

Berkshire County Regional Employment Board, Inc.
Information Technology Services 2026

Request for Proposal (RFP)

1. Overview

Berkshire County Regional Employment Board, Inc. (BCREB) is seeking proposals from qualified vendors to provide comprehensive Information Technology (IT) services. The purpose of this RFP is to identify a partner capable of delivering reliable, secure, and scalable IT solutions that align with our operational and strategic goals.

2. Organization Background

Berkshire County Regional Employment Board, Inc., doing business as the MassHire Berkshire Workforce Board, is a small nonprofit organization responsible for overseeing workforce development activities across the 32 communities of Berkshire County, Massachusetts. As the region's designated workforce board, the organization plays a central role in aligning workforce, education, and economic development initiatives.

The MassHire Berkshire Workforce Board provides oversight of the MassHire Berkshire Career Center and administers a range of federal- and state-funded workforce programs. In addition, the organization leads regional college and career readiness efforts in partnership with all middle and high schools, develops industry-responsive training programs for unemployed, underemployed, and incumbent workers, and serves as the primary source for labor market information in the region.

The organization operates with a lean structure of four full-time staff members, supplemented by a network of consultants and partners who support program delivery and specialized initiatives.

Current IT environment:

- **Users & Devices:** The organization supports four full-time staff and several consultants using Windows 11-based laptops and desktops.
- **Network & Access:** Staff work in a hybrid/remote environment with secure remote access to organizational systems and resources.
- **Productivity Tools:** Microsoft 365 is the primary platform for email, document management, collaboration, and communications.
- **Line-of-Business Systems:** Key platforms include MOSES, CRM, QuickBooks Online, etc.
- **Cloud & Storage:** Core files and communications are managed within the Microsoft 365 environment, supplemented by a local server used for data storage and system backups.

- **Backup & Recovery:** A backup system is maintained through a local server to support data redundancy and recovery needs.
 - **IT Support:** IT services are currently supported through a managed service provider.
 - **Cybersecurity:** Existing security measures include standard protections within the Microsoft 365 ecosystem and endpoint security on Windows 11 devices, with opportunities for enhancement as part of this RFP.
 - **Compliance Considerations:** Systems must align with applicable federal and state workforce program requirements, including data privacy and reporting standards.
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3. Project Objectives

The selected vendor will support the following objectives:

- Ensure stability, security, and performance of IT systems
 - Improve operational efficiency through technology
 - Strengthen cybersecurity posture
 - Support future growth and scalability
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4. Scope of Services

Vendors should address their capabilities in the following areas:

4.1 Managed IT Services

- Help desk and end-user support
- Network monitoring and management
- Server and infrastructure support

4.2 Cybersecurity

- Threat detection and response
- Vulnerability management
- Compliance support (e.g., HIPAA, SOC 2, etc., if applicable)

4.3 Cloud Services

- Cloud migration and management
- Backup and disaster recovery
- SaaS application support

4.4 Projects & Consulting

- IT strategy and roadmap development
 - System upgrades and implementations
 - Vendor management support
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5. Vendor Qualifications

Vendors should provide:

- Company overview and years in business
 - Relevant certifications (e.g., Microsoft, Cisco, etc.)
 - Experience with similar organizations/industries
 - References (minimum of 3 clients)
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6. Proposal Requirements

Proposals should include:

- Executive summary
 - Detailed description of services offered
 - Approach and methodology
 - Service level agreements (SLAs)
 - Staffing model and key personnel
 - Pricing structure (fixed, hourly, or hybrid)
 - Implementation timeline
 - Risk management approach
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7. Evaluation Criteria

Proposals will be evaluated based on:

- Relevant experience and qualifications
 - Technical approach and understanding of needs
 - Cost and overall value
 - References and past performance
 - Responsiveness and completeness of proposal
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8. Timeline

Milestone	Date
RFP Issued	April 15, 2026
Questions Due	May 14, 2026
Proposal Submission Deadline	May 15, 2026
Vendor Selection	June 5, 2026
Project Start	August 1, 2026

9. Submission Instructions

- Submit proposals electronically in PDF format to: Heather@MassHireBerkshire.com
 - Include “IT Services RFP Response – [Vendor Name]” in the subject line
 - Late submissions may not be considered
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10. Terms and Conditions

- Berkshire County Regional Employment Board, Inc. reserves the right to accept or reject any proposal
 - This RFP does not commit the organization to award a contract
 - All costs associated with proposal preparation are the responsibility of the vendor
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11. Contact Information

For questions or clarifications, please contact:
Heather Boulger, Executive Director
Heather@MassHireBerkshire.com
413.442.7177 x150

12. Confidentiality

All information provided in response to this RFP will be treated as confidential and used solely for evaluation purposes.