CITY OF FRONTENAC

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REQUEST FOR PROPOSAL

MANAGED INFORMATION TECHNOLOGY SUPPORT SERVICES

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Prepared by: City of Frontenac
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REQUEST FOR PROPOSAL
MANAGED INFORMATION TECHNOLOGY SUPPORT SERVICES

1. INTRODUCTION

The City of Frontenac is requesting proposals from qualified professional technology vendors for Information Technology Support Services. The qualified vendor would provide necessary technical services, which would enable the city to:

- Protect and secure its technological facilities
- Ensure the efficient operation of its data processing networks and related computer systems
- Enhance its quality of service for City departments
- Minimize the spending and maximize the ROI for investment in technology

The ideal vendor will resolve computer systems and network issues in accordance with standard and acceptable maintenance and support benchmarks. The successful vendor will be expected to organize HELP DESK service calls efficiently and to ensure that there is no significant computer downtime during normal working hours, generally 8:30 a.m. to 5:00 p.m., Monday through Friday, with the Fire Department and Police Department on constant 24/7 status. The vendor is expected to report on technology status issues and communicate effectively with City departments.

2. BACKGROUND INFORMATION

The City of Frontenac currently contracts with Acumen Consulting for 24/7 help desk support over the phone with onsite support one day per week (4 hours each Wednesday). The Police Department Records/IT Manager currently acts as the day-to-day IT point of contact for IT purchasing and planning, and staff liaison with Acumen.

All City of Frontenac staff and operations are housed at one physical site. The City Hall, Fire Department, and Police Department are housed in a single building. The Public Works Department is housed in a separate building from City Hall but within the same property (connected via fiber optics).

Eight Microsoft Windows-based servers are being utilized throughout the City's departmental infrastructure. These servers are virtualized using Microsoft Hyper-V and have various memory and hard drive sizes. Nightly back-ups are copied out to an off-site hosted data center. All the servers are backed up to a hard drive backup device. Other physical servers include Watch Guard Car/Dash video and on-site security video. Other detailed information about the specifications is available for review, as necessary.

There are approximately 60 PCs and devices in the departmental areas to be covered under the service and support agreement with the successful vendor. These PCs are predominantly manufactured by Dell and vary by age, specifications, software, and service pack versions. Windows 11 Pro is the prevalent operating system used on all workstations and laptops. The city uses Microsoft Office 365 and uses Fortinet FortiGate FG-90G firewall.

Five different wireless access points are offering public wi-fi access in five separate places. One in the Board of Aldermen Chamber, one in the Police Department, and three on the second floor.

The Police Department has eight (9) in-car computers for their patrol cars. These use G air cards to connect to a VPN connection to REJIS to access city and justice records.

The Police Department uses VPN to connect to the West Central Dispatch Center in Town & Country

and to REJIS. A separate switch and firewall are maintained to connect to REJIS.

The city uses a 500x500Mb fiber connection supplied by Spectrum. There is a fiber optic line connecting the PW Garage to the main building.

The City phone system is hosted by Sequre.

3. SERVICES REQUIRED

This section summarizes the services to be provided to the City of Frontenac in this RFP. The city is looking for a maintenance and support program to be designed under four major categories. These categories are GENERAL SERVICES, SYSTEMS ADMINISTRATION, HELP DESK SUPPORT, and PROJECT WORK, to accommodate departmental computer system activities and user equipment performance. The City expects the vendor's proposal to define, in detail, the approach to be used in the above categories. The distinction of time and material costs for these efforts is important. It is estimated that on-site presence by the vendor will generally be required for four (4) hours per week; however, time on site will vary on occasion depending on tasks such as multiple PC setups, software installs, or troubleshooting. If significantly more or less time on-site is required, the City reserves the right to renegotiate the contract amount. The successful vendor will provide general services, systems administration assistance, and help desk support as outlined in this proposal in cooperation with the IT Coordinator. Project work would be handled by separate contracts. All services must be provided in accordance with applicable law.

A. GENERAL SERVICES
Professional general services shall include, but are not limited to:

- Provide expertise in emerging technologies and direct the City's selection and use of comprehensive technologies
- Responsible for assisting the city in preparing an annual IT budget and periodic strategic planning and forecasting updates
- Responsible for assisting the city with preparing bid specifications for all hardware and software needs
- Responsible for strategic planning development for the data and telecommunication networks, and ensuring that the goals of the city are being met in a proactive and fiscally responsible manner
- Establish, outline, and direct the city's Technology Goals and Objectives
- Responsible for maintaining mission-critical systems, privacy, backup, and disaster recovery systems
- Perform data systems, telecommunications, and enterprise technology needs assessments as applicable to the city
- Ensure compliance with local, state, and federal regulations as these apply to technology usage
- Primary contact for day-to-day help desk and technology projects
- Explore budget-saving measures via technology
- Development and management of policies and procedures for technology management
- Manage other vendors to complete assigned tasks
- Other duties as assigned by the City of Frontenac
- Provide on-site staffing to assist with maintenance and support of city applications and administration of the city network as needed

B. SYSTEMS ADMINISTRATION
Systems Administration is generally defined as higher-level network, server administration, and server maintenance tasks beyond those of the helpdesk. Systems Administration involves

working with core technologies that make up the city's critical, enterprise-wide systems. These systems must function properly to provide users with essential network services and connectivity. Administering these key components safely and effectively requires many years of platform-specific experience and high-level technical training beyond that held by typical helpdesk staff.

The following are examples of typical systems administration tasks:

- Inspection and monitoring of systems log for security, system, and application errors
- Monitor disk space usage and allocation throughout the server network
- Routine maintenance and updates of City services, including service packs, hot fixes, and patches
- Data backup system configuration, maintenance, scheduling, and backup verification
- Power systems maintenance and monitoring that support the network infrastructure and server systems
- Management of Active Directory components within the domain, such as security policy, group policy, group membership rights, organizational units, workstation accounts, etc.
- Administration of Domain Controller-specific functions such as AD synchronization, DSN, and DHCP
- Install and configure software on network servers in compliance with established licensing agreements
- Routine updates on client-server software applications
- Monitor and maintain Local Area Network (LAN) infrastructure, including firewall, routers, switches, wireless routers (and associated VPN applications), and cabling
- Manage Wide Area Network (WAN) infrastructure and vendors
- Monitor Exchange Server and applicable email filters/archives to ensure mail deliveries and receipts

C. HELP DESK SUPPORT
Help desk support is generally defined as basic support of network workstation hardware, operating systems, user application software, shared files, and printing resources within the city environment. Examples of regular help desk support activities for the city include the following:

- Respond to 24/7 telephone, in-person, and e-mail support requests from end-users and management
- Provide daily administration of network services, file shares, and shared resources
- Maintain user accounts in Active Directory (password resets, lockouts, group membership)
- Set up new employee network and e-mail accounts in Active Directory
- Provide initial new user orientation concerning workstation operation and network usage
- Assist users with e-mail system problems
- Administer, maintain, and troubleshoot city print services and print devices
- Troubleshoot, maintain, and repair existing PC workstations and related hardware
- Set up, configure, and deploy new or rebuilt workstations at the two government buildings
- Install and configure software on PCs in compliance with established licensing agreements
- Provide users with technical assistance regarding the standard functionality of software applications
- Maintain daily/weekly/monthly backup media rotation schedule on local servers

- Assist users in retrieving and/or restoring deleted or misplaced files
- Relocate selected backup media to the offsite location as required

D. PROJECT WORK

Project work is not part of a standard support agreement. Project work will be proposed under a separate contract. Project work refers to activities that fall outside normal courses of daily help desk support, systems administration, and maintenance activities. The following examples demonstrate typical project work:

- Server builds, rebuilds, installations, upgrades, and migrations
- System, software, security, and procedural audits that are beyond the scope of normal daily/weekly/monthly auditing
- Major Local Area Network upgrades, expansions, or enhancements
- Major Wide Area Network upgrades, expansions, or enhancements
- Large-scale equipment deployments, relocations, or upgrades
- Extensive database migrations
- Design, testing, evaluation, or implementation of new systems or applications
- Creation of technical or training documentation

E. REPORTS

The vendor shall submit service reports quarterly, summarizing service and IT policy issues. The vendor must be available to meet with the city's IT staff liaison to review quarterly reports and discuss issues.

F. NOT INCLUDED

The contract to be awarded does not oblige the city to purchase computer equipment, hardware devices, cabling, licenses, software, etc., from the successful vendor. *Replacement parts are not part of this contract.* The scope also does not include computer equipment and networks not owned by the City of Frontenac, but does include coordination and connection with such other systems.

4. SUBMISSION REQUIREMENTS

The city is requesting that the proposal submitted address the subjects with specificity. We are looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth, operating, efficient process, and an effective information technology system.

The terms of this agreement shall be three (3) years with an option for an additional two (2) years if mutually agreed. The proposal package shall consist of one (1) original and three (3) copies of the following:

- Proposal pricing package filled out and properly executed by the company submitting the proposal
- Copy of proposed agreement between the city and vendor
- A short profile of the firm, including a minimum:
    - Length of time in business
    - Number of clients
    - Number of full-time employees
- Name, title, address, and telephone number of three (3) references for clients, to whom similar services have been provided
- List of staff to be assigned to the City of Frontenac
- A timetable for transition to your company
- Identify on an individual basis any other services to be offered related to the Information

Technology contract
- Support services questions to be addressed:
  - Support availability (days of week and time)
  - Structure of charges for support
  - Steps for resolving problem escalation
  - Final authority regarding conflict
  - Response time and goal for resolving problems

Proposals must be received no later than 10:00 a.m. CDT on Friday, January 23, 2026, by email to Andrea Muskopf, City Administrator, email subject line header must be marked "Managed IT Services". Any questions should be directed to Andrea Muskopf at amuskopf@cityoffrontenac.org or 314-373-6503.

5. EVALUATION CRITERIA

The City of Frontenac will review the vendors' qualifications. From this review, an evaluation and selection process will be completed, meeting all requirements of Chapter 140 of the City's Code of Ordinances, including using the following criteria as a benchmark for deciding.
  A. Approach and Methodology
  B. Experience of the Firm
  C. Project Staffing and Experience
  D. Satisfaction of Clients/End Users
  E. Pricing

The City of Frontenac reserves the right to reject any and all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal that best meets the requirements of the program. The RFP creates no obligation on the part of the City of Frontenac to award a contract or to compensate the Bidder for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews. The City of Frontenac reserves the right to award a contract based on proposals received without further discussion or negotiation. Vendors should not rely upon the opportunity to alter their qualifications or proposals during any discussions.

It will be a condition to the award that the selected vendor comply with Section 285.530 RSMo., including by providing the required affidavit of compliance with the federal work authorization program.

Proposed Pricing Sheet
Managed IT Services Contract
City of Frontenac

COMPANY INFORMATION	
Name:	
Address:	
Contact Person:	
Phone Number:	
Email Address:	

Pricing For IT Contract RFP (Monthly)	
Year One:	
Year Two:	
Year Three:	
Year Four (if proposed):	
Year Five (if proposed):	
Price for Project Services	
Hourly Rate:	

Pricing for Other Services Please specify the service and Price.	
Service Offered	**Pricing**

_____   _____   __

Name of Officer of Company   Signature   Date