



Transforming Lives & Communities in the "D,"

One Home at a Time

Community & Home Supports, Inc.

<https://chsinc.org/>

3031 W. Grand Blvd. Suite 470

Detroit, MI 48202

Request for Proposals (RFP): IT Services Provider for Community & Home Supports, Inc.

Issued by: Community & Home Supports, Inc.

Issue Date: 01/20/2026

Overview

Community & Home Supports, Inc. (CHS) is a Detroit-based nonprofit organization dedicated to providing comprehensive services to individuals and families experiencing homelessness. We currently employ 40 staff members, 11 board members, and 12 interns with the expectation of incremental growth over time. We're committed to leveraging technology to improve service delivery, data management, and organizational efficiency.

As our longtime IT lead, James Perry of Cyber Solutions, prepares for retirement, we are seeking proposals from qualified IT firms to provide ongoing support, strategic guidance, and infrastructure management tailored to the needs of a mission-driven nonprofit.

Scope of Services

- IT Infrastructure Management: Maintenance and support for hardware, software, and network systems across multiple sites.
- Help Desk Support: Timely and responsive support for staff and volunteers, including remote and on-site troubleshooting.
- Cybersecurity & Data Protection: Implementation and monitoring of security protocols to protect sensitive client and organizational data.
- Cloud Services & Backup Solutions: Management of cloud-based tools and regular data backups. Must have 5 years or more with the Microsoft 365 platform.
- Technology Planning & Consulting: Strategic guidance on IT upgrades, budgeting, and alignment with CHS's growth and service goals.
- Compliance Support: Assistance with HIPAA, data privacy, and other relevant regulatory requirements.

Proposal Requirements

- Company background and relevant experience, especially with nonprofits or social service organizations.
- Description of services offered and approach to client support.

- Team qualifications and bios of key personnel.
- Pricing structure and annual costs.
- References from current or past clients.
- Any additional value-added services or innovations.

Evaluation Criteria

- Demonstrated experience and understanding of nonprofit IT needs.
- Quality and comprehensiveness of services.
- Cost-effectiveness and transparency.
- Responsiveness and customer service approach.
- Commitment and alignment with CHS's purpose, mission, vision, and values

Submission Instructions

Please submit your proposal electronically to: John M. Stoyka

Email: js1@chsinc.org

Subject Line: IT Services Proposal – CHS

Timeline

- RFP Release: 01/20/2026
- Proposal Deadline: Ongoing until filled
- Contract Start Date: ASAP

We appreciate your interest in supporting our mission and look forward to reviewing your proposal.