

Request For Proposals For Information Technology Services

**City of International Falls
600 4th Street
International Falls, MN 56649**

All dates are tentative EXCEPT proposal due date.	
ACTION	DATE
Request for Proposal Released	November 18, 2025
Proposals Due	December 12, 2025
Proposals Review	December 15, 2025

PROPOSALS MUST BE RECEIVED BY 12:00 P.M. ON DECEMBER 12, 2025, TO BE CONSIDERED.

I. INTRODUCTION

The City of International Falls is seeking proposals from qualified companies or individuals to provide comprehensive Information Technology (IT) services. The selected provider will play a key role in enhancing the City's IT capabilities, improving service quality, reducing support costs and maximizing the return on investment in technology infrastructure.

The City operates a Microsoft-based network across six physical locations: City Hall / Fire Hall, Library, Police Department, and the Public Works facilities, which include the Water Treatment Plant, Street Garage and Water Shop. The City employs approximately 53 full-time staff, five elected officials, and around 65 part-time, volunteer, on-call, and seasonal personnel – some of whom have limited access to IT systems. Currently, the City does not have dedicated IT staff.

City offices and operations have the following hours:

City Hall:	Monday – Thursday	7:00 a.m. – 5:00 p.m.
	Friday	7:00 a.m. – 12:00 p.m.
Public Works:	Monday – Friday	7 a.m. – 3:30 p.m.
Library:	Monday – Wednesday	10:00 a.m. – 8:00 p.m.
	Thursday – Friday	10:00 a.m. – 6:00 p.m.
	Saturday	10:00 a.m. – 3:00 p.m.

The Water Treatment Plant, Fire Station and Police Department provide daily round-the-clock service, and some Public Works services are provided outside of regular business hours as needed.

The City is seeking a strategic partner to provide ongoing IT support, to better manage the cost of maintaining the City's IT infrastructure while improving system reliability and user satisfaction. As part of this initiative, the City intends to assess its current IT environment and explore future support models, which may include hiring dedicated personnel, engaging a managed service provider or adopting a hybrid approach

The ideal company or individual will have experience providing IT services to local government organizations.

II. SCHEDULE AND ADDITIONAL INFORMATION

Proposals must be received via email, in-person or postal mail at one of following:

Email: Betty Bergstrom at bettyb@ci.international-falls.mn.us

Mail / In-person: City of International Falls
Attn: Betty Bergstrom
600 4th Street
International Falls, MN 56649

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Questions should be addressed to Betty Bergstrom at bettyb@ci.international-falls.mn.us OR (218) 283-7983 by 5:00 p.m. on Thursday, December 11, 2025. Any questions received after that time may not be answered before proposals are due.

It is the intent of the City of International Falls to conduct a comprehensive, fair and impartial evaluation of proposals received. Award shall be given to the provider, who is believed by staff to be the best fit for the City. The City reserves the right to reject any and all proposals, waive all technicalities and accept any proposal deemed to be in the City's best interest. Proposers are solely responsible for delivery of their proposals to the City before the deadline. This RFP creates no obligation on the part of the City to award a contract or to compensate the proposer for any costs incurred in competing to provide managed IT services to the City.

III. EVALUATION CRITERIA

Final selection will be based on a combination of relevant experience, availability of qualified staff, proposed rates and ability to meet the City's needs. The evaluation committee will specifically consider the following criteria.

1. Overall responsiveness to RFP requirements and ability of the company or individual to meet City's customer service expectations and IT performance needs.
2. Thoroughness and understanding of the tasks to be completed and the environment in which they are performed.
3. Company or individual's security performance.
4. Expertise and overall experience of personnel assigned to the work.
5. Background and experience with similar projects.
6. Pricing structure and projected cost.

IV. SCOPE OF WORK

At a minimum, IT managed services will include the following work to manage, monitor and secure the City's IT systems.

1. Efficiently manage help desk tickets, including timely resolution of issues and provide in-person support when remote assistance is insufficient or when requested by the City.
2. Monitoring of servers and critical network components.
3. 24x7 response to critical servers and infrastructure failures.
4. Monitoring of firewall, denoted devices and applications.
5. Remote management software on all workstations and servers.
6. Server and network administration.
7. Manage Microsoft service packs and security patches on servers.
8. Regular inspection of network and file server.
9. Regular / periodic cleaning and testing of backups by restore of test files.
10. Firewall administration.
11. Labor and support for migration of network operating systems / files.
12. Spyware / malware monitoring, removal and cleaning.
13. Regular data security and compliance assessments and testing, including antivirus software, password protection, mail filtering, phishing, vulnerability scanning, data destruction and patch management.
14. Less than 4-hour response time for server down emergencies.
15. Research on hardware / software solutions.
16. Perform network backup and disaster recovery.
17. Monitor system performance and provide regular reports including efficiency, quality and security.

Additionally, the proposal may include other IT-related services and security tasks that the company or individual can provide, as time and resources allow, which may offer added value to the City.

V. PROPOSAL REQUIREMENTS

Proposals should address the scope of service with an emphasis on clearly highlighting the company's or individual's experience and competencies in relation to the evaluation criteria. Proposals that are both detailed and to the point are highly encouraged.

At a minimum, proposals must contain the following information.

1. Cover Sheet with company or your contact information and person with binding authority to enter into contracts.
2. Profile of your company or you outlining your background, expertise and customer service approach relative to the City's needs and industry standards. Also, include length of time providing proposed services.
3. Statement of Understanding briefly outlining the company's or your understanding of the services to be provided and making a positive commitment to providing the services specified.
4. Scope of Service addressing the IT managed services described in the scope of work. Include a description of the approach for providing such services and the methodology for providing ongoing support.
5. Pricing Structure and Cost for all services described in the scope of work and additional services provided that may be of value to the City.
6. Client References who can speak to similar work performed by the company or you for comparable size / scope clients; public sector client references are preferred.
7. Evidence of Insurance related to services provided.