



Request for Proposals Managed Information Technology Services

Issued By: City of Harrison, Michigan

RFP Issue Date: July 28, 2026

Proposal Due Date: September 4, 2026, by 4:59 p.m.

Submission Method: Email submission only

Required File Format: Submit the proposal and all required attachments as one searchable PDF.

Submit Proposals To: manager@CityofHarrison-MI.gov

1. Purpose and Background

The City of Harrison is requesting proposals from qualified firms to provide managed information technology services appropriate for a small municipal environment.

The City performs routine Level 1 technology support internally, including new-employee setup in Active Directory and Microsoft 365, routine account administration, software installation, basic user assistance, peripheral changes, and other routine troubleshooting. The City does not seek to fully outsource these responsibilities.

The selected provider will be expected to provide 24/7 monitoring of the City's servers and core technology infrastructure and assist with server issues, network issues, cybersecurity, backup and recovery, complex troubleshooting, system failures, major technology projects, and other matters outside the City's internal capabilities.

The City's primary administrative office is located at 2105 Sullivan Drive, Harrison, Michigan 48625. The City's primary servers and core technology environment are located at City Hall. The current environment includes approximately 15 workstations, approximately 5 servers, network devices, printers and scanners, internet service at City Hall, internet service at the Fire Station across from City Hall, and limited internet connectivity at the splash pad or park area through a neighboring public entity. Equipment quantities will be verified with the selected provider before or during onboarding and may increase or decrease during the contract term.

The City is open to recommendations for right-sizing, consolidating, reconfiguring, replacing, or retiring portions of its existing server and technology environment when doing so would improve reliability, security, efficiency, or cost. Proposers shall clearly distinguish required services from optional improvements or recommended projects.

The City currently utilizes an off-site backup service that is separate from its monitored IT services. Proposers shall review the existing arrangement and recommend a reliable and cost-effective backup and disaster recovery solution, including whether the existing service should be retained, replaced, or reconfigured.

The City intends to select the proposal that provides the best overall combination of qualifications, responsiveness, service, cybersecurity, backup capability, cost, transparency, and compatibility with the City's internal technology responsibilities.

2. Site Walkthrough

The City will make an optional site walkthrough available to interested proposers by appointment. Requests to schedule a walkthrough shall be submitted to the City Manager by emailing manager@cityofharrison-mi.gov. Proposers should request an appointment before the written-question deadline identified in this RFP.

The purpose of the walkthrough is to allow proposers to review the City's general technology environment, server location, network layout, workstations, backup arrangement, internet locations, and related support needs. Participation is not required, and a proposer will not be disqualified or receive a lower evaluation solely because it did not participate.

The City may limit access to passwords, credentials, detailed network configurations, cybersecurity information, and other sensitive information. Proposers shall not photograph, record, copy, or remove sensitive technology information without prior City approval. Information obtained during the walkthrough shall be used solely for preparing a response to this RFP.

The walkthrough does not replace the written question-and-answer process. Proposers shall not rely on oral statements, informal comments, or verbal interpretations as modifying this RFP. Material clarifications affecting scope, pricing, or proposal requirements will be issued in writing through an addendum or written update.

Proposers shall identify all assumptions, limitations, exclusions, and additional information needs within their proposals. The City may require the preferred proposer to complete a site walkthrough and verify the technology environment before contract execution.

3. Scope of Services

The selected provider shall provide proactive managed information technology services appropriate for a small municipal environment. Core services shall include server and network monitoring, advanced workstation support, firewall and network-device support, backup monitoring and recovery support, cybersecurity, patch management, endpoint protection, emergency response, vendor coordination, technology documentation, and transition assistance.

The City will normally perform routine Level 1 technology support internally. However, the selected provider shall make Level 1 support available when requested by the City, including during employee absences, periods of limited staff availability, or situations requiring additional assistance.

For purposes of this RFP, Level 1 support generally includes routine end-user assistance, basic troubleshooting, password and login assistance, peripheral issues, basic software assistance, and other common user problems. Level 2 and Level 3 support generally include advanced troubleshooting, server and network issues, cybersecurity, backup and recovery, complex software problems, recurring issues, system failures, and major technology projects. Proposers may use different classifications but shall clearly explain how their service levels correspond to the responsibilities described in this RFP.

The City expects responsive and practical support rather than a monitoring-only arrangement. Proposers shall clearly describe what services are included, what services are excluded, what services require additional approval or hourly billing, and how services will be provided remotely and onsite.

A. Server, Workstation, and Network Support

The selected provider shall monitor, maintain, and support the City's server, workstation, and network environment. The current environment includes approximately 5 servers, approximately 15 workstations, firewalls, switches, wireless access points, printers, scanners, and other network-connected equipment. Quantities may increase or decrease during the contract term.

Server and critical infrastructure monitoring shall be provided 24 hours per day, 7 days per week. Monitoring shall include, as applicable, hardware health, operating-system status, critical services, storage capacity, event alerts, network connectivity, virtualization systems, patch status, and backup-related conditions.

Monitoring shall include technician review and reasonable investigation of identified issues. Automated alert generation or forwarding alone will not satisfy the monitoring requirement. The provider shall distinguish between temporary alerts that resolve without intervention and conditions requiring investigation, notification, escalation, or corrective action.

Proposers shall describe their approach to remote support, onsite support, server maintenance, workstation troubleshooting, network troubleshooting, patching, preventive maintenance, escalation, and resolution of recurring problems.

The selected provider shall evaluate whether portions of the City's server or network environment could be right-sized, consolidated, reconfigured, replaced, or retired to improve reliability, security, efficiency, or cost. Any recommendation shall identify the anticipated benefits, costs, risks, implementation requirements, and effect on City operations. Recommendations shall be presented separately from services required to maintain the existing environment.

B. Backup and Disaster Recovery

The City currently utilizes an off-site backup service that is separate from its monitored IT services. The selected provider shall review the existing arrangement and recommend whether it should be retained, replaced, or reconfigured to provide reliable and cost-effective backup and disaster recovery services.

The proposal shall describe the recommended backup platform, backup frequency, storage, retention, encryption, monitoring, restore procedures, restore testing, and proposed recovery time and recovery point objectives. The selected provider shall actively monitor backup operations, investigate failures, notify the City of significant or recurring issues, and include at least one documented restore test annually. Automated alert forwarding alone will not satisfy the monitoring requirement.

Proposers shall separately identify all backup-related costs, including licensing, storage, minimum monthly charges, pricing tiers, setup or migration fees, restore testing, emergency recovery, and termination or data-export charges. Proposers shall also identify whether backup services are provided directly or through another company or platform.

C. Cybersecurity

The selected provider shall provide cybersecurity support appropriate for a small municipal environment. Proposers shall describe their approach to endpoint protection, patch management, firewall security, remote access, multi-factor authentication, backup security, security monitoring, incident escalation, and cybersecurity recommendations.

Privileged and remote access shall use multi-factor authentication wherever technically available, individually assigned technician accounts, least-privilege access, and activity logging. Administrative credentials shall not be transmitted through ordinary email. The provider shall promptly notify the City of suspected or confirmed cybersecurity incidents and describe its incident-response and escalation procedures.

The City currently uses KnowBe4 for monthly employee cybersecurity-awareness training. The selected provider shall administer the existing platform or propose an equivalent service providing monthly employee training. Proposers shall separately identify the cost and state whether phishing simulations, reporting, and employee follow-up are included.

Proposers shall identify which cybersecurity services are included in the core proposal and separately price any additional services, including incident response, cyber-insurance documentation assistance, vulnerability scanning, and annual cybersecurity reviews.

D. Microsoft 365 Support

The City currently performs routine Microsoft 365 administration internally, including basic user setup and account management. The selected provider is not expected to perform routine Microsoft 365 administration unless requested by the City.

The selected provider shall, however, be capable of advising on Microsoft 365 security, administrative access, multi-factor authentication, account recovery, email security, and troubleshooting when requested. Proposers shall identify whether this support is included, included within support hours, or billed separately.

E. Software and Vendor Coordination

The City uses municipal software and third-party systems that may require coordination. The selected provider is not expected to administer all municipal software but shall assist with device, network, server, access, and troubleshooting issues related to those systems when requested.

Proposers shall describe their experience coordinating with software vendors, internet service providers, copier vendors, backup vendors, and other technology-related providers. Proposers shall identify whether vendor coordination is included or billed separately.

F. Help Desk, Support Hours, and Response Expectations

The City normally performs routine Level 1 support internally. The selected provider shall provide Level 1 support when requested and shall remain available for advanced troubleshooting, system failures, emergencies, and other issues outside the City's internal capabilities.

The City prefers a predictable monthly price that includes core monitoring services and a defined number of support hours. Proposers shall identify the number of included hours, whether unused hours carry over, what work counts against those hours, what work is excluded, and the hourly rate for additional work.

Proposers shall describe how support requests are submitted, prioritized, escalated, and resolved. Proposals shall identify expected acknowledgment and response times by issue severity, normal support hours, after-hours availability, emergency procedures, onsite availability, and applicable rates.

Monitoring alerts requiring action shall be evaluated and appropriately escalated. Tickets shall not be closed solely because the City did not respond during weekends, holidays, or scheduled office closures.

Work that will generate charges beyond the monthly price or included support hours shall require prior City approval, except for emergency action expressly authorized by the final agreement.

G. Transition and Onboarding

The selected provider shall assist with transition from the City's current technology-support arrangement. The transition shall include an inventory of hardware, software, licenses, administrative accounts, Microsoft 365 access, server configurations, backup systems, firewall and network equipment, domain and DNS records relevant to City technology systems, and monitoring or security tools.

The selected provider shall provide a written onboarding and transition plan identifying information needed from the City and outgoing provider, recommended timing, risks, required City actions, and measures needed to protect City data and continuity of operations.

The selected provider shall cooperate with the City and outgoing provider to ensure an orderly transition and verify City ownership or control of accounts, credentials, licenses, domains, backup systems, and technology documentation.

H. Documentation and City Ownership

The City shall own and control all City data, accounts, credentials, licenses, domains, DNS records, documentation, configurations, backup records, administrative accounts, and technology records created or maintained for City operations, except for proprietary tools or platforms owned by the selected provider or third-party vendors.

The selected provider shall maintain current documentation of the City's supported technology environment and shall provide such documentation to the City upon request and at termination. Documentation shall include, as applicable, hardware inventory, software inventory, server summary, network summary, firewall and edge device summary, backup procedures, administrative account list, vendor contact list, and support procedures.

The selected provider shall not withhold City data, credentials, documentation, or access information due to termination, transition, or disputes, except as otherwise required by law or final written agreement approved by the City.

I. Equipment Purchase and Deployment

The City reserves the right to purchase computers, servers, network equipment, software, and licensing from any source. The provider may recommend reasonable minimum specifications but shall not require the City to purchase through the provider as a condition of support. Compatible equipment purchased independently by the City shall receive the same support as equipment purchased through the provider.

When requested, the provider shall assist with configuring City-purchased equipment. Workstation setup may include removing unnecessary manufacturer-installed software, installing updates, installing endpoint protection and monitoring tools, and connecting the device to the City's network or domain. The provider shall provide onsite installation and configuration of new servers and core network equipment when necessary.

Proposers shall identify whether equipment configuration and deployment are included in the monthly price, deducted from included support hours, or billed separately. Any equipment or software markup, procurement fee, shipping charge, or other purchasing-related cost shall be disclosed.

4. Proposal Format and Required Information

Proposals should address the information listed below. Proposers may use their standard proposal format, provided the requested information is clearly identified and reasonably easy to locate.

A. Cover Letter

The cover letter must identify the firm name, primary contact person, address, phone number, email address, and include a statement that the proposal is valid for at least 90 days. The cover letter must be signed by an authorized representative of the proposer.

B. Executive Summary

Provide a concise executive summary identifying the proposer's recommended service model, key qualifications, proposed pricing structure, transition approach, and any major assumptions or limitations.

C. Firm Background and Qualifications

Provide the firm's history, Michigan presence, office location serving the City, ownership structure, municipal or public employer experience, small organization experience, cybersecurity experience, server and network support experience, backup and disaster recovery experience, and qualifications required to perform the proposed services.

D. Assigned Service Team

Identify the personnel or support structure proposed for the City, including the primary account contact, technical lead, and escalation contact. Provide each person's role, relevant experience, location, certifications if applicable, and anticipated responsibilities. One person may serve in multiple roles.

E. Proposed Service Approach

Describe how the firm would serve the City, including its support model, service request process, escalation process, onsite support process, after-hours support process, server and network support approach, cybersecurity approach, backup and disaster recovery approach, documentation process, vendor coordination approach, and reporting process.

F. Service Standards

Provide the proposer's service standards, including issue-severity classifications, expected acknowledgment and response times, after-hours and onsite availability, escalation procedures, and exclusions or limitations. Identify whether service standards vary by issue type or pricing model.

G. Cost Proposal

Complete and submit Exhibit A: Cost Proposal Summary. Clearly identify the monthly recurring cost, included support hours, additional hourly rates, per-unit charges, onboarding costs, backup costs, equipment-configuration costs, and project rates.

Disclose all minimum charges, licensing and storage costs, after-hours rates, trip charges, termination fees, price increases, hardware or software markups, third-party charges, and other direct or indirect costs. Alternative pricing models may be provided if clearly explained.

H. Transition Plan

Provide a proposed transition and onboarding plan addressing the requirements in Section 3.G, including the anticipated timeline, information needed from the City and outgoing provider, City responsibilities, risks, assumptions, and limitations.

I. References

Provide at least three references, preferably from Michigan municipalities, public employers, or similar small public entities. For each reference, provide the entity name, contact person, title, phone number, email address, services provided, and length of relationship.

J. Required Disclosures

Disclose any actual or potential conflicts of interest, subcontractors, third-party service platforms, exceptions to the RFP, automatic-renewal terms, early-termination fees, price-escalation terms, limitation-of-liability provisions, warranty disclaimers, and pending litigation or regulatory action within the last five years related to the proposed services.

Include copies of the proposer's standard service agreement, service-level agreement, statement of work, and other terms that would apply to the City. Also provide proof of current insurance or a summary of available coverage and limits.

5. Evaluation Criteria

Proposals will be reviewed based on the following criteria:

- Cost, pricing transparency, included services and support hours, and overall value: 35%
- Proposed service approach and understanding of the City's needs: 20%
- Cybersecurity, backup, disaster recovery, server, and network-support capability: 20%
- Qualifications, municipal or public-employer experience, and small-organization experience: 10%
- Responsiveness, service standards, onsite availability, and emergency support: 10%
- Transition plan, documentation approach, and City-ownership protections: 5%

Cost evaluation may consider total first-year cost, recurring costs, included support hours, anticipated additional charges, price-escalation terms, and the completeness and transparency of the proposed pricing.

The City is not obligated to select the lowest-cost proposal. Selection will be based on the proposal determined to provide the best overall value, considering cost, qualifications, service model, responsiveness, cybersecurity capability, backup and disaster recovery, transition planning, documentation, transparency, and overall fit.

The City may make a recommendation based on written proposals alone, with or without interviews. The City may also request clarification, request best and final offers, contact references, negotiate terms, or reject all proposals.

6. Submission Instructions, Questions, and Addenda

Proposals must be received by Friday, September 4, 2026, at 4:59 p.m. Proposals shall be submitted by email to Justin Cavanaugh, City Manager, at manager@cityofharrison-mi.gov. The proposal and required attachments shall be submitted as one searchable PDF. The email subject line shall state: Managed IT Services Proposal - [Firm Name].

Late proposals may be rejected. Proposers are responsible for ensuring that their proposals are received before the deadline.

Questions shall be submitted by email to manager@cityofharrison-mi.gov no later than Wednesday, August 26, 2026, at 12:00 p.m. Questions received after the deadline may not be answered.

The City will post written questions and answers on its website at <https://cityofharrison-mi.gov/>. Updates will generally be posted on Thursdays when questions have been received. The City intends to post the final questions-and-answers update on Thursday, August 27, 2026.

If a response changes or adds to the requirements of this RFP, the City will issue a written addendum. Proposers are responsible for reviewing the City website for questions and answers, addenda, and other updates before submitting a proposal. Oral statements, informal communications, and walkthrough discussions shall not modify this RFP.

7. Tentative Timeline

The City anticipates the following schedule:

Event	Date
RFP issued	July 28, 2026
Optional site walkthroughs	By appointment during the RFP period
FAQ updates, if necessary	Thursdays during the RFP period
Questions due	August 26, 2026, at 12:00 p.m.
Final FAQ and addendum posted, if necessary	August 27, 2026
Proposals due	September 4, 2026, at 4:59 p.m.
Staff review	September 8 through September 18, 2026
Interviews, if conducted	September 21 through September 25, 2026
Recommendation to City Council	October 5, 2026

8. Public Records

Proposals submitted to the City may be subject to disclosure under the Michigan Freedom of Information Act, MCL 15.231 et seq.

Proposers shall clearly identify any specific portion claimed to be exempt from disclosure and state the legal basis for the claimed exemption. Marking information as confidential will not require the City to withhold it. The City will determine whether disclosure is required under applicable law.

All proposals submitted become the property of the City and will not be returned.

9. Insurance and Qualifications

The selected firm shall maintain all qualifications, licenses, certifications, and authorizations required to perform the proposed services, if applicable.

Proposers shall provide a summary of available insurance coverage and limits with their proposals. Before contract execution, the selected firm shall provide proof of commercial general liability, professional liability or errors and omissions, cyber liability, workers' compensation if applicable, and any other coverage reasonably required by the City. Final coverage limits shall be subject to City review and approval.

Proposers shall identify any significant exclusions or limitations in their cyber liability or professional liability coverage that may affect the proposed services.

10. Contract and Term

The City anticipates entering into a written agreement with the selected firm. The final agreement shall be subject to City approval. Proposers shall identify their proposed contract term and any pricing differences for a one-year, two-year, or three-year term.

Any automatic-renewal provision, early-termination fee, price escalation, required notice period, limitation of liability, warranty disclaimer, indemnification provision, or damages exclusion shall be clearly disclosed.

The final agreement may address scope, compensation, service standards, confidentiality, data security, cybersecurity, backup and disaster recovery, incident notification, transition assistance, subcontractors, termination rights, Michigan governing law, and compliance with applicable law.

The City reserves the right to negotiate final contract terms with the selected proposer.

11. Transition Requirements

The selected provider shall cooperate with the City and outgoing provider during onboarding to ensure an orderly transition.

Upon expiration or termination, the provider shall cooperate with the City and any replacement provider, provide current documentation, transfer access to City accounts and data, and remove or transfer provider-controlled tools without unnecessary disruption. The provider shall not withhold City data, credentials, documentation, or access information because of termination or a billing dispute.

Proposers shall disclose any notice requirements, termination charges, data-export charges, or other costs associated with transition to another provider.

12. Communication During RFP Process

All communications regarding this RFP shall be directed to:

Justin Cavanaugh
City Manager
City of Harrison
2105 Sullivan Drive
Harrison, MI 48625
manager@CityofHarrison-MI.gov

Proposers shall not contact individual City Council members regarding this RFP during the procurement process. Unauthorized contact may result in disqualification.

13. Reservation of Rights

The City reserves the right to reject any or all proposals, waive informalities or irregularities, request clarification or additional information, conduct interviews, contact references, negotiate with one or more proposers, modify the RFP schedule, reissue or cancel the RFP, award all, part, or none of the requested services, decline to select the lowest-cost proposal, and select the proposal determined to be in the City's best interest.

Issuance of this RFP does not obligate the City to award a contract, terminate an existing service arrangement, proceed with a specific transition schedule, or pay costs incurred in preparing or submitting a proposal.

14. Non-Discrimination

The selected firm shall comply with all applicable federal, state, and local non-discrimination laws and regulations.

15. Proposal Exhibits and Attachments

Each proposal shall include a completed Exhibit A: Cost Proposal Summary. Exhibit B is provided as a proposal checklist for proposer reference and does not need to be returned with the proposal.

Samples and attachments shall not include confidential information from other clients unless properly redacted. Proposers shall avoid including sensitive cybersecurity information, passwords, vulnerability details, or confidential network information unless necessary to respond to this RFP.

Exhibit A Cost Proposal Summary

Proposer Name: _____

Complete this form and provide any additional pricing information necessary to explain the proposal.

Pricing Item	Proposed Cost
Total monthly recurring cost	
Included support hours per month	
Rate for support beyond included hours	
One-time transition and onboarding cost	
Other anticipated first-year costs	
Estimated total first-year cost	
Estimated annual cost after the first year	

Proposed contract term: _____

Annual price increase, if any: _____

Identify any required service described in this RFP that is not included in the proposed monthly cost:

Identify any other significant fees, assumptions, or optional costs:

Exhibit B Proposal Checklist

This checklist is provided for proposer reference. Proposers do not need to return this checklist, but proposals should include the applicable items listed below.

Proposal Item	Included
Signed cover letter, including 90-day proposal validity	☐
Executive summary	☐
Firm background and qualifications	☐
Assigned service-team information	☐
Proposed service approach	☐
Service standards, response times, escalation procedures, and after-hours availability	☐
Completed Exhibit A: Cost Proposal Summary	☐
Transition and onboarding plan	☐
At least three references	☐
Required disclosures, assumptions, limitations, and exceptions	☐
Standard service agreement, service-level agreement, and statement of work	☐
Proof of insurance or summary of available coverage and limits	☐
Backup and disaster recovery approach	☐
Cybersecurity approach, including employee cybersecurity training	☐
Equipment purchasing, configuration, deployment, and markup disclosures	☐
Acknowledgment of all issued addenda, if any	☐