



REQUEST FOR PROPOSALS FOR IT SERVICES

Issued by:
Midway City Corporation
75 North 100 West
PO Box 277
Midway, Utah 84049-0277
1-435-654-3223

INTRODUCTION

Midway City was incorporated in 1891 and became a city in 1971. It has an estimated population of 6,291 (2024). It is governed by a city council, consisting of a mayor and five council members, and has 63 full-time, part-time, and seasonal employees.

LOCATIONS

The following locations require support:

1. Midway City Office Building, 75 North 100 West, Midway, Utah, 84049. Location of servers and employees. Included in the network. Requires wireless network and internet access.
2. Midway Community Center, 160 West Main Street, Midway, Utah, 84049. Included in the network. Requires wireless network and wireless internet access.
3. Midway Town Hall, 120 West Main Street, Midway, Utah, 84049. Includes city owned souvenir shop with employees. Included in the network. Requires wireless network and wireless internet access. Two additional leased retail spaces are not supported by the wireless network or internet access.
4. Midway Public Works Building, 280 East 850 South, Midway, Utah, 84049. Not included in the network.

INFRASTRUCTURE

The provider will be responsible for the following current and any future infrastructure:

1. 2 servers and software
2. 28 desktop, notebook, and tablet computers with Windows 10 and 11 and Microsoft 365 software
3. 37 active email accounts
4. 3 archived email accounts
5. Various individual printers, scanners, devices, and software

The contractor will be responsible for working with the following and any future third-party vendors:

1. Microsoft O365
2. 2 network copiers/printers/scanners (Les Olson Company)
3. 1 large scale printer/scanner/copier (SBR Technologies)
4. Website (Planeteria Media)
5. GOGov community engagement app (GOGov)
6. Cellular Service (Verizon Wireless)
7. SCADA system (Delco Western, Mission Communications)
8. VOIP Phone System (GoTo)
9. Security and door lock systems (State Fire)

10. Fiber internet (Lumen/Level 3 Communications)
11. Caselle Connect financial software (Caselle)
12. City Inspect building inspection software (City Inspect)
13. Bluebeam Revu plan review software (Bluebeam)
14. HVAC Systems (Abe Neerings & Son, Tempco)
15. Electrical Systems (Kesco)

SCOPE

The provider shall provide the following services either onsite or remotely:

1. Evaluate and review the IT environment for functionality, security, and data retention. If needed, make recommendations to assure these objectives. If requested, make the needed changes or upgrades.
2. Monitor the systems, including peripheral devices such as workstations, tablets and smartphones, to always ensure proper operation including security and access.
3. Administer and maintain the City IT systems, including peripheral devices such as workstations, tablets and smartphones, performing setups, troubleshooting problems, administering print and periphery functions, assessing configurations, installing hardware and software or overseeing their installation, and supervising system backups.
4. Secure the network and data including protection from malicious software, cyber threats, control of access, physical security, disaster preparation and prevention, and maintenance of backup systems.
5. Install and configure new servers, desktops, tablets, smartphones, and other devices including the installation of software.
6. Administer, maintain, and secure the email system.
7. Administer, maintain, and secure VPNs.
8. Work with third-party vendors to ensure the correct and secure installation of their hardware and/or software.
9. Manage hardware and software licenses.
10. Ensure compliance with industry, federal, state, and risk management standards. This includes Microsoft Government Community Cloud compliance.
11. Troubleshoot problems with the network, desktops, tablets, smartphones, devices and systems.
12. Ensure retention, access, and recovery of data including emails.

13. Recommend and implement a technology replacement program for the regular and cost-effective replacement of servers, desktops, tablets, smartphones, devices, and software.
14. Provide training to City staff as needed.
15. Provide unlimited remote support, and if needed, as determined by City staff, onsite support.
16. 24-hour emergency response should be available seven days a week.
17. Perform special projects as needed.

SUBMISSION

The contact person for the RFP is:

Brad Wilson
Midway City
PO Box 277
75 North 100 West
Midway City, Utah 84049-0277
1-435-654-3223 x 118
bwilson@midwaycityut.gov

Proposals may be submitted to Mr. Wilson by email, mail or hand-delivery on or before the due date and time. All proposals will become the property of Midway City.

FORMAT

Please include the following items in all proposals:

1. Qualifications and Experience.
2. Work Processes. Please describe:
 - a. How the network will be monitored.
 - b. The response to alerts.
 - c. How requests for assistance will be processed and managed including average response time and average resolution time.
 - d. Ability to be onsite as needed.
3. References.
4. Cost. (Including all rates and fees both direct and indirect)

TIMETABLE

Action	Date
RFP Issued	July 7 th , 2025
Due Date for Questions	July 23 rd , 2025
Proposals Due	July 28 th , 2025
Evaluation	July 29 th – August 7 th , 2025
Possible Interviews	August 11 th – August 14 th , 2025
Recommendation	August 11 th – August 14 th , 2025
Council Approval and Contract Awarded	August 19 th , 2025
Contract Begins	September 1 st 2025

SELECTION CRITERIA

Proposals will be evaluated based on the following criteria:

Criteria	Relative Weight
Cost	35
Qualifications and Experience	25
Work Processes	25
References	15

INSURANCE

Prior to awarding the contract, but not required in the proposal, the contractor shall procure and maintain the following insurance policies:

Commercial General Liability (1 Million Per Occurrence/2 Million Aggregate)
Comprehensive Automobile Liability
Workers' Compensation
Professional Liability (Errors and Omissions)

The insurance provided pursuant to this RFP shall be the primary insurance for all claims arising under or related to this contract. The above policies are required to be maintained in force until completion of the contract. Midway City must be named as an additional insured. Failure to provide proof of insurance or failure to maintain insurance as required in this bid, or by law, are grounds for immediate termination of the contract. In addition, the awarded bidder will be liable for all re-procurement costs and any other remedies under law.

CONTRACT TERM

Midway City anticipates that it will award a contract for a three (3) year term with the option, at the City's sole discretion, of two (2) additional one-year option periods, for a maximum total of five (5) years. The Contract Price shall be firm for the initial three-year term.