MEMORANDUM

TO:	HONORABLE MAYOR AND CITY COUNCIL
CC:	JOSHUA M. TETZLAFF, CITY ADMINISTRATOR
FROM:	KEN ONDICH, PLANNING / COMMUNITY DEVELOPMENT DIRECTOR
SUBJECT:	VENDOR RECOMMENDATION TO ASSIST WITH DEVELOPMENT OF AN RFP FOR MANAGED IT SERVICES PROVIDER
DATE:	MARCH 11, 2026

Since 2020, the City's Managed IT Services provider has been CTS from North Mankato. CTS was chosen to be the City's Managed IT Services provider following a process of soliciting proposals with the assistance of an IT consultant named TrueNorth. While CTS has served the City well in the past six years, staff want to ensure that we continue to receive value, service alignment and competitive pricing from our Managed IT Services provider and to publish an RFP for providers, including our current provider, to submit proposals.

As in 2019, staff does not have any dedicated IT staff and therefore lacks expertise to ensure the RFP process is handled appropriately and recommends utilizing an IT consultant to assess our IT systems, draft an RFP, review the proposals and recommend a firm that would meet the needs of the City. Staff reached out to two firms based on the criteria on the attached document which is similar to what was used when seeking firms in 2019.

Two firms submitted proposals as follows:

- PMY (formerly TrueNorth Consulting Group) - $43,348.60
- Quintillion Consulting - $32,000

Based on review of the proposals and checking references, staff's recommendation is to select the proposal from Quintillion Consulting in the amount of $32,000 as they are not only the lowest cost proposal but had good references, including from working with the League of Minnesota Cities. The expected completion time to have a recommendation back to the City Council for the selection of a Managed IT Services provider is to be negotiated with Quintillion and will depend largely on how long the RFP is available for submissions. As reference, the last process the City did that was similar took about 9 months, but that process included new wiring at city hall and all new wireless access points.

Funds for the project would come from designated IT dollars that are set aside.

Staff Recommendation
Approve the proposal from Quintillion Consulting in the amount of $32,000.

<u>Seeking IT Consultant to assist the City of New Prague develop an updated RFP for IT MSP services.</u>

- Your firm would coordinate closely with City administration and departments to understand the needs and desires for a new MSP service provider and ultimately craft those insights and feedback into an RFP for vendor submission.

- Your firm would assist in the RFP scoring and provide a final vendor recommendation to the City for our consideration.

- Your firm would consider all current operations, future growth, previous assessments, and alignment of information technology resources with industry standards and best practices to ensure your work is consistent with the overall goals of the City.

The following should be included components of the services:

1. "Lite" Technology Assessment: Your firm would collect updated information from various departments on technology hardware, use, and future plans. This information will be critical in the development of the RFP.

2. RFP Development and Bidding: Your firm would craft an RFP which will be publicly available for vendors to submit proposals. Your firm would assist the City in managing the bidding process including Q&A, addendums if needed, and evaluation metrics. Your firm would provide the City with a final recommendation once all vendor proposals have been reviewed and scored.

Deliverables would be:

1. MSP RFP
2. Vendor evaluation
3. Final recommendation