



Request for Proposal (RFP): Information Technology Services

1. Introduction

The Town of Mt. Crested Butte is seeking proposals from qualified IT service providers to support and manage the technology infrastructure for Town Hall which includes the Police Department. Our goal is to ensure a secure, efficient, and scalable IT environment to support daily operations.

2. Company Overview

- Company Name: Town of Mt. Crested Butte
- Location: 911 Gothic Rd., Mt. Crested Butte, CO 81225
- Industry: Town Municipality
- Number of Employees: about 30
- Current IT Environment: Windows-based network, secure servers, OneDrive, Microsoft cloud system, AV support, and VOIP phone services
- Office Setting: Rural mountain community located in the Elk Mountain Range of Gunnison Valley. The Town of Mt. Crested Butte is home to about 800 full-time residents, and to Crested Butte Mountain Ski Resort which attracts thousands of visitors throughout the year to ski, bike, hike, raft, camp, and climb.

3. Scope of Services

The selected provider will be responsible for the following services:

1. IT Support & Help Desk
 - a. Remote and on-site support during business hours
 - b. Emergency after-hours/weekend support if needed
 - c. User account management
 - d. Network & Infrastructure management and creation
 - e. Maintenance of local network, server, email, firewall, Wi-Fi, VOIP phone system (Lightspeed Voice), and staff computers
 - f. Internet and printer connectivity, monitoring, and safety

- g. Backup and disaster recovery solutions
 - h. Police Department Specific needs:
 - i. Establish and enforce the access and use of the Colorado Bureau of Investigations (CBI) Colorado Crime Information Center (CCIC) database and all CJIS systems (NCIC, etc.).
 - ii. Remain current and in compliance with the Management Control Agreement Regarding Colorado Bureau of Investigation and FBI Criminal Justice Information Systems.
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- 2. Hardware & Software Procurement
 - a. Recommend and source PCs, Macs, laptops, printers, and scanners
 - b. Manage some internal software licensing and renewals such as Adobe, Microsoft 365, and Lightspeed Voice
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- 3. Cybersecurity
 - a. Antivirus and anti-malware management
 - b. Firewall and threat monitoring
 - c. Employee training (optional)
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- 4. Cloud Services & Email
 - a. Support for Office 365, Adobe, and Teams/OneDrive
 - b. Cloud file storage setup and management
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- 5. IT Strategy & Planning
 - a. Technology roadmap
 - b. Cloud-based system planning
 - c. Security system upgrades
 - d. Budget planning assistance
 - e. Town Hall server upgrades
 - f. Police staff server upgrades
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- 6. Proposal Requirements (please include the following in your response):
 - a. Company background and relevant experience
 - b. Description of services provided
 - c. Pricing model (flat-rate, hourly, tiered, etc.)
 - d. Service Level Agreements (SLAs)
 - e. Response time and escalation procedures

- f. Insurance and certifications
 - g. Knowledge and Accreditations
- 7. Contract Requirements
 - a. Background and Criminal History Check
 - b. Fingerprints
 - c. Signed non-disclosure agreement (NDA)
- 8. Evaluation Criteria—Proposals will be evaluated based on:
 - a. Cost-effectiveness
 - b. Experience with similar businesses (municipalities)
 - c. Technical expertise
 - d. Best addresses Town needs
 - e. Response and support availability
- 9. Timeline
 - a. RFP Release Date: Wednesday, April 30, 2025
 - b. Proposal Submission Deadline: Friday, May 16, 2025, at 5pm MDT
 - c. Review Period: Monday, May 19-23, 2025
 - d. Selection Announcement: June 2025
 - e. Project Start Date: July 2025

4. Submission Instructions

Submit proposals by email to:

Contact Name: Marisa Maudsley

Email: mmaudsley@mtcb.colorado.gov

Phone: (970) 349-6632, ext. 6