



## **REQUEST FOR PROPOSALS (RFP)**

Managed Information Technology (IT) Services

September 4, 2025

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### **Introduction**

The Town of Warren, NH, is requesting proposals from qualified firms to provide managed information technology (IT) services. The Town seeks a reliable partner to ensure secure, efficient, and cost-effective IT support for municipal operations.

The Town currently employs three (3) full-time staff and fifteen (15) part-time or seasonal staff. Technology resources include nine (9) workstations and one (1) server located in the Town Office.

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### **Scope of Services**

The selected firm will be expected to provide ongoing IT services, which may include:

- Help Desk & User Support – Remote and on-site assistance during business hours, with emergency support as needed.
  - Network & Server Management – Monitoring, maintenance, and troubleshooting.
  - Cybersecurity & Data Protection – Firewalls, antivirus, secure backup, disaster recovery, and compliance safeguards.
  - Email & Communication Systems – Support for Microsoft 365, Google Workspace, or equivalent platforms.
  - Hardware & Software Management – Installation, updates, lifecycle planning, and procurement assistance.
  - Strategic IT Planning – Annual review with recommendations for modernization and efficiency.
  - Regulatory Compliance – Adherence to State and Federal requirements, including RSA 91-A (Right-to-Know).
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### **Proposal Requirements**

Proposals must include the following:

1. Cover Letter summarizing interest and qualifications.
  2. Company Profile – history, size, and office location(s).
  3. Relevant Experience – at least three references, preferably municipal or nonprofit.
  4. Staffing – key staff and their certifications.
  5. Service Approach – how support, monitoring, and security will be delivered.
  6. Pricing Proposal – including:
    - Hourly rates for services or monthly or annual managed services fee
    - Hardware/software procurement terms
    - Any additional fees (setup, travel, emergency response, etc.)
  7. Implementation Plan – timeline and process for assuming IT support responsibilities.
  8. Proof of Insurance – or statement of ability to provide upon selection.
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## **Evaluation**

The Town will evaluate proposals based on the following criteria:

1. Relevant experience supporting municipalities or similar organizations
2. Qualifications and certifications of staff
3. Demonstrated ability to provide responsive and reliable service
4. Service approach, including cybersecurity and compliance capabilities
5. References and past performance
6. Pricing proposal and overall value

A shortlist of firms may be invited to interview. Selection will be based on best overall fit for the Town, considering both qualifications and cost.

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## **Compliance Requirements**

The Town of Warren is an Equal Opportunity Employer. Qualified firms will be considered without regard to race, color, religion, sex, age, national origin, or disability.

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## **Submission Instructions**

Proposals must be submitted no later than 5:00 PM EST on September 25, 2025 and addressed to:

Town of Warren, NH  
Attn: Austin Albro, Town Administrator  
P.O. Box 40 / 8 Water Street  
Warren, NH 03279

Electronic submissions (PDF format) may also be sent to: [administrator@warren-nh.com](mailto:administrator@warren-nh.com)