

03.2026 IT Service RFP

Disability Rights Maine (DRM) is seeking proposals for Information Technology service contracts beginning in March 2026. Proposals are due by Friday, March 13, 2026.

DRM's needs include:

- Microsoft 365 nonprofit licensing and management
 - 45-50 accounts
 - 35 E1 licenses and 6 E3 licenses
 - Azure sync to active directory

- Equipment management, updates, patching, protection, & support at two office locations
 - 46 managed workstations
 - 1 hardware server & 2 virtual machines
 - 2 network switches
 - 3 wireless access points
 - 3 networked Xerox copy/scan/print machines

- Software installation and management including
 - Computer security & antivirus software (46 devices)
 - Web filtering & protection (46 devices)
 - Network/firewall management (2)
 - Network device switches (2)
 - Wireless access points (3)
 - Server protection (3)
 - Cybersecurity training & reporting software (39 users)
 - VPN for remote server access (39 users)

- Data backups
 - Local 2493.56 GB
 - Cloud 1551.65 GB

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- IT Support

The Operations Director handles the majority of the organization's daily IT support needs. Higher level IT support and assistance with remote staff support are the majority of DRM's external ticket requests, averaging around 15 hrs/month.

- 39 staff
- Occasional interns & externs

- Phones & VOIP

- 50-55 extensions
- VOIP portal management
- 6 SMS enabled numbers
- Voice to text voicemail messages
- Hosted fax

Please send questions and proposals for service by March 13, 2026 to Harper Chance, Operations Director, at hchance@drme.org.