

Joint Request for Proposals

IT Managed Support Services



Village of Lynbrook
1 Columbus Drive, Lynbrook, N.Y. 11563
516-599-8300 ext. 205



Village of Malverne
99 Church Street, Malverne, N.Y. 11565
516-599-1200

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1. BACKGROUND OF ORGANIZATION

The Villages of Lynbrook and Malverne provide municipal service through its departments consisting of Administration, Justice Court, Police Department, Building Department, Parks & Recreation, Dept of Public Works, Library and Fire Department.

2. PURPOSE/OBJECTIVE/INTENT

Purpose – The Villages have Microsoft based Server & Computers and a local and wide area network infrastructure. The Villages are seeking a vendor to provide technical support for this infrastructure.

Objective – Our primary objective is to provide for the maintenance of the network in a cost-effective efficient manner; improving end user satisfaction with the system, while maintaining the proper level of network security.

Intent – It is the intent of the Village of Lynbrook & Village of Malverne to contract with a qualified Vendor for all necessary labor, expense and materials to provide Information Technology Support Services for the Villages as described herein. It is through this RFP process that economies of scale can be achieved to maximize cost savings to the Villages if both Villages select the same vendor.

3. MINIMUM QUALIFICATIONS

The Villages intend to select a vendor that furnishes satisfactory evidence that it has the requisite experience, ability, resources and staffing to enable it to perform the scope of work successfully. In making the determination as to whether to select a vendor the Villages will consider the following factors (listed in no particular order):

1. Minimum 10 years of relevant business experience in computer support and networking
2. Prior experience performing similar work with a public or not for profit agency
3. A call center/Support Center/Help Desk as its initial escalation point
4. Large enough technical staff to support the IT needs of the Villages
5. Ability, capacity and skill to fulfill the services as specified
6. Ability to respond to service calls within 2 hours; have main offices in Nassau or Suffolk County
7. Ability to perform scheduled maintenance between 8:00 am & 4:00 pm
8. References from prior or current clients
9. NYS Criminal Justice Information Systems compliant

4. EXISTING CONDITIONS

To enable a better understanding of the Village's existing IT Network, the attached appendices help portray existing conditions and needs.

All Proposers should be familiar with all operations, IT infrastructure and on-site conditions of each Village.

5. TECHNICAL SPECIFICATIONS

A) Lynbrook:

Current IT infrastructure serves three buildings:

Village Hall – 1 Columbus Drive

Dept of Public Works – 548 Merrick Road

Parks & Recreation – 55 Wilbur Street

(Library and Fire Department are not part of the Village network)

Hardware:

- Approx. 70 Desktop Computers
- Approx. 72 email users (Office 365)
- 7 Servers
- 1 – Datto 6 TB
- 3 Sonic Firewalls
- 3 HP Aruba Switches – 48G
- 3 HP Aruba Switches – 24G
- Fiber-optic network between buildings
- Off-Site Cloud backup of all server data for disaster recovery

B) Malverne:

Current technology infrastructure serves four buildings:

Village Hall – 99 Church Street

Dept of Public Works – 9 Hempstead Avenue

Police Department – 1 Arlington Avenue

Malverne Fire Dept. – 30 Broadway

Hardware:

- Approx. 32 Lenovo Laptops w/Docks
- Approx. 61 email users (Office 365)
- 9 Servers
- Approx. 30 Lenovo Desktops
- 3 Fortinet Firewalls
- 5 Netgear Switches 48G

6. Service Requirements

This section outlines the scope of services to be provided on both an ongoing and as-needed basis. The selected vendor will be responsible for the management and reporting of these operations to the Village's designated contact to include, and not be limited to:

- **Help Desk Support** - The Proposer should offer 24x7x365 Help Desk support utilizing industry best practice processes and procedures utilizing the latest industry technology via automated endpoint management software. The proposer must also offer a secure state of the art remote assistance software (SOS, Splashtop, Bomgar, etc.)

- **Server & Network System Monitoring** – The Proposer must provide 24x7 monitoring of servers & network system including firewalls and other devices with proactive communication and escalation protocols based on the severity of any unscheduled outages or security breaches.
- **Patch Management Services & Preventative Maintenance** – Provide semi-automated management of critical security and Windows system patches to all computers, servers, switches, firewalls and systems on the network to ensure IT systems and resources are properly managed and maintained utilizing automated endpoint management software and backup status reporting.
- **Business Continuity and Disaster Recovery** –Support the ability to restore services based on the Recovery Time Objective and Recovery Point Objectives. In addition, backup and redundancy should be used to support this need.
- **Remote Backup** – The Proposer must execute and confirm nightly backup plan as applicable for the critical servers, including a quarterly-tested recovery process.
- **Email System Management** - Management and administration of cloud email system for all users using Microsoft Business Premium Exchange, and Microsoft Intune Unified Endpoint Management or equivalent.
- **Antivirus, AntiSpam & Antispyware Protection** – Provide Village approved end-point protection solutions to defend against security threats including phishing, malware, spam, viruses. System must include Endpoint Detection and response protection, monitoring and analytics and restoration.
- **On-Site Support** – When needed, the Proposer must have the ability to deploy same day onsite resources to assist in issues which cannot be resolved through remote access to in-house systems; after hours support for mission critical outages.
- **Networking Support** - Proactive path management and monitoring of switches, firewalls, routers and Wi-Fi systems, and other networking equipment.
- **Security Systems Monitoring** – Provide proactive monitoring and management of security systems, including firewalls, intrusion prevention, secure remote access, and any implementations of advanced security solutions that may be utilized.
- **Vendor Management** –Monitoring of Village Domain; Endpoint Detection agent including web content filtering, dark web, accommodate other vendors which may require Village IT assistance for external devices such as cameras or other items.
- **Warranty and Asset Inventory Management** – Maintain a hardware and asset inventory that includes Desktops, Laptops, Servers, Printers/Scanners, Fax Machines, and notify the Village of any potential service or warranty issues. The Proposer must also assist with managing the lifecycle of devices and maintain an equipment inventory to ensure systems are current.
- **Software Licensing Control** – Oversight of automatic renewal of software and other antivirus malware applications and maintenance of appropriate documentation.
- **Procurement Management** – Assist with the selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.
- **PC Deployment** – Delivery and setup of machines.
- **Desktop and Laptop Support** – Provide support to existing and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning for new equipment as needed; remote access licenses.
- **Printers, Copiers and Scanners** -The Proposer must be able to support existing printer, copier and scanner-related network-printing issues.
- **Desktop Software Standardization and Software Licensing and Upgrades** – Provide a process for identifying standardization and management of desktop images and ensuring that staff are using current products as well as current OS and browser versions.
- **Lifecycle Management of Hardware Units** – Provide a process for end-of-life notification, replacement, and decommissioning.
- **Break Fixes and Installation** – Offer planned and on-call break/fix services, including emergency response to server issues.
- **Reporting** – Provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.
- **Technology Strategy Planning** – Work with current staff to develop a long-term strategic technology plan to take advantage of new and existing.

- **Account Management** – The Proposer must provide an internal escalation process in tandem with the Village to ensure the ability to have multiple points of contact available when needed depending on the items or issue encountered.
- **Project Management** – The Proposer must offer project management and technical engineering resources to assist with projects as identified by the Village.
- **IT Policy Review and Development** – The Proposer must be able to assist in the development of customized policies related to the use of technology.
- **Hosting** - The Proposer should offer services relative to hosting or co-location of equipment, either directly or through partners.
- **Onboarding and Offboarding Staff** - The Proposer must have process and procedure in place to onboard or offboard team members in a timely and efficient manner. This process must include training specific to the Village.
- **Multi-Factor Authentication (MFA)** –Provide and manage a Multi-Factor Authentication (MFA) solution to provide an easy-to-use method to verify user identities at login and to protect logins with multi-factor authentication.
- **End-User Security Awareness Training** –Offer Security Awareness Training to teach Village staff about current threats, terms, standards, and compliance to help them avoid a security incident.
- **Vulnerability Testing** - Offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of the business network.

Customer Support

Vendor shall provide the following:

- Contact information and background of technical support team
- Trouble ticket procedures and escalation intervals
- Billing dispute resolution process
- Description of web-based interface for billing, trouble reporting, etc., if available

If network trouble occurs, the provider will deliver swift state-of-the-art problem detection, diagnosis, and resolution.

Level 1 Support Desk 1-800-555-5555

OR

support@something.com

Target Response: 2 Hrs./Showstopper Response: <15 Min

Level 2 Triage Team Lead 1-800-555-5551

First Name Last Name

Level2@something.com

Target Response: 1 Hr. Showstopper Response: <15 Min

Level 3 Customer Success Managers

First Name Last Name

Level3@something.com 1-800-555-5554

Target Response: 1 Hr. Showstopper Response: <15 Min

Level 4 Director Customer Success

First Name Last Name

Level4@something.com 1-800-555-5553

Target Response: 1 Hr. Showstopper Response: <15 Min

7. PROPOSAL FORM AND CONTENT

Vendor shall provide their responses to the RFP in the following manner and with the information as described below.

Due Date and Location

Responses shall be submitted by no later than 3:00 PM EST Thursday, February 12, 2026 to:

Incorporated Village of Lynbrook
Attn: Florence Maxwell, Deputy Village Clerk
One Columbus Drive
Lynbrook, NY 11563

- **Additional Information and Technical Questions**

Should the Vendor require additional information about this request for proposals, please submit questions via email to Florence Maxwell, Deputy Village Clerk, via email only at (fmaxwell@lynbrookvillage.com) and Jill Valli, Village Clerk, Village of Malverne (jvalli@malvernevillage.org). Questions are due no later than 12:00 Noon on Tuesday February 3, 2026. Any and all changes to these specifications are valid only if they are included by written addendum from the Village that will be distributed by email to all responding Vendors.

- Vendors are hereby explicitly directed not to contact any other Village of Lynbrook personnel for any reason other than pertaining to existing services.

8. PRICING

Vendors shall offer pricing on the Village's pricing sheet (**see Page 9-10** of this document). Vendors must note any items which the Vendor cannot perform or intends to subcontract. Monthly rates are to be fixed. The cost for hourly services should take into account on and off-site presence as well as additional after-hours/on-call support services. The Villages generally adheres to normal business hours between 8:00 am and 4:00 pm Monday through Friday, however, the Police Departments operate 24/7. As such, the Villages reserves the right to request additional hours of work as needed (if bid hourly). The Vendor should submit hourly rate for all technology support. Vendors are also required to submit fixed monthly prices for the entire scope of other services. Pricing shall include all travel and incidental fees associated with providing on-site and off-site services. The Vendor should list, specifically, any services which would not be covered in the proposal price, or any other service the vendor feels necessary.

9. TERMS

Vendor shall provide pricing information for a two (2) year term with three (3) one-year contract extensions. All contracts are subject to review by the Village's legal counsel, and will be awarded upon signing of an agreement or contract which outlines terms, scope, budget, and other necessary items.

10. INSURANCE – Hold Harmless and Indemnification

In addition to other standard contractual terms the Villages need, the Villages will require the selected Vendor to comply with indemnification, hold harmless and insurance requirements as outlined below:

Vendor shall defend, indemnify and hold the Villages, its officials, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits including attorney fees arising out of or resulting from the acts, errors or omissions of the Vendor in performance of this Agreement, except for injuries and damages caused by the sole negligence of the Villages.

The Vendor shall procure and maintain, for the duration of this agreement, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder

by the Vendor, his agents, representatives, employees or subcontractors. The cost of such insurance shall be paid by the Vendor. Insurance shall meet or exceed the following unless otherwise approved by the Villages.

- Minimum Levels of Insurance
- Comprehensive or Commercial General Liability: \$1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage
- Automobile Liability: \$1,000,000 combined single limit per accident for bodily injury and property damage
- Worker's Compensation coverage as required by the Industrial Insurance Laws of the State of Illinois
- Cyber Liability, and Errors and Omissions
- Other Provisions

The Policies are to contain, or be endorsed to contain, the following provisions:

- General or Commercial Liability and Automobile Liability Coverages
 - The Villages, its officials, employees and volunteers are to be covered as additional insureds with respect to: liability arising out of activities performed by or on behalf of the contractor; products and completed operations of the contractor; premises owned, leased or used by the contractor; or automobiles owned, leased, hired or borrowed by the contractor. The coverage shall contain no special limitations on the scope of protection afforded to the Villages, its officials, employees or volunteers.
 - The contractor's insurance shall be primary insurance with respect to the Villages, its officials, employees and volunteers. Any insurance or self-insurance maintained by the Villages, its employees or volunteers shall be excess of the contractor's insurance and shall not contribute with it.
 - Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the Villages, its officials, employees or volunteers.
 - Coverage shall state that the contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
- All Coverages
 - Each insurance policy required by this clause shall state that coverage shall not be canceled by either party except after thirty (30) days prior written notice has been given to the Villages.
- Acceptability of Insurers
 - Insurance is to be placed with insurers with a current Bests' rating of A- or better.

11. GENERAL TERMS & CONDITIONS

Each vendor shall meet all of the proposal terms and conditions as set forth in this Request for Proposal. By virtue of the proposal submission, the vendor acknowledges agreement with and acceptance of all provisions of the specifications except as expressly qualified in the proposal. Non-substantial deviations may be considered provided that the vendor submits a full description and explanation of and justification for the proposed deviation. Whether any proposed deviation is non-substantial will be determined by the Villages at its sole discretion. These terms and conditions shall be adhered to relative to any project for which the selected Vendor provides services. The Villages reserves the right to delete or alter these terms and conditions or to add additional terms and conditions at its discretion. The Board of Trustees reserves the right in its sole discretion to reject any or all of the responses received, to cancel the RFP or change any or all terms and conditions of the RFP, and to extend or otherwise change any dates specified in the RFP which in its opinion is in the best interest of the village.

References

Vendor shall include the organization name, contact, contact title, and phone number of at least three customers with similar applications that have had vendor's services for a period of at least two years in New York.

Relationship of the Parties

In assuming and performing the obligations of any Contract, the Villages and any supplier shall each be acting as independent parties and neither shall be considered or represent itself as a joint venture, partner, or employee of the other.

Compliance with all Laws

The selected vendor shall comply with all applicable laws, ordinances, executive orders and regulations of the federal, state, and local government. This RFP is issued in conformance with Section 103 of the NYS General Municipal Law, deeming such services as "Professional" and exempt from bidding.

Equal Opportunity

No supplier of goods and/or services under the RFP or any Contract shall discriminate against any employee, applicant for employment, or recipient of services on the basis of veteran status, race, religion, color, sex, sexual orientation, age, disability, or nation origin.

Taxes

The Tax Law exempts New York State governmental entities, such as the Villages of Lynbrook and Malverne, from the payment of New York State sales and use taxes on their purchases. Tax exemption numbers and or ST-119-1 (Exempt Organization Exempt Purchase Certificate) are not issued to New York State governmental entities.

MALVERNE
 INFORMATION TECHNOLOGY SERVICES
 BID PROPOSAL FORM

Proposer Name: _____

Please provide pricing for the following services:

Description	Hourly Rate	Block Purchase Rate
On-Site Support	\$ _____	\$ _____
Off-Site Support	\$ _____	\$ _____

MONTHLY CHARGES:

Remote Monitoring & Management of System, etc.

9 ESR Servers/Network devices	\$ _____
32 Laptop Computers w/Docks	\$ _____
30 Desktop Computers	\$ _____
1 Microsoft Entra ID P2 Licenses	\$ _____
61 Email accounts/Office 365 Licenses	\$ _____
29 Email accounts/Office 365 Backup	\$ _____
62 Anti-Virus/Anti Malware Licenses	\$ _____
24 Duo Multifactor Licenses	\$ _____
Cloud protection – Botnets, Malware & Phishing	\$ _____
43 SNAP Defense Security & Incident	\$ _____
1 Domain Protection	\$ _____
27 Microsoft Defender	\$ _____
2 SSL Certificate Registration	\$ _____
Security Awareness Training (Breach/Secure/Now)	\$ _____
Dark Web Monitoring	\$ _____
Cloud Backup – Wasabi	\$ _____
Other (attach as necessary)	

TOTAL MONTHLY RATE \$ _____

 Authorized Representative (Name)

 Address

 SIGNED

 Phone

 Date

 Email

LYNBROOK
 INFORMATION TECHNOLOGY SERVICES
 BID PROPOSAL FORM

Proposer Name: _____

Please provide pricing for the following services:

Description	Hourly Rate	Block Purchase Rate
On-Site Support	\$ _____	\$ _____
Off-Site Support	\$ _____	\$ _____

MONTHLY CHARGES:

Remote Monitoring & Management of System, etc.

7 Servers/Network devices (MSP-T T RSP)/(AUVIK)	\$ _____
70 Desk Top Computers (MSP-TT ESP)	\$ _____
Datto TBR – Cloud Backup	\$ _____
72 Email accounts/Office 365 NCE – Exch Online	\$ _____
72 NCE – Exchange Licenses	\$ _____
73 Anti-Virus/Anti Malware Licenses (MSP-TT ESP)	\$ _____
8 Remote Access	\$ _____
Cloud protection – Botnets, Malware & Phishing (Umbrella DNS)	\$ _____
Dark Web Monitoring	\$ _____
67 MSP – DNS Filter	\$ _____
58 KB4 Diamond Security Awareness Training	\$ _____
10 IP Address – Vulnerability Scanning (Fortra)	\$ _____
Other (attach as necessary)	

TOTAL MONTHLY RATE \$ _____

 Authorized Representative (Name)

 Address

 SIGNED

 Phone

 Date

 Email