



MID-CUMBERLAND  
COMMUNITY ACTION AGENCY  
*Helping people. Changing lives.*

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November 4, 2023

## REQUEST FOR PROPSAL

Mid-Cumberland Community Action Agency is seeking proposals for Information Technology Services. Bids must include the following:

- Twenty-Four Hours of on-site support services monthly.
- Additional on-site support provided at a fixed rate.
- Monthly server monitoring and management – Per system- Server monitoring and alerting- Microsoft software patching- Remote control software for unattended access- Asset management database- Up to 3 hours of total time included every month for patching work-
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- High quality workstation management premium: Limited monitoring and alerts-Microsoft patch management- Common third-party application patch management- Managed Endpoint Protection with SentinelOne and Connectwise SOC-Web Content Filtering and DNS Security
- Managed FortiGate BYOD - Per Firewall Security-as-a-Service, managed Fortinet Fortigate BYOD with Advanced Threat Protection or better Client must provide hardware and support/service subscriptions
- MyGlue User License - Per User \*Documentation Platform \*Secure Password Management

All Bids are due by 12:00 p.m., CST. on November 10, 2023. Bids should be emailed to Jason Stewart at [jstewart@midcumberland.org](mailto:jstewart@midcumberland.org). Late Bids will not be accepted.

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