



NOTICE OF REQUEST FOR PROPOSALS

Information Technology Managed Services and Cybersecurity Assessment Services
RFP 2023-1

1. **Purpose.** (a) The Michigan Municipal Services Authority (the “**Authority**”) is a Michigan public body corporate created by an interlocal agreement (the “**Interlocal Agreement**”) between the City of Grand Rapids and the City of Livonia under the Urban Cooperation Act of 1967, 1967 (Ex Sess) PA 7, as amended, MCL 124.501 to 124.512 (the “**Cooperation Act**”). The Interlocal Agreement empowers the Authority to exercise the common powers, privileges, and authorities of each Public Agency that is party to the Interlocal Agreement to engage in cooperative activities with other Public Agencies consistent with the Interlocal Agreement. The Authority may do all of the following:

- (1) perform, or perform within another person or entity, any power, privilege, or authority relating to intergovernmental cooperation that the parties to the Agreement share in common and that each may exercise separately to the fullest extent permitted by the Cooperation Act;
- (2) exercise other powers of a public body corporate created under the Cooperation Act permitted by section 5 of the Act, including determining the manner in which purchases will be made and contracts entered into by the Authority;
- (3) exercise other powers of a public body corporate created under the Cooperation Act permitted by section 7 of the Act, including making and entering into contracts;
- (4) enter into contracts with other Public Agencies; and
- (5) enter into contracts with other persons or entities.

(b) The Authority seeks proposals from qualified persons or entities to provide the Authority or participating Public Agencies, or both, with the information technology services described in section 2, consistent with the standards described in section 3.

(c) The Authority wants to engage a qualified person or entity to provide the information technology services described in section 2 beginning on October 1, 2023.

(d) This request for proposals (“**RFP**”) was authorized by the executive committee of the Authority (the “**Executive Committee**”) and is issued by the Authority on behalf of the Authority and participating Public Agencies.

(e) As used in this agreement, “**Public Agency**” means that term as defined in section 2(e) of the Cooperation Act, MCL 124.502(e).

2. **Scope of Services.** (a) The Authority seeks a qualified contractor capable of providing the Authority or participating Public Agencies, or both, with the following information technology management services and cybersecurity assessment services:

- (1) information technology management services, including:
 - (A) management of firewalls, anti-virus, anti-malware, and threat identification;
 - (B) proactive monitoring and alerts;
 - (C) on-site and remote support services;
 - (D) private, hybrid, and public cloud options; and
 - (E) and on-call infrastructure professionals;
- (2) cybersecurity assessment services, including:
 - (A) independent view of current information technology security measures;
 - (B) recommendations for modified information security measures based upon stated priorities and identified vulnerabilities;
 - (C) recommendations for improving short-term and long-term planning to increase information technology security;
 - (D) recommendations for information security best practices; and
 - (E) assistance with implementation of sections 2(a)(2)(B) to 2(a)(2)(D).

3. **Standards.** (a) The services detailed in section 2 must be provided in compliance with the following requirements:

- (c) The contractor shall manage the delivery of services in a competent, professional, and cost-effective manner.
- (d) The contractor shall designate a single individual for each contract with the Authority or a participating Public Agency and that individual shall be responsible for the direction and supervision of services provided. Other individuals performing services under the direction and supervision of the sole point of contact must be qualified to handle the work assigned. The contractor may not change the single point of contact without approval.
- (e) The contractor may not subcontract duties under its contract with the Authority or a participating Public Agency without the approval of the Authority or the participating Public Agency.
- (f) The contractor shall keep the Authority or a participating Public Agency contracting for services informed as to the progress and status of all pending matters as requested.

4. **Response Content.** (a) A response to this RFP should include:

- (1) an indication that the response is a proposal to provide information technology managed services and cybersecurity assessment services to the Authority or participating Public Agencies, or both;
- (2) a general description of responder's qualifications and experience;
- (3) a description of how the responder proposes to perform the services detailed in section 2 in compliance with the standards detailed in section 3;
- (4) other information required under sections 4(b), 4(c), and 4(d);
- (5) a price quote for an initial two years and a subsequent two years, which may include a proposal for provision of services based upon a flat fee, an hourly rate or rates, or other alternative mechanisms.

(b) *Mandatory Qualifications.* The responder must demonstrate its capability to perform the services proposed in accordance with the standards detailed in section 3 and include a detailed description of the responder's relevant prior experience in the services detailed in section 2.

(c) *Administrative Component.* A response should clearly describe the responder's understanding of the work required and also should explain the responder's approach to performing the services described in section 2 in compliance with the standards in section 3 and detail any expenditure that the responder expects will be absorbed by the Authority or a participating Public Agency with the applicable fee or rate for any such expenditure.

(d) *Technical Component.* A response should include satisfactory evidence of the responder's capability to provide the services detailed in section 2 in compliance with standards under section 3 in a professional and timely manner, including:

- (1) a description of the responder's sole point of contact for responder's provision of services to the Authority and other personnel that would provide services to the Authority or a participating Public Agency, including the educational background, certifications, and professional licenses held;
- (2) a description of the adequacy of personnel to handle communications with the Authority and participating Public Agencies;
- (3) a description of the level of assistance that will be expected from Authority or participating Public Agency staff;
- (4) a proposed model work plan and schedule for a potential Public Agency client for both service components described in section 2;
- (5) a description of similar services previously performed for governmental entities, including a contact name and phone number for each governmental entity referenced;
- (6) a description of the manner in which the respondent will retain and dispose of records related to its provision of services;
- (7) a statement that the responder maintains comprehensive liability insurance and workers' compensation insurance for its employees, and cybersecurity insurance for its activities;
- (8) a description of any strategic relationships, or both, the responder currently has or has used that could bring significant value to the Authority or a participating Public Agency.

(e) The price quote must include a statement signed by an officer of the responder or other individual authorized to bind the responder to the price quote for a period of not less than 60 days.

(f) A responder must disclose in its proposal any legal or regulatory actions pending against the responder.

5. **Proposal Submission.** (a) Proposals must be received by the Authority by 5:00 p.m. on August 21, 2023. Late proposals will not be considered.

(b) Proposals must be submitted by email to the Authority's chief executive, Samantha Harkins, at ceo@michiganmsa.gov with "MMSA RFP 2023-1" included in the subject line.

6. **Selection.** (a) The selection of a contractor will be made by Executive Committee, consistent with the Authority's procurement policy, and based upon the following criteria:

- (1) qualifications and experience, including quality of proposed personnel and experience with similar governmental entities;
- (2) proposed approach, including technical strength and comprehensiveness;
- (3) demonstrated knowledge of legal issues relating to the information technology and Public Agencies;
- (4) proposed work plan and schedule for a potential participating Public Agency;
- (5) simplicity, straight-forwardness, and efficiency of RFP response with an emphasis on clarity and responsive content;
- (6) cost; and
- (7) best value to the Authority.

(b) The Authority may issue one or more addenda to this RFP. Any addendum will be issued electronically in the same manner in which the RFP was originally issued. All final proposals submitted must respond to any addenda issued by the Authority.

(c) The Authority may reject any or all proposals, or parts of proposals. The Authority may request additional information from a responder. The Authority may accept a bid other than the lowest bid. The Authority may negotiate contract terms with a selected contractor.

(d) A response submitted to the Authority is a public document subject to disclosure under the Freedom of Information Act.

7. **Schedule.** The proposed schedule for this procurement, which is subject to change, is:

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| (1) | RFP issued | July 10, 2023 |
| (2) | questions regarding RFP due | July 24, 2023; |
| (3) | responses to questions issued | July 31, 2023; |
| (4) | RFP responses due to Authority by 5:00 p.m. | August 21, 2023; |
| (5) | contractor selected | September 8, 2023; and |
| (6) | contract executed, contractor engaged | October 1, 2023. |

8. **Questions.** Questions regarding the RFP should be directed to the Authority's chief executive, Samantha Harkins, at ceo@michiganmsa.org with "MMSA RFP 2023-1" included in the subject line. Questions submitted by potential contractors and responses will be sent to all potential responders that submitted a question and be posted on the website of the Authority.

9. **Contract Payment Schedule.** Under any contract entered into after the receipt of responses to this RFP, invoices detailing services provided will be paid within 30 days of receipt. The total amount invoiced may not exceed the price quote included in the contractor's response to this RFP unless the contractor and the Authority have agreed to another arrangement.

10. **Response Costs.** Costs incurred in the submission of responses to this RFP or in making studies, designs, estimates, or other preparation of responses are the responsibility of the responder, not the Authority.

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