City of Plattsburgh

Request for Proposal

City Background

Located on the Adirondack Coast, home to a little more than 19,000 residents, Plattsburgh boasts an exciting array of businesses, events, and outdoor activities, making it an ideal place to live, work or spend your vacation.

Plattsburgh sits on the shores of Lake Champlain, which allows for a number of recreational activities, including boating, fishing, and kayaking. The city also has one of the largest freshwater beaches in the United States. Plattsburgh can be visited by boat at the city marina. Located throughout the city are several parks, and recreational trails. If you like to hike, just west, are the majestic Adirondack Mountains, where you can climb one of the 46 High Peaks.

Plattsburgh is steeped in history and is consistently ranked as a Top 10 Micropolitan City of the Future because it is a progressive 21st century community uniquely positioned for business development and foreign direct investment.

Recognizing that Downtown Plattsburgh is Clinton County's gathering place, the City of Plattsburgh was afforded the opportunity and privilege to become a Phase 1 Downtown Revitalization Initiative (DRI) community, securing over $10 million dollars for economic investment. The intent of the DRI is to advance downtown revitalization through transformative housing, economic development, transportation and community projects that will attract and retain residents, visitors and businesses - creating dynamic neighborhoods where tomorrow's workforce will want to live, work, and raise a family.

Plattsburgh continues to find innovative pathways to become a resilient city and a city that can survive well into the future. Toward that end, the city is planning to move as many data services as possible away from a traditional client-server infrastructure to a cloud application and storage environment.

The City has 14 locations and 240 employees providing services through 12 key departments.

RFP Objective and Project Overview

The City of Plattsburgh is considering Managed IT Security and Managed IT Services. These services will include assistance with day to day IT needs of the City providing support and coordination with City leadership, end-users and onsite IT staff. The City also needs assistance to migrate applications from Google (which the city is currently operating under) to a Microsoft base environment. Currently the City utilizes Windows domain with almost all computers being upgraded to devices that are Windows 11 compatible.

The city in end of 2024 and start of 2025 VOIP from Mitel to a Konica Minolta based VOIP system that utilizes. An updated WAN assessment is a necessary part of this initiative. The WAN assessment should seek to find savings in WAN costs, to ensure that the City is getting the best value, fast response time and reliability from these services.

Major initiatives for the City include; security (managing crowdstrike), compliance, speed, expense reductions and collaboration. Part of the scope of work will be to provide an assessment and recommendation based on the assessment to assist the City to evolve its IT functions in an effective and responsible manner. The City is most interested in migrating from a Google based storage and operating system to a Microsoft environment. This transition is to assist in cost effective and user friendly collaboration between the Mayor, elected officials, department heads and City employees to achieve better value while securing and preserving data. We understand the importance of our governmental organization to update and adapt technology, be agile and provide the best services at the best costs to our Community. The migration to new services will need to be reviewed and deployed with the assistance of the vendor we partner with, assisting department by department. Ongoing support of our end-users and onsite IT staff must also be provided for by the bidder. It is also a goal of the City to have all departments utilizing critical applications efficiently, such as MUNIS or the ERP being utilized.

List of Current Environment (approximate quantities):
Number of Unique City Locations: 14
Number of employees: 240
Number of workstations: 94
Number of Servers and types: (2 active directories)
Applications used: (list as many as you know of) Tyler Systems MUNIS, MS Office Suite, timekeeping software, PDFCreator, Adobe
Printers: 70
Routers (manufacturer and model): 15 (Sonicwall)
Network switches (manufacturer and model): HP, Netgear, Ubiquiti, Cisco, Mitel, Fortinet
Network connections: (Primelink): 11 WAN links supplying most city buildings

It is essential that the selected vendor/partner provide continuing process and offering evolution to help the City maintain efficiency and effective security to avoid unnecessary waste and risk of system compromise. This will be a key requirement of any IT support and planning going forward.

Proposal Instructions and Timelines

Point of Contact for RFP related Questions:
Name: Casey Buck
Title: Deputy City Chamberlain
Email Address: buckc@cityofplattsburgh-ny.gov
Phone Number: 518-536-7405

Please submit the RFP by email to the following:
Name: Beth Carlin

Title: Assistant to Mayor Hughes
Email Address: carlinb@cityofplattsburgh-ny.gov
Phone Number: 518-563-7701

The City reserves the right to amend or withdraw this RFP. The City reserves the right to request or obtain additional information about any and all submittals before making an award. The City also reserves the right to seek clarification from any vendor about any statement in its proposal that the City finds ambiguous.

Questions concerning responses to this RFP must be submitted by email to Casey Buck, buckc@cityofplattsburgh-ny.gov, and be received no later than 4:00 p.m. EST on February 13th, 2026. Answers to all questions will be posted as an addendum to this RFP on February 20th, 2026, on the City's website: http://www.cityofplattsburgh.com/Bids.aspx.

Proposals must be received by 3:00 p.m. EST on March 20th, 2026**. Proposers must submit three (3) complete, hard copies of the proposal and one (1) electronic copy in a universally accessible digital format.

Below is timeline:

Activity	Date and Time
Council meeting approval to go out for RFP	February 5th at 5:30 pm City Hall
RFP Distribution	February 6th, 2026
Questions Due	February 13th, 2026 at 4pm est
Question Responses	February 20th, 2026
Proposals Due	March 20th, 2026 3pm est**
Vendor Onsite Presentations	TBD
Decision	April 5th, 2026

** Proposal due date extended on 03-03-26 because "question responses" from City of Plattsburgh were delayed in being sent back to bidders.

Proposal Response Outline

The following is required in your RFP response. We are requesting 2 hardcopies and an electronic copy for review.

1. **Table of Contents**
2. **Executive Summary:** Brief introduction and overview of the Proposal. Explain how you will assist with the City. Please limit the executive summary to 5 pages.
3. **Services Overview:** Brief overview of the services being proposed.
4. **RFP Requirements:** Respond to all questions in the requirements section. Give a detailed response to each of the questions or indicate that the proposed solution does not meet the requirements of the question.

5. **Pricing:** Provide a detailed list of the pricing for the services. Include any options that may be available and explain how the pricing was calculated. Make sure the explanation of pricing matches the services requested and that all vendors are providing a similar level of service.
6. **Appendix:** Any relevant information not addressed in the RFP Requirements, including any optional services.

RFP Requirements

1. Overview

1.1. Please give a brief company description. Include how long the company has been providing IT assessment, implementation, advisement, management, WAN support, training and Cybersecurity Services.

1.2. Please outline the proposed services.

1.3 What industries do you provide services to?

1.4. Does your company have tiered service levels? If so, please list them here.

1.5. Has your company completed recent IT assessments of your business environment? If yes, are you willing to disclose the results with us?

1.6. Explain your business continuity and disaster recovery plan.

1.7 How long has your organization been providing the services you are proposing?

1.8 Describe your experience helping clients migrate away from client-server to cloud environments, particularly cloud services.

2. Services Overview

2.1. Describe the groups delivering the proposed services including the group name, whether they are inhouse or partner staff, their qualification/certification process, their geographic location and the availability of personnel (24/7, 8/5, etc.).

2.2. Describe at a high level the general process flows for the proposed services. Explain any significant exceptions and differences that exist between service tiers.

2.3. Do you use your own technology, third party products or a combination for service delivery? Describe the technologies, products and tools used to deliver each of the proposed services. Describe any trademarks or patents your technology has been awarded.

2.4. Will any hardware need to be installed to support the proposed services? If so, what specific hardware and who will install, maintain and manage the hardware?

2.5. Will any software need to be licensed and/or installed to support the proposed services? If so, what specific software and who will install, maintain and manage the software?

2.6. Describe your Security Operations Center (SOC) and the level of support it provides. Please include your SOC qualifications and certifications.

2.7 How do you keep current with the threats and in step with the adversary's tactics?

2.8 Does your firm utilize multifactor authentication and other methods of credential verification?

2.9 How will your firm assist the City in its effort to create a less reactive work and provide

more time to focus on business?

2.10 How will you assist users to move to cloud storage, apps and Chromebooks while maintaining day-to-day operations?

3. Log Monitoring

3.1. Do you provide log monitoring services to your clients? If so, describe your log monitoring capabilities and service tiers.

3.2. Are you able to accept feeds from security devices, network devices, applications, endpoints and databases? Describe the devices your solution supports. Do you integrate with MS-ISAC?

3.3. Describe your process for identifying the security relevant events from these feeds and explain, for example, the types of events you process from (both) a Windows host (and organizationally critical device) and how the event information can be used within your correlation and rules engine.

3.4. Do you enrich log data with contextual elements such as IP reputation, Geo IP or assets?

3.5. What are your analytic and correlation capabilities? Describe the continuum from automated processing through human validation and identify the hand-off between the two.

3.6. Can you analyze and correlate data to identify security events and classify events according to severity?

3.7. Can you correlate across multiple device types in a client environment? If so, how specifically is this accomplished?

3.8. How does device and environmental context factor into the identification, validation and escalation of security incidents?

3.9. Are you able to correlate events across clients?

3.10. Can you correlate events by identity (user)?

3.11. Do you have advanced threat detection capabilities that complement the intrinsic security of cloud environments?

3.12. Describe how you detect threats. Do you use signatures, behavioral analysis, anomaly detection, volume analysis or malicious host detection?

3.13. Do you have the ability to identify malicious hosts? If so, please explain the scope and mechanism(s) used to do so.

3.14. Can log data be stored for one year (at least 90 days online), and what are the cost options?

3.15. How does your company incorporate unsupported devices? What is your process for adding new device support?

3.16. Do you have a customized escalation process for alerts? If so, please explain.

4. Device Management

4.1. Do you manage devices on behalf of your clients, Windows workstation environment?

4.2. Describe the mechanism(s) available to request changes to a managed device in a mixed Windows/cloud environment.

4.3. Do you provide for the concept of "normal" changes vs. "emergency" changes? Describe how emergency changes are handled differently than normal changes.

4.4. Describe the on-boarding process for taking over management of new devices. What

reviews, validations or rationalizations are performed on the device configuration and health? In particular, describe how you will transition the City from Windows to cloud services.

4.5. Describe the support and assistance you can provide in moving from a traditional IP/network policy based firewall to a protocol/application policy (next-generation) based firewall? Do you offer managed firewall services?

4.6. How is troubleshooting handled as part of the device management service?

4.7. Describe your policy and process for validating changes requested to a managed device.

4.8. List the certifications/experience of the security engineers that will be managing the devices for the service proposed.

4.9. How are projects such as major version upgrades, vendor changes, and client infrastructure changes handled within the device management service?

5. Vulnerability Management

5.1. Do you provide vulnerability assessments for your clients? If so, describe your vulnerability assessment offerings?

5.2. Do you integrate with third-party vulnerability scanning and remediation services? If so, please describe which services and how.

5.3. Do you provide PCI assessments? If so, describe the features of your vulnerability management services that help meet PCI compliance.

5.4. Do you provide managed application layer vulnerability scanning? If so, describe your application scanning capabilities and service tiers.

5.5. Describe your configuration, scoping and scheduling capabilities. Explain what user is configurable vs. what must be configured by you.

5.6. If we choose to use our own vulnerability scanning tool, does your system allow vulnerability scanning results to be uploaded? If so, which vulnerability scanners are supported?

5.7. Do you provide managed vulnerability result validation as part of your vulnerability management services? If so, describe how this validation is accomplished.

6. Threat Intelligence

6.1. Do you have a dedicated team for security research staffed 24x7x365? If so, describe the focus of the research.

6.2. How does the research performed by your team directly impact the services delivered?

6.3. What feedback mechanisms exist within your services to capture threat intelligence?

6.4. List the proprietary and third-party intelligence feeds that are integrated into the proposed services.

6.5. Does your security research team develop threat reports? If so, how often? Please attach any relevant reports.

6.6. Do you have partnerships with technology and service providers to keep updated with the latest alerts and notifications?

7. Incident Response

7.1. Do you have critical incident response services? If so, describe the different types /

tiers of service available.

7.2. How is your incident response team integrated into the service delivery teams, particularly the log monitoring team?

7.3. Do your customers that subscribe both to log monitoring and incident response services receive an advantage as a result? If so, how do you achieve that advantage?

7.4. Describe your capabilities during an incident response engagement including incident management, evidence gathering, malware and forensic analysis capabilities, law enforcement interfaces and expert witness capability.

7.5 Please describe the training that your firm has obtained as it relates to Incident Response

8. Reporting and Portal

8.1. Describe your reporting capabilities.

8.2. Can you support ad-hoc reports?

8.3. Can you create custom reports? If so, under what terms and conditions?

8.4. How do you support audit/compliance requirements?

8.5. Do you have a separate portal interface for clients, or is it the same interface that the SOC analysts use?

8.6. Provide example screenshots of the portal UI for the proposed services.

8.7. Does your portal provide the ability view raw log detail from a high-level view?

8.8. Do you provide monthly summary reports on the services provided? Please provide examples.

8.9 How will you provide the Mayor/Council updates on progress toward the cloud migration?

9. Implementation and Customer Service

9.1. Describe your implementation services, including your normalization and tuning process.

9.2. Will we have the same primary point of contact for our contract, from the start of implementation to the end of the contract?

9.3. What are the hours of support? Will there be a difference in service during non-business hours?

9.4. Describe the typical interaction between your staff and our staff with the proposed services?

9.5. What resources will you need from us?

9.6. What cyber awareness and administrative training is offered to our staff?

9.7. Are there any additional costs associated with training?

9.8. What is your approach to customer service?

9.9. Explain your escalation process for customer-related problems, questions and concerns.

10. Updating of environment

10.1. Please describe how you would approach assessing and assisting the City in updating its systems and applications reducing complexity and cost, with an eye toward future development and continuing progress toward the Cloud Enterprise.

10.2 What are options that you believe would be important for the City of Plattsburgh to consider?
10.3 What services would your firm provide to support approved initiatives?

11. CISO and CIO Services

11.1. Describe how you would provide a centralized platform to track and manage our technology, projects, budgets and services. How would you provide knowledge transfer on an ongoing basis to Mayor and Councilors and incoming employees? Attach sample reports.
11.2 List staff certifications that provide evidence of appropriate skill level and proficiencies on staff to fulfill the roles required for this critical environment.

12. Policy and Policy enforcement

12.1. Describe how you would support the City in determining the most logical policies to implement and work toward in the system(s) the City relies on. How would your firm work to assist in development of written and digital policies to maintain security and compliance? What is the recommended roll out plan for City employees affected by new policies?
12.2. Document how you have been able to reduce IT costs and enhance system versatility, access, reliability, and robustness through the strategic implementation of Chrome or similar cloud-based systems
12.3. Describe your familiarity with the latest evolutions of Google Chrome and their ability to run Linux-based applications such as LibreOffice.

13. WAN Services

13.1 The successful Vendor must have the ability to deliver bandwidth connection between the City Of Plattsburgh locations as identified within the Project Scope.
13.2 The City Of Plattsburgh currently connects its phone and computer systems in each building to the other buildings in the City as identified. The Customer also desires to share internet access in the City and have at minimum of two points of access in the City WAN to the Internet for redundancy purposes. The Customer also requires PRI connections (a minimum of two) for the voice services in its entirety (end to end) to be provided by a "Tier 1" level telephone company whether directly or by re-sale. A Tier 1 carrier is a Telco service provider that is at the top of the telecommunications peering and settlements chain. These PRI's will be installed in City Police and Finance Departments. 13.3 A minimum of ten (10) analog trunk lines will also be required to be dispersed among several municipal departments in the event of a catastrophic network failure. The locations of these POTS lines will be determined at a later date. All existing phone numbers shall be ported to a new network if it is determined that a new network makes financial and quality sense for the City. Pricing shall be included for this plan with incremental options available. At the final design stage actual numbers ported and final pricing selected shall be at the discretion of the customer. Direct inward dial (DID) numbers will be required for this application. The customer estimates between 120 and 150 separate direct inward dial numbers will be required.

13.4 The successful Vendor must be willing to enter into an agreement with the City Of Plattsburgh to provide high speed bandwidth and/or voice services with guaranteed service levels based on the following terms and conditions:

13.4.1 The successful Vendor must be able to enter into an agreement with the City Of Plattsburgh to provide the exclusive right to secure high speed bandwidth for the purpose of connecting the locations as described in the Project Scope above.

13.4.2 The term of such agreement shall be for a period of 36 months and is renewable thereafter for 1 year increments at the discretion of the customer. During the 36 month agreement period the customer reserves the right to add or remove connections with the vendor for City sites. These changes will not extend the 36 month contract period. The vendors monthly charges to the customer will be increased or decreased at the cost identified in the pricing submitted in this proposal or pricing that is more favorable to the customer. The customer shall pay no installation fees or penalties for addition or removal of circuits or services provided by the vendor. The city does not commit to a minimum monthly billing amount for this RFP.

13.4.3 The successful Vendor must provide a proposed monthly fee with such fee to be prorated for any partial months. This fee must include the cost of a full service maintenance agreement which will include technical support response times in case of any failure. These response times will be fifteen (15) minutes or less by phone and one (1) hour or less in person if unresolved over the phone. The meantime to repair should not exceed 4 hours. The coverage will be 24 hours a day, 7 days a week. WAN downtime due to service provider related outages will trigger a chargeback at an hourly rate, as calculated based on the formula (WAN/Telephone Monthly costs ÷ number of hours per month) x number of hours of service outage incurred.

13.4.4 Installations costs, if any, to the City of Plattsburgh or other entities shall be included in the proposed monthly fee.

13.4.5 Upon execution of an acceptable License Agreement between the successful Vendor and the "Customer" such Vendor shall order the materials needed to complete construction of the WAN as described in the Project Scope above. Upon commencement of construction, the successful Vendor shall diligently pursue construction until completion no later than 45 calendar days from "Notice to Proceed". The successful Vendor must conduct and perform testing of each connection and provide documentation certifying the complete and satisfactory results thereof to the "Customer", all at no additional cost to the "Customer".

13.4.6 The high speed connection shall be for the purpose of data transmission, including VoIP, between the locations as described in the Project Scope above, and for data transmissions to/from third parties. These transmissions may contain confidential and private information and the Vendor must be Communications Assistance for Law Enforcement Act of 1994 (CALEA) compliant.

13.4.7 The successful Vendor shall be responsible for the maintenance, testing and repair of the high speed connections. Any repairs by the successful Vendor shall be made promptly with first class materials, in a good and workmanlike manner, in compliance with all applicable laws of all governmental authorities. The City Of Plattsburgh shall provide access to the locations as necessary for the purpose of testing and maintenance of the lines and termination units. Vendor access needs will be coordinated through a City appointed representative at each department.

13.4.8   Quality of service. The Vendor must guarantee that the high speed connection has appropriate equipment type and configuration necessary to allow for optimum end user.

In response to this paragraph vendors will state how they will accomplish this requirement.

13.4.9   Guarantee of privacy/security: Vendor must guarantee that any and all information being transferred between the sites listed is secure and private with no risk of any individual or entity capturing, viewing, modifying, destroying or any other types of theft of malicious acts. The Vendor understands that the information is highly confidential. Should this prove not the case, the customer can, at its sole discretion, (a) terminate this contract with no penalties and (b) require full refund on all amounts paid to Vendor for any and all goods of services provided under this contract. Vendors shall state in response to this paragraph how this security will be accomplished.

13.4.11 Monitoring of the WAN, telephone signal and internet access. The Vendor shall provide 24/7 monitoring of the WAN, telephone signal and internet access to assure constant functional operation. In the event of an outage, the vendor shall have the capability to report the outage to the appropriate city personnel immediately. The vendor shall include in response to this paragraph how the vendor will accomplish this.

14. Compliance

14.1. How would your firm help the City to identify, obtain and maintain compliance with applicable regulations?

14.2 What services and frequency should be planned for assessments and possible remediation as it relates to the City working toward compliance with reasonable standards?

15. Experience and References

Vendor shall provide at least three (3) references of clients for whom services have been performed that are comparable in quality and scope to that specified in this RFP. The references shall include names, addresses, and telephone numbers of the clients for whom prior work was performed and include an explanation of the services provided.

16. Withdrawal of Proposal

All proposals shall be firm offers and may not be withdrawn for a period of _____ (___) days following the deadline date for submission of proposals noted herein. Submitted proposals may be withdrawn at any time prior to the submission deadline.

17. Public Records

17.1. All documents, conversations, correspondence, etc. between the City and vendor are public information subject to the laws and regulations concerning disclosure that govern the New York State municipalities, unless specifically identified otherwise.

17.2. The vendor must notify the City in advance of any proprietary or confidential materials contained in the Proposal and provide justification for not making such material public. The City shall have sole discretion to disclose or not disclose such material subject to any protective order that the vendor may obtain.

17.3. The City reserves the right to make use of any information or idea contained in the Proposal. All materials, ideas and formats submitted in response to this RFP will become the property of the City on receipt.

18. Evaluation of Proposals

18.1. The City reserves the right to amend, withdraw, or cancel this RFP. The City also reserves the right to reject all responses to this RFP at any time prior to agreement execution. Furthermore, the City reserves the right to request additional information about any proposal that, in the City's opinion, is necessary to assure that the vendor's competence, number of qualified employees, business organization, experience, and financial resources are adequate to perform the Scope of Services.

18.2. All proposals shall be reviewed to verify that the vendor has met the minimum requirements as stated in this RFP. Proposals that have not followed the rules, do not meet minimum content and quality standards, and/or do not provide references will be rejected as non-responsive.

18.3. Consultants will be evaluated on the basis of the following criteria:

- Qualifications (30%)

- Pricing (45%)

- Experience with projects of similar size and scope (20%)

- Professional References (5%)

18.4 Final rankings will be based on scores submitted by the proposal review committee. The vendor with the highest ranking shall then enter into exclusive negotiations with the City to formalize the Scope of Services and compensation. If the City is unable to obtain a fair and reasonable price or cannot reach agreement regarding the terms for the Scope of Services or compensation, then the City will end negotiations with that vendor and begin negotiations with the next vendor which best meets the needs of the City, and so on until the City and a vendor reach an agreement for services.

18.5 The City intends to select the vendor that offers the best value to the City based on the criteria outlined above.

19. Expenses

19.1 The City of Plattsburgh is not liable for any costs incurred by any vendor for the work performed to prepare its proposal or for any travel and/or other expenses incurred in the preparation and/or submission of its proposal.

19.2 Further, the City of Plattsburgh is not liable for any costs incurred prior to the approval of an Agreement with the vendor.

19.3 The proposer shall not offer any gratuities, favors, or anything of monetary value to any official, employee, or outside consultant associated with the project for purposes of influencing consideration of a response to this RFP.

20. Hold Harmless

By participation in this RFP process, the vendor agrees to hold harmless the City of Plattsburgh, it officers, employees and consultants from all claims, liabilities and costs related to all aspects of the selection process.

21. Cancellation

The City retains the right to cancel this RFP at any time, should it be deemed to be in the best interest of the City to do so. No obligation either expressed or implied exists on the part of the City to make an award based on the submission of any proposals.

COST PROPOSAL

Services	Provided by your firm? (yes/no)	Unit	Cost	Extended
System implementation				
Assess current environment				
Recommend options with budget considerations				
Implementation, training and ongoing support				
Professional Security Services				
Security Program Assessment				
Compromise Assessment				
CISO Advisory Services				
Targeted Threat Intelligence				
Incident Response				
Assessments				
Penetration Testing				
Social Engineering				
Governance, Risk and Compliance				
Managed Security Services				
Security Log Monitoring and Management				
Security Device Management				
Vulnerability Management				
Evaluation services				
Planning and budget development				
Routing maintenance, pathing, updates, alerts				
Support desk services				
Email spam w/ impersonation filtering, encryption and ediscovery tools				
Threat Detection/SIEM 7/24/365 SOC Service				
Managed IT Security Services				
Managed IT Services				
Migration to Cloud applications				