



**Request for Proposal**

**Managed Services  
Provider for IT Services**

*City of St. Joseph  
700 Broad Street  
St. Joseph, MI 49085*

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### **I. Purpose**

This Request for Proposal (“RFP”) is to provide interested firms with sufficient information to submit proposals for consideration by the City of St. Joseph (“City”) in connection with its needs for a Managed Services Provider (MSP) for IT services.

Favorable pricing will be one element of the selection process, but the experience of the firm, qualifications, experience and ability of assigned staff, completeness of the level of service proposed and timeliness of service proposed by the proposer will be significant factors in the award of this contract. The final selection decision for this project will be determined by the City Commission. The City reserves the right to reject any proposals or parts of proposals. The City

also reserves the right to waive any irregularities, inconsistencies, or take whatever action is appropriate as determined by the City to be in the best interest of the City.

A complete Request for Proposal may be viewed or downloaded at [www.sjcity.com](http://www.sjcity.com), or mailed by contacting the City Clerk at 269-983-6325 or [clerk@sjcity.com](mailto:clerk@sjcity.com).

**REQUEST FOR PROPOSAL:** Managed Services Provider for IT Services

**CLOSING DATE AND TIME:** Friday, December 05, 2025 at 3PM

## **II. About the City of St. Joseph**

The City of St. Joseph, with a population of approximately 8,000, is located on the west coast of Michigan. We are part of a “small town” chain stretching from the state line along the beautiful shoreline of Lake Michigan. St. Joseph’s location along the beaches of Lake Michigan and the St. Joseph River, as well as its close proximity to major metropolitan areas such as Chicago, Milwaukee, Indianapolis, and Detroit, makes it a premier tourist destination for visitors throughout the Midwest. St. Joseph’s small-town charm, high quality of life, excellent schools, and site as the headquarters for major employers, i.e., Whirlpool Corporation, make it a wonderful place to live year-round.

## **III. Project Summary**

The City of St. Joseph is seeking proposals from qualified Managed Service Providers (MSPs) to provide comprehensive, scalable, predictable and proactive IT services for multiple municipal buildings, a water treatment facility, and other city departments including police and fire. Our environment currently relies on on-premise servers, networks, phones, CCTV, and specialized systems. The city intends to modernize its IT infrastructure, with strategic migration of services to cloud solutions where appropriate.

This RFP outlines our requirements, expectations, and proposal submission process for interested MSPs.

## **IV. Scope of Work & Specifications**

The City of St. Joseph seeks a highly qualified MSP to provide the City with the below IT services for a term of up to three years, with two one-year options to renew.

The selected MSP will be responsible for the following:

### **A. General IT Support**

- 24x7 end-user helpdesk (remote and on-site when needed)

- Troubleshooting and maintenance of workstations, servers, laptops, and city-owned mobile devices
- Mobile device management solution to ensure management of all workstations, servers, laptops and city owned devices

## **B. Infrastructure Management**

- Administration, monitoring, and management of on-premise servers and networking equipment
- Support and maintenance for Windows, Linux, and application servers
- Network design, monitoring, and troubleshooting (including firewalls, Wi-Fi, VPNs)

## **C. Cloud Services and Migration**

- Assessment and strategic planning for cloud migration (email, files, business apps)
- Ability to provide migration and ongoing support for cloud services (Microsoft 365, Azure, etc.)
- Implementation of backup, business continuity, and disaster recovery solutions

## **D. Cybersecurity**

- Endpoint protection, anti-malware, firewall management
- Vulnerability scans, patch management, and intrusion detection/prevention
- Security awareness training and simulated phishing campaigns
- Backup and disaster recovery planning (cloud and on-prem)
- Helps with compliance-related security matters

## **E. CCTV and Physical Security Systems**

- Maintenance and troubleshooting of existing CCTV infrastructure and networked security devices
- Support for upgrades and integration

## **F. ISP**

- Ensure that the City has appropriate internet service, offering appropriate speeds, redundancy, etc.

## **G. Voice and Communication Systems**

- Implementation of a new phone system, including support, administration, and troubleshooting of phone systems

- Coordination of multi-building communications

#### **H. Police, Fire, and Public Safety Systems**

- Secure access controls and data segregation for police and fire department IT systems (no 911)
- Support for critical applications (records management, communications, etc.)
- Ensuring regulatory compliance and data privacy where applicable

#### **I. Water Treatment Facility & SCADA**

- Work with vendors for operational technology at the water plant, including SCADA or plant control systems
- Best practices for segmentation, monitoring, and security of industrial control systems

#### **J. Strategic IT Planning & Consulting**

- Regular IT infrastructure assessments and recommendations
- Technology roadmaps, budgeting assistance, and reporting
- Recommendations on modernization and cloud adoption

### **V. Vendor Requirements**

- Minimum 5 years of experience supporting municipal/government organizations, or similar critical infrastructure
- Demonstrated success with cloud migrations in hybrid environments (on-premise and cloud)
- Staff trained in cybersecurity best practices; industry certifications preferred (CompTIA, Microsoft, Cisco, CISSP, etc.)
- Background checks for technicians supporting sensitive/public safety systems required
- Capable of providing on-site support within reasonable response times, varying by urgency, at locations throughout the City of St. Joseph.

### **VI. Service Level Agreement Expectations**

- **Helpdesk:** Response within a reasonable timeframe of no more than five hours during business hours and within a reasonable response time of no more than 24 hours for after-hours emergencies; as is appropriate based on the urgency of the request
- **On-site Support:** Availability within a reasonable response time of no more than five hours for critical issues
- **Resolution Times:** Track and report average resolution times; escalation paths defined

- **Reporting:** Monthly KPIs, incident summaries, recommendations, and inventory status
- **Regular Reviews:** Quarterly business review meeting

## VII. Description of Infrastructure

The City of St. Joseph includes roughly 170 employees with 150 email accounts. The city has the following infrastructure:

- 2 domain controllers
- 6 application servers
- 2 database servers
- 2 network file servers
- 50 laptops
- 50 workstations
- 115 cameras

The following locations are in scope for management:

- City Hall / Police Station
- Public Works
- Fire Station
- Ice Arena
- Library
- Marina
- Water Treatment Plant

In addition to following best practices, IT solutions must adhere to any relevant industry standards, such as Criminal Justice Information Services (CJIS) and WaterISAC. The selected MSP will be required to work with vendors that manage the industrial controls located at the Water Treatment Plant.

## VIII. Submittal Requirements

Proposals should demonstrate the qualifications, experience, service level, cost of services, competence, and capacity to satisfactorily implement the Scope of Work outlined in this RFP.

Proposals must include the following information:

1. Cover letter. The letter should include a Project Statement, describing the proposer's understanding of the goals and objectives, as well as approach.
2. Firm Background. Full name and address of the firm with a short description of the firm, including the following information:

- a. Business organization
  - b. Year established
  - c. EIN
  - d. Michigan tax ID number, if applicable
  - e. The firm's legal formation (e.g. corporation, sole proprietor, etc.)
  - f. State of incorporation, if applicable
  - g. List of the firm's officers (up to three)
3. Work Plan. A proposed approach / work plan and timeline for initiation and implementation.
4. Proposed Team Members. Include a description of the organization, an organizational chart, and the primary role and responsibility of each team member. Clearly designate the team leader and primary contact for this project.
5. Individual Experience. Include information on the background of key members and detail their specific contributions to past projects, as related to this project.
6. Specific Experience. Provide examples of similar successfully executed government contracts.
7. Additional Recommendations. Additional suggested and/or proposed steps, actions or deliverables which members of the firm deem advisable, along with associated costs, if applicable.
8. References. If vendor is selected as a finalist (final 3), vendor will be required to provide a minimum of three (3) references for similar projects completed within the past five (5) years. Include the name, telephone number and email address for the primary contact, as well as the year the project was completed. List services provided to each client.
9. Compensation/Fees. Provide a breakdown of all costs by task or deliverable. Include all tasks and staffing necessary to complete implement and provide ongoing support as outlined above and any additional recommendations submitted in your proposal. All reimbursable expenses should be included.
10. Security Questionnaire: Completion of the Systems Security Questionnaire (Addendum A.)
11. Legal Terms & Conditions. Please note the City of St. Joseph must follow state and federal guidelines when executing contracts. In order to ensure compatibility with Michigan laws, please provide a copy of your standard MSA with Terms and Conditions.

## IX. Registration and Addenda

Interested parties are required to send an email to [ehackworth@sjcity.com](mailto:ehackworth@sjcity.com) to register their intent to respond to this RFP along with the following business information: Company Name, Company Website, Company Point of Contact (email). Please use the subject line: **Managed**

**Services Provider RFP.** All firms expressing interest will be added to an email distribution list and will be notified if additional information related to the RFP is issued.

## **X. Questions**

Questions regarding the scope of work to be accomplished may be directed by email to [ehackworth@sjcity.com](mailto:ehackworth@sjcity.com) by **4PM Tuesday, November 18, 2025**. Please use the subject line: **Managed Services Provider RFP**. A list of all questions submitted and answers provided will be published on the City's website and sent to all prospective bidders before the deadline for bid submission.

## **XI. Submission**

Sealed proposals are due at the St. Joseph City Clerk's Office no later than 3PM Friday, December 05, 2025. Packages should include one hard copy of the proposal and one copy on flash drive.

Proposals may be mailed or delivered to the City of St. Joseph City Clerk, 700 Broad Street, St. Joseph, Michigan 49085. Sealed envelopes should be plainly marked:

Attention: City Clerk  
Re: Managed Services Provider RFP  
700 Broad Street  
St. Joseph, MI 49085

It is the sole responsibility of the Proposer to see that its proposal is received within the required time period. The City is not responsible for any errors or irregularities with the delivery method utilized for submittal of the Proposal. Any proposals received after the closing date will not be considered and will be returned unopened.

## **XII. Incurring Costs**

The City is not liable for any costs related to respondents' preparation of their proposal.

## **XIII. Withdrawal of Proposal**

Any Bidder may withdraw its proposal in person, by email or by letter any time prior to the scheduled closing time for receipt of proposals. Each proposal shall be considered binding and in effect for a period of Sixty (60) days after the closing date.



#### **XIV. Opening of Proposals**

Proposals will be opened publicly at **3PM on Friday, December 05, 2025** in the City Hall Commission Chambers, 700 Broad Street, St. Joseph, Michigan.

#### **XV. Evaluation of Proposals**

It is the intent of the City to evaluate all proposals quickly and be prepared to recommend an award at the January 12, 2026 City Commission meeting.

The following proposal evaluation criteria will be used in consideration of proposals:

- Previous relevant experience 25%
- Understanding and approach – 25%
- Project schedule – 10%
- Technical qualifications and certifications – 20%
- Pricing structure and overall value – 20%

#### **XVI. Proposed Schedule**

It is the intent of the City to follow the below schedule, although delays may arise. Should any proposer seek to vary this schedule, please include an alternative proposal, with an explanation for the proposed changes, in the submission package.

- RFP Release Date: 10/31/2025
- Question Due Date: 11/18/2025 at 4PM
- RFP Response Date: 12/05/2025 at 3PM
- RFP Opening: 12/05/2025 at 3PM
- Evaluation and Interviews: 12/05/2025 through 01/09/2026
- Recommendation to Commission: 01/12/2026
- Contract Execution: 01/15/26
- Engagement Start: 02/01/26

#### **XVII. Negotiations**

The City reserves the right to reject any and all proposals and negotiate with any source, in any manner necessary, deemed to be in its best interest.

#### **XVIII. Award of Contract / Acceptance of Proposal (Terms and Conditions)**

The contents of this RFP and the bidder's proposal, as submitted and/or modified, shall become contractual obligations to be executed by the authorized contracting agents of both parties.

The successful bidder must procure and maintain the following insurance with carriers acceptable to the City and admitted to do business in the State of Michigan, and provide proof of the same to the City:

- **Worker's Compensation Insurance**, including employers' Liability coverage, in accordance with Michigan law.
- **Commercial General Liability** Insurance on an "Occurrence Basis" with limits of liability not less than \$1,000,000 per occurrence and aggregate. Coverage shall include the following extensions: A). contractual liability, B) Broad form general liability extensions or equivalent.
- **Motor Vehicle Liability** Insurance, including Michigan No-Fault coverage, with limits not less than \$1,000,000 per occurrence combined single limit for bodily injury and property damage. Coverage shall include all owned vehicles, non-owned vehicles, and hired vehicles.
- **Cyber Liability** Insurance with limits not less than \$3,000,000 per occurrence and aggregate. Coverage shall include, but not limited to, claims involving infringement of intellectual property, invasion of privacy, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. If this policy is claims made form, then the contractor shall be required to keep the policy in force, or purchase "tail" coverage, for a minimum of 3 years after the termination of the contract.
- **Technology Errors & Omissions** Insurance with limits not less than \$ 3,000,000 per occurrence and aggregate. Coverage shall include, but not be limited to, claims that lead to a data breach caused by your products or services, software incompatibility, business interruption, damage to or destruction of electronic information, alteration of electronic information, and network security. If this policy is claims made form, then the contractor shall be required to keep the policy in force, or purchase "tail" coverage, for a minimum of 3 years after the termination of the contract.

The Commercial General Liability Insurances shall include an endorsement naming as an additional insured the City of St. Joseph, all elected and appointed officials, employees, volunteers, boards, commissions, and/or authorities and boards, including members, employees and volunteers thereof. Bidder's insurance shall be primary and any other insurance City may have in effect shall be considered secondary and/or excess. Coverage shall be maintained throughout the term of the agreement. The stated insurance requirements shall not be interpreted to limit the successful bidder's liability.

All insurance shall include an endorsement that contains a thirty (30) day advance written notice of cancellation to the City Manager, City of St. Joseph, Michigan, 700 Broad Street, St. Joseph, Michigan 49085.

## **XIX. Nondiscrimination**

The successful bidder shall not discriminate in its provision of accommodations or services, nor against an employee or applicant for employment with respect to hire, tenure, terms, conditions, or privileges of employment, or a matter directly or indirectly related to employment, because of race, color, religion, national origin, age, sex, sexual orientation, gender identity, height, weight, marital status, or because of a disability that is unrelated to the individual's ability to perform the duties of a particular job or position. Breach of this covenant may be regarded as a material breach of the agreement.

## **XX. Payment Terms**

The City shall make payments to the successful bidder for actual services rendered within thirty (30) days following receipt of an acceptable invoice; or as otherwise mutually agreed.

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## **XXI. Proposal Form for Managed Services Provider for IT Services**

Proposal Deadline: 3PM Friday, December 05, 2025

Proposals shall be delivered or mailed to:

City of St. Joseph

Attention: City Clerk

Re: Managed Services Provider RFP

700 Broad Street, St. Joseph, MI 49085

Business Name: \_\_\_\_\_

Point of Contact: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Addendum A: Security Questionnaire

| Section                                  | # | Question/Ability to Provide                                                                                                                                            | Meet?<br>(Y/N) | Please provide necessary detail which distinguishes your solution for this requirement. |
|------------------------------------------|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------------------------------------------------------------------------------------|
| Risk Assessment                          | 1 | Is there a risk assessment program that has been approved by management, communicated to appropriate constituents and an owner to maintain and review the program?     |                |                                                                                         |
| Security Policy                          | 2 | Is there an information security policy that has been approved by management, communicated to appropriate constituents and an owner to maintain and review the policy? |                |                                                                                         |
| Security Policy                          | 3 | Have the policies been reviewed in the last 12 months?                                                                                                                 |                |                                                                                         |
| Organization Security                    | 4 | Is there an information security function responsible for security initiatives within the organization?                                                                |                |                                                                                         |
| Cyber Insurance                          | 5 | Do external 3rd parties have access to Scoped Systems and Data or processing facilities?                                                                               |                |                                                                                         |
| Communications and Operations Management | 6 | Is there insurance coverage for business interruptions or general services interruption?                                                                               |                |                                                                                         |
| Communications and Operations Management | 7 | Is there an operational change management / change control policy or program that has been approved by management                                                      |                |                                                                                         |

|                                                           |    |                                                                                                                                                                   |  |  |
|-----------------------------------------------------------|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| Communications and Operations Management                  | 8  | Is there an anti-virus / malware policy or program (workstations, servers, mobile devices) that has been approved by management. Please provide the A/V tool used |  |  |
| Communications and Operations Management                  | 9  | Are system backups of Scoped Systems and Data performed? Are they encrypted?                                                                                      |  |  |
| Communications and Operations Management                  | 10 | Is Scoped Data sent or received electronically or via physical media?                                                                                             |  |  |
| Access Control                                            | 11 | Are electronic systems used to transmit, process or store Scoped Systems and Data?                                                                                |  |  |
| Access Control                                            | 12 | Are unique user IDs used for access?                                                                                                                              |  |  |
| Access Control                                            | 13 | Are passwords required to access systems transmitting, processing or storing Scoped Systems and Data? Please provide Password requirements.                       |  |  |
| Access Control                                            | 14 | Is remote access permitted to the development or production environments? If yes, is MFA required?                                                                |  |  |
| Access Control                                            | 15 | MFA Required for web portal access?                                                                                                                               |  |  |
| Information Systems Acquisition Development & Maintenance | 16 | Is application development performed on systems supporting Conair Data?                                                                                           |  |  |

|                                                           |    |                                                                                                                                                                                                           |  |  |
|-----------------------------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| Information Systems Acquisition Development & Maintenance | 17 | Is there a formal Software Development Life Cycle (SDLC) process?                                                                                                                                         |  |  |
| Information Systems Acquisition Development & Maintenance | 18 | Is there a threat assessment and vulnerability management process to ensure all systems are properly patched?                                                                                             |  |  |
| Information Systems Acquisition Development & Maintenance | 19 | Are vulnerability tests (internal/external) performed on all applications at least annually?                                                                                                              |  |  |
| Information Systems Acquisition Development & Maintenance | 20 | Are encryption tools managed and maintained for Scoped Data (both in transit and at rest)?                                                                                                                |  |  |
| Incident Event and Communications Management              | 21 | Is there an Incident Management and Response Plan?                                                                                                                                                        |  |  |
| Business Continuity and Disaster Recovery                 | 22 | Is there a documented policy for business continuity and disaster recovery that has been approved by management, communicated to appropriate constituents and an owner to maintain and review the policy? |  |  |
| Business Continuity and Disaster Recovery                 | 23 | Are BC/DR tests conducted at least annually?                                                                                                                                                              |  |  |
| Business Continuity and                                   | 24 | Is there a Pandemic Plan?                                                                                                                                                                                 |  |  |

|                   |    |                                                                                                                                                                                    |  |  |
|-------------------|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| Disaster Recovery |    |                                                                                                                                                                                    |  |  |
| Compliance        | 25 | Is there an internal audit, risk management or compliance department with responsibility for identifying and tracking resolution of outstanding regulatory issues?                 |  |  |
| Privacy           | 26 | Is there a dedicated person (or group) responsible for privacy compliance? If yes, describe. If no, explain reason.                                                                |  |  |
| Privacy           | 27 | Is there a formally documented privacy policy (or policies)? If yes, describe. If no, explain reason.                                                                              |  |  |
| Privacy           | 28 | Is there formal privacy awareness training for employees, contractors, volunteers (and other parties, as appropriate)? If yes, provide frequency and scope. If no, explain reason. |  |  |
| Privacy           | 29 | Is personal information collected directly from individuals as a service to the client? If yes, describe the information collected.                                                |  |  |
| Privacy           | 30 | Is personal information - provided by the client - shared with other third parties within the host country? If yes, describe.                                                      |  |  |
| Privacy           | 31 | Is personal information - provided by the client - shared with other third parties outside                                                                                         |  |  |



|         |    |                                                                                                                                                                                                           |  |  |
|---------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|         |    | of the host country? If yes, list countries.                                                                                                                                                              |  |  |
| Privacy | 32 | Is there a process to ensure that the personal information provided by an individual is limited for the purposes described in the organization's privacy notice? If yes, describe. If no, explain reason. |  |  |
| Privacy | 33 | Are employees, contractors, volunteers (and other parties, as appropriate) regularly monitored for privacy compliance? If yes, describe. If no, explain reason.                                           |  |  |
| Privacy | 34 | Are third-party service providers regularly monitored for privacy compliance? If yes, describe. If no, explain reason.                                                                                    |  |  |