



**Marjaree
Mason
Center®**

Request for Proposals
RFP # 11-12-2025

Marjaree Mason Center IT Support and Systems Management
Submissions Due: November 12, 2025 at 12:00 PM PST

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Introduction and Company Background

The Marjaree Mason Center (MMC) is a 501(c)(3) organization that, for over 45 years, has offered safe housing and support services to adults and children affected by domestic violence in Fresno County, California. Our organizational origins date back to 1904 when the charter members of the YWCA Fresno formed.

In 1978, Marjaree Mason was 36 years old and was a volunteer of the YWCA at the time. She had her entire life ahead of her. She was a native of Easton, a graduate of Washington High School and Reedley College, and was well known in the community.

In November of that year, Marjaree's joy was overshadowed by the return of her ex-boyfriend – a Fresno County sheriff's deputy named Robert Tillman. Tillman was an imposing presence who refused to go away despite Marjaree's insistence that he leave her alone. Her continued rejection fueled Tillman's rage, which exploded in violence one night as he kidnapped, beat and raped Marjaree before releasing her the next day.

Frightened and confused, Marjaree feared retaliation if she were to report the crime. Convinced by friends to seek medical treatment, Marjaree shared details of her ordeal with hospital personnel, who reported the incident to the Sheriff's Department. Before an investigation was launched, Tillman once again kidnapped and assaulted Marjaree, ultimately fatally shooting her before turning the gun on himself.

Marjaree Mason's tragic death gained national attention, shining a spotlight on domestic violence and galvanizing the Fresno community into taking action to ensure that no one would suffer the same fate.

Since 1979, the Marjaree Mason Center has worked tirelessly to provide a safe, supportive environment for those affected by domestic violence.

Mission

The Marjaree Mason Center supports and empowers adults and their children who have been impacted by domestic violence, while striving to prevent and end the cycle of abuse through education and advocacy.

Vision

A community free of domestic violence.

Core Values

- **Integrity** – We are committed to high ethical standards of confidentiality, honesty, transparency and accountability.
- **Empowerment** – We respect and nurture the resiliency of individuals to achieve recovery, healing and growth.
- **Dedication** – We value the history and longevity of our organization, commitment to sustainability and work towards a community free of intimate partner violence.
- **Collaboration** – We believe in fostering community partnerships in order to contribute to inclusivity and equality.

Overview

Request for Proposal

Marjaree Mason Center (MMC) is seeking proposals from qualified IT service providers to deliver comprehensive IT support and systems management services across our organization.

We require a trusted technology partner who can ensure our systems are secure, reliable, and optimized, while providing 24/7 technical support to enable our staff to deliver critical services to our community without interruption.

The selected vendor will be expected to deliver proactive management, strategic planning, and rapid response support, as well as cybersecurity protection and disaster recovery solutions.

Current Environment Overview

To assist vendors in preparing accurate proposals, MMC's current technology environment includes:

- **Users Supported:** 86
- **Computers Supported:** 170 (mix of desktops and laptops)
- **Email Addresses:** Over 200, including approximately 120 assigned to individuals and the remainder as shared mailboxes.
- **Number of Locations:** 5 total, requiring full coverage and support. 3 in Fresno, 1 in Clovis and 1 in Reedley.
- **Servers:** All cloud-based – **no on-premise servers**
- **Email Platform:** Microsoft Office 365
- **Applications:** 100% **cloud-based applications**, including **Sage** and **Concur** for accounting, **Vela** and **Apricot** for Client Services, **Paylocity** for HRIS, **SalesForce** for fund development and **NetExtender** for remote log-in.
- **Endpoint Security Software:** Sophos
- **Firewalls:** SonicWall devices at each location.
- **Phone System:** Zoom Phone System with integrated communication tools.
- **Camera System:** Hanwha (255 W. Bullard), Hikvision (Clovis), Dahua (all other sites)
- **Access Control System:** Aiphone (255 W. Bullard), Algo IP Doorphone (all other sites)
- **WiFi:** Cisco Meraki Access Points (255 W. Bullard and Fresno safe house), Ruckus Access Points (all other sites)
- **Backup Requirements:**
 - Offsite backup of **all data, files, and environments**, including Office 365.
 - Disaster recovery capability for rapid restoration in case of cyberattack or system failure.
- **Support Requirements:**
 - **24/7 user support** for all critical issues.
 - **24/7 cybersecurity services** for monitoring, detection, and response.

Scope of Work

The selected vendor will be responsible for delivering the following services:

Infrastructure Management

- Install, configure and update computers, Wi-Fi, network devices and endpoint software.

- Manage and optimize cloud server infrastructure and connections across five locations.
- Regularly evaluate IT systems to ensure they meet organizational needs and growth.
- Implement security measures to safeguard data and protect against threats.
- Maintain, monitor and support firewall devices and network security.

Technical Support

- Provide **24/7 technical support** with defined SLAs for urgent issues.
- Deliver on-site and remote troubleshooting for desktops, laptops, and mobile devices.
- Support Zoom systems (phone and meetings) and troubleshoot issues across locations.
- Train staff on cybersecurity awareness and proper use of equipment and systems.
- Provide installation instructions, maintenance manuals, and warranty documentation.

Cybersecurity Services

- Provide **24/7 cybersecurity monitoring, detection, and response**.
- Manage endpoint protection through endpoint configurations and maintain firewall configurations.
- Conduct regular vulnerability scans and penetration tests.
- Assist with compliance and regulatory security requirements.
- Lead incident response planning and execution.

Backup and Disaster Recovery

- Maintain **offsite backups** of all cloud data, files, and environments, including Office 365.
- Maintain **offsite backup** of agency internal and cloud based servers.
- Ensure backup integrity with regular testing and reporting.
- Provide a comprehensive disaster recovery plan to minimize downtime during outages or cyberattacks.

Inventory & Compliance

- Maintain a detailed inventory of hardware, software licenses, service agreements, system access, cloud subscriptions and warranties.
- Track and document compliance with internal policies and external regulations.
- Provide procedural documentation for current and future IT systems.
- Serve as a 1-stop shop for all employee IT hardware distribution and access control from onboarding to termination, including retrieval and reassignment.

Vendor & Budget Management

- Coordinate with vendors and service providers to ensure cost-effective procurement of hardware, software and services.
- Manage warranties, service agreements, and vendor relationships.
- Provide regular reporting and recommendations for cost optimization.

Access Control & Physical Security Systems

- Ensure security card readers, access points, and badge systems are functional.
- Partner with vendors to resolve any service interruptions.
- Monitor and check camera systems regularly to ensure optimal performance.

Account & Email Management

- Create and manage user accounts, including email, shared mailboxes, and permissions across systems. Develop a system and process for MMC to utilize to ensure appropriate access and deactivation of hardware and software.
- Ensure proper onboarding and offboarding processes for user accounts and access control.

Strategic Planning & Capital Replacement

- Develop and maintain a hardware capital replacement plan to ensure systems remain up to date.
- Develop and maintain a software budget to ensure optimal efficiency.
- Identify and resolve IT-related project issues and recommend technology improvements.
- Provide feedback and recommendations on software requests.

Reporting

- Provide a monthly update related to the scope of work.
- Develop and maintain an activity/work order task list to manage completion times and evaluation training opportunities with staff. This should include request date/time and completion date/time and sent and reviewed monthly.
- Monthly meetings will be held with assigned MMC team member to review agency projects and services, evaluation of services and recommendations on any sort of contract or behavioral changes.
- Design and generate reports as requested.

Expectations of Qualified Vendor

All interest parties must agree (and contractually confirm) that they agree to the following:

- By responding to this RFP, potential vendors agreed that they are qualified to provide the necessary components of the requested services. If any portion of the engagement is to be outsourced, proposing vendor will be responsible for all performance of and contracts with subcontractor.
- The selected vendor is solely responsible for hiring, monitoring and firing all staff assigned to the services agreement. Contractor agrees to pay in a timely manner all social security and other payroll taxes relating to such compensation and Contractor shall have no claim against MMC for vacation pay, sick leave, retirement benefits, Social Security, worker's compensation, disability or unemployment insurance benefits or other employee benefits of any kind.
- All employees will comply with Marjaree Mason Center's Drug and Alcohol-free and Violence-Free policies.
- No employees with felony convictions and/or any violent offense charges (including but not limited to domestic violence) within the past ten years will be placed on the Marjaree Mason Center contract for outlined construction project.
- Marjaree Mason Center is a recognized domestic violence organization and the work as detailed in this RFP will take place at our emergency safe houses, which are required to be confidential. Two federal acts, the Violence Against Women Act and the Family Violence Prevention and Services Act, impose penalties for disclosing information on the location of safe houses. Therefore, all individuals who participate in the mandatory walk thru, as well as individuals who work on the premises will be required to sign a non-disclosure agreement, as well as a confidentiality agreement.
- Marjaree Mason Center receives funding from the federal government to pay for services rendered. By responding to this RFP, proposed vendor agrees that they are NOT excluded from doing business with the federal government.
- Debarment and Suspension (Executive Orders 12549 and 12689) - A contract award (see 2 CFR 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part

1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

- Davis-Bacon Act, as amended (40 U.S.C. 3141-3148). When required by Federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency. The contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.
- Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708). Where applicable, all contracts awarded by the non-Federal entity more than \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.
- Byrd Anti-Lobbying Amendment (31 U.S.C. 1352) - Contractors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

Required Contract Provisions

While selected vendor should supply and produce their own contract, Marjaree Mason Center has included as **Exhibit A** - a sample contract that describes all expected contract inclusions.

Submission Guidelines and Requirements

Mandatory On-Site Visit: The Bidder is advised to examine all the locations of the work and to inform themselves fully as to its conditions, the character, quality and quantity of the products needed preliminary to and during the execution of the work.

Timeline

Date	RFI Process Component
October 15, 2025	RFP Issued (Advertising dates: 10/15/2025 and 10/22/2025)
October 29, 2025 at 5:00 PM	Mandatory Registration of Attendees for site visit
November 3, 2025 at 10:00 AM	Mandatory On-Site Visit (Multiple Locations starting at 255 W. Bullard, Fresno, CA 93704)
November 5, 2025 at 5:00 PM	Deadline to Submit Questions
November 7, 2025 by 5:00 PM	Responses to Questions Posted on MMC Website
November 12, 2025 12:00 PM	Proposal Submissions Due
November 17, 2025 TBD	Top 2 candidates interviewed
November 20, 2025	Vendor Selection Made
November 24, 2025	Anticipated Services Start Date

Submission Components/Deliverables

Please be sure to include the following in your submission and label the sections by numerical order below:

1. Letter of Interest
2. Describe your firm and its history, qualifications, certifications, and size of operations. experience with full service IT support and systems management.
3. Names of key personnel who will be working on this engagement as our lead customer service representative including the individual(s) responsible for managing the Marjaree Mason Center relationship, ensuring quality assurance and contract compliance. Please list individuals' roles and relevant certifications.
4. Describe your methodology for providing proactive management and 24/7 support, including process for assigning, prioritizing and distributing service requests.
5. Describe how and where you will store, inventory and manage distribution of IT hardware.
6. Describe your cybersecurity strategy and approach to endpoint security, monitoring, and response.
7. Describe your transition, onboarding and implementation plan including timeline and steps to transition MMC into the vendor's service model.
8. Define your pricing structure (including third party costs), itemize where possible, and include all deliverables associated with each itemization. Detail pricing, including monthly recurring costs, project fees, and optional add-ons. Include your billing structure.
9. Include a sample contract and expected contract inclusions. See Exhibit A for required contract language.
10. A list of at least three clients for whom you have provided similar services for within the past 2 years. Preferably multi-location and/or 24/7 nonprofits or agencies. Include the client's name, contact name, email and phone number and project description.

Submission Responses

Please email your Submission to the RFP to RFP@mmcenter.org with “RFP 11-12-2025 Marjaree Mason Center IT Support and Systems Management” in the subject line. Hardcopy documents are NOT required for this RFP but can be received at the following location.

Marjaree Mason Center
c/o Nicole Linder, CEO
255 W. Bullard Avenue
Fresno, CA 93704

Label your RFP submission with the project name and RFP number: “RFP 11-12-2025 Marjaree Mason Center IT Support and Systems Management.”

Evaluation Guidelines

Submissions received after the deadline will be immediately rejected. All submissions will be evaluated by a committee made of members of the Marjaree Mason Center leadership staff and Board. The factors that will be taken into consideration are:

- **Pricing*** – 30%
- **Experience and Qualifications of the Vendor** – 30%
- **Vendor References of Past Performance** – 10%
- **Ability to Meet Marjaree Mason Center’s Technology and Support Needs** – 10%
- **Strength of 24/7 Technical Support** – 10%
- **Strength of cybersecurity offerings and backup solutions** – 10%

* Must include entire scope of work.

Priority will be given to the firm who can provide a clear and expedited implementation timeline. MMC may at any time choose to discontinue this RFP process without obligation to any firm. MMC may choose not to disclose reasons for the rejection of any given submission.

Pricing

Submissions should include a breakdown of the applied pricing system(s) such as whether jobs are priced per month, per service, by the hour, or a combination. ***Submitted pricing should include all deliverables listed in the scope of work.** All prices for consultancy should include a binding “not to exceed” price option. If optional components are proposed, these should be clearly marked, listed, and priced separately.

Maximum annual budget is not-to-exceed \$150,000. As a 501(c)(3) charitable organization, bidders are encouraged to consider their costs. If any portion of your proposal is a donation, please spell that out as a separate line item.

Terms and Conditions

The following terms will govern this RFP and the resulting service agreement:

1. **Right to Reject Proposals**

MMC reserves the right to reject any or all proposals and select the vendor that best serves the organization's mission.

2. **Proposal Validity Period**

Proposals must remain valid for **90 days** after the submission deadline.

3. **Confidentiality**

All data, systems, and information disclosed during this process are confidential and may not be shared without MMC's written consent.

4. **Data Ownership**

All MMC data, backups, and configurations remain the sole property of MMC at all times.

5. **Insurance Requirements**

Vendors must carry appropriate liability, professional, and cybersecurity insurance. Proof of coverage is required before contract execution.

6. **Background Checks**

Any personnel accessing MMC systems or facilities must pass a criminal background check. Vendor is required to show proof of verification.

7. **Termination of Agreement**

Either party may terminate the agreement with **30 days' written notice**, with or without cause.

8. **Non-Solicitation**

Vendors may not solicit or hire MMC employees during the contract and for **12 months following termination**.

9. **Compliance with Laws**

All services must comply with applicable federal, state, and local laws, including HIPAA and data protection regulations.

10. **Performance Standards**

The vendor must meet agreed-upon SLAs for response times, uptime, and security monitoring.

Contact Information

All questions must be directed to:

Nicole Linder, CEO

RFP@mmcenter.org

The preferred method of communication is email.

Closing Statement

MMC is committed to finding a trusted IT partner who understands the demands of a multi-location, cloud-first nonprofit organization. We look forward to reviewing proposals and selecting a partner who will ensure our technology is secure, reliable, and positioned to support our mission for years to come.