



Request For Proposals For Managed Information Technology Services

City of Spicer
217 Hillcrest Avenue
Spicer, MN 56288

www.cityofspicer.org

June 16, 2026

I. INTRODUCTION

The City of Spicer invites proposals from qualified companies to provide managed information technology (IT) services. The qualified company will enable the city to significantly improve IT effectiveness, enhance its quality of services, minimize its support costs, and maximize return on investment in IT. The city will consider a three-year contract term with two optional one-year extensions if agreed by both the city and selected company.

The city has a Microsoft-based computer network infrastructure. The city is seeking a business partner to provide technical support for this infrastructure, in the form of break fix, routine maintenance and project-related services. The city may also look to a successful company for special projects and consulting as needed such as short- and long-term IT planning, and disaster recovery.

The primary objective is to better manage the cost of maintaining the network, while also improving end user satisfaction with the system.

City operations include two physical locations: city hall/community center and public works building. The city has approximately 4 full-time staff plus five elected officials, approximately 8 first responders and approximately 30 volunteer on-call firefighters, the latter of whom have limited access to the city's IT systems.

Hours of operations have the following hours:

City Hall/Community Center:	Monday – Friday 8:00 a.m. - 4:30 p.m.
Public Works & Parks:	Monday – Friday 7:00 a.m. – 3:00 p.m.

The ideal company will have experience providing IT services to local government organizations.

II. SCHEDULE AND ADDITIONAL INFORMATION

Proposals must be received via email, in-person, or postal mail by 12:00 p.m. on Friday, July 17, 2026 at one of following:

cityadmin@cityofspicer.org

City of Spicer
Attn: IT Services RFP
217 Hillcrest Avenue
Spicer, MN 56288

All dates are tentative EXCEPT proposal due date.	
ACTION	DATE
Request for Proposal Released	Tuesday, June 16, 2026
Proposals Due	Friday, July 17, 2026
Interviews	Tuesday, July 21, 2026 at 5:30 p.m. via zoom (<i>Evening Time TBD</i>)
Vendor Selected	Wednesday, July 22, 2026
Contract Review	Monday, July 27, 2026
Contract Approved by City Council	Tuesday, August 4, 2026
Services to Begin for the City	Tuesday, September 1, 2026

PROPOSALS MUST BE RECEIVED BY 12:00 P.M. ON FRIDAY, JULY 17, 2026 TO BE CONSIDERED.

Questions should be addressed to Jen Beckler at cityadmin@cityofspicer.org OR 320-766-5622 by 12:00 p.m. on Wednesday, July 1, 2026. Any questions received after that time may not be answered before proposals are due.

It is the intent of the City of Spicer to conduct a comprehensive, fair, and impartial evaluation of proposals received. Award shall be made to the provider, who is believed by staff to be the best fit for the city. The city reserves the right to reject any and all proposals, waive all technicalities and accept any proposal deemed to be in the city’s best interest. Proposers are solely responsible for delivery of their proposals to the city before the deadline. This RFP creates no obligation on the part of the city to award a contract or to compensate the proposer for any costs incurred in competing to provide managed IT services to the city.

III. EVALUATION CRITERIA

Final selection will be based on a combination of relevant experience, available qualified staff, schedule of rates and ability to meet the city’s needs. Specifically, the evaluation committee will consider the following criteria.

1. Overall responsiveness to RFP requirements and ability of company to meet city’s customer service expectations and IT performance needs.
2. Thoroughness and understanding of the tasks to be completed and the environment in which they are performed.
3. Company security performance.
4. Expertise and overall experience of personnel assigned to the work.

5. Background and experience with similar projects.
6. Pricing structure and projected cost.

IV. SCOPE OF WORK

At a minimum, IT management services will include the following work to manage, monitor, and secure the city's IT systems.

1. 24x7x365 monitoring of denoted servers and critical network components
2. 24x7x365 response to critical servers and infrastructure failures
3. 24x7x365 monitoring of firewall and denoted devices
4. 24x7x365 monitoring of applications
5. Full-service desk
6. Full-service operations center service
7. Remote management software on all workstations and servers
8. Server and network administration (*if applicable*)
 - a) SQL Server
 - b) Laserfiche
 - c) Laserfiche Weblink
 - d) Domain Controllers
 - e) Hyper-V Server
 - f) Network back up and disaster recovery
9. Manage Microsoft service packs and security patches on servers
10. Regular inspection of network and file server
11. Regular/periodic cleaning and testing of backups by restore of test files
12. Firewall administration
13. Labor and support for migration of network operating systems/files
14. Monthly reports of network health and vitality
15. Web access to reports on current status of service calls and projects
16. Spyware/malware monitoring, removal, and cleaning
17. Regular data security and compliance assessments and testing, including antivirus software, password protection, mail filtering, phishing, vulnerability scanning, data destruction, and patch management
18. Less than 4-hour response time for server down emergencies
19. Research on hardware/software solutions
20. Consultation and support for near- and long-term planning including development of replacement program to keep system operating at a high performance and data security levels including but not limited to major system upgrades or replacement, major redesign configurations, and related large projects
21. Perform network backup & disaster recovery
22. Monitor system performance and provide regular reports including efficiency, quality, and security
23. Ability for city employee to work remotely via laptop outside the office without technical issues

24. Ability for city employee to make necessary updates to any and all desktop programs without needing IT service permission or requests

Additionally, the proposal may include related services provided by the vendor that may be of value to the city.

V. CURRENT USER COMPUTERS AND SYSTEM SERVERS (approximate)

Item Category	Number
Users (approximate)	12
Current Internet Connection & Speed <ul style="list-style-type: none"> • TDS Telcom provides internet connection into city hall/community center and public works 	
Desktop computers (approximate)	5
Laptop computers (approximate)	6
Servers (approximate) <ul style="list-style-type: none"> • Physical servers • Virtual Physical Host hosting: <ul style="list-style-type: none"> ✓ Laserfiche ✓ Laserfiche Weblink ✓ Domain controller ✓ SQL server ✓ Hyper- V host • Backup & disaster recovery server 	1 1 1 1 1 1 1
Firewall (approximate)	2
City Network Network Switch(s) Wi-Fi AP All are currently under existing provider cloud management	

VI. PROPOSAL REQUIREMENTS

Proposals must address the scope of service with focus on clearly identifying company’s experience and competencies relative to the evaluation criteria. The city desires proposals that are thorough yet concise.

At a minimum, proposals must contain the following information.

1. Cover Sheet with company contact information and person with binding authority to enter into contracts.
2. Company Profile highlighting history, company expertise, and customer service approach relative to the city's scope of work and compliance with industry standards as evidenced by audits. Include length of time providing proposed services, number of clients, and location of office which would serve this account.
3. Customer Account Team listing the positions and/or individuals who would service the city's relationship. Include qualifications, experience, expertise, and IT certifications for each position or individual.
4. Statement of Understanding briefly outlining the company's understanding of the services to be provided and making a positive commitment to providing the services specified.
5. Scope of Service addressing the IT managed services described in the scope of work. Include a description of the approach for providing such services and the methodology for providing ongoing support.
6. Pricing Structure and Cost for all services described in the scope of work and additional services provided that may be of value to the city.
7. Client References who can speak to similar work performed by the company for comparable size/scope clients; public sector client references are preferred.
8. Evidence of Insurance related to services provided.