



The CCAA's Mission is to advance economic security for Colorado individuals, families, and communities through maintaining and growing organizational capacity of partner agencies, providing training and technical assistance, and supporting strategic partnerships, best practices, and innovative solutions to poverty

Request for Proposal (RFP) - Email System Repair

I. Introduction

CCAA, a 501(c)(3) nonprofit organization, is seeking proposals from qualified tech contractors to provide solutions to issues within our email architecture. Said solutions will be critical in allowing us to continue our mission.

II. Project Overview

Our current email system has encountered issues that affect the efficiency and reliability of our communication processes. Namely, emails are being returned to the sender or marked as spam. We are seeking a tech contractor who can:

1. Diagnose and resolve existing email system issues, including but not limited to:
 - a. Deliverability problems
 - b. Spam filter challenges
 - c. Inconsistent performance
2. Optimize the email system for improved reliability, speed, and performance.
3. Provide recommendations for long-term maintenance and monitoring to prevent similar issues in the future.

III. Scope of Work

The scope of work for the selected tech contractor will include, but not be limited to, the following tasks:

1. Conduct a comprehensive assessment of our current email system's issues.
2. Develop and implement a budget and plan for the repair and optimization of the email system.
3. Perform necessary troubleshooting and configuration adjustments to address identified issues.
4. Test and validate the repaired email system to ensure reliable and efficient operation.
5. Provide documentation and guidance to CCAA staff for ongoing system maintenance.



The CCAA's Mission is to partner with other private and public organizations, including CSBG Grantees, serving low-income people, through advocating, communicating and providing educational and training resources.

IV. Proposal Submission

All interested tech contractors are invited to submit their proposals in response to this RFP. Proposals should include the following information:

1. Contractor's Information: Provide an overview of your company, including contact information, qualifications, experience, and relevant certifications.
2. Proposed Approach: Detail your approach to diagnosing, repairing, and optimizing the email system.
3. Timeline: Provide a proposed timeline for the project, including milestones and estimated completion date.
4. Cost Estimate: Submit a detailed cost estimate for the repair and optimization project, with a total equipment and labor cost not exceeding **\$3,500**.
5. References: Include references from past clients or organizations for whom you have completed similar work.
6. Any additional information or relevant details you believe are necessary.

V. Proposal Deadline

Proposals should be submitted electronically to Steven@coloradocommuntionaction.org

VI. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

1. Experience and qualifications of the contractor.
2. Proposed approach and methodology.
3. Cost-effectiveness within the budget of **\$3,500**.
4. References and past performance.