



Request for Proposal (RFP) Template



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Introduction

If you're reading this, you're probably wondering how to create a Request for Proposal (RFP) template. Thankfully, our technology experts at Netitude have got you covered! A well-structured RFP is crucial in selecting the right IT service provider, ensuring your business's needs are met effectively and efficiently.

In this digitally driven era, businesses face an ever-increasing prevalence of cybersecurity threats. Cybercriminals constantly find new ways to infiltrate organisations through phishing, spam, and other malicious tactics. Beyond cybersecurity, businesses also grapple with challenges like scalability and digital transformation, which are essential for staying competitive and achieving sustainable growth.

This RFP template will help you understand what you need as an organisation looking to upgrade its IT infrastructure. We'll also help you outline the factors to consider for achieving long-term, sustainable growth through technology.



Getting Started

To gain an understanding of your technological needs, can you please specify **three** of your primary business goals down below:

1. (INSERT BUSINESS GOAL #2)



2. (INSERT BUSINESS GOAL #2)



3. (INSERT BUSINESS GOAL #3)



Buying Tips

Understanding Your Needs

When integrating technology into your business, it is essential to approach decisions with a strategic mindset. While new and innovative solutions may seem appealing, adopting technology without aligning it with your organisational needs can lead to inefficiencies. Assessing your current operations and identifying specific challenges will ensure that your technology investments drive meaningful outcomes.

Therefore, you must take the time to understand your current business needs and how IT can address them. An excellent place to start is by identifying your business problems.



Buying Tips

Understanding Your Needs

Here are some generic questions we've come up with that can get you started:

What are the most significant pain points in your current operations that hinder productivity and efficiency?

- (Insert Answer)

How do your current IT systems support or limit your ability to scale and adapt to market changes?

- (Insert Answer)

How do your current IT systems support or limit your ability to scale and adapt to market changes?

- (Insert Answer)



Evaluating Providers

Experience & Expertise

One of the first things to look for is a proven track record of industry experience. Without that much-needed experience and the expertise that comes with it, your MSP will likely not understand your unique challenges and requirements.

Cost vs. Value

Selecting the right Managed Service Provider (MSP) requires balancing upfront costs against long-term value. Beyond immediate financial considerations, assess the Total Cost of Ownership (TCO), Return on Investment (ROI), and value-added services to determine the partnership's overall benefit.

- **Total Cost of Ownership (TCO):** Look beyond the initial costs and consider the total cost of ownership, including ongoing maintenance, support, and potential hidden costs. This comprehensive view helps you understand the true financial commitment.
- **Return on Investment (ROI):** Assess how the MSP's services can lead to cost savings, efficiency improvements, and business growth. Consider case studies or examples where the provider has delivered significant ROI for other clients.
- **Quality of Service:** Higher costs often correlate with higher quality services. Evaluate the quality of support, the team's expertise, and the services' reliability. A cheaper option might save money initially but could lead to higher costs in the long run due to poor service and frequent issues.
- **Value-Added Services:** Identify any additional services or benefits included in the package, such as strategic IT consulting, regular system audits, or training sessions for your staff. These value-added services can enhance the overall benefit you receive from the MSP.
- **Scalability and Flexibility:** Ensure that the MSP can scale their services as your business grows and adapt to your changing needs without significant cost increases. This flexibility can provide better long-term value.



Evaluating Providers

Futureproofing

Futureproofing is equally critical. An ideal MSP will not only meet your current needs but also position your business for long-term growth through scalable, innovative solutions. This includes leveraging emerging technologies like cloud computing, artificial intelligence, and advanced cybersecurity measures to keep your business competitive and resilient.

When selecting an MSP, it's crucial to ensure they stay updated with the latest technology trends and innovations, such as cloud computing, AI, and cybersecurity advancements. The MSP should offer scalable solutions that grow with your business, allowing for seamless integration of new technologies and expansion of services. A proactive approach to IT management is essential, with regular monitoring, updates, and system optimizations to prevent issues before they arise.

Range of Services

You also want to partner with a provider that offers a comprehensive service. You might want to reconsider if the MSP you're considering doesn't provide 24/7 security team support or proactive monitoring and maintenance.



Evaluating Providers

Security & Compliance

It's never been more important to be secure and compliant in this day and age. However, there aren't enough hours in the day to keep on top of all your daily business activities whilst also finding the time to invest in the resources required to protect your business against cybercrime and maintain compliance with the latest regulatory requirements. This is an area where your MSP should step up.

- **Cybersecurity Measures:** Assess the provider's cybersecurity protocols, including data protection, threat detection, and response capabilities. A robust MSP will have advanced security measures to safeguard your data and systems from potential threats.
- **Compliance:** Ensure the provider complies with relevant industry regulations and standards (e.g., GDPR, Cyber Essentials). Compliance is not just about avoiding fines; it's about protecting your business and clients by adhering to best practices and legal requirements.



By partnering with a proactive MSP, you can ensure that your business remains secure and compliant, allowing you to focus on your core activities without the constant worry of cyber threats and regulatory breaches

Evaluating Providers

Service Level Agreements (SLA)

SLAs are industry-recognised standards stipulated within an agreement you reach with an MSP. It's vital during this step to set clear SLAs regarding response and resolution times for different types of issues. A general rule of thumb is to look for a provider that offers guaranteed response times within an hour for critical issues and resolution times within 24 hours for less urgent matters. This ensures that your business experiences minimal downtime and receives prompt support when needed.

Reactive vs. Proactive IT Approach

There are two different approaches an MSP can take: reactive or proactive. When you're in the process of vetting different providers, it's worth determining which approach they are likely to undertake to solve your IT-related issues. Will it be a 'find and fix it' short-term approach, or will they go above and beyond by identifying the root cause of the problem and addressing it before recommending a viable resolution that will save your business valuable time and money in the long run?



Why Should You Care What We Think?

Netitude's journey began when our Managing Director and Founder, Adam Harling, set out to elevate the performances of local businesses in and around Somerset with his 'Growth Through Technology' mantra and a fixed rate, fully managed IT service.

While we may have grown and evolved in the 23 years we've operated as a business, our core principles haven't changed one bit. We're still committed to enabling businesses to get the most out of their technology, whether by enabling them to take advantage of digital transformation or strengthening their cybersecurity defences.

We believe our expertise and the service we provide sets us apart from our competitors. Our core values as a business are very much aligned with the level of service we strive to provide for each of our clients.

- **Own IT:** Take ownership and demonstrate. Treat our client's technology like our own, always working towards the full adoption and implementation of our innovative technology framework.
- **Be Brave and Grow:** Foster innovation and embrace new technologies, both internally and externally, to cultivate growth in capabilities for our team and clients.
- **Be Approachable:** We embody humanity, value relationships, and acknowledge our clients' We're here to help, advise, and enable without judgment.
- **Help First:** We prioritise assistance with a "help first" approach. Low friction, excellent customer service, and swift actions set us apart from the competition.
- **Be Reliable & Dependable:** We demonstrate consistency, availability, and competence, standing out in an industry often plagued by unreliability and inconsistency.



What Does Your Current Setup Look Like?

Every business must first examine itself inwardly before upgrading its IT infrastructure. The aim is to gain a comprehensive overview of the business's current IT setup.

We've put together a comprehensive checklist that will help any business gain a well-rounded overview of its existing IT infrastructure and technological requirements.












Please type [Yes/No] if appropriate

Category	Components	Present Amount
Workstations and Devices		
	Workstations/Laptops	<input type="text"/>
	Mobile Devices (Tablets, Phones)	<input type="text"/>
	Printers/Scanners	<input type="text"/>
	Specialised Equipment (e.g., POS, Kiosks)	<input type="text"/>
	Asset Inventory & Tracking System	<input type="text"/>
Servers & Storage		
	Physical Servers	<input type="text"/>

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What Does Your Current Setup Look Like?

Category	Components	Present Amount
	Virtual Servers	
	Data & Storage Systems	
	Cloud Storage Systems	
	Backup & Recovery Systems	
Network Infrastructure		
	Firewalls	
	Wireless Access Points	
	VPN & Remote Access	
	Network Segmentation	
Cybersecurity		
	Antivirus Software & Spam Protection	
	Endpoint Detection & Response	
	Intrusion Detection & Prevention Systems	

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What Does Your Current Setup Look Like?

Category	Components	Present Amount
Identity & Access Management	Multi-Factor Authentication (MFA)	
	User Accounts & Directory Services	
	Role-based Access Control (RBAC)	
	Privileged Access Management	
Operating Systems & Software	Onboarding/Offboarding Process	
	List of Operating Systems	
	Key Applications (Software licences)	
	Patch & Update Management	
	Cloud Providers (e.g., AWS, Azure	
	Cloud-Hosted Applications	
	Backup and Disaster Recovery	

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What Does Your Current Setup Look Like?

Category	Components	Present Amount
Telecommunication Services		
	Telephony Services	<input type="checkbox"/>
	Video Conferencing	<input type="checkbox"/>
	Collaboration Tools (Teams/Slack)	<input type="checkbox"/>
	IT Policies (BYOD/Acceptable Use	<input type="checkbox"/>
	Compliance Standards (GDPR/HIPAA)	<input type="checkbox"/>
	Data Retention & Resolution System	<input type="checkbox"/>
IT Support & Helpdesk		
	IT Helpdesk/Support Solutions	<input type="checkbox"/>
	Incident Tracking and Resolution System	<input type="checkbox"/>
	Remote Support Tools	<input type="checkbox"/>
Physical Security		
	Server Room Access Control	<input type="checkbox"/>

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What Does Your Current Setup Look Like?

Category	Components	Present Amount
Documentation	Surveillance & Environmental Controls	0
	Network Diagrams and Asset Inventory	0
	Configuration Management Documents	0
	Licencing & Warranty Records	0
Backup & Disaster Recovery		
	Local Backup Solutions	0
	Disaster Recovery Testing	0
	Recovery Point Objective (RPO) & Recovery Time Objective (RTO)	0
Current IT Support Structure (in-house, outsourced, co-managed)	(Please State)	



Timeline & Milestones

If you've never encountered the process of entering an agreement with an MSP, you may be a bit puzzled by the timeline and delivery expectations. We've included a very rough project timeline that should help you picture the process from start to finish.

- ***Please remember that this process may vary depending on the practices and methodologies employed by different providers.***

Sample Project Timeline:

Project Kick-off (Week 1)

- Initial meeting to discuss project scope, objectives, and deliverables.
- Assign project roles and responsibilities.
- Establish communication protocols.

Assessment and Planning (Weeks 2-4)

- Conduct a comprehensive assessment and audit of the current IT infrastructure.
- Identify gaps and areas for improvement.
- Develop a detailed project plan and timeline.

Implementation Phase 1 (Weeks 5-8)

- Begin with critical infrastructure upgrades (e.g., network enhancements, server upgrades).
- Implement initial cybersecurity measures.
- Regular progress reviews and adjustments as needed.

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Timeline & Milestones

Sample Project Timeline:

Implementation Phase 2 (Weeks 9-12)

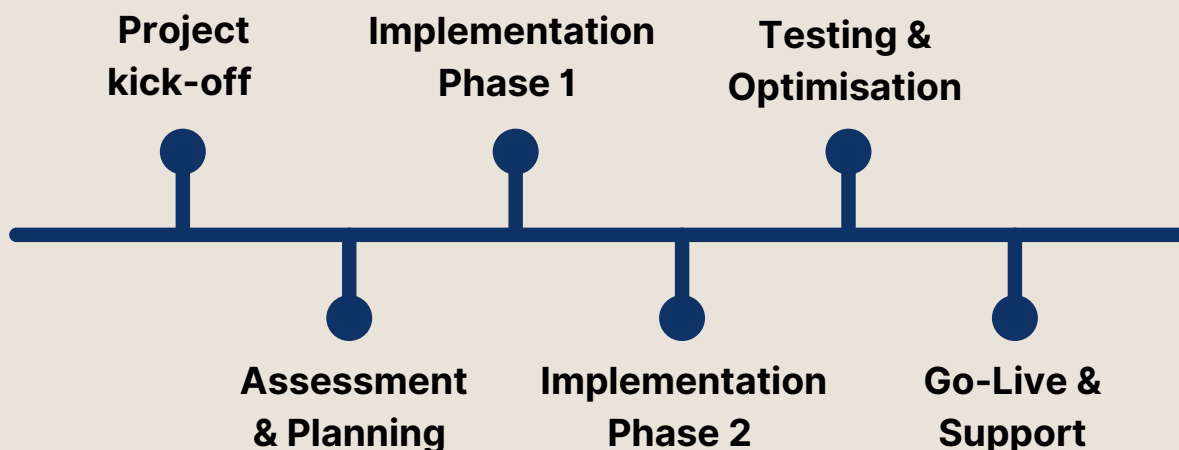
- Deploy new software and applications.
- Conduct user training and onboarding.
- Continue with cybersecurity enhancements.

Testing and Optimisation (Weeks 13-16)

- Perform thorough testing of all new systems and processes.
- Optimise configurations based on test results.
- Finalise documentation and user guides.

Go-Live and Support (Week 17)

- Officially launch the new IT infrastructure.
- Provide ongoing support and troubleshooting.
- Conduct a post-implementation review.
- Schedule a Quarterly Business Review (QBR) meeting to outline technological improvements in the future





So, now you should be equipped with all the information you need to make an informed decision when looking for an MSP who will guide you through the complexities of IT management. In the years to come, as we witness mass technological change and digital innovation, it's crucial to partner with a provider who understands your current needs and anticipates future challenges and opportunities.

Our proactive approach, tailored to every client we work with, is designed to leverage our comprehensive service offering so that you no longer have to be bogged down by technological frustrations and tech-related problems. Instead, you'll be gaining a globally recognised MSP that will be placed amongst the biggest and the best providers at the MSP 501 awards in 2024. Closer to home, we also took home the Employer of the Year Award and finished runner-up for Medium Business of the Year Award at the 2024 Somerset Business Awards.

We're a close-knit team of experts building something special in the southwest. Ultimately, we never steer too far away from our mission of helping people achieve 'Growth Through Technology', and we do that by providing the right technology at the right time, in the right place. If you'd like to hear more about our extensive list of services, please reach out to our friendly team of experts today:



Give us a call: 0333 2412320



Drop us an email: hello@netitude.co.uk

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