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**Village Manager:**

Dale Kerbyson

**Village Clerk/Treasurer:**

Kimberly J. Keesler

# *Village of Almont*

*817 North Main Street  
Almont, Michigan 48003*

**Village Council:**

Tim Dyke, President

Melinda Steffler, Pres. Pro-Tem.

Peter Feldman

Wayne Glasser

Robert Miller

Stephen Powell

Steven C. Schneider

## **Request for Proposals (RFP) Managed IT Services for Workstations and Server**

### **1. Introduction**

The Village of Almont is seeking sealed proposals from qualified IT service providers for the management and security of its IT infrastructure. The selected provider will be responsible for advanced endpoint detection, threat prevention, antivirus protection, and remote management tooling for 29 workstations and 1 server. Additionally, the provider will oversee system maintenance, monitoring, and backup services to ensure data recovery and protection and as needed cellular phone assistance.

### **2. Scope of Services**

The selected provider will be required to deliver the following services:

#### **Workstation Services (29 Units):**

- Proactive Performance Monitoring
- Patch Management
- Predictive Hardware Failure Monitoring
- Intrusion Detection
- Antivirus / Anti-Ransomware Protection (Cybesecurity)
- As-needed on-site assistance/support

#### **Server Services (1 Unit):**

- Proactive Performance Monitoring
- Patch Management
- Predictive Hardware Failure Monitoring
- Health Checks
- Intrusion Detection
- Antivirus / Anti-Ransomware Protection (Cybersecurity)
- As-needed on-site assistance/support



### **Remote Backup (1 Unit):**

- Secure Backup and Data Protection
- Regular Monitoring and Testing of Backup Integrity

### **3. Camera Systems (3 systems)**

- Maintain and regularly inspect camera systems of the Village.

### **4. Additional Services**

- Configuration of new systems which shall include the installation of management tools for ongoing maintenance and future support.
- Have the ability to be on-site at least once a month for any issues or troubleshooting that may arise.

### **5. Proposal Requirements**

Interested vendors must submit a detailed proposal including:

- Company background and experience in managed IT services
- Description of tools and technologies to be used
- Service Level Agreement (SLA) details, including response times and support availability
- Cost breakdown, including any setup fees and ongoing maintenance charges
- References from similar past projects
- LIEN certification

### **6. Evaluation Criteria**

Proposals will be evaluated based on the following criteria:

- Experience and expertise in IT service management
- Ability to meet the outlined scope of services
- Cost-effectiveness of the proposed solution
- Quality of customer support and response times
- Security measures and compliance standards

### **7. Submission Instructions**

All proposals must be submitted by May 15, 2025 to Clerk/Treasurer Kim Keesler at [kkeesler@almontvillage.org](mailto:kkeesler@almontvillage.org). Late submissions will not be considered.

For any inquiries regarding this RFP, please contact Village Manager Dale Kerbyson at [villagemanager@almontvillage.org](mailto:villagemanager@almontvillage.org).

## **8. Timeline**

- RFP Release Date: April 30, 2025
- Proposal Submission Deadline and Bid Opening: May 15, 2025 – 10:00 AM
- Expected Start Date: July 1, 2025

We look forward to reviewing your proposals and selecting a partner that can provide reliable and secure IT services for our organization.