

## TOWN OF LYMAN

11 South Waterboro Rd Lyman, ME 04002

Tel: (207)-499-7562 FAX: (207)-499-7563

Email: [selectboard@lyman-me.gov](mailto:selectboard@lyman-me.gov)

### REQUEST FOR PROPOSALS

#### Remote Managed Services Provider

The Town of Lyman is requesting proposals from qualified consultants to provide Managed IT services. The intention of this RFP is to solicit responses and formal proposals from qualified Managed Service Providers (MSPs) and select a single organization to provide IT services to the Town of Lyman.

The Town of Lyman is requesting information about your company and the IT products and solutions you provide as outlined in the Service Requirements. This document does not commit the Town of Lyman to any contract for any service, supply, or subscription whatsoever. The Town of Lyman will not reimburse any information or administrative costs incurred as a result of participation in response to the RFP. All costs associated with response will solely reside at the responding party's expense.

**Please submit your proposal in a sealed envelope to the Town of Lyman by April 17<sup>th</sup>, 2023 3:00pm EST.** Proposals must be addressed to:

Select Board  
11 South Waterboro Rd  
Lyman, ME 04002

Please mark sealed proposals plainly "RFP: Remote Managed Services". **Proposals will be opened publicly at the Select Board meeting on April 17<sup>th</sup>, 2023.** The Town will not except late bids.

Questions regarding this request for proposal should be directed via email to:  
[selectboard@lyman-me.gov](mailto:selectboard@lyman-me.gov)

## **Technical Environmental Overview**

The following is a general overview that outlines broad demographics of the Town of Lyman and current technical environment.

- Two office/service locations in Lyman, ME
- Approximately 20 employees and additional limited-term elected officials
- Windows PC environment, approximately 21 laptop, desktop, tablet, mobile devices
- 2 Servers, 8 network devices.
- Microsoft Office 365
- Local and Remote cloud backups
- Print Scan, Fax, Copy devices on site.
- GWI Hosted PBX Polycom VVX 410 Phone System
- Web hosting and social media
- Audio/Video streaming and recording of public proceedings.
- IT committee, to be established July 2023

## **Service Requirements**

As part of this RFP, The Town of Lyman has requirements for the following services. We realize that not every MSP will be able to provide all the services listed below, but we encourage you to respond regardless.

**Helpdesk Support** - The MSP should offer superior 24/7/365 help desk support and offer remote access client support.

**Server & networking system monitoring** – The MSP must provide 24/7 monitoring of the Town of Lyman’s server and network system with proactive communication and escalation protocols based on the severity of any unscheduled outages.

**Patch Management Services & Preventative Maintenance** – The MSP must provide management of critical security and system patches to all servers and systems on the network to ensure the Town of Lyman IT system and resources are properly managed and maintained.

**Business Continuity and IT Disaster Recovery** – The MSP must be able to support the Town of Lyman’s ability to recover based on the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) agreed upon by organizational constituents. In addition, backup and redundancy should be used to support this need.

**Remote Backup** – The MSP must execute a routine backup plan for critical servers, including a regularly-tested recovery process.

**Email System Management** – The Town of Lyman requires the management and administration of the Town’s email system for all users.

**Antivirus, Antispam & Antispyware Protection** – The Town of Lyman is looking for solutions to defend against security threats including phishing, malware, spam, viruses.

**On Site Support** – When needed, the MSP should have the ability to deploy onsite resources to assist in issues which cannot be resolved through remote access to in-house systems.

**Networking Support** – The Town of Lyman requires proactive management and monitoring of our switches, firewalls, routers and wi-fi systems, and other networking equipment as identified by the Town of Lyman.

**Security Systems Monitoring** – MSP must provide proactive monitoring and management of the Town of Lyman’s security systems, including firewalls, intrusion prevention, secure remote access, and any implementations of advanced security solutions the Town may utilize.

**Vendor Management** – The MSP should be able to manage other vendors which may be contracted for by the Town of Lyman and serve as a key point of contact unless escalated.

**Warranty and Asset Inventory Management** – The Town of Lyman expects the MSP to maintain a hardware and asset inventory that includes desktops, laptops, servers, printers/scanners, fax machines, mobiles, tablets, and notify the Town of Lyman of any potential service or warranty issues. The MSP must also assist with managing the lifecycle of the Towns devices and maintain an equipment inventory to ensure our systems are always current.

**Software Licensing Control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation.

**Procurement Management** – The MSP must assist with the selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.

**PC Deployment** – Delivery and set up of machines on site.

**Desktop and Laptop Support** – MSPs must include their ability to support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and acquisition and provisioning of new equipment as needed.

**Printers, Copiers, Scanners and Fax Machines Support** – The MSP must include their ability to support existing printers, copiers, scanners, fax machines and scanner related network-printer issues.

**Break Fixes and Installation** – The MSP should offer planned and on-call break/fix services, including emergency response to server issues.

**Vulnerability Testing** – The MSP should offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from outside, or perimeter of the Town of Lyman’s business network.

**Audio Video services and management** – The MSP should have the ability to assist with audio video recording equipment and software programs.

**Special Projects** – MSP may be requested to provide additional support and/or consultation in conjunction with an established IT committee regarding special projects as deemed necessary by the Town of Lyman.

## **Conditions and Instructions to Bidders**

1. Bidders shall use the enclosed bid form and submit proposal attached with bid form.
2. Proposals must be completed in full and must be signed by a firm official or representative. Proposals may be withdrawn prior to the time set for the official opening.
3. Proposals will be opened publicly. Bidders or representatives may be present at opening.
4. Issuance of this RFP and receipt of proposals does not commit the Town to award a contract. The Town reserves the right to postpone receipt date, accepting or rejecting any or all proposals received in response to this RFP, or to negotiate with any of the consultants/firms submitting an RFP, or to cancel all or part of this RFP.
5. The Town is exempt from payment of Federal Excise Taxes on the articles not for resale, Federal Transportation Tax on all shipments and Maine Sales Tax and Use Taxes. Please quote less these taxes. Upon application, exemption certificate will be furnished with the Purchase Order when required.
6. No contract may be assigned without board approval and contract must be signed by at least three members of the board.
7. Please state "**RFP: Remote Managed Services**", on submitted, sealed envelope.
8. The Town of Lyman reserves the right to waive any formality and technicality, whichever is deemed best for the interest of the Town.
9. The contract period for the successful consultant/firm will be a minimum of one year with option to serve up to three years from the executed contract date. Note, multi-year contracts will need to include a non-appropriation clause.

The Select Board will review sealed bids in an open public meeting and may, at the boards' discretion, delay award pending further review. It should be noted that the contract resulting from this RFP will be awarded to the respondent whose proposal is determined to be in the "best interest" of the Town. Therefore, the proposal offering the lowest cost may not necessarily be the proposal that is selected for award.

**RIGHT OF REFUSAL.** The Town reserves the right to: a) Reject any or all proposals, or to make no award. b) Select certain applications from the proposals. c) Require modifications to initial proposals. d) to make partial or multiple awards. e) award based on initial proposals received, without discussion of such proposals. f) invite selected vendors to make oral presentations to the evaluations team. Failure of a vendor to comply with the request for meeting may be grounds for bid rejections. g) excuse technical defects in a proposal when, in its sole discretion, such as excuse is beneficial to the Town.

**PROPOSAL FORM:**

Due: **April 17<sup>th</sup>, 2023 3:00pm EST**

To: Town of Lyman  
Select Board  
11 South Waterboro Rd  
Lyman, ME 04002

The undersigned individual/firm/business guarantees this price for sixty days (60) from the proposal due date. The undersigned submits this proposal without collusion with any other person, individual, or firm or agency. The undersigned ensures the authority to act on behalf of the corporation, partnership or individual they represent; and has read and agreed to all of the terms, requests, or conditions written herein by the Town of Lyman.

By signing this form, the firm listed below hereby affirms that its bid meets the minimum specifications and standards as listed above.

Signature \_\_\_\_\_ Company \_\_\_\_\_

Name (print) \_\_\_\_\_ Telephone # \_\_\_\_\_

Title \_\_\_\_\_ Fax # \_\_\_\_\_

Address \_\_\_\_\_

Email Address \_\_\_\_\_

Web Site \_\_\_\_\_