



REQUEST FOR PROPOSALS (RFP) MANAGED IT SERVICES

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1. INTRODUCTION

OVERVIEW

Mid Michigan Community Action Agency, Inc (Mid Michigan CAA) is a regional, 501(c)3 non-profit agency providing human service programs to low-income individuals and families across eight counties. In a typical year, the agency provides services to thousands of households expending \$20 million in federal, state and local grant funds.

The agency's administrative office is located in Farwell, Michigan with satellite sites in Oceana, Muskegon, Mecosta, Osceola, Clare, Gladwin, Bay, Midland, and Saginaw Counties.

PURPOSE

Mid Michigan CAA is soliciting proposals for Managed IT Support Services inclusive of procurement of IT equipment and supplies. Mid Michigan is seeking a three-year service agreement with two, one-year optional extensions.

OBJECTIVES

The major objectives of this solicitation are to:

- a. Identify Vendors that will provide Managed IT services in support of Mid Michigan CAA's mission.
- b. Identify Vendors that will be willing and able to partner with Mid Michigan CAA leadership to build sustainable and efficient IT solutions.
- c. Obtain a cost-effective, line-item proposal for the services requested.
- d. Obtain Vendors' references for similar work performed.

QUESTIONS

All questions and inquiries must be submitted before **4:00PM on May 21st, 2026**.

During the procurement process, all inquiries concerning this RFP shall be submitted in writing to the Operations Manager, Kaylee Nelson at knelson@mmcaa.org.

Mid Michigan CAA assumes no responsibility for representations concerning conditions made by its Officers or Staff before the execution of an agreement unless such representations are specifically incorporated into the RFP by subsequent official written Addendum(s). Conversations about modifications or clarifications of the RFP shall not be considered part of the RFP unless confirmed in writing by an official written Addendum(s).

2. SERVICE SPECIFICATIONS

Candidates must have services available that meet the minimum criteria listed below to be considered for this service agreement.

HIGHLY QUALIFIED PROVIDER

- Minimum of 5 Years of experience delivering Managed Services
- VCIO (Virtual Chief Information Officer) with 10+ years of experience in Managed Services Role
- Minimum of three Engineer Certifications in VMWare and Microsoft Windows Server

OPERATIONAL SUPPORT

- Locally based, multi-tiered helpdesk support staffed by provider
- Data backup fully managed and replicated in a minimum of two locations
- Ability to work with various software vendors for troubleshooting, updates, installation, and support
- Microsoft and third-party automated patch deployment
- Minor Software upgrade implementation (.x upgrades)
- Onsite support, as needed (when remote remediation is unsuccessful)
- Regular, proactive maintenance on servers and infrastructure
- Unlimited support of defined applications and platforms

ENVIRONMENT MONITORING

- Disk space/health checking
- Network device monitoring
- 24x7x365 critical alert response and remediation

CAPACITY & TOOLS

- System with client accessible, online, real-time documentation of the environment
- Asset tracking (hardware/software)
- Remote management tools
- Centralized management portal for PC's, servers, and SNMP Devices

- Documentation of client environment
- Public web domain management and SSL Management

STRATEGIC SUPPORT & PARTNERSHIP

- Quarterly VCIO meetings to discuss overall network health and IT budget strategies
- Complete 5-year IT Budget perpetually maintained with Mid Michigan CAA Management involvement
- Periodic IT strategy meetings

SECURITY

- Antivirus/malware/endpoint protection tools
- Annual vulnerability scan and analysis
- Spam Filtering
- Capacity for penetration testing

PROCUREMENT

- Must have partnerships in place to provide quotes for all IT related devices and equipment to include laptops, docking stations, servers, UPS's

CURRENT BUSINESS ENVIRONMENT

Mid Michigan CAA has locations across a nine-county region. All proposals must demonstrate the ability to service multiple locations as outlined in the table below.

Site Name	Location	Approximate # users
Administrative Building	Farwell, MI	49
Warehouse	Clare, MI	5
Farwell Preschool	Farwell, MI	7
Beaverton Preschool	Beaverton, MI	11
Gladwin	Gladwin, MI	16
Farwell Early Head Start	Farwell, MI	5
Midland	Midland, MI	15
Harrison Preschool	Harrison, MI	9
Osceola	Reed City, MI	5
Mecosta	Big Rapids, MI	8
Bay	Bay City, MI	9
Coleman Early Head Start	Coleman, MI	5
Cat's Meow Thrift Store	Essexville, MI	9
ClareCastle	Clare, MI	17
Muskegon	Muskegon, MI	5

Oceana	Shelby, MI	1
Saginaw	Saginaw, MI	1
Total	Approx. – Will Vary	177

CURRENT INFRASTRUCTURE

- VMWare 2-hosts (ESXi 8.x) + centralized storage (EMC SAN)
- 7VMs, 1 Physical Server
- M365 Environment
- 2016 AD environment (redundant DC's)
- 17 - Firewalls - Multiple sites connected via site-to-site WatchGuard VPN's for data and connections (head end to each remote site except schools that are combined)
- 16 - Ruckus APs, Zone Director Controller
- 45 - Network Devices - Aruba (HPe) Network Switches and Core
- 200 - W11 Workstations

3. PROPOSAL REQUIREMENTS

PROPOSAL SUBMISSION

Proposals are due on **June 25th by 4:00PM** to the Operations Manager, Kaylee Nelson at knelson@mmcaa.org using Subject: Managed IT Services Proposal or by mail at PO Box 768, Farwell, MI 48622.

The proposal should concisely address the following areas:

- A. Corporate Overview, including:
 - a. Length of time providing proposed services
 - b. Number of full-time employees and areas of involvement: Technical Support, Programming, Consulting, Sales Support, Administrative Support
- B. Describe the approach the firm will use in providing the services requested.
- C. Describe the process of creating ongoing communication and consultation to review the current projects, health of IT systems, and to provide input on Mid Michigan CAA's IT planning and budgeting process.
- D. Provide a list of services covered in your managed services package.
- E. Provide your companies' SLAs (Service Level Agreements) including target response and resolution times by priority/severity level. Vendors should also provide recent historical performance metrics demonstrating actual response times against those targets.
- F. Describe the implementation process, including timeframe for offboarding the existing managed services provider and onboarding Mid Michigan CAA as a managed service client. This should include an estimate of the billable hours it will take to completely document the entire network in a system that is accessible in real-time to the agency's management team.
- G. Provide a detailed breakdown of the pricing structure for managed services; line-item breakdowns are preferred. Include rates for support provided outside of the

scope of managed services. Include travel rates where applicable. Include onboarding/transition pricing estimates as well. Responses without a transparent pricing structure may not receive full consideration.

Each company is encouraged to submit references and experience for similar services provided in Michigan. The provided references and experience must pertain specifically to the Vendor who will execute the contract.

Submission of a proposal acknowledges and accepts all terms and conditions of this solicitation. Mid Michigan Community Action reserves the right to reject all proposals.

COST FOR PREPARATION OF PROPOSAL

No payments shall be made to cover costs incurred by any Vendor in the preparation or submission of proposals, nor any other associated costs.

CERTIFICATION OF INDEPENDENT PRICE DETERMINATION

By submission of a response to this RFP, the Vendor certifies that in connection with this procurement:

- a. Prices in the proposals have been determined independently, without consultation, communication, or agreement, for the purpose of restricting competition as to any matter relating to such prices with any competitor.
- b. They are the person authorized to act as agent for the person(s) in the Vendor's organization responsible for the decision as to any prices being offered herein, and that he or she has not participated in, and shall not participate in, any action contrary to the requirements of this document.
- c. Any offer made in the submitted proposals, and any clarifications to the proposals is authorized by an officer of the Vendor's organization or a designated agent empowered to bind the firm in an agreement.

CONFLICT OF INTEREST

By submission of a response to this RFP, the Vendor certifies it has not given any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a Mid Michigan CAA representative in connection with the submitted proposals.

QUOTE APPLICABILITY

The vendor must substantially conform to the terms, conditions, specifications, and other requirements found within this document. All previous agreements or other documents, which have been executed between the Vendor and Mid Michigan Community Action do not apply to this Request for Proposal or any resultant agreement(s).

4. INSURANCE & LICENSURE

INSURANCE

The Vendor shall obtain and maintain insurance as specified here during the term of the contract with Mid Michigan Community Action. All policies evidencing the required insurance coverage shall be issued by insurance companies satisfactory to Mid Michigan CAA.

Commercial General Liability with minimum limits as follows: (a) \$1,000,000 for each occurrence; (b) \$2,000,000 general aggregate; and (c) \$2,000,000 products and completed operations aggregate. (d) \$50,000 deductible maximum for each occurrence. The policy shall name as additional insured and include a waiver of subrogation in favor of Property Owner and Mid Michigan CAA. The additional insured endorsement must provide products/completed operations hazard insurance to the additional insureds. The vendor warrants that no prior claims have impaired the limits of insurance required under this provision. The vendor further warrants that it will replenish any impaired limits so that the full amount of insurance required under this provision is available for any claims arising out of the Vendor's work.

Cyber Liability Insurance including coverage for network security, privacy liability, data breach response costs, and regulatory defense and penalties, with limits of not less than \$1,000,000 per occurrence and \$2,000,000 in the aggregate. Such insurance shall be maintained throughout the term of this Agreement and for at least two (2) years following its termination.

Automobile Liability Insurance with a minimum limit of \$1,000,000 for each accident combined single limit. The policy shall name as additional insured and include a waiver of subrogation in favor of Property Owner and Mid Michigan CAA.

Workers' Compensation Insurance must meet, at minimum, the statutory requirements for the State of Michigan. The policy must include waivers of subrogation in favor of the Property Owner and Mid Michigan CAA except where required by law.

Employers Liability Insurance with minimum limits of \$500,000 for each accident, \$500,000 for each employee by disease, and \$500,000 aggregate disease.

Subcontractor shall provide Mid Michigan CAA with certificates of insurance, evidencing the required coverage prior to commencement of work and upon renewal of each policy. All such policies shall be issued by insurers with an A.M. Best rating of A- or better.

LICENSES

Vendors shall maintain in status all federal, state, and local licenses and permits required for the operation of business conducted by the Vendor.

5. PROPOSALS EVALUATION AND AWARD

EVALUATION PROCESS

Mid Michigan Community Action will determine the most suitable Vendor(s) to complete the services described in the bid specifications. Vendors will be evaluated based on the content of the proposal package with considerations made for solid fiscal responsibility, integrity, experience and quality of work, and the capacity to do the work.

Mid Michigan CAA reserves the right to accept or reject any part of any proposal, and to accept or reject any or all proposals without penalty.