**RFP for IT Support Services
Respond by February 28, 2026**

Introduction & Project Overview

During the last five years, APT has evolved from an organization managed largely by the Board of Directors and Executive Committee with support from an Association Management Company to one that has a professional team of two and a half employees, several contractors, and a strong volunteer corps of Board and Committees. As we grew and professionalized, our software, hardware, and overall technology strategy have evolved organically. For example, we use twenty-six software products on a regular basis to conduct operations. There are easily a dozen more that we use less frequently. We haven't had the opportunity or knowledge to complete a full assessment of our needs and build a set of systems to most effectively meet them. With staff and volunteers located around the world and no physical central office, all of our systems are remote. Everyone (staff, contractors, and our many volunteers) is responsible for providing their own computer. (For many it is a personal computer, for some of our volunteers they use their work/office computer.) We need to assess and close a variety of security vulnerabilities balanced with our all-remote work environment. Given that we do work internationally, we need to keep that in mind as well.

It is only within the last four years that we established a central digital hub for file sharing and storage. Prior to this, many organizational documents were stored on the personal computers of volunteers. As a result, most of our digital history is non-existent and we still struggle with Committees embracing the current platform (Google Workspace). None of our staff has anyone to consult when something goes wrong with our IT beyond online research and limited "help" lines provided by various platforms.

APT seeks outside, professional IT expertise, first for project-based support to assess and make initial recommendations and additionally for ongoing IT services as a regular "help" resource when problems or questions arise.

Overall Goals
- Enhance security
  - As a membership organization we want to ensure that our members' information is stored and accessed securely.
  - Given the many fraudulent security threats that exist, we need to enhance our ability to resist hacking, phishing, etc.
- Increase work efficiency via review of current platforms and recommended opportunities for use of AI.
- Develop a partner to provide regularly available "help" as needed.

Current IT Environment

APT is an all-remote organization that operates digitally. Our primary email and files are in Google Workspace; however we also have Microsoft licences and use at least twenty-six different software products. Our "working" files are on Google Drives and our administrative archival files are on Microsoft Sharepoint. A multitude of meetings and programs are hosted on Google Chat and Zoom. We are currently in the process of moving to a new CRM system which necessitates a new website as the two are linked. This platform will house membership, email distribution (currently Constant Contact), donations, program registration, prospect management, and will drive our website.

Scope of Services and Timeline

We are seeking to hire an IT consultant to assess our technology systems and to prepare a prioritized two-year plan so that we can budget for and implement the recommendations. In addition, we seek managed services to provide IT support on a monthly retainer basis. We may need some assistance related to data migration and website optimization as we shift to the new membership software.

Specifically, we are seeking:
- Cybersecurity assessment and recommendations for improvement, including SaaS Protection, EDR, and anti-virus.
- Cybersecurity training for staff, contractors, and possibly for our volunteer leadership.
- An evaluation of our current software platforms and recommendations for streamlining and security.
- Help desk support–availability to assist employees with IT questions or problems.
- Make recommendations for hardware and software procurement and/or upgrades.
- Coaching on if and how to integrate AI.

Budget

Not to exceed $4,000 between March 15, 2026, and November 1, 2026, as APT has secured a grant to support this work for the first year.

Evaluation Criteria
- Experience with small, all-remote, nonprofit organizations - for the company and for particular staff assigned to APT.
- Technical capability
- Willingness to be a collaborative partner.
- Pricing structure (for both the project-based support and for ongoing managed support services)
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Proposal Must Include

- Clear demonstration of experience with similar organizations including references from three similar-sized organizations.
- Resume of the individual(s) who would be assigned to APT and the clients/client types in their current or past portfolio.
- Cost proposal.

How to Submit Proposals

Please send a brief proposal to Rebecca Harris, Director of Operations, at administration@apti.org. Please submit your proposal by February 28, 2026. We anticipate making a decision on March 18, 2026, and look to start almost immediately.