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## **Request for Proposal**

### **Outsourced IT & Managed Services**

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**Issued Date:** October 20, 2025

**Bidders' Conference:** October 27, 2025 at 3:30 p.m. AKST

**Submission Date:** November 6, 2025 at 5:00 p.m. AKST

**RFP Coordinator:**

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Kids' Corps, Inc.  
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## 1 Request for Proposal (RFP)

Kids' Corps, Inc. (KCI) invites you to respond to this Request for Proposal (RFP). The focus of the RFP is to select a single organization to provide IT managed services to Kids' Corps, Inc. beginning on January 5, 2026. Providers should indicate whether their proposal is on a month-to-month basis or specified period such as 1- or 2-year contract.

## 2 Introduction to Kids' Corps, Inc.

Our mission at Kids' Corps, Inc. is to provide a head start to families with children who need it most. We are a 501(c)(3) non-profit organization and Anchorage United Way partner organization that provides Head Start, Early Head Start, and Parents as Teachers services to children and their families. Our primary goal is to provide a high quality, comprehensive program for children and families which promotes sound intellectual, physical, social and emotional growth.

Incorporated in 1987, Kids' Corps became a Head Start grantee funded to serve 133 low-income children and their families in 1990. Today we enroll 189 children in our 5 KCI locations in Anchorage. KCI facilities are located at:

- 101 Davis Street (admin only)
- 3710 E. 20<sup>th</sup>, Suite 1 and 2
- 1251 Muldoon Road, Suite 112
- 3350 Commercial Drive, Suites 100 and 106
- 185 Ridgeline Loop
- 1905 Twining Drive

## 3 Overview of Current Technical Environment

- KCI currently has a cloud based virtual server with 29 desktops and 68 laptops stationed at the KCI facilities listed above
- The environment is entirely a Microsoft windows-based PC environment
- KCI is operating on Windows 11
- KCI uses Microsoft 365 Business as its core productivity suite, supplemented by additional web-based SaaS solutions for functions such as project management, accounting, and communication.

## 4 Value Added Service Requirements

As part of this RFP, the following services are the current priority items for KCI:

- ***Remote backup*** – Executing a backup plan for the cloud-based server, including a regularly-tested recovery process.
- ***Technology strategy planning*** – Working with the Executive Director to develop a long-term strategic technology plan that is regularly reviewed and updated. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.

- ***Network and email system monitoring*** – 24/7 monitoring of KCI’s network with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- ***Procurement management*** – Selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.
- ***Warranty, break fixes and installation*** – Planned and on-call services, including emergency response to issues.
- ***Technical support*** – Ability to support KCI’s inquiries as required, via help desk, including support for remote users.
- ***Reporting and communication*** – Ensuring monthly reporting on all purchases, assets, current activities and issues, and project status reports.
- ***IT policy review and development*** – Development of customized policies related to the use of technology.
- ***Configuration*** – Full assembly of hardware and software, including testing and burn-in.
- ***PC deployment*** – Delivery and setup of machines on-site.
- ***On-site implementation of business applications*** – Installation of software.
- ***Asset inventory management*** – Tagging, tracking, and management of warehousing and inventory.
- ***Life cycle management of hardware units*** – Process for end-of-life notification, replacement, and asset decommissioning/disposal.
- ***Software licensing control*** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation
- ***Phone system replacement*** – Assist in identifying a compatible phone system with up-to-date current technologies for multisite locations
- ***Site relocation support*** - Provide comprehensive IT assistance for the relocation of our largest operational site, which supports approximately 45 end users. This includes planning, coordination, and execution of all technology-related aspects of the move—such as network setup, hardware reinstallation, connectivity, and minimal disruption to business operations.

## **5 Selection Criteria**

KCI will use multiple criteria to select the most appropriate partner. Respondents are encouraged to be as aggressive and creative as possible in their proposals. The following list summarizes the major qualitative areas that will be evaluated on a 1-5 point system, with the award made to perceived best value.

- Industry expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities
- Financial considerations

## **6 Response Contents and Format**

Please complete all sections of the RFP. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Your response to this RFP will serve as the basis for the consideration of your potential as a partner.

## **7 Information Requirements**

To understand more about your company and your ability to successfully fulfill this important KCI requirement, please provide the information below as part of your response, clearly referencing each specific question.

### **7.1 Corporate Information**

1. Give a brief overview of your organization's involvement in providing IT value added services in the marketplace.
2. Indicate the number of employees in your organization. How many of those are dedicated to account management and/or technical support?
3. How many are full-time vs. contract? How many are Anchorage based or remote?
4. Please describe your relationships and experience with manufacturers and major distribution partners in the technology marketplace.
5. What differentiates your organization from your competitors in the marketplace and how will this be relevant to us?
6. Will you subcontract any components of the proposed solution to third party organizations? If so, please describe the subcontracted components and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.
7. Please provide references to 3 current customers who are similar in scope and requirements to those of KCI.

### **7.2 Proposed Approach and Solution**

1. Provide a proposed work plan for migration to your organization as KCI's preferred vendor. Specifically, provide the following information:
  - a. Key activities
  - b. Timing

- c. Information/resource requirements from KCI
  - d. Deliverables
  - e. Key milestones, checkpoints, and other decision points
2. If we elect to move forward with your organization, what KCI resources would you require (e.g., information, data, staff resources, communication) during migration and on an ongoing basis?
  3. Identify the team that will be assigned to the account and describe how you plan to interact with us and any third-party providers that may provide services to KCI.
  4. Please describe your experience in providing the following value-added services:
    - a. Remote backup
    - b. Technology strategy planning
    - c. Solution design
    - d. Network and email system monitoring
    - e. Procurement management
    - f. Warranty, break fixes and installation
    - g. Technical support, including remote user support
    - h. Reporting and communication
    - i. IT policy review and development
    - j. Unit evaluation and testing
    - k. Implementation planning and guidance
    - l. Image development and management services
    - m. Configuration
    - n. PC deployment
    - o. On-site implementation of business applications
    - p. Asset inventory management
    - q. Life cycle management of hardware units
    - r. Software licensing control
    - s. Warehousing
    - t. Phone system implementation and management
    - u. Planning, coordination, and execution of all technology-related aspects of a site relocation
  5. Can you share examples of how you've helped nonprofits or budget-constrained organizations improve their IT systems—from basic setups to secure, compliant, and reliable environments? What made those projects successful, and how did you balance cost with long-term sustainability?
  6. How do you make sure your IT recommendations focus on what an organization truly needs, instead of pushing the newest or most expensive technology? Can you share an example where you helped a client avoid unnecessary upgrades and stick to practical, cost-effective solutions?
  7. How will you ensure that hardware pricing will remain highly competitive over a multi-year period during which new models may be introduced?
  8. How do you approach IT-related issues that fall outside the scope of your contract but still impact on your client's operations? Can you share how you've supported clients in navigating these situations—whether through guidance, referrals, or temporary assistance?

### 7.3 Support

1. Describe your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.
2. Please provide details on your standard reporting capabilities.
3. What options are available for user training and technical training that may be required by our staff?
4. Describe any user groups, websites, newsletters, conferences, or any other means you support for sharing information and soliciting service feedback.
5. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?
6. The KCI user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.

### 7.4 Financials

1. Describe the pricing model(s) that you typically employ for your standard services.
2. What is the standard markup that you charge on the following types of technology units:
  - a. Desktops
  - b. Laptops
  - c. Phones
  - d. Other hardware
  - e. Software
3. Please indicate the charges associated with each of the following, including the key driver of each cost and whether it is included in a standard per-unit cost vs. charged on an ad hoc basis.
  - a. Remote backup
  - b. Technology strategy planning
  - c. Solution design
  - d. Network and email system monitoring
  - e. Procurement management
  - f. Warranty, break fixes and installation
  - g. Technical support
  - h. Reporting and communication
  - i. IT policy review and development
  - j. Unit evaluation and testing
  - k. Implementation planning and guidance
  - l. Image development and management services
  - m. Configuration
  - n. PC deployment
  - o. On-site implementation of business applications
  - p. Asset inventory management
  - q. Life cycle management of hardware units
  - r. Software licensing control

- s. Warehousing
- t. Phone system implementation and management
- u. Planning, coordination, and execution of all technology-related aspects of a site relocation

4. Do you offer service bundles and if so, describe the effect of this bundling on pricing.

## **8 Bidders Conference/Communications and Response**

A Bidders' conference is scheduled for October 27, 2025, at 3:30pm p.m. AKST at 101 Davis Street. Katrina Ahlfield, Executive Director, is the designated KCI representative for this initiative. For any information related to this RFP, please direct all inquiries to her contact information is as follows:

Katrina Ahlfield  
Kids' Corps, Inc.  
katrina@kcialaska.org  
(907) 279-2021

## **9 Response Delivery Instructions**

Please submit an electronic copy of your proposal to Katrina Ahlfield at Katrina@kcialaska.org. All responses must be received on or before close of business (5:00 pm AKST) November 6, 2025, 5:00pm AKST.

## **10 No Obligation**

The submission of a proposal shall not in any manner oblige KCI to enter into a contract or to be responsible for the costs incurred by your organization in responding to this request.

## **11 Agreement of Non-Disclosure**

This document is considered to be proprietary and shall not be disclosed to any other party. It is designed, developed and submitted to potential partners of KCI solely for the benefit of KCI.

## **12 No Guarantee**

KCI makes no guarantee of future volumes and offers volume information for directional purposes only, to assist vendors with proposal preparation.

## **13 Right to Reject**

KCI reserves the right to reject any and all proposals received in response to this RFP. A contract for the accepted proposal will be based upon the factors described in this RFP.

## **14 Right to Extend and/or Re-advertise the RFP**

KCI reserves the right to extend the proposal deadline or re-advertise the RFP due to the receipt of an insufficient amount of proposals or proposals that do not meet the criteria of the RFP. In the event that the RFP is extended or re-advertised, written notification will be

sent to each recipient of record of the original RFP. Recipients of record are those parties who obtained a copy of the RFP directly from KCI.

**15 Small and/or Women/Minority-Owned Businesses**

Efforts will be made by KCI to utilize small businesses as well as minority-owned and women-owned business enterprises. An Offeror qualifies as a small business firm if it meets the definition of "small business" as established by the Small Business Administration (13 CFR 121.201).

**16 Notification of Award**

It is expected that a decision selecting the successful firm will be made within 1 week of the closing date for the receipt of proposals. Upon conclusion of final negotiations with the successful firm, all Offerors whose proposals in response to this Request for Proposal were considered will be informed, in writing, of the name of the successful firm.