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**Request for Proposal:
Information Technology (IT) Managed Services**

The Town of Cedaredge is seeking proposals for Information Technology Managed Services. Proposals will be accepted through 4 p.m. on Friday, January 14, 2022. Proposals may be emailed to [Interim Town Administrator Kami Collins](mailto:kcollins@cedaredgecolorado.com) at kcollins@cedaredgecolorado.com. Late proposals will not be accepted for review. The Town reserves the right to reject all proposals, or to reject any proposal in part or in whole, and to award the proposal to the most responsive and responsible firm as deemed in the best interest in the Town. Further, the right is reserved to waive any formalities or informalities contained in the proposal, to extend the deadline for the receipt of proposals, and to negotiate with one or more proposers regarding desired modifications in the proposed work.

The Town seeks a firm that can manage the ever-changing technology needs of the Town, and the increasing complexity of the network and cyber security, network management, technical assistance and software management. Proposals shall include the qualifications and certifications of principal employees to be assigned to the Town, experience working with local governments, timeline for initiating management, and all proposed costs.

Specifically, the Town is looking for proposals that address:

- Management of all Town servers, networks, software and hardware, including those located at and/or utilized by Town Hall, Public Works, Public Works Water Plant, Public Works Wastewater Plant, Police Department and Golf Course, and including database, messaging, web and other servers and associated hardware, software, communications and operating systems necessary for the quality, security, performance, availability, recoverability and reliability of the system. The Town currently uses the Microsoft platform and has approximately 40 users.
- Management of secure backup of all data.
- Management of cyber security, including firewalls.
- Set up new users; remove and/or edit existing users from server and software applications. Manage user logins and network security.
- Preventative maintenance of equipment, software and hardware. Coordination of any repairs or maintenance work with designated personnel.
- Coordination with technology vendors as needed.

For specific questions on any of the above, please contact [Interim Town Administrator Kami Collins](mailto:kcollins@cedaredgecolorado.com) at kcollins@cedaredgecolorado.com or at 970-856-3123 ext. 112.