vendors should avoid generic marketing language and provide specific responses that demonstrate how they will meet the organization's needs.

1. Executive summary.
2. Company overview and qualifications.
3. Detailed scope of services and deliverables to include a recommendation for collaboration given the split between Microsoft and Google, security practices, and responsiveness.
4. Implementation and transition plan.
5. Project team, roles, and key personnel.
6. Client references and relevant experience.
7. Pricing proposal, including recurring fees, one-time costs, optional services, and assumptions.
8. Exceptions to RFP requirements or proposed contract terms.

8. RFP Schedule

Milestone	Date
RFP issued	08/03/2026
Deadline for vendor questions	08/10/2026
Responses to questions issued	8/17/2026
Proposal submission deadline	8/31/2026

Vendor demonstrations or interviews	9/7/2026
Vendor selection	9/11/2026
Expected contract start date	[Date]

10. Submission Instructions

Proposals must be submitted electronically to Kaneisha Hall, Human Resources Manager, khall@clasp.org no later than August 31, 2026, 4pm. Questions regarding this RFP must be submitted in writing by August 10, 2026. Late submissions may not be considered. Vendors are responsible for ensuring that proposals are complete and received by the deadline

11. Contract Terms and Conditions

The organization reserves the right to reject any or all proposals, waive informalities, request clarification, conduct interviews, negotiate terms, and select the proposal deemed to be in the organization's best interest. The selected vendor may be required to enter into a formal services agreement that addresses confidentiality, data protection, insurance, indemnification, service levels, termination rights, ownership of work product, background checks, and compliance with applicable laws and policies.

12. Required Attachments

- Pricing schedule.
- Certificate of insurance or evidence of coverage.
- Client references with their information attached . (preferably similar in size and sector)

Contact Information:

Kaneisha Hall khall@clasp.org

We look forward to receiving your proposal and collaborating to enhance our technology services, allowing us to achieve our organizational goals.