Request for Proposal

Managed IT Services

And

Cybersecurity Services

ISSUE DATE:

October 30, 2026

City of Raytown

816-737-6003

10000 E 59th Street, Raytown, MO 64133

www.raytown.mo.us

The City of Raytown, Missouri is sending out a Request for Proposal (RFP) for Managed IT Services and Cybersecurity Services for a period of three (3) years. Firms are invited to submit proposals for either Managed IT Services, Cybersecurity Services, or to submit a combined response for both services. Questions can be submitted by email to thenry@raytown.mo.us until November 11, 2026. The deadline for final submissions is November 20, 2026, at 10:00 a.m. CST at which time bids will be opened and read. A sealed hard copy of your submission must be received before the deadline at: Raytown City Hall, Attn City Clerk, 10000 E 59th Street, Raytown, MO 64133.

CITY OF RAYTOWN

ADMINISTRATION

10000 EAST 59TH STREET
RAYTOWN, MISSOURI 64133-3993
PHONE: 816-737-6003

The City of Raytown (hereafter referred to as "the City") is seeking proposals for 2 sets of services: Managed IT Services and Cybersecurity Services. Qualified providers (hereafter referred to as “the Vendor) are welcome to submit proposals for one or both of these services.

Please see the respective information below for each service:

- Managed IT Services
- Addendum A – Cybersecurity Services

Managed IT Service Vendors and Cybersecurity Vendors are called upon to work in conjunction with the City’s on-staff IT Manager who shall continue to serve in a collaborative capacity, working jointly with the Vendor(s). This RFP is intended to identify provider(s) that will offer proactive, efficient, and innovative IT and Cybersecurity solutions, with a strong emphasis on reducing issues, accelerating problem resolution, and implementing proactive services that go beyond basic monitoring for a three (3) year period.

- The submission of a proposal shall not in any manner oblige the City of Raytown to enter into a contract or to be responsible for the costs incurred by your organization in responding to this request.
- The City of Raytown reserves the right to select the best bid, and not simply the lowest bid.
- The City of Raytown reserves the right to reject all bids as deemed appropriate by the Raytown Board of Aldermen.

Submission Deadline: November 20, 2026, 10:00 a.m. CST

Proposals should be submitted in a sealed envelope, and the vendor will be announced at opening.

Raytown City Hall
Attn: City Clerk
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Raytown, MO 64133

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List of Devices

Available upon request.

RFP Timeline

RFP Issued: 10-30-2026
Questions Deadline: 11-11-2026
Submission Deadline: 11-20-2026
RFP Opening Date: 11-20-2026
Contract Award Notification: 12-15-2026

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MANAGED IT SERVICES

1. Scope of Services

The City seeks a Vendor to provide the following core services:

- Proactive IT Management and Monitoring
- Collaboration with the City's on-staff IT Manager
- Help Desk Support and Incident Management
- IT Infrastructure Maintenance
- Auditing and Alignment Services
- Disaster Recovery Planning and Execution
- Software and Hardware Management

The services should cover all city departments, including but not limited to Administration, Finance, Community Development, Court, Parks, and Public Works.

2. Overview of the Current City of Raytown Technical Environment

- The City has approximately 140 individual users.
- We currently use a PC environment, operating on Microsoft 365.
- The server is currently meeting needs, but due to software and tech updates, changes will be needed to maintain cloud-based operations.
- The servers are located on city property, in climate controlled rooms.
- City Hall buildings are connected by fiber owned by a third-party vendor. Two other sites are connected by VPN through a fiber run by Windstream.
- Backup is currently done offsite.

3. Value Added Service Requirements

- ***Remote backup*** – Executing a backup plan for the critical servers, including a regularly-tested recovery process.
- ***Software standardization*** – Installing updates of software as needed to get all users on the same version, as well as ensuring all existing software, firewalls, security patches are up to date.
- ***Technology strategy planning*** – Working with current staff to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.

- ***Continual Help support*** – 24x7 help desk services, with escalation of critical issues as needed, with no additional after-hours charges.
- ***Solution design*** – Solution packages (e.g., hardware, software, licensing) and associated consolidation of data
- ***Network and email system monitoring*** – 24/7 monitoring of City's network, routers, firewalls, switches and email services with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- ***Procurement management*** – Selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.
- ***Move, Add, Change (MAC)*** – Changes to the location or configuration of existing equipment or software, and installation of additional equipment or software.
- ***Warranty, break fixes and installation*** – Planned and on-call services, including emergency response to server or desktop issues.
- ***Technical support*** – Ability to support inquiries as required, via help desk, including support for remote users.
- ***Reporting and communication*** – Ensuring monthly reporting on all purchases, assets, current activities and issues, and project status reports.
- ***IT policy review and development*** – Development of customized policies related to the use of technology.
- ***Implementation planning and guidance*** – Assistance in deployment planning and execution.
- ***Image development and management services*** – Assistance in planning and designing standard images.
- ***Image loading*** – Prior to delivery and installation.
- ***Configuration*** – Full assembly of hardware and software, including testing and burn-in.
- ***PC deployment*** – Delivery and setup of machines on-site.
- ***On-site implementation of business applications*** – Installation of non-image software.
- ***Life cycle management of hardware units*** – Process for end-of-life notification, replacement, and asset decommissioning/disposal.
- ***Software licensing control*** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation
- ***Installation of public wireless*** – Oversight of wireless hot spots through-out the city buildings for wireless networking, to include all security and firewalls needed.
- ***Business Continuity*** – Plans and ability to ensure operation of business and restore services as needed during critical disasters.

- **Event log management** – identify and track any potential issues before they affect business.
- **Manage user accounts** – Set up new user's accounts, including log-in and permissions, and remove users or change accounts as needed.
- **Microsoft Exchange management**- User/mailbox management.
- **3rd party interaction** – Work with 3rd party software vendors to meet needs and fix issues that arise with governmental software.

4. Selection Criteria

The City of Raytown will use multiple criteria to select the most appropriate partner. The following list summarizes the major qualitative areas that will be evaluated.

- Industry expertise and experience
- Demonstrated customer service quality and support
- Anticipated on-boarding timeframe
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities
- Financial considerations
- Emergency response time for on-site needs
- Microsoft Partners

5. Information Requirements

For the purpose of understanding more about your company and your ability to successfully fulfill this important requirement, please provide the information below as part of your response, clearly referencing each specific question.

5.1 Corporate Information

1. How long has the organization been in this business?
2. Indicate the number of employees in your organization. How many of those are dedicated to account management and/or technical support?
3. How many are full-time vs. contract?
4. Will you subcontract any components of the proposed solution to third-party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.

5. Please describe your organization's experience in transitioning clients to public or private cloud technology from more traditional IT service models.
6. Please provide details of three current customer accounts that are similar in scope and requirements to those of the City of Raytown.
7. Please provide details and qualifications of the ability to work with secure data systems, including but not limited to the MSHP mules, Tyler Technologies INCODE, Energov, and other governmental software.
8. What are the certifications of staff that will be assigned to the team to cover services?

5.2 Corporate Information

1. Please provide a proposed work plan for migration to your organization as a City of Raytown vendor. Specifically, provide the following information:
   a. Key activities
   b. Timing
   c. Information/resource requirements from the city
   d. Deliverables
   e. Key milestones, checkpoints, and other decision points

2. Please explain if a team will be assigned to the account and describe how you plan to interact with us and any third-party providers that may provide services to the city.

3. Please describe your experience in providing the following value-added services:
   a. Remote backup
   b. Technology strategy planning
   c. Solution design
   d. Network and email system monitoring
   e. Procurement management
   f. Move, Add, Change (MAC)
   g. Technical support, including remote user support
   h. Reporting and communication
   i. Implementation planning and guidance
   j. Image development and management services
   k. Image loading
   l. Configuration
   m. On-site implementation of business applications
   n. Asset inventory management
   o. Life cycle management of hardware units

p. Software licensing control
q. Ability to roll out new GPO policies as needed to comply with security standards for municipalities and governments.
r. Continual network and internet connectivity
s. SQL server management
t. Support for mobile device synchronization between devices and network
u. Support for software, domain renewals and registrations
v. History of working with MSHP for Mules clearance and connectivity issues.

4. Costs
   a. The city would like service to be billed on a per user charge, as compared to per device. Please explain how you would break down the billing, what is included in each charge, and/or if this isn't possible.
   b. Please include the most current price fee schedule that would be used for the City of Raytown, and any fee increase plan through the next 3 years.
   c. Please state the standard markup on equipment purchased through your organization.
   d. Please include any current financing programs you offer if new server hardware is needed.

5.3 Corporate Information

1. Describe your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.

6. Evaluation Criteria

Proposals will be evaluated based on the following:

- Understanding of the City's Needs: The Vendor's ability to meet or exceed the City's IT service needs.
- Proactive IT Approach: The strength and depth of the proactive IT services offered.
- Performance Metrics: The quality and transparency of key performance metrics.
- Vendor Experience: Proven experience in managing IT services for government or similar organizations.

- Cost Effectiveness: The overall value for money offered by the proposed pricing model.

7. Communication and Response

City Clerk, Teresa Henry, is the designated City of Raytown representative for this initiative. For any information related to this RFP, please direct all inquiries to her contact information as follows:

Teresa Henry
City of Raytown
10000 E 59th Street, Raytown, MO 64133
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RFP

Addendum A

CYBERSECURITY SERVICES

The City of Raytown is also seeking proposals for Cybersecurity services.

1. Scope of Services

The vendor must implement and maintain a modern cybersecurity posture, including:

- Cybersecurity oversight/monitoring and remediation to ensure the network meets industry standard security standards and if a breach would occur, the ability to control and restore systems.
- Endpoint Detection & Response (EDR)
- Multi-factor authentication (MFA)
- Security Information & Event Management (SIEM) monitoring with regular vulnerability scanning and remediation
- Annual penetration testing (or equivalent assessment) along with incident response planning and reporting
- Encryption of data in transit and at rest for secure remote access controls
- Managed Detection & Response (MDR) with continuous network and digital environment threat monitoring.
- Incident Response (IR) providing 24/7 global triage, containment, forensics, and recovery across three continents with an advertised response time of under 15 minutes.

Response and Evaluation: see information from the Managed IT Services RFP.

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