



# NEW YORK STATE ASSOCIATION OF COUNTY HEALTH OFFICIALS

*Leading the Way to Healthier Communities*

## ***Information Technology Managed Services – REQUEST FOR PROPOSAL***

RFP Coordinator:

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## Request for Proposal (RFP)

The New York State Association of County Health Officials (NYSACHO) is seeking proposals from qualified vendors to provide comprehensive IT managed services and cybersecurity services over a one-year period, beginning on January 1, 2027 and ending no later than December 31, 2027. Following the initial term, there is possibility to renew this contract for multiple or two-year terms.

The IT services required can be summarized into the following categories:

1. Network administration and troubleshooting
2. Desktop system installation and support
3. Server administration and support
4. Hardware purchase consultation
5. Cybersecurity
6. Cybersecurity training for NYSACHO staff

## Introduction to NYSACHO

NYSACHO is a 501(c)(3) membership association representing local health departments in New York State.

Our Mission: NYSACHO supports, advocates for, and empowers local health departments' workforce to promote health and wellness, protect communities, and prevent disease, disability, and injury throughout New York State.

Our Vision: NYSACHO is recognized as the collective voice leading policy, education, and advocacy to promote well-funded, appropriately staffed, and expertly trained local health department professionals that reflect our communities; leading to healthy outcomes for all.

## Overview of Current NYSACHO IT Environment

- 11 employees and 1-3 interns (hybrid: office + remote/home offices and one employee lives out of state)
- All users being filtered by Mesh
- All users have Microsoft 365
- Files are stored in Microsoft SharePoint and users have access to their own private OneDrive
- All users have ThinkPad or surface laptops
- No internal IT department
- Currently supported by a managed IT service Provider
- Internet – Verizon Fios
- Printer - Canon ImageRUNNER C3930i Copy Machine/Printer/Scanner - leased

## Scope of Services

The selected vendor will provide a fully managed IT and cybersecurity solution, including but not limited to:

### **A. Help Desk & End User Support**

- Remote and on-site technical support
- Troubleshooting hardware, software, and connectivity issues
- Support for hybrid workforce (home + office setups)
- Defined response and resolution times (SLAs)

### **B. Network & Systems Management**

- Ongoing monitoring and maintenance of systems (24/7 preferred)
- Device management (laptops, desktops, printers)
- Patch management and updates
- Wi-Fi/network support for office location

### **C. Microsoft 365 Administration and Other Software**

- User account management
- Security configuration and monitoring
- SharePoint, Teams, and OneDrive support
- License management and optimization for all NYSACHO Software

### **D. Cybersecurity Services**

- Endpoint protection (EDR/MDR preferred)
- Multi-factor authentication (MFA) implementation and management
- Email security and anti-phishing protections
- Security awareness training for staff
- Vulnerability assessments and risk mitigation
- Incident response planning and support

### **E. Cybersecurity Training & Awareness**

Vendors should provide a structured and ongoing cybersecurity training program for all staff, including:

- New employee onboarding training (baseline security practices)
- Annual comprehensive training for all staff
- Ongoing micro-trainings or refresher modules throughout the year
- Simulated phishing campaigns with reporting and follow-up education
- Training topics should include (at minimum):

- Phishing and social engineering
- Password security and MFA
- Safe use of cloud systems (Microsoft 365)
- Remote work security best practices
- Data protection and privacy awareness
- Reporting and metrics on staff participation and performance
- Ability to tailor content to
- non-technical staff

#### **F. Data Backup & Disaster Recovery**

- Automated, secure backups (including cloud-to-cloud backup for Microsoft 365)
- Disaster recovery planning and testing
- Business continuity support

#### **F. Compliance & Risk Management**

- Guidance on best practices for nonprofit/public health organizations
- Support alignment with applicable standards (e.g., HIPAA-adjacent practices, if applicable)
- Documentation and reporting

#### **G. Strategic IT Planning**

- Ongoing IT consulting and recommendations
- Budget forecasting and lifecycle planning for hardware/software
- Support for scaling or new initiatives

#### **H. Technology Procurement and Lifecycle Management**

The selected vendor will assume primary responsibility for the procurement, deployment, and lifecycle management of all organizational technology hardware and software. This includes, but is not limited to, laptops, docking stations, peripherals, and enterprise software solutions.

Responsibilities will include:

- Directly managing the purchasing and procurement of all IT hardware and software on behalf of the organization
- Sourcing, negotiating, and maintaining relationships with vendors and suppliers to ensure cost-effective, high-quality solutions
- Recommending, standardizing, and maintaining approved hardware and software configurations across the organization
- Coordinating ordering, imaging, configuration, and deployment of devices to end users

- Managing inventory, asset tracking, warranties, and replacements
- Proactively planning for technology refresh cycles and budget forecasting
- Ensuring all purchases align with organizational policies, security standards, and funding requirements (including public sector or grant-related constraints, if applicable)

## Service Expectations

Vendors should demonstrate:

- Proactive monitoring and issue prevention (not just break/fix)
- Clear communication in non-technical language
- Reliable response times and escalation procedures
- Experience supporting small organizations with hybrid work environments
- Strong cybersecurity expertise, including staff training and behavior-based risk reduction

## Proposal Requirements

Proposal Format: The proposal shall clearly address all of the information requested herein. Since the written proposal will weigh heavily in the evaluation process, information submitted should be complete and make a convincing case that the consultant can perform high quality work within schedule and budget constraints.

The proposal shall be organized in the following manner with the subject headings and sequence indicated. Proposals should include:

- 1) Company Overview
  - a) Company background and years in business
  - b) Experience serving similar organizations (nonprofit, public health, small teams)
  - c) Name and background of primary contacts responsible for accounts
- 2) Service Model
  - a) Description of managed services approach
  - b) Help desk structure and availability
  - c) On-site vs remote support capabilities
- 3) Cybersecurity & Training Approach
  - a) Tools and platforms used for cybersecurity
  - b) Approach to threat detection, prevention, and response
  - c) Detailed description of cybersecurity training program, including:
    - i) Frequency and format
    - ii) Phishing simulation approach

- iii) Reporting and metrics
  - iv) Sample training topics or materials
- 4) Service Level Agreements (SLAs)
- a) Response and resolution times
  - b) Escalation procedures
- 5) Pricing Structure
- a) Monthly managed service fees (per user or flat rate)
  - b) Pricing for cybersecurity tools and training (included vs optional)
  - c) Any additional or optional costs
- 6) References
- a) At least 2-3 client references

## Selection Criteria

NYSACHO will use multiple criteria to select the most appropriate partner. Respondents are encouraged to be as descriptive and creative as possible in their proposals. The following list summarizes the major qualitative areas that will be evaluated, along with their overall weighting. Proposals will be evaluated based on:

- Experience and qualifications
- Quality and completeness of services
- Strength of cybersecurity program,
- Responsiveness and service model
- Cost/value
- References

## Timeline

- **RFP Release Date:** May 27, 2026
- **Questions Due:** June 19, 2026
- **Response to Questions Posted:** June 26, 2026
- **Proposal Submission Deadline:** July 31, 2026
- **Vendor Interviews (if requested):** August-September 2026
- **Anticipated Start Date:** January 1, 2027

## Submission Instructions

Proposals should be submitted electronically to

Sarah Ravenhall  
Executive Director  
[sravenhall@nysacho.org](mailto:sravenhall@nysacho.org)

and

Robert Viets  
Program Director  
[rviets@nysacho.org](mailto:rviets@nysacho.org)

Following receipt and review of the proposals by NYSACHO, selected firm(s) will be invited to an interview at the NYSACHO office. The decision to interview the respondents will be at NYSACHO's discretion based on evaluation of each respondent's proposal. NYSACHO reserves the right to reject any and all bids, and to waive any irregularities of information in the evaluation process. The final decision is the sole decision of NYSACHO, and the respondents to the RFP have no appeal rights or procedures guaranteed to them. The selected firm(s) will be given an opportunity to present their proposal in detail. Those directly responsible for the design of this project will be expected to attend.

Although NYSACHO may conduct interviews to select among final candidates for award of this work, it is not NYSACHO's intent to seek extensive clarification of the proposals received. Therefore, it is to the benefit of the respondent to provide an explicit, detailed, and complete discussion of the work in the proposal.

NYSACHO reserves the right to reject any and all proposals or request that further information be presented by the respondent in order to complete the proposal evaluation.