



## REQUEST FOR PROPOSAL (RFP) IT Managed Services Provider for Tahoe Rim Trail Association (TRTA)

**Issued Date:** 3/28/2025 **Proposal Due Date:** 4/14/2025 **Contact Person:** Lindsey Schultz,  
[lindseys@tahoerimtrail.org](mailto:lindseys@tahoerimtrail.org)

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### 1. About the Organization

The Tahoe Rim Trail Association (TRTA) is a nonprofit organization dedicated to the stewardship, maintenance, and promotion of the Tahoe Rim Trail, a 165-mile scenic trail system that encircles Lake Tahoe. TRTA engages with volunteers, partners, and government agencies to ensure the sustainability of this trail for hikers, equestrians, and mountain bikers. In addition to trail maintenance, TRTA runs educational programs, community outreach initiatives, and youth programs aimed at fostering environmental stewardship and outdoor recreation.

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### 2. Current Technology Environment

TRTA's current IT environment consists of a mix of on-premises and cloud-based services. The organization primarily utilizes Microsoft 365, including OneDrive, SharePoint, and Teams for document management and collaboration. The existing IT infrastructure includes:

- **Network Infrastructure:** Phasing out on-premises server, halfway through a SharePoint migration.
- **User Support:** Around 10 full-time employees and additional volunteers requiring IT assistance.
- **Security & Compliance:** Current cybersecurity measures include antivirus, endpoint detection, email encryption, and cloud-based security solutions.
- **Hardware & Software:** TRTA employees use a mix of Windows-based laptops and desktops with managed software installations.
- **Backup & Disaster Recovery:** Cloud-based backups for key data storage and email retention.
- **Helpdesk & Support:** Current IT provider offers onsite visits (approximately 15 per year) and remote troubleshooting for ongoing needs.
- **Recent IT Usage Trends:**
  - 2025 (YTD): 54 hours of support, primarily for staff onboarding and SharePoint migration and troubleshooting.
  - 2024: 183 hours, including major projects and emergency response efforts.
  - 2023: 117 hours of IT support.
  - 2022: 133 hours of IT support.

TRTA is seeking an IT provider that can optimize costs while ensuring secure, reliable, and scalable IT support tailored to the organization's unique needs.

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### 3. Scope of Work

The selected vendor will be responsible for the following services:

#### A. IT Support & Help Desk Services

- Provide remote and onsite IT support during standard business hours.
- Offer emergency after-hours support with clear response time expectations.
- Manage user onboarding, offboarding, and account administration.

#### B. Security & Compliance

- Implement and maintain cybersecurity measures, including antivirus, firewall protection, and endpoint detection.
- Provide security awareness training for TRTA staff.
- Ensure data backup and disaster recovery planning.
- Maintain compliance with relevant data security regulations.

#### C. Cloud & Network Management

- Support for Microsoft 365 (OneDrive, SharePoint, Teams, Email security).
- Implement DNS filtering, encryption, and cloud-based antivirus solutions.
- Manage server and network infrastructure.

#### D. Hardware & Software Management

- Monitor and maintain IT assets, including computers, network devices, and software licenses.
- Assist with hardware lifecycle planning and procurement recommendations.

#### E. Strategic IT Consulting

- Provide IT roadmap planning to align with TRTA's growth and operational needs.
- Offer recommendations for IT infrastructure improvements and cost efficiencies.

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### 4. Proposal Requirements

Vendors should submit a proposal addressing the following elements:

#### 1. Company Background & Experience:

- Overview of the company, including years in business and industry certifications.
- Experience working with non-profits or similar-sized organizations.

#### 2. Approach & Methodology:

- Describe your service model and how you handle IT support requests.
- Explain your security measures and compliance approach.

#### 3. Service Level Agreements (SLA):

- Expected response and resolution times for different support tiers.
- Availability of after-hours emergency support.

#### 4. Pricing Structure:

- Detailed pricing for monthly or annual services, hourly support rates, and optional add-ons.



- Breakdown of any upfront setup costs.
5. **Client References:**
- Provide at least three references from similar organizations.
6. **Transition Plan:**
- Outline how you would onboard TRTA and transition from the existing provider.
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## 5. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- **Cost-effectiveness** – Competitive pricing and transparency of costs.
  - **Experience & Qualifications** – Relevant expertise and industry certifications.
  - **Service Quality** – Availability, response times, and proactive IT management.
  - **Security & Compliance** – Robust cybersecurity measures and adherence to compliance standards.
  - **References & Reputation** – Feedback from existing clients.
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## 6. Submission Process & Timeline

Vendors interested in partnering with the Tahoe Rim Trail Association must submit their proposals by **April 14, 2025** (or by an approved extended deadline, if communicated) via email to [lindseys@tahoerimtrail.org](mailto:lindseys@tahoerimtrail.org) with the subject line "**Proposal for TRTA IT Services.**"

### RFP Timeline:

- RFP Issued: 3/25/2025
  - Vendor Selection & Notification: 4/25/2025
  - Expected Start Date: Negotiable
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## 7. Additional Information

- TRTA reserves the right to accept or reject any proposals in whole or in part.
  - Vendors may be asked to present their proposals and answer questions from the selection committee.
  - Confidentiality agreements may be required for handling TRTA's IT infrastructure.
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**Tahoe Rim Trail Association thanks you for your interest in this opportunity.**