



***Request for Proposal for  
Integrated IT Management, Maintenance,  
and Strategic Support Services  
for Caritas India***

**Document Control**

<b><i>ITEM</i></b>	<b><i>DETAILS</i></b>
<b><i>RFP Issue Date</i></b>	09 September 2025
<b><i>RFP Due Date</i></b>	The deadline for submission of quotations, originally set for 12 September 2025, has been extended to 15 September 2025
<b><i>Contact Information</i></b>	Executive Director, <a href="mailto:procurement@caritasindia.org">procurement@caritasindia.org</a> M: 9337515567

## 1. *Introduction and Overview*

- **Organization:** Caritas India, a prominent humanitarian organization operating under the guidance of the Catholic Church, actively employs technology to bolster its wide-ranging initiatives across India. This RFP seeks to identify a technology partner who can manage a sophisticated IT infrastructure that supports and enhances the organization's charitable and developmental programs throughout the country. The collaboration with a skilled IT provider is crucial as it enables us to streamline our operations, enhance our program effectiveness, and expand our reach in providing aid and support to underprivileged communities.
- **Purpose of RFP:** Caritas India invites proposals from experienced IT service providers to manage, maintain, and enhance its IT infrastructure across regional offices in India. The goal is to establish a partnership that improves operational efficiency, strengthens security, and supports Caritas India's mission of humanitarian aid and development, grounded in Catholic social teachings. The selected IT services will ensure seamless communication, effective data management, and resource optimization, helping advance our efforts in social justice, poverty alleviation, and community empowerment. This collaboration will harness technology to further our mission while upholding the core values of dignity, unity, and stewardship.

## 2. *Scope of Services*

### (i) *IT Services and Infrastructure Management*

- Provide rapid and effective response to IT service incidents and user queries to minimize downtime and maintain business continuity.
- Oversee regular maintenance and systematic upgrades of IT infrastructure to prevent disruptions and enhance performance.
- Ensure high availability and reliability of IT services through proactive management and monitoring.

### (ii) *IT Infrastructure Safety and Security Management*

- Deploy critical IT infrastructure resources such as servers, network switches, routers, firewalls, and UPS across various locations.
- Implement robust anti-virus, firewalls, and other security applications to protect against internal and external threats.
- Daily IT system health checks and proactive monitoring must be scheduled at a fixed time at regular intervals.
- Monitor and analyze the performance of critical IT equipment, managing health performance and identifying issues to their exact causes.

### (iii) *ICT Inventory and Asset Management*

- Maintain a comprehensive inventory of all IT assets to ensure effective resource allocation and planning.

- Manage software licenses to ensure compliance and avoid legal and financial liabilities.
- Manage the lifecycle of IT assets from procurement through to disposal, ensuring a sustainable approach.

**(iv) *Administration of Applications and Business Processes***

- The proposed ERP solution should be readily available, with proven ability to configure and deploy within Caritas India in a short period.
- Ensure seamless integration of these systems with existing IT infrastructure, including regular updates and backups.
- Facilitate the integration of various third-party applications with existing systems to enhance functionality and user experience.
- Optimize and manage cloud-based services such as Microsoft 365 to ensure seamless, scalable, and secure operations.

**(v) *Microsoft Office 365 and Cloud Server Administration***

Administer Microsoft Office 365 and associated cloud services to optimize resource utilization. Manage Azure AD, SharePoint Online, and ensure all cloud services are synchronized and secure.

**(vi) *Web Domain Management:***

Administration of organizational domains (including .org and .in domains), ensuring timely renewals, DNS management, 2FA security, and compliance with nonprofit domain requirements.

- Web Server Management: Full management of the website hosting environment, covering:
- cPanel administration, website/app updates and troubleshooting
- SSL certificate setup and monitoring
- Monthly optimization of databases and resources
- Monitoring bandwidth and performance metrics, error logs, and uptime analytics
- Automated Website Backups: Setup and maintenance of Web server Website Backup, including:
- Scheduling daily/weekly backups for both site files and databases
- Verifying backup integrity, checking for malware, and securing encrypted storage
- Immediate restoration support in case of data loss or cyber incidents
- Advising on and managing offsite or cloud backup solutions for redundancy where required
- Disaster Recovery Planning: Maintaining a documented process for recovery, ensuring business continuity in case of site failure, with clear escalation and restoration protocols.

**(vi) *Organizational ICT Framework Implementation and Compliance***

- Develop, Implement and update IT policies and procedures across all offices, ensuring they align with internal and external regulatory requirements.
- Educate end-users on organizational ICT guidelines, security concerns, information privacy, and ICT audit.

***(vii) Technical Support and Procurement Guidance***

- Provide guidance on technical specifications for ICT purchases.
- Coordinate with Caritas Procurement department for the procurement of IT assets to ensure compliance with organizational standards and achieve cost-effectiveness.

***(viii) Capacity Building and End-User Training***

- Conduct training programs for staff to enhance their ability to utilize IT resources effectively.
- Create and maintain a library of resources to support staff training and self-improvement.

***(ix) Relationship Management, and Advocacy***

- Maintain professional relationships within the organization and with external partners.
- Promote the adoption of new technologies within the organization, ensuring Caritas India remains at the forefront of technological advancements.

**4. Proposal Requirements**

- ***Company Profile***: Submit company information, including experience, size, certifications, and any relevant partnerships.
- ***Experience and Expertise***: Submit examples of similar work done for other NGOs or organizations of a similar scale and complexity.
- ***Detailed Solution***: Provide an outline of your approach to IT management, maintenance, and strategic support, including any tools or platforms your company will use.
- ***Support and Training***: Describe how your company will provide support, including on-site and remote assistance, as well as any end-user training programs.
- ***Compliance***: Specify any local or international compliance requirements (e.g., GDPR, ISO certifications).
- ***Security Measures***: Details of the cybersecurity measures and how your company ensure data protection.
- ***Staff and Resources***: Information on the team that will be working with Caritas India, including their qualifications and experience.
- ***Disaster Recovery***: Describe disaster recovery plan and business continuity planning.

**5. Evaluation Criteria**

Proposals will be evaluated based on technical capability, cost, vendor experience, alignment with Caritas India's mission, and additional value-added services.

- ***Technical and Security Requirements***: Proficiency in the latest technologies, including cloud computing platforms like Microsoft Azure and AWS. Adherence to international security standards such as ISO/IEC 27001, and compliance with Indian data protection laws.

- ***Qualifications***

Must have a PAN India presence with operational capability across multiple regions. Experience working with non-profit or religious organizations, with a strong understanding of the cultural and operational context of the Catholic Church. Technical expertise in managing complex IT infrastructures, proven through past project examples and references.

- ***Compliance and Security***: Should meet Caritas India's legal, regulatory, and security requirements.

## ***6. Budget and Pricing Model***

- ***Cost Breakdown***: Proposals should present a clear, detailed financial plan, including itemized costs for services rendered. Providers must offer competitive pricing and demonstrate how they deliver value within Caritas India's budget constraints.
- ***Payment Terms***: Define the payment schedule, such as monthly payments.

## ***7. Proposal Submission Requirements***

- Proposals should be submitted via email in PDF format, containing a technical proposal, a financial proposal, a company profile, and evidence of qualifications and past performance. Please refer to the point 9.

## ***8. Contract Terms***

- The successful vendor will be awarded a contract for an initial term of one year, with an option to extend based on performance evaluations and mutual agreement.

## ***9. Mandatory Documents & Details***

- GST Certificate
- PAN Card copy of the Company, if the PAN Card is in the name of an individual, please share Aadhar Card copy as well
- MSME Certificate if registered.
- The quotation should be on your company letterhead in non- editable format with seal and signature to the undersigned, with a min validity of 1 month.
- The quotation should have these basic details – Date of the quotation, Name of the Company, Address of the company, Phone no and email id.
- The quotation is to be addressed to Caritas India, New Delhi.

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