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# Introduction

The Town of Stevensville is requesting bids for IT managed services.

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

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

* Microsoft and Office 365

# Baseline

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/GoDaddy

# Timeline

Please provide materials and quote via email, mail or at Town Hall to Jenelle Berthoud, Town Clerk by**: September 15, 2022 @ 5:00 pm. Selection will be made at the Town Council Meeting on September 22, 2022. With Services beginning in November of 2022.**

[**jenelle@townofstevensville.com**](mailto:jenelle@townofstevensville.com)

**Town of Stevensville, PO Box 30, Stevensville, MT 59870**

**Town Hall, 206 Buck Street, Stevensville, MT 59870**

# 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 a breakdown of your current staffing:

* Help Desk/Field Support, Projects, Account Managers and or vCIO’s, IT administrators/administration, Software Specialists, Web Developers and Other.

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.