



Quintillion Consulting

6595 Walnut Drive
Minnetrista, MN 55364

MSP RFP Assessment and Development Proposal

City of New Prague



Date:

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Prepared by:

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Quintillion Consulting

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Overview

The City of New Prague is seeking independent advisory and consulting support to conduct a structured Request for Proposal (RFP) process for Managed IT Services (MSP). The City has utilized CTS as its managed services provider since 2020. To ensure continued value, service alignment, and competitive pricing, the City Council has directed administration to issue a new RFP for MSP services.

As a small municipal organization without dedicated internal IT staff, the City requires experienced external guidance to:

1. Perform a targeted (“lite”) operational assessment to understand current infrastructure, usage patterns, and future needs.
2. Develop a comprehensive and defensible RFP aligned to municipal operational requirements and industry best practices.
3. Manage the RFP process, including vendor coordination, Q&A support, scoring methodology, and structured evaluation.
4. Deliver a well-documented, objective vendor recommendation for City leadership consideration.

The engagement will ensure that the City’s managed IT services procurement is transparent, competitive, strategically aligned, and structured to support both current operations and future growth.

Approach

Quintillion Consulting will execute this engagement using a structured, transparent, and collaborative methodology designed to support an objective and defensible MSP procurement process. The approach is organized into three primary phases:

1. “Lite” Operational Assessment
2. RFP Development and Management
3. Vendor Evaluation and Recommendation



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Phase 1: Targeted (“Lite”) Operational Assessment

Quintillion Consulting will conduct a focused review of the City’s current operational environment to inform RFP development. This phase will include:

1. Coordination with City administration and department stakeholders to gather input regarding current operations, including [but not limited to]:
 - Processes
 - Applications
 - Hardware
 - Dependencies
 - Requirements and SLAs
 - Known service gaps / recurring challenges
2. Gather information on planned future growth and goals of the City of New Prague
3. Review of any prior assessments and current documentation.
4. Alignment with industry standards and best practices.

The objective of this phase is to ensure the RFP reflects actual operational requirements and future-state considerations, rather than generic MSP service language.



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Phase 2: RFP Development and Procurement Support

Based on insights gathered during the operation assessment, Quintillion Consulting will develop and manage a structured, public-facing RFP process for Managed IT Services. This phase will include:

RFP Development

Quintillion will develop the RFP based on Functional and Non-Functional requirements provided by the City of New Prague, including [but not limited to]:

- Defined Service Level Agreements (SLAs)
- Service desk and end-user support
- Patch management
- Change management
- Asset inventory management
- Cybersecurity management
- Backup and disaster recovery
- Monitoring / alerting
- Escalation procedures
- Compliance with applicable municipal and industry standards
- Qualified personnel / certifications
- Secure handling and protection of data
- Transparent pricing and contract terms

The RFP will be structured to enable clear, comparable vendor responses and will include defined:

- Scope requirements
- Service expectations
- Submission instructions
- Evaluation criteria



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Bidding Process Management

Assisting the City in administering the public solicitation process, including:

- Coordination of vendor communications
- Facilitation of formal Q&A
- Preparation of written responses
- Issuance of addenda, if necessary

Evaluation Framework Establishment

Designing a structured scoring methodology and evaluation metrics prior to proposal review to ensure consistency, objectivity, and defensibility in vendor comparison.

Quintillion will help ensure the process remains organized, transparent, and compliant with municipal procurement practices.



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Phase 3: Proposal Evaluation and Final Recommendation

Upon receipt of vendor proposals, Quintillion Consulting will facilitate the evaluation process. This phase will include:

- Application of the predefined scoring methodology to all submissions.
- Comparative analysis of vendor capabilities, service models, pricing structures, and risk considerations, and notable differentiators.
- Development of a formal written recommendation for City leadership consideration.

Throughout the engagement, Quintillion Consulting will maintain close coordination with City administration to ensure clarity, transparency, and alignment with the City Council's expectations and governance requirements.

Deliverables

As part of this engagement, Quintillion will deliver the following deliverables to the City of New Prague:

1. "Lite" Operational Assessment Summary
2. Managed IT Services Request for Proposal (RFP)
3. Evaluation Framework and Scoring Matrix
4. Vendor Evaluation Summary Report
5. Final Vendor Recommendation

Assessment Team

- Ryan Falcone, Principal Consultant
- Ryan Kelley, Principal Consultant



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Investment

Quintillion will deliver the proposed assessment and MSP RFP statement of work, including all analysis and deliverables associated with this engagement, for a fixed fee of \$32,000.00.

Quintillion will invoice City of New Prague for 50% of the total fixed fee upon project commencement, and the final 50% upon successful completion of the project.

Assumptions

This Proposal is based on the following assumptions:

1. The City will designate a primary project sponsor and point of contact to coordinate communication, scheduling, and decision-making throughout the engagement.
2. City leadership and department representatives will be available to participate in interviews, provide documentation, and respond to information requests in a timely manner.
3. The engagement includes a targeted (“lite”) assessment intended to inform RFP development and is not a comprehensive technical audit, cybersecurity assessment, or penetration test.
4. The City will be responsible for publicly issuing the RFP in accordance with applicable municipal procurement requirements.
5. All vendor communications during the formal bidding period will be coordinated through designated City channels, with Quintillion Consulting providing advisory support.
6. The City will retain final authority over vendor selection and contract negotiation decisions.
7. Existing documentation, prior assessments, and relevant technological records provided by the City are accurate and materially complete to the best of the City’s knowledge.
8. Project timelines are contingent upon timely access to stakeholders, documentation, and vendor responses.



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Approval

City of New Prague
118 Central Ave. N.
New Prague, MN 56071

Name:

Date:

Title:

Signature: _____

Quintillion Consulting, LLC.
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Name: Ryan Kelley

Date:

Title: Partner and Principal Consultant

Signature: _____