Request for Proposal

Managed IT Services for the Vermont League of Cities and Towns (VLCT)

RFP Issued	May 12th, 2025
Questions Due Date	June 6th, 2025
Proposal Due Date	June 20th, 2025
Anticipated Award Notification	July 18th, 2025

Contact for RFP	Emmanuel Ajanma Director of Technology eajanma@vlct.org

1. Introduction

The Vermont League of Cities and Towns (VLCT) is seeking proposals from qualified and experienced vendors to provide managed IT services. As a nonprofit organization supporting municipalities across Vermont, VLCT depends on secure, reliable, and scalable IT solutions to ensure efficient operations and maintain service excellence for its members. This RFP outlines the required scope of services and invites proposals from vendors capable of delivering comprehensive IT management tailored to VLCT's unique needs.

2. Current Environment Overview

The Vermont League of Cities and Towns (VLCT) operates from a single primary site that hosts multiple physical and virtual servers, supporting a robust IT infrastructure tailored to a hybrid work environment. The organization manages approximately 55 user devices and virtual desktops, with a combination of Hardware as a Service (HaaS) for some endpoints and organization-owned laptops and peripherals for others.

VLCT relies on Microsoft 365 for productivity and collaboration, leveraging a mix of E3, E5, Copilot, and Exchange Online licenses. SharePoint and OneDrive, integrated with Azure Active Directory, are core to our document management and collaboration strategy. All major enterprise applications and platforms are protected using multi-factor authentication (MFA), as part of a broader zero-trust security model.

Our systems are secured using endpoint detection and response (EDR) solutions, monitored continuously by a 24/7 Security Operations Center (SOC). Additional protections include enterprise-grade email security and long-term archiving, with retention capabilities of up to 10 years.

VLCT's data is housed in a private datacenter, which hosts applications, user data, and shared files—currently totaling approximately 3 terabytes. Critical infrastructure components such as routers, firewalls, and wireless access points support secure connectivity for both internal users and guests. A comprehensive backup and disaster recovery strategy is in place to ensure operational continuity and safeguard against data loss.

In addition to core IT services, our environment includes business telephones, multifunction copiers, and networked printers. VLCT also maintains several enterprise software applications critical to its operations:

- **OnBase** – Document management, records retention, and workflow automation.
- **Ventiv** – Used for claims and risk management tracking.
- **Microsoft Dynamics GP (Great Plains)** – Utilized for general ledger, accounts payable/receivable, and financial reporting functions.
- **Clear Vantage** – Association management system supporting membership, events, and communications.
- **Origami Risk** – Primarily for underwriting, policy administration, and reporting.

VLCT is actively working to complete its transition to a standardized cloud-based infrastructure, seeking to modernize legacy systems and enhance scalability, performance, and security.

3. Scope of Services

The following, details the services that prospective vendors should consider providing to VLCT. <u>Vendors may propose either a set of services or all of the services described below</u>:

• IT Support and Maintenance

Vendors are expected to provide comprehensive managed IT services that address VLCT's operational requirements and future aspirations. The scope of services includes providing 24/7 remote and onsite support to ensure uninterrupted operations for users, servers, and network infrastructure. Vendors will also handle advanced troubleshooting and proactive maintenance, including patching and updates for all workstations and servers. Vendors should also provide M365 license management, vendor coordination, and hardware, software, domain, and license procurement/renewals.

• Assessment

Compile/update inventory of all information technology related assets. Assess system architecture and current processes and make recommendations for improved IT system performance.

- ## Hosting Services

Hosting services are an integral part of the scope, encompassing the provision of virtual desktops, application hosting, and file management within a secure private cloud environment. Vendors should provide managed hosting for SharePoint and OneDrive services, enabling domain connectivity via Azure Active Directory and facilitating access through Windows Explorer.

- ## Security Services

Security services are equally critical and include advanced EDR solutions, continuous monitoring by a 24/7 SOC, email protection, and regular security audits to identify and mitigate vulnerabilities. Additionally, multi-factor authentication (MFA) should be implemented and managed.

- ## Hardware and Software Management

Hardware and software management is another vital area, requiring the vendor to manage the procurement, deployment, and maintenance of HaaS laptops, desktops, and peripherals. The vendor will also oversee software licensing and vendor renewals to ensure compliance and cost-effectiveness.

- ## Backup and Disaster Recovery

Vendors must provide comprehensive backup and disaster recovery services, ensuring the organization's data is securely stored both onsite and offsite and that recovery plans are tested and actionable in case of disruptions.

- ## Infrastructure Services

Infrastructure services should include support for managed networking components such as routers, wireless access points, and point-to-point connections. Vendors must also provide managed virtual machine hosting, including additional storage and RAM allocation, as well as SQL Standard 2 Core License Pack support. Additional services should include vendor support for virtual workspace seats and Microsoft Exchange Online kiosk accounts.

- ## Strategic IT Planning

Strategic IT planning is a key component of the services sought. The selected vendor will work closely with VLCT to develop an IT roadmap aligned with organizational goals. This includes advising on emerging technologies, budgeting for IT initiatives, and implementing solutions that enhance operational efficiency. Vendors may also propose additional value-added services that align with VLCT's mission to support Vermont's municipalities.

- Alternatives

Vendors may propose alternative services, if the vendor can demonstrate alternatives will significantly improve information technology (IT) effectiveness, enhance its quality of services, minimize its support cost, and maximize return on investment in IT.

4. Proposal Submission Requirements

Interested vendors must submit a comprehensive proposal detailing their approach to meeting VLCT's IT needs. All proposals must be submitted electronically to Emmanuel Ajanma, Director of Technology, at eajanma@vlct.org no later than the proposal due date.

Proposals should include the following:

- Letter of Transmittal

The letter is not intended to be a summary of the proposal itself, but must contain   the following statements and information:

- *Company name, address, and telephone number(s).*
- *Name, title, e*-mail address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.
- *Briefly state your understanding of* the services to be performed and make a commitment to provide the services as specified.

- General Vendor Information

- *Length of time in business.*
- *Length of time in business providing proposed services.*
- *Total* number of clients.
- *Number of full-time personnel.*
- *Office location(s) which would service this account.*

- ## Experience and Positioning

Explain how your firm is capable of delivering either some or all of the services mentioned above. Provide a history of your experience in delivering similar services. Detail your approach to providing these services and outline your methodology for offering ongoing support. Let us know if you have worked with municipal clients.

- ## References

Please provide three references from clients to whom you have offered similar services. Include details about the specific services provided, the number of users, and the duration of service for each client.

- ## Staff Resources

Provide names of principal and key personnel delivering the services. Summarize their technological expertise and describe their roles and responsibilities.

- ## Cost of Services

Pricing information is required, with a breakdown of fixed rates, hourly rates for additional services, and any applicable fees.

5. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Cost-effectiveness
- Experience and qualifications
- Knowledge of services and VLCT's needs
- Staff expertise
- Project method and service delivery

VLCT reserves the right to select the proposal that best meets its requirements and to negotiate terms with the selected vendor.

6. Miscellaneous

VLCT reserves the right to reject any or all proposals and to waive technicalities. This RFP does not obligate VLCT to award a contract or compensate vendors for proposal preparation costs. VLCT may conduct additional investigations to determine a vendor's ability to perform the required services and may request clarification or additional information from any respondent.

By submitting a proposal, vendors agree to the terms outlined in this RFP and acknowledge VLCT's right to accept or reject proposals at its sole discretion.

Submit questions to:

Emmanuel Ajanma
Director of Technology
Vermont League of Cities & Towns
(802) 262-1945
eajanma@vlct.org

All questions must be submitted by 5 p.m. EST on Friday, June 6th. Questions, and the answers to those questions, will be posted on the VLCT RFP (https://www.vlct.org/vlct-requests-proposals) website by 5 p.m. on Friday, June 16th.