

**Mid Shore Behavioral Health, Inc.
28578 Mary's Court, Suite 1
Easton, Maryland 21601**



REQUEST FOR PROPOSALS

Information Technology and Cybersecurity Services

**Release Date: January 22, 2026
Pre-Bid Call: February 4, 2026, at 2:00 PM
Proposal Due Date: March 6, 2026, at 4:30 PM
Anticipated Award Notification Date: April 15, 2026
Anticipated Contract Start Date: July 1, 2026**

Prospective applicants who have received this document from a source other than the Issuing Officer should immediately contact the Issuing Officer and provide their name and mailing address in order that addenda to the RFP or other communications can be sent to them. Any prospective applicant who fails to notify the Issuing Officer with this information assumes complete responsibility in the event they do not receive communications from the Issuing Officer prior to the RFP closing date.

OVERVIEW OF MSBH

Mid Shore Behavioral Health, Inc. (MSBH) is a private, 501(c)(3) registered non-profit and serving as a regional CSA for Caroline, Dorchester, Kent, Queen Anne's, and Talbot Counties, making MSBH the largest regional CSA in the state. Our primary responsibility is for community planning, management, and monitoring of publicly funded medically necessary mental health services in the five-county region for consumers across the life span: children, adolescents, adults, and the aging population.

The MSBH team is made up of 27 – 30 full-time employees at any given time, many who work remotely. The MSBH office is located in Easton, Maryland.

GENERAL INFORMATION

Mid Shore Behavioral Health, Inc. (MSBH) is seeking proposals from qualified IT and cybersecurity providers to deliver comprehensive IT services for fiscal years ending June 30, 2027, 2028, and 2029. It is the intent to continue the engagement for fiscal years 2030 and 2031, assuming mutual satisfaction with the relationship.

Deadline and Format:

- To be considered, proposals must be emailed to Jon Qvarnstrom, Administrative and Communications Manager, at jquvarnstrom@midshorebehavioralhealth.org on or before March 6th, 2026, by 4:30 PM.

PURPOSE OF THE RFP

The purpose of this RFP is to obtain IT and Cybersecurity services for Mid Shore Behavioral Health, Inc. for Fiscal Years ending June 30, 2027, 2028, and 2029. It is the intent to continue the engagement with the selected firm for Fiscal Years 2030 and 2031, assuming both parties continue to be satisfied with the relationship.

SCOPE OF SERVICES

- Client Portal (Dashboards and Reporting)
- Managed Endpoint Detection and Response (MDR)
- Information Security Policy Library
- Infrastructure and Server Monitoring (SIEM)
- Microsoft 365 Monitoring (SIEM)
- Security Alerting and Containment
- Endpoint Vulnerability Scanning (Basic)
- Dark Web Monitoring
- Managed Patching (Windows and Third-Party)
- Secure Internet Gateway
- Phish Testing and Security Awareness Training
- Preventive Maintenance
- Managed Network Devices (Firewall, Switch, WAP)
- Backup Monitoring and Remediation
- Microsoft 365 and Active Directory Administration
- End User Support/Help Desk
- First Hour Application Support
- Workstation Repair/Reimage
- Consulting Services

The vendor will provide oversight and management of all Microsoft 365 and SharePoint programs, ensuring compliance, reliability, and security.

ELIGIBILITY REQUIREMENTS

- Minimum of 5 years providing IT and cybersecurity services
- Experience serving nonprofit, healthcare, or behavioral health organizations
- Knowledge of HIPAA, 42 CFR Part 2, NIST CSF, CIS Controls, and Maryland IT security expectations
- Ability to pass organizational and staff background checks
- Evidence of cybersecurity training for all technical staff
- SOC 2 Type II certification
- CMMC RPO accreditation preferred
- Demonstrated capability to support compliance with HIPAA
- At least one senior staff member must hold one or more of the following:
 - CISSP, CISM, CISA, CEH, GIAC certifications (GSNA, GCIH, GSEC, GPEN, etc.)
 - OSCP
 - Cloud Security certifications (Azure, AWS, or Google Cloud)
- Technical team members must collectively hold:
 - Ability to implement and monitor SIEM solutions
 - Vulnerability management and patching
 - Endpoint detection and response (EDR/MDR)
 - Incident response support
 - Formal cybersecurity framework usage (NIST, CIS, ISO 27001, etc.)
 - Microsoft 365 and SharePoint administration

AWARD BASIS FOR EVALUATION AND SELECTION

Proposals will be evaluated using the following criteria:

Rank	Evaluation Criterion	Description	Maximum Points
1	Proposed Service Model and Help Desk Quality	Services provided, Effectiveness, responsiveness, staffing model, and clarity of the proposed service delivery and help desk support.	30
2	Technical Expertise and Certifications	Demonstrated technical capabilities, relevant staff certifications, and depth of expertise.	20
3	Cost Competitiveness	Overall cost reasonableness, transparency of pricing, and value relative to services provided.	20

Rank	Evaluation Criterion	Description	Maximum Points
4	Capacity to Meet MSBH Start Date and Ongoing Needs	Ability to meet the required implementation timeline and sustain services over time.	10
5	Experience with Similar Organizations	Proven experience providing services to comparable organizations in size, scope, or sector.	10
6	References from Prior Clients	Quality and relevance of references, including demonstrated performance and client satisfaction.	10
	Total Possible Score		100

MSBH reserves the right to negotiate, reject any or all proposals, or make partial awards. Incomplete proposals will not be considered.

VENDOR RESPONSE

Proposals should include:

- **Profile of the Proposer:** Legal name, address, ownership, years in business
- **Experience/Certifications:** Relevant IT/cybersecurity certifications/ licenses/ projects, frameworks used
- **Scope of Services:** A clear list of all IT and cybersecurity services offered.
- **Staffing Information:** Organizational chart, staff certifications, and roles for this contract
- **References:** At least three current or past clients, including contact information and services provided, prior behavioral health or nonprofit clients preferred
- **Fee Schedule:** Detailed breakdown of hourly/monthly/quarterly costs, rates for special projects
- **External Quality Review / Security Documentation:** SOC 2 reports, or other quality assurance measures
- **Additional Information:** Optional supporting documents, case studies, or explanations of unique capabilities

INTERPRETATION OF REQUEST FOR PROPOSALS

- All questions will be answered on the Pre Bid Call: February 4, 2026, at 2:00 PM
Link here:
<https://teams.microsoft.com/meet/27852975062130?p=lwpiLarEtNS0DmKAzQ>
- Responses to all questions will be shared with all prospective proposers.
- MSBH's interpretation of the RFP is final.

NONDISCRIMINATION

Mid Shore Behavioral Health, Inc. does not discriminate against any applicant, employee, or vendor on the basis of race, color, religion, gender, sexual orientation, national origin, age, disability, or any other protected characteristic under applicable law.

RESERVATIONS AND STIPULATIONS

- MSBH reserves the right to reject any or all proposals, in whole or in part.
- Late proposals will not be accepted.
- MSBH is not obligated to award a contract.
- Proposal costs are the responsibility of the vendor.
- Contract award is contingent upon funding availability.

Appeals

Applicants may file an appeal to the MSBH CEO or designated staff within five business days of notification of the selection decision. MSBH will not examine any additional information provided by the protesting party that was not submitted as part of their application.