



Town of Paonia
214 Grand Avenue
Tuesday, December 16, 2025 5:15 PM
Tree Board Agenda
<https://us02web.zoom.us/j/84361210510>
Meeting ID: 843 6121 0510

A) Roll Call

B) Approval of Agenda

C) Approval of Minutes

1) November 18, 2025 Tree Board Meeting Minutes

D) Actions & Presentations

Public comments must be related to the agenda item, 3-minute time limit.

Next Steps for Leadership of the Tree Board

Advise and Make Suggestions on Town RFQ for a Bonded Certified Arborist - Town Administrator Request

E) Adjournment

Upcoming Meeting: Tuesday, January 20, 2026 - Town Hall Board Room at 5:15 pm

January Action Item: Review/Finalize Draft Presentation- Led by Lisa Short

As Adopted By:
Town of Paonia, Colorado
Resolution No. 2017-10 – Amended May 22, 2018

I. Rules of Procedure

Section 1. Schedule of Meetings. Regular Board of Trustees meetings shall be held on the second and fourth Tuesdays of each month, except on legal holidays, or as re-scheduled or amended and posted on the agenda prior to the scheduled meeting.

Section 2. Officiating Officer. The meetings of the Board of Trustees shall be conducted by the Mayor or, in the Mayor's absence, the Mayor Pro-Tem. The Town Clerk or a designee of the Board shall record the minutes of the meetings.

Section 3. Time of Meetings. Regular meetings of the Board of Trustees shall begin at 6:30 p.m. or as scheduled and posted on the agenda. Board Members shall be called to order by the Mayor. The meetings shall open with the presiding officer leading the Board in the Pledge of Allegiance. The Town Clerk shall then proceed to call the roll, note the absences and announce whether a quorum is present. Regular Meetings are scheduled for three hours, and shall be adjourned at 9:30 p.m., unless a majority of the Board votes in the affirmative to extend the meeting, by a specific amount of time.

Section 4. Schedule of Business. If a quorum is present, the Board of Trustees shall proceed with the business before it, which shall be conducted in the following manner. Note that all provided times are estimated:

- (a) Roll Call - (5 minutes)
- (b) Approval of Agenda - (5 minutes)
- (c) Announcements (5 minutes)
- (d) Recognition of Visitors and Guests (10 minutes)
- (e) Consent Agenda including Approval of Prior Meeting Minutes (10 minutes)
- (f) Mayor's Report (10 minutes)
- (g) Staff Reports: (15 minutes)
 - (1) Town Administrator's Report
 - (2) Public Works Reports
 - (3) Police Report
 - (4) Treasurer Report
- (h) Unfinished Business (45 minutes)
- (i) New Business (45 minutes)
- (j) Disbursements (15 minutes)
- (k) Committee Reports (15 minutes)
- (l) Adjournment

* This schedule of business is subject to change and amendment.

Section 5. Priority and Order of Business. Questions relative to the priority of business and order shall be decided by the Mayor without debate, subject in all cases to an appeal to the Board of Trustees.

Section 6. Conduct of Board Members. Town Board Members shall treat other Board Members and the public in a civil and polite manner and shall comply with the Standards of Conduct for Elected Officials of the Town. Board Members shall address Town Staff and the Mayor by his/her title, other Board Members by the title of Trustee or the appropriate honorific (i.e.: Mr., Mrs. or Ms.), and members of the public by the

appropriate honorific. Subject to the Mayor's discretion, Board Members shall be limited to speaking two times when debating an item on the agenda. Making a motion, asking a question or making a suggestion are not counted as speaking in a debate.

Section 7. Presentations to the Board. Items on the agenda presented by individuals, businesses or other organizations shall be given up to 5 minutes to make a presentation. On certain issues, presenters may be given more time, as determined by the Mayor and Town Staff. After the presentation, Trustees shall be given the opportunity to ask questions.

Section 8. Public Comment. After discussion of an agenda item by the Board of Trustees has concluded, the Mayor shall open the floor for comment from members of the public, who shall be allowed the opportunity to comment or ask questions on the agenda item. Each member of the public wishing to address the Town Board shall be recognized by the presiding officer before speaking. Members of the public shall speak from the podium, stating their name, the address of their residence and any group they are representing prior to making comment or asking a question. Comments shall be directed to the Mayor or presiding officer, not to an individual Trustee or Town employee. Comments or questions should be confined to the agenda item or issue(s) under discussion. The speaker should offer factual information and refrain from obscene language and personal attacks.

Section 9. Unacceptable Behavior. Disruptive behavior shall result in expulsion from the meeting.

Section 10. Posting of Rules of Procedure for Paonia Board of Trustees Meetings. These rules of procedure shall be provided in the Town Hall meeting room for each Board of Trustees meeting so that all attendees know how the meeting will be conducted.

II. Consent Agenda

Section 1. Use of Consent Agenda. The Mayor, working with Town Staff, shall place items on the Consent Agenda. By using a Consent Agenda, the Board has consented to the consideration of certain items as a group under one motion. Should a Consent Agenda be used at a meeting, an appropriate amount of discussion time will be allowed to review any item upon request.

Section 2. General Guidelines. Items for consent are those which usually do not require discussion or explanation prior to action by the Board, are non-controversial and/or similar in content, or are those items which have already been discussed or explained and do not require further discussion or explanation. Such agenda items may include ministerial tasks such as, but not limited to, approval of previous meeting minutes, approval of staff reports, addressing routine correspondence, approval of liquor licenses renewals and approval or extension of other Town licenses. Minor changes in the minutes such as non-material Scribner errors may be made without removing the minutes from the Consent Agenda. Should any Trustee feel there is a material error in the minutes, they should request the minutes be removed from the Consent Agenda for Board discussion.

Section 3. Removal of Item from Consent Agenda. One or more items may be removed from the Consent Agenda by a timely request of any Trustee. A request is timely if made prior to the vote on the Consent Agenda. The request does not require a second

or a vote by the Board. An item removed from the Consent Agenda will then be discussed and acted on separately either immediately following the consideration of the Consent Agenda or placed later on the agenda, at the discretion of the Board.

III. Executive Session

Section 1. An executive session may only be called at a regular or special Board meeting where official action may be taken by the Board, not at a work session of the Board. To convene an executive session, the Board shall announce to the public in the open meeting the topic to be discussed in the executive session, including specific citation to the statute authorizing the Board to meet in an executive session and identifying the particular matter to be discussed "in as much detail as possible without compromising the purpose for which the executive session is authorized." In the event the Board plans to discuss more than one of the authorized topics in the executive session, each should be announced, cited and described. Following the announcement of the intent to convene an executive session, a motion must then be made and seconded. In order to go into executive session, there must be the affirmative vote of two thirds (2/3) of Members of the Board.

Section 2. During executive session, minutes or notes of the deliberations should not be taken. Since meeting minutes are subject to inspection under the Colorado Open Records Act, the keeping of minutes would defeat the private nature of executive session. In addition, the deliberations carried out during executive session should not be discussed outside of that session or with individuals not participating in the session. The contents of an executive session are to remain confidential unless a majority of the Trustees vote to disclose the contents of the executive session.

Section 3. Once the deliberations have taken place in executive session, the Board should reconvene in regular session to take any formal action decided upon during the executive session. If you have questions regarding the wording of the motion or whether any other information should be disclosed on the record, it is essential for you to consult with the Town Attorney on these matters.

IV. Subject to Amendment

Section 1. Deviations. The Board may deviate from the procedures set forth in this Resolution, if, in its sole discretion, such deviation is necessary under the circumstances.

Section 2. Amendment. The Board may amend these Rules of Procedures Policy from time to time.

Town of Paonia
214 Grand Avenue
Tuesday, November 18, 2025 5:15 PM
Tree Board Meeting Minutes

RECORD OF PROCEEDINGS

Chair Hottinger calls the meeting to order at 5:15 PM.

A) Roll Call

Present:

Chair Hottinger

Vice Chair Newland

Secretary Patterson

Board Representative Heck

Tree Board Member Short

Absent:

Tree Board Member Wells

B) Approval of Agenda

Vice Chair Newland motions for approval of the agenda. Seconded by Secretary Patterson.

The motion carries unanimously.

C) Approval of Minutes

1) September 16, 2025 Tree Board Minutes

2) October 21, 2025 Tree Board Meeting Minutes

After reviewing the two sets of minutes, for the September 16, 2025 minutes, Chair Hottinger proposed an amendment to revise the final sentence on page one.

Chair Hottinger makes a motion to approve the minutes September 2016, 2025 to be amended to replace “may not be fully integrated” with “are not being integrated.”
Seconded by Tree Board Member Short.

The motion carries unanimously.

Chair Hottinger makes a motion to approve October 21, 2025 minutes as they are.
Seconded by Secretary Patterson.

The motion carries unanimously.

D) Actions & Presentations

Public comments must be related to the agenda item, 3-minute time limit.

Item #1: Review/Discussion PowerPoint presentation Draft to Trustees. Led by Lisa Short

Tree Board members held an extended discussion on the draft PowerPoint presentation intended for the Board of Trustees. The conversation covered the structure and purpose of the presentation, how best to communicate the Tree Board's role, the importance of focusing on actionable items, frustrations with communication and implementation, long-term planning (5-, 10-, and 20-year horizons), species diversity, watering and irrigation needs, Tree City USA status, volunteer coordination, and establishing a clearer relationship with Public Works. Members debated which content belonged in the presentation, how to avoid overwhelming the Trustees, and how to emphasize systemic issues such as lack of watering, replacement planning, and the need for consistent support from Town administration.

Tree Board Member Short agreed to revise the draft PowerPoint based on feedback collected during the meeting.

No motions made.

Item #2: Update on Tree City Renewal Process. Led by Christina Patterson

Secretary Patterson provided an update on the Tree City USA renewal process. She explained the four phases of the application, the information still required from Town staff, particularly budget totals and counts of planted and removed trees and confirmed that the deadline for submission is the end of December. The Board also discussed volunteer-hour reporting and historic gaps in Paonia's Tree City USA status. Secretary Patterson noted she intends to assemble a binder of reference materials for eventual Board succession.

No motions made.

E) Upcoming Meeting:

Tuesday December 16, 2025 - Town Hall Board Room @ 5:15 PM

F) Adjournment

Chair Hottinger adjourns the meeting at 6:15 PM.

Ruben Santiago, Deputy Town Clerk

Greg Hottinger, Chair

DRAFT



**TOWN OF PAONIA
BOARD OF TRUSTEES MEETING
STAFF REPORT**

AGENDA ITEM:	
SUBMITTED BY:	
DATE:	
BACKGROUND:	
BUDGET:	
RECOMMENDATION:	
ATTACHMENT:	



TOWN OF PAONIA, COLORADO

REQUEST FOR QUALIFICATIONS
Professional Managed IT Services

RFQ 2025-05

ISSUED: AUGUST 27, 2025

PROPOSAL DUE DATE: SEPTEMBER 30, 2025, NOON (M.T.)

REQUEST FOR QUALIFICATIONS – Professional Managed IT Services

The Town of Paonia is currently seeking proposals from qualified professional information technology managed services providers. The selected qualified vendor will enable the Town to improve and maintain Information Technology (IT) effectiveness, enhance its quality-of-service delivery (including cybersecurity readiness and infrastructure resilience), minimize support costs, and maximize return on investment.

Contract duration shall be an initial term of three (3) years, with a start date beginning on November 1, 2025. The Town may, at its sole option and discretion, annually extend the contract for an additional two (2) years, based on performance. The Town reserves the right to complete the same services with other contractors at any time, should it determine it to be in its best interest.

Prospective Bidders are requested to submit proposals clearly marked as, “**RFQ 2025-05 Professional Managed IT Services,**” with the vendor’s name and address on the front. Only emailed PDF proposals sent to: Paonia@TownofPaonia.com and ‘cc’d to: StefenW@TownofPaonia.com, will be accepted on or before 12:00 P.M. (Noon) on September 30, 2025. Proposals submitted through bidnetdirect.com will not be considered unless they are also emailed to the addresses above.

This RFQ has been advertised on <https://www.bidnetdirect.com/>. Any modifications to this RFQ or addenda pertaining to this RFQ will be published on the above-mentioned website, and all proposers are responsible to periodically check these websites for relevant updates prior to the submittal of a proposal.

BACKGROUND INFORMATION

The Town of Paonia is a full-service municipality with extensive information technology (IT) and internet-of-things (IoT) needs. We currently employ 23 staff members equipped with mobile telephones, laptops, and desktop computers, all of which require secure connectivity and ongoing support.

Our technology footprint spans multiple facilities and operational areas. Wireless surveillance cameras are installed across municipal buildings, and the Town provides public Wi-Fi access in its largest park through a network of repeating towers that require regular maintenance. Satellite facilities, including Public Works, operate with internet-connected bulk water filling stations, computers, tablets, and surveillance systems. The water treatment plant relies on supervisory control and data acquisition (SCADA) systems, operation software, desktops, servers, and surveillance cameras, all of which depend on reliable internet connectivity. The wastewater treatment plant maintains parallel requirements with SCADA systems, surveillance, and computing resources.

Public safety and compliance are also critical components of our IT environment. The Police Department operates under the Criminal Justice Information Services (CJIS) Security Policy and requires compliance with the CJIS Support Vendor Program, including the ability to

obtain CJIS clearance. The Town coordinates with the County Clerk's Office regarding surveillance systems used for election integrity, and with the County Sheriff's Office for Motorola Solutions mobile products supporting computer-aided dispatch and report writing.

Town Hall operations include enterprise resource planning (ERP) systems, desktops, laptops, servers, and surveillance cameras. Staff technology assets, including Apple iPhones, are centrally managed through Apple Business Manager. Multiple Town boards, commissions, and committees operate under the Town's Acceptable Use Policy, with official business email accounts provided for appointed and elected members. While devices are not issued to elected officials or appointed board members, business email accounts ensure secure and consistent communication in accordance with municipal policy.

The Town will begin a server upgrade after this contract is activated for Town Hall and all satellite facilities.

Given these demands, the Town seeks vendor support through this RFQ process to ensure ongoing security, compliance, and reliability across its diverse IT and IoT systems.

SCOPE OF SERVICES

The Town of Paonia is seeking a qualified Managed Service Provider (MSP) to deliver comprehensive IT services that ensure the seamless operation, security, and scalability of the Town's technology infrastructure. As a full-service local government, the Town depends on digital systems for service delivery, internal operations, and stakeholder communication. With increasing reliance on cloud-based platforms, interconnected systems, and advanced technology, the Town requires a cost-effective and reliable IT solution that prioritizes performance, security, and accessibility.

The selected provider will be responsible for supporting a broad range of IT resources, including mobile devices, laptops, desktops, servers, surveillance systems, SCADA platforms, ERP systems, wireless networks, and satellite site connectivity. In addition, the Town's current IT environment includes leased desk telephones operating through an internet-connected switchboard. As such, the scope of services must include full desk phone support and product recommendations to ensure that voice communications remain integrated with other IT operations.

Data security remains a top priority, as the Town manages sensitive financial and operational data across multiple departments. The MSP must implement proactive security measures, including multi-factor authentication, data monitoring, threat detection, and compliance with privacy and security regulations. The Police Department requires IT support that is compliant with the **Criminal Justice Information Services (CJIS) Security Policy**, with a minimum of Level 4 CJIS support. The provider must also be able to obtain CJIS clearance for relevant personnel.

To safeguard operations, the provider will develop and maintain a disaster recovery and business continuity plan, ensuring data protection and rapid restoration of services in the event of an outage. Services should include routine maintenance, system updates, and proactive monitoring to minimize downtime and maintain reliable access to Town services.

The Town of Paonia requires IT support for a base of 20+ staff members, offering both remote and occasional onsite support across all municipal facilities. These include Administration, Public Works (with an internet-connected bulk water filling station and surveillance systems), the Water and Wastewater Treatment Plants (both utilizing SCADA systems), and the Police Department. Services must also extend to the management of Apple devices through Apple Business Manager, email account administration for appointed and elected officials, and compliance with the Town's Acceptable Use Policies.

The intent of this RFQ is to evaluate the qualifications and experience of interested consultants and select the provider best positioned to meet the Town's comprehensive IT service needs. Respondents must demonstrate that they have sufficient resources, trained personnel, specialized consultants, and financial capacity to perform all services without delay or shortcomings. The final scope of services will be formalized in a mutually agreed Services Agreement.

The Town anticipates awarding a contract to a single consultant; however, the award is subject to approval by the Paonia Board of Trustees. The Town reserves the right to make no award at its discretion.

IT SUPPORT REQUIREMENTS

The Town of Paonia seeks a Managed Service Provider (MSP) capable of delivering comprehensive, tiered IT support to ensure effective day-to-day operations, strategic technology management, and advanced problem resolution. The selected vendor will provide services across three distinct levels of support, ensuring coverage from basic end-user needs through advanced system administration and security.

TIER I – BASIC DESKTOP SUPPORT

Tier I support serves as the first line of assistance for Town employees and includes:

- Operation of a help desk and ticketing system with support available by email and telephone.
- Remote troubleshooting and resolution of routine issues, including login problems, connectivity concerns, and standard software errors.
- Escalation of unresolved issues to Tier II as necessary.
- Printer, copier, and scanner support for all users, including coordination with third-party vendors when required.

TIER II – ESCALATED DESKTOP SUPPORT

Tier II provides advanced desktop and on-site support for issues unresolved at Tier I. Services include:

- Direct support for escalated user issues requiring in-depth technical troubleshooting.
- On-site assistance when remote resolution is not sufficient.
- Coordination with municipal departments to ensure minimal downtime during issue resolution.

TIER III – ADVANCED IT AND SYSTEMS MANAGEMENT

Tier III encompasses specialized technical expertise, infrastructure oversight, and advanced security services. Expectations include:

Microsoft Managed Services and Cloud Administration

- Microsoft 365 (M365) licensing and administration.
- Hybrid environment support including Intra ID, Intune, and Conditional Access policies.
- Azure Active Directory management.
- Deployment and management of Microsoft Defender and multi-factor authentication protocols.
- SharePoint migration, backup, and data cleanup.
- OneDrive management, including permissions and storage monitoring.
- Power Automate and Power Apps support to optimize workflows.
- Office 365 administration, including standardization of software, licensing, and upgrades.

Infrastructure and Device Management

- Audio/visual system configuration and support.
- Battery backup and uninterruptible power supply (UPS) solutions.
- Secure storage and security management for servers, endpoints, and mobile devices.
- Nextiva or equivalent internet-connected desk phone system support, including product recommendations and lifecycle planning.
- Remote monitoring and management of Town devices, servers, and networks.
- Management of Town mobile phone devices.

Security, Compliance, and Maintenance

- Preventative maintenance, including regular patching, backups, and software updates.
- Firewall management, intrusion prevention, and secure remote access setup.
- System monitoring for threats, vulnerabilities, and suspicious activity.
- Compliance with all relevant standards, including Criminal Justice Information Services (CJIS) requirements, with a minimum of Level 4 CJIS support for the Police Department.

ADDITIONAL IT SUPPORT SERVICES REQUIREMENTS

Beyond the Tier I–III framework, the Town requires vendors to provide or coordinate the following support services:

- **Security and User Training:** Phishing prevention and ongoing security awareness programs.
- **IT Change Coordination:** Oversight of required IT changes, process implementation, and communication.
- **Data Backup and Duplication:** Regular scheduling, testing, and management of backups to ensure business continuity.
- **Employee Lifecycle Support:** Onboarding and offboarding assistance, file migration, and access management.
- **Email Management and Security:** Advanced filtering, anti-virus and anti-spam protection, and vulnerability testing.
- **Authentication Management:** Multi-Factor Authentication (MFA) setup, oversight, and user support.
- **Technology Deployment and Configuration:** Setup, relocation, troubleshooting, and configuration of Town-owned devices including mobile phones, desktops, laptops, and tablets.
- **Equipment Lifecycle Management:** Inventory tracking, warranty monitoring, and replacement planning.
- **Desktop Telephone Service with Internet-Based Switchboard:** Ongoing support for leased desk phones, internet-based switchboard operations, and product recommendations to ensure integrated communications.

- **Security Camera Support:** Coordination with vendors for surveillance camera maintenance and system integration across municipal facilities.
- **Website Accessibility and Compliance:** Oversight of accessibility standards and collaboration with the Town's webhost to ensure compliance with Colorado HB 21-1110.

GOVERNANCE, PLANNING, AND REPORTING REQUIREMENTS

The IT Managed Services Provider will work in close coordination with the Town Manager to configure user rights and administrative capabilities across all Town systems. User permissions will be assigned based on role responsibilities and technical skill levels. The Town Manager will retain final authority over all user rights configurations and may direct adjustments as necessary.

Project Planning and Documentation

- **Implementation Planning:** Prior to any migrations, hardware or software changes, or upgrades, the provider must submit an implementation plan to the Town Manager for approval. All planned downtime or outages must be scheduled and approved in advance.
- **Hardware Change Design Plans:** The provider will prepare and submit design plans for any hardware changes or upgrades to the Town Manager for review and approval.
- **Reporting and Documentation:** The provider will generate regular reports covering support ticket activity, inventory, system health, security status, outdated equipment, and expired warranties. Reports must support proactive planning for asset replacement and lifecycle management.
- **Review and Approval:** All plans, reports, and documentation will be reviewed by the Town Manager and other designated staff prior to implementation.

Additional Services

During the contract term, additional services may be required outside the scope of standard managed services. Interested respondents shall submit a fee schedule for key staff who may be engaged in such work. This fee schedule shall be provided on an hourly basis.

Minimum Deliverables

The successful respondent will be expected to provide the following deliverables at a minimum:

- **Administrative Record of Services:** A comprehensive administrative record of all services performed, with written acknowledgement of any contracted services not provided.
- **Weekly Project Status Reports:** Status updates during any software or hardware upgrades, changes, or implementations.
- **Monthly Support Reports:** A summary of support tickets, including dates of resolution, trends, and recurring issues.

CURRENT TECHNOLOGY ENVIRONMENT

The Town of Paonia maintains a diverse technology environment that supports daily operations, service delivery, and compliance with regulatory requirements. The following represents a sampling of the Town's current hardware, software, and applications.

Hardware

- Workstations: Windows based, mostly Lenovo or Dell Laptops
- iPads and iPhones: Assorted
- Phone system: VoIP

Software and Applications

- Productivity and Collaboration: Microsoft 365 Suite, including Teams, OneDrive, and limited SharePoint usage; Microsoft Edge and Google Chrome
- Enterprise Resource Planning (ERP): Caselle Clarity
- Operational Systems: SCADA platforms supporting utilities and infrastructure
- Remote Access: Splashtop
- Design and Review Tools: Bluebeam
- Geospatial Systems: ArcGIS/Esri
- Virtual Meetings: Zoom
- Public Safety: Motorola Solutions Spillman Mobile & Flex for law enforcement operations
- Document and Media Tools: Adobe Acrobat, Adobe Acrobat Pro, Adobe Express
- Document Management: Laserfiche
- Specialized Platforms: Multiple online portals supporting municipal operations and service delivery

PROPOSAL REQUIREMENTS

These guidelines are provided to standardize the preparation and submission of proposals by all consultants. The intent is to assist consultants in developing complete responses, to simplify the Town’s review process, and to ensure consistency in format and content.

Submission Instructions

Prospective bidders are required to submit proposals **digitally only**. Proposals must be submitted as a single PDF document, clearly titled:

“RFQ 2025-05 PROFESSIONAL MANAGED IT SERVICES”

Each proposal must include the vendor’s name and address in the file header or cover page.

Proposals must be submitted by email to:

Paonia@TownofPaonia.com

AND

cc’d to:

StefenW@TownofPaonia.com

Deadline: 12:00 P.M. (Noon), Tuesday, September 30, 2025 (MT)

- Proposals submitted through **bidnetdirect.com** or any platform other than direct email will **not** be considered unless they are also sent to the addresses above.
- **Mailed or hand-delivered proposals will not be accepted.**
- Proposals received after the deadline will be rejected.

The Town will not be bound by, nor responsible for, any explanations or interpretations of this RFQ other than those provided in writing. No oral interpretations will be made to any consultant.

Any questions or requests for clarification must be submitted via email to **Paonia@TownofPaonia.com**, and cc’d to **StefenW@TownofPaonia.com**. The Town reserves the right to request additional information or clarifications from proposers, and to allow corrections of errors or omissions. Submission of a proposal indicates acceptance by the proposer of all conditions contained in this RFQ.

Proposal Format

Proposals shall contain the following information in the order listed:

1. Proposer Submission Checklist & Introductory Letter

- Include the Proposer Submission Checklist (Attachment A of this RFQ)
- Addressed to:
 - Stefen Wynn, Town Administrator & Treasurer
Email: StefenW@TownofPaonia.com
- Must be on the firm's letterhead and include the consultant's contact name, mailing address, telephone number, and email address.
- Should state the firm's understanding of the requested services and include any pertinent information.
- Must acknowledge receipt of all addenda.
- Must be signed by an individual authorized to bind the firm.

2. Team Qualifications & Experience

- Provide firm history, experience, and qualifications, including key personnel and their responsibilities.
- Include one-page résumés for primary personnel responsible for services.
- Emphasize relevant experience, ability to comply with state and federal regulations, and expertise with Microsoft 365 managed services.

3. Project Approach, Scope of Work, and Deliverables

- Describe approach to the scope of work, including any subcontractors, their roles, and oversight processes.
- Explain how staff and user training will be incorporated.
- Outline health, safety, and quality assurance/control practices.
- Identify any innovative approaches, tools, or technologies.

4. Relevant Experience and References

- Provide at least three (3) references, including name, email, address, and phone number.

5. Responsiveness to Project Schedule

- Describe the team's availability and capacity to meet the project schedule.

6. Cost Proposal

- Provide detailed cost information broken down by key areas of need.

7. Statement of Acceptance

- Include a statement explicitly acknowledging and accepting the Town's general terms and conditions.

PROPOSAL EVALUATION

All proposals will be reviewed and evaluated by a Selection Committee. The Committee may include Town staff and other individuals with expertise relevant to the services described in this RFQ. The Committee will independently assess and rank proposers in accordance with the evaluation criteria outlined below. Evaluation of proposals will be based solely on the judgment and discretion of the Committee.

During the evaluation process, all communications shall be directed exclusively to the Town Administrator & Treasurer. Proposers are prohibited from contacting or lobbying members of the Selection Committee directly. Any attempt to do so may compromise the integrity of the selection process and may result in disqualification.

The Committee will evaluate only those proposals that meet the minimum qualification requirements set forth in this RFQ. Proposals that appear unrealistic in terms of technical or scheduling commitments may be deemed indicative of insufficient technical competence or a lack of understanding of the complexity and risks inherent in the Town's requirements.

At the Town's discretion, the evaluation process may include oral interviews with shortlisted proposers. If oral interviews are conducted, proposers will be notified in advance of the date, time, location, and any additional information that may be requested. In the event the Town receives three or fewer proposals, the Town reserves the right to forego oral interviews.

Evaluation Criteria:

Proposals will be evaluated according to the following criteria. Each criterion will be scored on a zero-to-five-point scale. Scores will then be weighted according to the assigned values to produce a total score. **The maximum possible score is 550 points.** Proposals with higher weighted totals will be considered more advantageous to the Town.

1. Project Team Qualifications (25 weight, 125 points)

- Relevant experience and expertise of key personnel in IT support.
- Professional certifications and specialized training.
- Team structure, defined roles, and allocation of responsibilities.
- Availability and responsiveness of team members.
- Demonstrated familiarity with municipal operations.

2. Scope of Services (30 weight, 150 points)

- Comprehensive approach aligned with the Town's needs and requirements.
- Innovative strategies for ongoing improvements and efficiencies.
- Clear methodology for user engagement, training, and communication.

3. Relevant Municipal and Public Safety Experience (30 weight, 150 points)

- Demonstrated success with Microsoft and managed services implementations.
- Experience supporting municipalities, utilities, and public safety agencies.
- Quality and relevance of client references.

4. Management and Schedule (15 weight, 75 points)

- Availability and responsiveness to meet Town service expectations.
- Flexibility to adapt to potential hardware, software, or process changes.

5. Proposal Format and Completeness (10 weight, 50 points)

- Clarity, organization, and professionalism of the submittal.
- Compliance with RFQ requirements and formatting guidelines.
- Thoroughness and accuracy of information provided.
- Demonstrated attention to detail and quality control.

GENERAL TERMS AND CONDITIONS

1. Town's Rights

The Town reserves the right to conduct its own investigation in evaluating proposals and shall have sole discretion to accept or reject any or all submissions.

2. Ownership of Proposals

All proposals become the property of the Town upon receipt and will not be returned to the proposer, regardless of selection or rejection.

3. Public Disclosure

The Town operates in compliance with applicable public disclosure laws. Proprietary or confidential information should be clearly identified within the proposal and will be protected to the extent permitted by law.

4. Proposal Costs

All costs associated with the preparation and submission of a proposal, including participation in any meetings, interviews, or pre-proposal conferences, shall be borne solely by the proposer. The Town will not reimburse these expenses under any circumstances.

5. Conformance with RFQ Requirements

Failure to comply with the instructions, requirements, and format outlined in this RFQ, including responding to each item in the Proposal Requirements section, may result in disqualification. Proposals must include all information necessary for a complete evaluation.

6. Conflict of Interest

The successful proposer shall not permit any individual employed by the Town to benefit financially from an interest in the proposer's firm, its affiliates, or any subcontractors engaged in the contract.

7. Basis for Selection

Final selection will be based on the evaluation of the written proposal, reference responses, and any oral interviews conducted by the Town.

8. Interpretations and Clarifications

The Town will not be bound by, nor responsible for, any explanations or interpretations of this RFQ other than those provided in writing. No oral interpretations will be issued. Any questions or requests for clarification must be submitted by email to: Paonia@TownofPaonia.com and cc: StefenW@TownofPaonia.com. The Town reserves the right to request additional information or clarifications from proposers, and to allow correction of errors or omissions.

9. Submission Deadline

Proposals must be submitted as a single PDF document by email, with the subject line clearly titled:

“RFQ 2025-05 Professional Managed IT Services”

Proposals must be received on or before **12:00 P.M. (Noon), Tuesday, September 30, 2025 (MT)** at the email addresses above.

Proposals received after the deadline will not be considered.

Proposals submitted through **BidNetDirect** or any other platform will not be considered unless they are also emailed to the addresses listed above.

Mailed or hand-delivered proposals will not be accepted.

10. Reservation of Rights

The Town reserves the right to reject any or all proposals, to waive any informalities or irregularities, and to request new proposals if deemed in the best interest of the Town.

11. Acceptance of Conditions

Submission of a proposal constitutes acknowledgment and acceptance by the proposer of all terms, conditions, and requirements set forth in this RFQ.

It is anticipated that the selection of a firm will be completed at a Regular Meeting of the Board of Trustees on October 14, 2025.

All materials submitted in connection with the proposal document become the property of the Town. All information received by the Town shall become public record and shall be open to public inspection should an award of contract result from this solicitation.

KEY DATES

A tentative schedule of key dates for the project has been established as follows:

Publication of RFQ	August 27, 2025
Due date for proposals	September 30, at 12:00PM (M.T.)
Regular Meeting to Choose Consultant	October 14, 2025
Consultant Services Agreement Approved at Regular Town Board Meeting	October 28, 2025
Continuing Services Agreement Effective	November 1, 2025

The accuracy of the proposal is the sole responsibility of the Proposer. No changes in the proposal shall be allowed after the submission deadline, except when the Proposer can show clear and convincing evidence that an unintentional factual mistake was made, including the nature of the mistake and the price actually intended. Alternate proposals will not be considered.

The Town reserves the right to accept or reject any and all responses and to waive any informalities or irregularities in said Responses. The Request for Proposals does not bind the Town to accept a proposal when, in the Town's sole discretion, the Town determines not to do so. Additionally, the Town reserves the right to modify the schedule as necessary and will notify those participating in the RFQ of the change in writing. The Town of Paonia is an equal opportunity employer.

TERMINATION OF CONTRACT

The Town may, by written notice to the successful Firm, terminate the contract if the Consultant has been found to have failed to perform in a manner satisfactory to the Town's specifications, including delivery as specified. The date of termination shall be stated in the notice. The Town shall be the sole judge of non-performance.

The Town may cancel the contract upon thirty (30) days' written notice for reasons other than cause. This may include the Town's inability to continue with the contract due to non-appropriation or a reduction of funding.

Proposer Submission Checklist

RFQ 2025-05 Professional Managed IT Services

Town of Paonia, Colorado

All proposers are responsible for ensuring their submission is complete and complies with the RFQ requirements. Incomplete or late submissions will not be considered. Please use this as a tool to ensure that your firm meets all of the requirements for submission.

Submission Requirements

- Proposal submitted as a single **PDF document**
 - File clearly titled: **“RFQ 2025-05 Professional Managed IT Services”**
 - Vendor name and address included on cover page or header
 - Submitted **only by email** to:
 - **Paonia@TownofPaonia.com**
 - **cc: StefenW@TownofPaonia.com**
 - Deadline: 12:00 P.M. (Noon), Tuesday, September 30, 2025 (MT)**
 - No mailed, hand-delivered, or BidNetDirect. Only emailed submissions accepted.
-

Proposal Content

- Introductory Letter** (on firm letterhead)
 - Addressed to **Stefen Wynn, Town Administrator & Treasurer**
 - Contact information (name, mailing address, phone, email)
 - Acknowledgement of addenda
 - Signed by authorized representative
- Team Qualifications & Experience**
 - Firm history and qualifications
 - Roles and responsibilities of key personnel
 - One-page résumés of primary staff
 - Demonstrated experience with Microsoft 365 managed services
 - Experience with state and federal compliance

Project Approach, Scope of Work, and Deliverables

- Description of approach and methodology
- Identification of subcontractors and oversight methods (if applicable)
- Health, safety, and quality assurance practices
- Innovative approaches and technologies

Relevant Experience and References

- Minimum of three (3) references with name, email, address, and phone number

Responsiveness to Project Schedule

- Statement of availability and capacity to meet deadlines

Cost Proposal

- Detailed costs broken down by key areas of need

Statement of Acceptance

- Explicit acknowledgment and acceptance of the Town's general terms and conditions

Final Confirmation

- Proposal reviewed for completeness and accuracy
- Proposal submitted before deadline

Town of Paonia

**RFQ 2025-05 Professional Managed IT Services
Proposal Evaluation Scoring Sheet**

Proposer Name: _____

Evaluator Name: _____

Date: _____

Scoring Guidelines

- **0 = Does not meet requirements**
- **1 = Poor – minimal evidence provided**
- **2 = Fair – partially meets requirements**
- **3 = Satisfactory – meets requirements adequately**
- **4 = Good – exceeds requirements in some areas**
- **5 = Excellent – exceeds requirements in all areas**

Evaluation Criteria

Criteria	Weight	Score (0-5)	Weighted Score	Evaluator Notes
1. Project Team Qualifications - Relevant experience of personnel - Certifications/training - Team structure & availability - Familiarity with municipalities	25	_____	_____	
2. Scope of Services - Comprehensive approach - Innovative strategies - Methodology for training & communication	30	_____	_____	

Criteria	Weight	Score (0-5)	Weighted Score	Evaluator Notes
3. Municipal & Public Safety Experience - Microsoft/project success record - Municipal and public safety experience - References provided	30	_____	_____	
4. Management and Schedule - Responsiveness & availability - Flexibility/adaptability	15	_____	_____	
5. Proposal Format & Completeness - Clarity & organization - Compliance with RFQ requirements - Thoroughness and attention to detail	10	_____	_____	
TOTAL	550		_____	

Final Notes

Evaluator Signature: _____

ARTICLE 7. - TREE BOARD

Sec. 2-7-10. - Purpose.

It is the purpose of the Town to promote and protect the public health, safety, and general welfare by providing for the regulation of planting, maintenance, and removal of trees on Town-owned property and within town rights-of-way. There is hereby created a Tree Board which shall be advisory in character and will represent the Paonia community in providing guidance and input to the Town Administrator, Town Board of Trustees, and Town staff on trees as defined under Article 7, Section 2-7-30.

(Ord. No. 2014-04, § 1, 1-13-2015; Ord. No. 2014-09, § 5, 1-13-2015; Ord. No. 2020-05, § 2, 5-26-2020; Ord. No. 2021-04, § 2, 6-8-2021)

Sec. 2-7-20. - Membership; terms.

The Tree Board shall consist of a minimum of two (2) and a maximum of six (6) volunteer community members, who need not reside within the limits of the Town and one (1) member of the Board of Trustees. Members shall serve without compensation. There will be a chair and secretary of the Tree Board, as chosen by majority vote of its members. All Tree Board members shall be appointed by the Board of Trustees. The terms of office for the Tree Board shall be two (2) years renewable by the Board of Trustees; and the member of the Board of Trustees consistent with his/her term of office.

(Ord. No. 98-05, § 3, 1998; Ord. No. 2005-02, 2005; Ord. No. 2014-04, § 1, 1-13-2015; Ord. No. 2014-09, § 5, 1-13-2015; Ord. No. 2020-05, § 2, 5-26-2020; Ord. No. 2021-04, § 2, 6-8-2021)

Sec. 2-7-30. - Duties.

- (a) It shall be the responsibility of the Tree Board to advise the Town Board and Town Administrator about the selection, planting, and care of trees in the town of Paonia referring when applicable to the most recent guidelines document or master plan.
- (b) The Tree Board shall support and promote healthy horticultural practices for our climate through public education by celebrating Arbor Day every year, by maintaining a website, and through other community events.
- (c) The Tree Board shall prepare, in a timely fashion, the Tree City USA application and information required to maintain the Town of Paonia's status as a Tree City USA community, as approved by the National Arbor Day Foundation.
- (d) The Tree Board, when requested by the Town Administrator, shall consider, investigate, make findings, report, and recommend upon any special matter of question coming within the scope of its work and expertise.

(Ord. No. 98-05, § 4, 1998; Ord. No. 2014-04, § 1, 1-13-2015; Ord. No. 2014-09, § 5, 1-13-2015; Ord. No. 2020-05, § 2, 5-26-2020; Ord. No. 2021-04, § 2, 6-8-2021)