

# TOWN OF MANLIUS

## ADVERTISEMENT FOR PROFESSIONAL SERVICES

### REQUEST FOR LETTERS OF INTEREST (RFLOI)

#### Comprehensive Managed Information Technology, Cybersecurity, and Communication Services

The Town of Manlius is seeking qualified professionals to provide Information Technology, Cybersecurity, and Communication services. The Request for Letters of Interest is available on the Town website [www.townofmanlius.gov](http://www.townofmanlius.gov) or from the Town Clerk. Requests for a copy of the RFLOI may be made to Carrie Grevelding at 315-637-3521 or sent via email to [cgrevelding@townofmanlius.gov](mailto:cgrevelding@townofmanlius.gov). Letters will be accepted between April 1, 2026 and May 31, 2026. It is anticipated that all Respondents will participate in an interview with Town personnel within 30 days of their submission.

#### 1. Overview

The Town of Manlius is seeking Letters of Interest from qualified professional firms to provide comprehensive, fully managed Information Technology, Cybersecurity, and Communication Services for Town administrative operations and the Town of Manlius Police Department. The Town requires a structured, proactive, security-first service model that includes continuous monitoring, compliance alignment, strategic planning, lifecycle management, and documented governance oversight. Letter of interest will be evaluated by June 30, 2026. In July 2026, one or more Professional Service firms will be invited to submit a full proposal by August 30, 2026. The selected firm will provide a proposed contract with annual renewals for three (3) years for inclusion in the Town of Manlius 2027 budget.

#### 2. Goals of the Engagement

- Ensure operational continuity across all Town facilities.
- Maintain and secure all digital systems and communication infrastructure.
- Implement layered cybersecurity protections aligned with industry best practices.
- Align with NYS SHIELD Act and CJIS Security Policy requirements.
- Provide 24x7 monitoring, escalation, and incident response.
- Deliver predictable budgeting and structured lifecycle planning.
- Provide executive-level reporting and governance support.

### 3. Town Administrative Operations Scope (Approx. 65 Workstations, 2 Sites)

- Unlimited remote and onsite helpdesk support.
- Break/fix remediation and issue resolution.
- Operating system patch management (servers and endpoints).
- Third-party application patch management.
- Firmware lifecycle management for firewalls, switches, and wireless infrastructure.
- 24x7 monitoring of servers, endpoints, and network devices.
- Managed Endpoint Detection and Response (EDR).
- 24x7 Security Operations Center (SOC) monitoring and escalation.
- DNS filtering and web threat protection.
- Email security and impersonation protection.
- Multi-factor authentication enforcement and conditional access policy management.
- Application control and zero-trust enforcement.
- Security awareness training and phishing simulations.
- Microsoft 365 administration and hardening.
- Microsoft 365 backup and offsite data replication.
- Server backup with disaster recovery testing and validation.
- Written Disaster Recovery Plan with defined RTO and RPO objectives.
- Firewall management and rule review.
- Switch and wireless configuration management.
- Secure remote access configuration.
- Network segmentation and VLAN management.
- Asset management and documentation repository maintenance.
- Vendor coordination and escalation management.
- VoIP telephone support and E911 configuration compliance.
- Technology budgeting, capital planning, and lifecycle forecasting.
- Quarterly technology and security review meetings.
- Annual security risk assessment.
- Written Information Security Program alignment.
- NYS SHIELD Act compliance monitoring.

### 4. Police Department Scope (Approx. 40 Workstations, 3 Sites, 20 Vehicles)

- Office workstation and vehicle-mounted terminal support.
- Break/fix remediation and field service.
- Operating system and application patch management.
- Firmware management for network and security devices.
- CJIS-aligned security controls and policy enforcement.
- Full disk encryption enforcement on all applicable devices.
- Multi-factor authentication enforcement.

- Isolated network segmentation and secure architecture.
- Managed Endpoint Detection and Response (EDR).
- 24x7 Security Operations Center (SOC) monitoring.
- DNS filtering and advanced threat protection.
- Secure evidence storage support and consultation.
- Microsoft 365 administration and backup.
- Offsite backup and disaster recovery validation.
- VoIP telephone support and E911 configuration compliance.
- Strategic equipment replacement and secure mobile deployment planning.

## 5. Service Model & Governance

- Documented escalation matrix and response time commitments.
- After-hours and emergency response availability.
- Ticketing platform with full visibility and reporting.
- Comprehensive network and system documentation maintenance.
- Quarterly executive reporting and performance review.
- Annual strategic planning session aligned with budget cycle.

## 6. Team & Municipal Experience Requirements

Respondents must demonstrate prior experience supporting municipal environments, including at least one Police Department requiring CJIS-aligned controls. Key assigned personnel shall be identified along with qualifications and relevant experience.

## 7. Pricing Model

The Town prefers a comprehensive managed services model with clearly defined scope, inclusive monitoring, security services, compliance oversight, and strategic planning. Pricing shall reflect the full scope of services outlined in this RFOI. Hourly or limited-scope support models may be deemed non-responsive.

## 8. Evaluation Criteria

- Depth and completeness of proposed service approach.
- Demonstrated municipal and Police Department experience.
- Cybersecurity and compliance framework maturity.
- Staffing capacity and 24x7 monitoring capability.
- Cost effectiveness aligned with comprehensive service scope.
- Ability to provide strategic governance and planning support.

Additional information for consideration. No action is required on these items at this time.

## Insurance Requirements

Auto Liability:	\$1,000,000 Occurrence
General Liability: \$	\$1,000,000 Occurrence
	\$1,000,000 Personal & Advertising Injury
	\$2,000,000 General Aggregate
	\$2,000,000 Products & Completed Operation Aggregate
Umbrella/Excess:	\$1,000,000 Occurrence
Workers' Compensation:	Statutory Workers' Compensation
	\$500,000 Employers' Liability
Professional Liability:	\$2,000,000 Each Claim
	\$4,000,000 Aggregate

No work shall be commenced under the contract until the successful Respondent has delivered to the Town of Manlius proof of insurance of all policies of insurance required by the contract.

## Indemnification

Contractor shall indemnify, hold harmless and defend Owner from and against all claims, damages, losses, judgments, and expenses, including but not limited to reasonable attorney's fees, arising from, or related to Contractor's services under this Agreement to the extent caused by any negligent or culpable act or omission of Contractor. In the event the claims, damages, losses, judgments, and expenses, including but not limited to reasonable attorney's fees, are

caused by the Owner's negligence, Owner shall fully indemnify and hold harmless Contractor. In the event the claims, damages, losses, judgments, and expenses, including but not limited to reasonable attorney's fees, are the result of the negligence of both the Owner and Contractor, Owner and Contractor shall be liable to the extent or degree of their respective negligence, as determined by mutual agreement of Owner and Contractor or as determined by adjudication of comparative negligence.

## Payment

The successful Contractor will submit invoices monthly. Upon receipt, the Town Board will review and approve undisputed amounts. Approved payments will be processed via ACH transfer to the account designated by the Contractor.