



ADMINISTRATION

Managed IT Services RFP

Introduction

The Town of Stevensville is requesting bids for IT managed services. The organization has historically worked with an outside IT provider and incurred services on an as needed basis. The Town has identified the need for a comprehensive 3rd party IT service in order to meet the growing digital operations of the municipality including the IT and security needs of local police/criminal justice, water, wastewater, airport, fire department and community pool.

Vendors understand that in addition to serving the operational IT needs of the Town, that the organization also needs to improve its cybersecurity and continuity posture given its role in criminal justice, key local infrastructure and data sets: personal/financial/payment information.

Scope of Work requested

- Managed Security – Hardware, Software and Services
 - o Firewalls
 - o Windows Patch Management
 - o Advanced Endpoint Antivirus
 - o Remote Monitoring and Alerting
 - o Office Patch Management
 - o 3rd Party Application Updates
 - o Wireless Access Points
 - o IT Admin Account Administration
- Backups/Business Continuity
 - o Backup hardware, software and offsite cloud storage
 - o File Recovery services
 - o System recovery services
- Standards Alignment
 - o Annual Audit and Gap Analysis
 - o Formal Technology Gap Review and Solution Recommendations
 - o Budget recommendations for infrastructure upgrades/replacements
- Help Desk
 - o Onsite
 - o Remote
- Onboarding

Requirements

The Town of Stevensville is requesting a fix bid, flat fee monthly agreement price. Ala carte or time and materials proposals will not be reviewed.

IT Service Provider must be headquartered within 60 minutes travel of the Town of Stevensville.



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IT Service Provider must be a certified partner with the following technologies:

- Microsoft
- Office 365

IT Service Provider must have worked with other Montana small governments: cities, towns, county etc.

Baseline

Number of users: 47

Number of Windows PC's and Servers requiring management: 18

Number of physical locations requiring a firewall: 5

Number of physical locations requiring secure wireless: 4

Backup storage requirements: 8TB

Email provider: Office 365

Timeline

Please provide materials and quote via email to Finance Officer Robert Underwood at robert@townofstevensville.com by close of business on March 27, 2020. The Town of Stevensville will review responses with the Town Council and set next steps with the responding vendors.

Other

Please state all fees including upfront, monthly fixed fees and hourly rates for any non-covered services available.

Please state the terms of the contract and any penalties for early termination.

Please provide 3 references of other Montana small government organizations currently consuming managed services from your firm.

Please provide a breakdown of your current staffing:

- Help Desk/Field Support
- Projects
- Account Managers and or vCIO's
- IT administrators/administration
- Software Specialists
- Web Developers
- Other

Please provide short bios of the firm's principles and key management team. Please provide proof of insurance.

If there are other Advanced Cybersecurity services available, please provide a list of services/capabilities as an addendum and any projected costs.