

**REQUEST FOR PROPOSAL (RFP)
2026-3 IT MANAGED SERVICES**

**ISSUED BY:
TOWN OF KINGSBURY
6 MICHIGAN STREET
HUDSON FALLS, NY 12839**

**RFP DATE: MAY 19, 2026
RFP DEADLINE: JUNE 8, 2026**

LATE PROPOSALS WILL BE REJECTED
There will not be a public opening for this Proposal

For further information regarding this RFP
contact Rebecca Pomainville at:
comptroller@kingsburyny.gov

1. PURPOSE AND BACKGROUND

The Town of Kingsbury (“Town”) is soliciting proposals from qualified firms to provide comprehensive Information Technology (IT) Managed Services.

The Town currently operates approximately 11 workstations, utilizes Microsoft 365, and requires secure, reliable, and responsive IT support services. The Town also seeks replacement and management of firewall infrastructure that is nearing end-of-life.

The objective of this RFP is to select a vendor that can deliver high-quality, secure, and cost-effective IT services consistent with municipal best practices.

2. SCOPE OF SERVICES

The selected vendor shall provide, at a minimum, the following services:

2.1 Helpdesk & Technical Support

- Remote and onsite support as needed
- End-user support during standard business hours (define hours in proposal)
- After-hours emergency support
- Issue tracking and ticketing system

2.2 Network & Systems Management

- Monitoring and maintenance of all workstations and network devices
- Patch management and updates (OS and third-party applications)
- Asset inventory management

2.3 Microsoft 365 Administration

- User account management
- Licensing management
- Email and security configuration
- Support for Microsoft applications and services

2.4 Cybersecurity Services

- Endpoint Detection and Response (EDR)
- Multi-Factor Authentication (MFA) enforcement
- Email security and spam filtering
- Vulnerability scanning and/or risk assessments
- Incident response support

2.5 Backup & Disaster Recovery

- Cloud-based backup solution
- Defined retention policies (must be specified)
- Offsite or immutable backup capability
- Periodic recovery testing

2.6 Firewall & Network Security

- Procurement and installation of new firewall hardware
- Ongoing licensing, monitoring, and maintenance
- VPN configuration
- Network security configuration and reporting

3. SERVICE LEVEL EXPECTATIONS

Proposals must include clearly defined service levels, including:

- Response times by severity level
- Target resolution times
- System uptime expectations
- Availability of after-hours support

4. PROPOSAL GUIDELINES

Proposals must include one (1) original and five (5) copies of the following sections:

1. Cover Letter
2. Company Profile
 - Years in business
 - Organizational structure
 - Staffing levels
3. Relevant Experience
 - Experience with municipal clients
 - At least three (3) references
4. Technical Approach
 - Description of services provided
 - Cybersecurity approach
 - Tools and technologies used
5. Staffing Plan
 - Key personnel and qualifications
6. Transition Plan
 - Onboarding process and timeline
7. Cost Proposal
 - Monthly recurring costs
 - One-time implementation costs
 - Hardware costs (itemized separately)
8. Required Forms and Attachments (A-C)

5. COST PROPOSAL

All costs must be clearly itemized and include:

- Monthly recurring service fees
- Implementation/setup costs
- Firewall hardware (quoted separately)

Cost Evaluation Formula:

$(\text{Lowest Cost Proposal} \div \text{Vendor Cost}) \times \text{Maximum Points} = \text{Score}$

6. PROPOSAL EVALUATION CRITERIA

Kingsbury will evaluate and score all proposals based on the following criteria. To ensure consideration for this Request for Proposal, your proposal should be complete and include all the following criteria:

Description	Points
Organization’s Experience/References	30
Technical Approach	30
Cost Proposal for Recurring Services	40
Total	100

This RFP does not commit the Town to award a contract, or to procure, or to contract for services or supplies. The Town reserves the right to award this contract to the proposer(s) that best meet the requirements of the RFP. The Town reserves the right to accept or reject any or all proposals received as a result of this request; to negotiate with all qualified sources, or to cancel in part or in its entirety this RFP if it is in the interests of the Town to do so. The Town may require the Proposer selected to participate in negotiation and to submit any price, technical, or other revisions, or their proposals as may result from negotiations.

It is each Proposer’s responsibility to carefully review all requirements of the RFP, including the scope of work, the specification and terms and conditions. It is further the proposer’s responsibility to ask questions, request clarifications, or otherwise advise the Town if any language, specifications or requirements of this RFP appear to be ambiguous, contradictory, or vague.

7. PROJECT TIMELINE

Proposal Deadline	June 8, 2026
Evaluation Period	June 9-15, 2026
Notice of Award	June 16, 2026
Contract Start Date	July 1, 2026

8. CONTRACT TERMS

- Initial contract term: 1–3 years (to be negotiated)
- Renewal options may be included, upon mutual written consent
- Termination for convenience with 30–60 days written notice

9. INSURANCE REQUIREMENTS

- The selected vendor must provide proof of:
 - General Liability Insurance
 - Professional Liability (Errors & Omissions)
 - Cyber Liability Insurance
 - Workers’ Compensation Insurance
- Coverage limits must be included in the proposal.

ATTACHMENT A

Proposal Cover Page and Statement of Non-Collusion
TOWN OF KINGSBURY –IT Managed Services

Company Name			
Street, City			
Phone #		Fax #	
Contact Name		Title	
Email			
EIN			

General Municipal Law § 103-d

(a) By submission of this proposal, each Bidder and each person signing on behalf of any Bidder certifies, and in the case of a joint proposal each party thereto certifies as to its own organization, under penalty of perjury, that to the best of knowledge and belief:

(1) The prices in this proposal have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other Bidder or with any competitor;

(2) Unless otherwise required by Law, the prices which have been quoted in this proposal have not been knowingly disclosed by the Bidder and will not knowingly be disclosed by the Bidder prior to opening, directly or indirectly, to any other Bidder or to any competitor;

(3) No attempt has been made or will be made by the Bidder to induce any other person, partnership or corporation to submit or not to submit a proposal for the purpose of restricting competition.

(b) A proposal shall not be considered for award nor shall any award be made where (a)-(1), (2) and (3) have not been complied with; provided however, that if in any case the Bidder cannot make the foregoing certification, the Bidder shall so state and shall furnish with the proposal a signed statement which sets forth in detail the reasons therefore. Where (a)-(1), (2) and (3) have not been complied with, the proposal shall not be considered for award nor shall any award be made unless the head of the purchasing unit of the political subdivision, public department, agency or official thereof to which the proposal is made, or his designee, determines that such disclosure was not made for the purpose of restricting competition.

ATTACHMENT A

The fact that a Bidder (a) has published price lists, rates or tariffs covering items being procured, (b) has informed prospective customers of proposed or pending publication of new or revised price lists for such items, or (c) has sold the same items to other customers at the same time prices being proposed, does not constitute, without more, a disclosure within the meaning of paragraph (a) of this certification.

By submission of this proposal, the undersigned hereby affirms the truth of the foregoing certification under the penalties of perjury.

Company

Type or Print Name

Date

Title

Authorized Signature

RESOLUTION FOR CORPORATIONS/LLCs ONLY

Resolved that _____ is authorized to sign and submit the bid or proposal of this corporation for the following project:

Request for Proposal for IT Managed Services

and to include in such bid or proposal the certificate as to non-collusion required by Section 103-D of the General Municipal Law as the act and deed of such corporation and for any inaccuracies or misstatements in such certificate this corporate bidder shall be liable under the penalties of perjury, and to enter into the contract if awarded to this corporation:

The foregoing is a true and correct copy of the resolution adopted by _____ at a meeting of its _____ held on the _____ day of _____, and is still in force on this _____ day of _____, 2026.

Title

ATTACHMENT B

REFERENCES

IT Service Provider Name: _____

Provide company name, email address, contact person, telephone number, and appropriate information on the product(s) and/or service(s) provided to customers similar to those requested in this solicitation document.

Company Name: _____

Contact Person: _____

Email: _____ Phone: _____

Brief Description of Services Completed: _____

Company Name: _____

Contact Person: _____

Email: _____ Phone: _____

Brief Description of Services Completed: _____

Company Name: _____

Contact Person: _____

Email: _____ Phone: _____

Brief Description of Services Completed: _____

ATTACHMENT C

IT Service Provider Name: _____

Total Cost – Firewall Hardware (installed): \$ _____ (itemized list below)

Include specification sheets as appropriate:

Type/Make/Model	Quantity	Unit Cost	Notes

Summary of Cost – Implementation Services: \$ _____ *

Summary of Cost – Recurring Monthly Fees: \$ _____ *

*Please include detailed breakdown of all proposed services on separate sheets.

Instructions: In addition to Attachments A – C, all RFP responses must include a detail of Proposing Firm’s profile to include years in business, resume(s) of leadership team, and current staffing levels.

The undersigned attests that the information contained within the proposal is accurate to the best of his/her knowledge. If selected, agrees to incorporate the requirement of this RFP in the final contract.

Authorized Signature: _____

Date: _____

Printed Name: _____