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## **Request for Proposal (RFP)**

### **For Information Technology (IT) Managed Services Provider (MSP)**

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#### **1. Request for Proposal (RFP)**

The City of Burkburnett is requesting proposals from qualified, professional technology vendors to provide information technology services. The focus of the RFP is to select a single organization to provide IT managed services to the City of Burkburnett, beginning January 1, 2026, for a one-year term, with the possibility of annual renewals, up to five years. At the time of this request, the city does not employ a full-time IT manager; however, it is possible that during the term of the agreement, an IT manager will be hired, which may alter the responsibilities of the selected IT MSP.

#### **2. Introduction to The City of Burkburnett**

The City of Burkburnett is seeking proposals from qualified Managed Services Providers (MSPs) to deliver comprehensive IT support and services to ensure the efficient operation of data processing networks and related computer systems, including helpdesk, network monitoring, infrastructure maintenance, cybersecurity, and strategic IT planning. The City of Burkburnett intends to enter into an agreement with a vendor who can offer reliable, scalable, and secure IT services, with the capability to resolve computer systems and network issues in accordance with standard and acceptable maintenance and support tailored to a public-sector environment.

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#### **3. About the City of Burkburnett**

Burkburnett is a municipal government, and home- rule city, serving a population of approximately 11,000. Our organization consists of sixteen departments and currently has eighty-seven workstations, eleven servers, and ninety positions. We do not have an IT department and rely solely on a vendor for IT services. We are committed to technological advancement, information security, and operational efficiency.

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#### **4. Scope of Services**

The selected service provider will be responsible for the management of the following services.

##### **a. Business Hours Onsite and Remote Support Services- Non-law enforcement departments**

- Telephone-based and remote support via software agent
- Helpdesk service hours, 7:30 a.m. to 5:30 p.m., Monday-Friday
- Onsite support and travel time

- After Hours and Emergency Support

**b. Proactive PC/Workstation Management and Monitoring**

- Software agent based 24x7x365 PC monitoring
- Service desk (Automatic/Proactive Management of Incidents)
- Preventive Maintenance & Security – Windows Updates
- Preventive Maintenance & Security – Software Updates (Adobe, Java, etc.)
- Automated Hardware & Software Optimization (disc defrag, clear temp files, etc.)
- Malware & anti-virus software protection monitoring and management
- Rapid problem resolution
- Preventative maintenance and as needed maintenance to accommodate departmental computer system activities and user equipment performance
- PC systems documentation and performance reporting
- Automated weekly and monthly system status and performance reporting.
- Reports can be sent to individuals.

**c. Proactive Server and Monitoring**

- Software agent-based 24x7x365 Server monitoring
- Service desk (Automatic/Proactive Management of Incidents)
- Preventive Maintenance & Security- Windows Updates
- Preventive Maintenance & Security- Software Updates (Adobe, Java, etc.)
- Automated Hardware & Software Optimization (defrag disk, clear temp files, etc.)
- Monitoring and management of system backup jobs
- Installation, configuration, and management of Server software.
- Adds/moves/changes to server domain users.
- Active/Retired Asset Audit and Reporting
- Server systems documentation and performance reporting
- Malware & anti-virus software protection, monitoring, and management
- Server License Management

**d. Proactive Network & Firewall Management and Monitoring**

- Monitoring and management of critical SonicWall firewall, review of firewall security protocols and VPN access
- Firewall software upgrades.
- Configuration of secured VPN access for remote users and to outside systems
- Segregation of networks and systems as required for enhanced security.
- Ensuring appropriate security protocols and access methods for all wireless access points
- Configuration and maintenance of network switches and other network infrastructure
- Firewall configuration changes and updates.
- Configuration and implementation of Intrusion Prevention System and Web Filtering

**e. Proactive Environment Management and Administration**

- License compliance monitoring and license management
  - Annual Technology Budget creation in conjunction with Department Managers and City Managers
  - Management of technical vendor relationships and vendor communication
  - Asset management and tracking of in-service schedule for network and PC hardware.
  - Assistance to Department Managers and City Managers for cost-effective and time-efficient procurement of hardware and software
  - Assistance to the City administrator for updating the city's comprehensive Disaster Recovery Plan
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## **5. Selection Criteria**

The City of Burkburnett will use multiple criteria to select the most appropriate partner. Respondents are encouraged to be as aggressive and creative as possible in their proposals. The City Commission will award the contract to the responding MSP who provides a proposal that it determines provides the best value for the City. The City reserves the right to accept whichever proposal is felt to be in the best interest of and provide the best value to the City of Burkburnett, as well as to reject any and all proposals for any or no reason.

The following list summarizes the major qualitative areas that will be evaluated.

- Industry expertise and experience
  - Demonstrated customer service quality and support.
  - Experience working in and being compliant in a CJIS environment (for law enforcement)
  - Previous relevant experience with similar-sized municipalities or other government-type organizations
  - Vendor strength and stability
  - Account management
  - Reporting capabilities
  - Pricing and pricing model
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## **6. Proposal Requirements**

The City is looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth operating, efficient process, and effective information technology system. Due to the nature of this proposal, it is requested that each proposal be brief and to the point and consist of no more than ten pages. Each proposal shall provide the following information:

### **Letter of Transmittal:**

The letter of transmittal must contain the following statements and information:

- Company name, address, telephone number(s), and website.
- Name, title, email address, and telephone number of the person(s) to contact and who is authorized to represent the firm and to whom correspondence should be directed.
- Federal and State taxpayer-identification numbers of the firm.
- A brief statement of your understanding of the services to be performed and make a positive commitment to provide services as specified.
- The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.
- A statement indicating that the proposal and cost schedule will be valid and binding for ninety (90) days following the proposal due date and will become part of the contract negotiated with the City.

**Profile:**

Provide a short profile of the firm, including at a minimum:

- a) Length of time in business.
- b) Length of time in providing proposed services.
- c) Number of clients.
- d) Number of clients in the public sector.
- e) Number of full-time employees and areas of involvement: Technical Support, Programming, Consulting, Sales Support, Administrative Support.
- f) Location of office to service the account.

**Proposal:**

1. Description of the approach and methodology the firm will use in providing the services requested. Description of how the firm is positioned to provide the services requested, with a history of experience in providing similar services. Description of your support model, tools used, and escalation process. Security Practices: Frameworks followed (NIST, ISO, etc.)
2. Name, title, address, and telephone number of three references for clients, of whom similar services have been provided, including information referencing the actual services performed, number of users, and length of tenure. References from other Public Sector clients would be beneficial.
3. Naming staff resources with identification of principals and key personnel who are available to provide the services (The city prefers one primary point of contact or project manager):
  - a. experience and expertise of staff;
  - b. local availability of staff is an important consideration;
  - c. roles and responsibilities that each staff member will have.
4. Support services questions to be addressed:

- a. Support availability (days of week and time, including how you will deal with after-hours and weekend calls).
- b. Toll-free or local number.
- c. Structure of charges for support.
- d. Steps for resolving problem escalation.
- e. Final authority regarding conflicts.
- f. Response time and goal for resolving problems.

5. Explanation of any contract termination for default or other incident in the past five years. Termination for default is defined as notice to stop services for non-performance or poor performance, and issue was either litigated or not litigated. If default occurred, list name, address, and telephone number of the party. If no such termination occurred for default, declare it. The City will evaluate the facts, and may, at its sole discretion, reject the vendor's proposal.

6. Scope of services beyond the RFP that the firm provides which may be of interest to the City.

7. Proposal summary, including how it is uniquely qualified to perform the services.

### **Draft Contract Language**

The MSP /vendor shall submit a draft contract.

### **Reports**

The MSP shall submit service reports on a monthly basis, summarizing service and IT policy issues. The MSP must be available to meet with the City Manager or designated staff member to review periodically scheduled reports and discuss issues. Service Level Agreements (SLAs): Proposed metrics, response/resolution times.

### **Cost of Services**

The City is requesting that the MSP submit a FIXED FEE service contract for ongoing maintenance items along with an hourly rate for troubleshooting, desktop maintenance, and other projects for a twelve-month period, with an option to renew for three successive twelve-month periods. Each twelve-month period must be shown separately. Payment schedule should also be included; however, the City prefers a monthly billing schedule.

As a bid alternative, the vendor should also submit a FIXED FEE service contract for all-inclusive service and maintenance, with the understanding that major projects will be negotiated on an as-needed basis.

Vendors may also submit other alternative packages that they feel would meet the needs of the City as an included alternate bid.

Vendors must list, specifically, any services which would not be covered in the proposal price. The vendor shall indicate the impact, if any, of changes in the City's IT infrastructure (number of servers and PC's) on the fixed fee. Identify the following for those services not under the fixed fee:

- a. A fee schedule containing the vendor hourly rates.
  - b. A description of how services will be billed.
  - c. A description of additional charges, as in out-of-pocket expenses for travel, subsistence, etc.
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## **7. Evaluation of Submissions**

Lindsey McNabb-Fox, Assistant City Manager of Administration, is the designated City of Burkburnett representative for this initiative. For any information relative to this RFP, please direct all inquiries to their contact information as follows:

City of Burkburnett  
501 Sheppard Road  
Burkburnett, Texas  
Email: [lfax@burkburnett.org](mailto:lfax@burkburnett.org)  
940-569-2263, ext. 1009

Applicants are specifically directed NOT to contact any City personnel for meetings, conferences or technical discussions that are related to this Proposal, and any such contact will likely cause rejection of the Applicant's proposal.

Each submission will be reviewed against the terms of this RFP to determine if the submittal is complete and responsive and how well the Contractor satisfies the evaluation criteria. The City of Burkburnett may reject any submittal found to be incomplete, unresponsive, or not in compliance with the format requirements set forth in this RFP. A submittal may be determined to be unresponsive if any aspect is found to be unacceptable or contrary to the best interest of the City of Burkburnett.

The City of Burkburnett reserves the right to reject any and all responses to the RFP and is under no obligation to award a contract.

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## **8. Notification of Intent to Respond and Clarification Questions**

Please indicate your intention to respond by email to the above email address by the Intent to Respond and Questions Due date outlined in the Key Dates table below. In addition, please provide the contact details of the individual responsible for coordinating your RFP response. At the same time, we ask that you submit any clarification questions regarding the RFP. Answers will be provided to all respondents by the date of the answers provided.

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## **9. Key Dates**

**RFP Issued - August 18, 2025**

**Intent to Respond and Questions Due- September 12, 2025**

**Answers Provided- September 19, 2025**

**Proposals Due- October 1, 2025, 4:00 PM CST**

**Council decision and award- October 20, 2025**

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## **10. No Obligation**

The submission of a proposal shall not in any manner oblige the City of Burkburnett to enter into a contract or to be responsible for the costs incurred by your organization in responding to this request. The City of Burkburnett reserves the right to reject any proposals in its sole discretion and to negotiate the terms of the contract, including the contract amount, with the selected respondent(s) before entering into a contract. If none of the proposals are deemed acceptable, the City of Burkburnett reserves the right to seek additional proposals after the proposal date. The successful respondent will be required to comply with all Equal Opportunity laws and regulations, as well as other federal, state, and local regulations.

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## **11. Agreement of Non-Disclosure**

This document is considered to be proprietary and shall not be disclosed to any other party. It is designed, developed, and submitted to potential partners of the City of Burkburnett solely for the benefit of the City of Burkburnett.

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## **12. No Guarantee**

The City of Burkburnett makes no guarantee of future volumes and offers volume information for directional purposes only, to assist vendors with proposal preparation.

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## **13. No Collusion Certification**

The undersigned affirms that he or she is duly authorized to execute this questionnaire, that this company, corporation, firm, partnership, or individual has not prepared this statement of qualifications in collusion with any other person, firm, or entity making or considering submitting a statement of qualifications to the City of Burkburnett for this Project, and that contents of this submittal as to terms or conditions of said submittal have not been communicated by the undersigned nor by any employee or agent to any other person engaged in this type of business prior to the official opening of this submittal.



#### **14. Certificate of Interested Parties (FORM 1295) & Boycott Prohibition**

State of Texas Local Government Code (Chapter 2252) states that the City of Burkburnett may not enter into a contract with a business entity unless and until the business entity has submitted a Certificate of Interest Parties (hereafter referred to as “Form 1295”) to the City of Burkburnett for filing with the Texas Ethics Commission (hereafter referred to as “TEC”). Instructions for completing this form are included at.

[https://www.ethics.state.tx.us/whatsnew/elf\\_info.form1295.htm](https://www.ethics.state.tx.us/whatsnew/elf_info.form1295.htm)

**Form 1295 must be submitted with your SOQ**

For a video detailing how you register your company for the first time with the Texas Ethics Commission go to:

<https://www.ethics.state.tx.us/filinginfo/videos/Form1295/FirstLoginBusiness/Form1295Login-Business.html>

Chapter 2270 Texas Government Code Verification form; Agreement to Not Boycott Israel  
Chapter 2251.152 Acknowledgment that Contractor is not listed on the website of the Comptroller of the State of Texas concerning the listing of companies that are identified under Section 806.051, Section 807.051 or Section 2253.153.

#### **15. Approval**

The City of Burkburnett will work toward approval with the City Council on **October 20, 2025**. Once the contract is approved, the City will implement the managed services commencing on **January 1, 2026**. The availability of the vendor and the city will dictate implementation.

#### **MISCELLANEOUS**

The City Council reserves the right to reject any or all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in the Council’s sole judgment, best meets the requirements of the program. The RFP creates no obligation on the part of the City to award a contract or to compensate the Bidder for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews.

The City reserves the right to cancel this RFP at any time without notification.

The City 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 during any discussions. The City reserves the right to make such investigation as it deems necessary, to determine the capability of the vendors to furnish required services, and vendors shall furnish all such information for this purpose as the City may request. Vendors must specifically identify any portions of their submittals, deemed to contain confidential and proprietary information or trade secrets. However, the vendor should also understand that information submitted may be subject to Texas Open Records Act Laws and may be disclosed if requested. All requests from the vendor for additional

information must be made in writing (includes email), and this information provided will be made available to all vendors at the discretion of the City.