



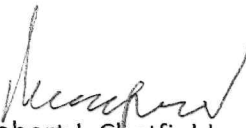
OFFICE OF THE MAYOR • TOWN OF PROSPECT, CT 06712-1699
ROBERT J. CHATFIELD, MAYOR
758-4461
WWW.TOWNOFPROSPECT.COM

**TOWN OF PROSPECT
REQUEST FOR PROPOSALS**

The Town of Prospect is accepting request for proposals for qualified IT companies to submit a statement of qualifications for professional Information Technology (IT) managed services.

The qualified vendor will enable the Town to significantly improve operational effectiveness, enhance quality of services, minimize support costs, and maximize return on investment in IT. A contract will be awarded on a "best value" basis; price and ability to deliver services. The Town places greater emphasis on the experience and long-term viability of the vendor. Following negotiations, the successful vendor will be asked to enter into a contract with the Town of Prospect.

Questions regarding this RFP can be directed to the Mayor's Office at info@townofprospect.org and will be accepted until 3:00 PM on Friday, April 10, 2026. Proposals will be due and publicly opened on Monday, April 13, 2026 at 10:00 AM.


Robert J. Chatfield
Mayor

An Equal Opportunity Employer



Municipal Information Technology
(IT) Managed Services

INTRODUCTION

The Town of Prospect invites qualified IT companies to submit a statement of qualifications for professional Information Technology (IT) managed services.

The qualified vendor will enable the Town to significantly improve operational effectiveness, enhance quality of services, minimize support costs, and maximize return on investment in IT. A contract will be awarded on a "best value" basis; price and ability to deliver services. The Town places greater emphasis on the experience and long-term viability of the vendor. Following negotiations, the successful vendor will be asked to enter into a contract with the Town of Prospect.

This RFP notice may be downloaded at the Town of Prospect website www.townofprospect.org.

Questions regarding this RFP can be directed to the Mayor's Office at info@townofprospect.org and will be accepted until 3:00 p.m. on Friday, April 10, 2026. The proposal is due Monday, April 13, 2026 by 10:00 a.m.

It is the responsibility of the vendor to check the website, www.townofprospect.org, for any addenda prior to submission of any RFP. Failure to address any addenda relating to the RFP may disqualify the submission. Circumstances may require the rescheduling or cancellation of projects. Should this action be necessary, the Town would be under no obligation to provide supplementary work.

PURPOSE AND OBJECTIVES

Purpose: The Town has a Windows based computer network infrastructure. The Town is seeking a qualified vendor to provide technical support for this infrastructure, in the form of general network support including 24/7 monitoring services, security services, maintenance of hardware, updates to software, troubleshooting/repair on all computer systems and network server equipment, as well as backup and disaster recovery services through a mix of remote and onsite efforts. Also, of importance, is the ability of the vendor to deliver high quality help desk support that recognizes the varying levels of technical aptitude of Town staff and provides said support in terms that can be understood by a layman. The Town may also look to the successful vendor for special project consulting from time to time such as installation of software, short and long-range IT planning, and other related services.

Objectives: Our primary objectives are to better manage the cost of maintaining this network and improve user satisfaction with the system, while maintaining a robust network that ensures the security of sensitive data in compliance with Federal and State regulations.

Solution Preference: Based on the Town's research and municipal references, the Town has decided to implement an IT Managed Services Model. This is a fully outsourced solution where the company assumes responsibility for all aspects of the Town's IT, i.e., the company must be the single point of contact for all staff and external vendors, for all IT related issues. Additionally, the selected vendor must illustrate a successful track record of migrating municipal clients to a privately hosted virtual desktop environment.

TIMELINE FOR RFP PROCESS

The timeline listed below is the Town's estimation of time required to complete the RFP process. All efforts shall be made to abide by this schedule, but the Town maintains the right to change this schedule dependent upon evolving circumstances.

RFP Issued: March 25, 2026

Proposals Due: Monday, April 13, 2026, at 10:00 a.m.

RFP CLOSING DATE AND TIME

One (1) original, and 1 copy of your completed and signed proposal, in the exact order and manner required, must be received at the Mayor's Office Town of Prospect, 36 Center Street, Prospect, CT 06712 in a sealed envelope marked "Town of Prospect RFP: IT Services" no later than: Monday, April 13, 2026, at 10:00 a.m. Submit your proposal package either by email, mailing or hand delivering to:

Town of Prospect
ATTN: Mayor's Office
36 Center Street
Prospect, CT 06712

**PROPOSALS RECEIVED AFTER SPECIFIED DATE AND TIME WILL NOT BE ACCEPTED.
VENDORS ARE RESPONSIBLE FOR PROMPT DELIVERY OF THEIR PROPOSALS**