

# RFP 1: Managed IT, Network, and Cybersecurity Services

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## Overview

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The Frisco Chamber of Commerce is seeking proposals from qualified vendors to assess, support, and manage the existing IT, network, Wi-Fi, endpoint, and cybersecurity environment at the Chamber's newly acquired building. The building includes installed systems that were previously operational. The Chamber is seeking a vendor to assume support of the existing environment, identify any gaps or risks, restore any missing administrative control where needed, and provide optional recommendations for improvements.

## Existing Environment

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Known components include, but may not be limited to:

- AT&T; Fiber internet service
- Existing wired network and structured cabling
- Existing Wi-Fi environment
- Existing network hardware, including Ruckus equipment
- Approximately 10 to 12 Chamber staff computers, primarily Macs
- Public Wi-Fi for guests, visitors, and other users
- Network-connected building systems, including AV, access control, cameras, and climate controls

## Scope of Work

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The selected vendor should:

- Assess the current network, Wi-Fi, endpoint, and cybersecurity environment
- Assume support and management of the existing environment
- Identify any gaps in documentation, credentials, licensing, or supportability
- Support internet, switching, wireless, and related network infrastructure
- Support staff devices and provide general managed IT services
- Recommend network segmentation for staff, guest/public, and building systems
- Support public Wi-Fi and internal Chamber networks

- Provide documentation, escalation procedures, and support contacts
- Coordinate with other specialty vendors as needed
- Provide optional recommendations for improvements or upgrades separately

## Proposal Should Include

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- Company overview and relevant experience
- Experience supporting Mac-based business environments
- Experience supporting business and guest Wi-Fi environments
- Proposed support model and response times
- Transition/onboarding approach
- Relevant references
- Assumptions and exclusions

## Pricing

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Please separate pricing into the following sections:

- 1. Initial assessment and transition/onboarding**
- 2. Ongoing managed services**
- 3. Required restoration or remediation items**
- 4. Optional upgrades or enhancements**

## Nonprofit Consideration

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The Frisco Chamber of Commerce is a nonprofit organization. Vendors are encouraged to indicate whether they offer nonprofit pricing, discounts, or any in-kind contributions as part of their proposal.

## Submission Information

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*Please include proposal deadline, primary contact, and submission instructions here.*