



PMY.

PROPOSAL FOR CONSULTING SERVICES for

MSP RFP DEVELOPMENT

City of New Prague



FEBRUARY 12, 2026

PREPARED BY:

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SECTION 1: OVERVIEW

Scope

PMY Group will help the City of New Prague develop an updated RFP for MSP services. Our team will 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. Our team will assist in the RFP scoring and provide a final vendor recommendation to the City for their consideration.

PMY will consider all current operations, future growth, previous assessments, and alignment of information technology resources with industry standards and best practices to ensure our work is consistent with the overall goals of the City.

PMY has included the following services as a part of our proposal:

1. “Lite” Technology Assessment: Our team will 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: Our team will craft an RFP which will be publicly available for vendors to submit proposals. We will assist the City in managing the bidding process including Q&A, addendums if needed, and evaluation metrics. Our team will provide the City with a final recommendation once all vendor proposals have been reviewed and scored.

Deliverables, Goals and Objectives

PMY will provide the below deliverables:

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



SECTION 2: "LITE" ASSESSMENT

Professional Services

1. PMY will collect updated data on current technology use, systems and infrastructure which may include:
 - Listings of key contact personnel
 - Maps and diagrams of current technology systems
 - Inventories of technology systems
 - Descriptions of technology infrastructure by building
 - Written technology policies and procedures
 - Existing technology plan documents (formal and informal)
 - Organization chart
2. As part of the data collection PMY will gather information on the following systems:
 - Network Systems
 - Data Center
 - Enterprise Resources
 - Wide Area Network
 - Internet Systems
 - User Devices
 - Audio Visual Systems
3. PMY will meet with City administration and department heads as needed to gain additional clarity on any specific technology systems which may require it.
4. PMY will provide a report to the City outlining any critical findings and recommendations.
5. The data collection and findings from this "lite" assessment will be utilized in Section 3: RFP Development and Bidding.



SECTION 3: RFP DEVELOPMENT AND BIDDING

Data Collection

As part of the data collection process described in the scope of work, PMY will gather the following information:

1. Current support challenges
2. Past and current partner relationships
3. List of systems, applications, tools to be supported
4. Expectations for support – budget, response times, reporting, etc.

As part of the data collection process described in the scope of work, PMY will gather information by using the following approaches:

1. Requests for information
2. Staff interviews
3. Survey tool for individual feedback and top concerns and requests

Professional Services

1. PMY will formulate checklists of needed information and provide those to the City for completion. Checklists may include requests such as:
 - a. Listings of key contact personnel
 - b. Invoices and contracts from previous and current vendors
 - c. Prioritized list of support requirements and expectations
2. PMY will conduct in-depth support discussions with staff to get a thorough understanding of the following topics:
 - a. Types of and amount of support that is currently required
 - b. Historical success and challenges with support partners
 - c. Understanding of past vendor relationships with the City
 - d. Unique support requirements for the City
3. PMY will meet with the City to develop the contractor requirements for the following items to be integrated into the Request for Proposal:
 - a. Description of requested services



- b. Description of current environment
 - c. Inventory of current environment
 - d. Dates and hours of support
 - e. Service Level Agreements and performance guarantees
 - f. Proactive system monitoring and maintenance requirements
 - g. Prioritization plan for support requests
 - h. Escalation plan for open support requests
 - i. System audit requirements
 - j. Disaster recovery requirements
 - k. System monitoring and penetration testing
 - l. Minimum insurance coverage requirements
 - m. Proposed Service Agreement together with an itemization of the provisions that the vendor is not willing to negotiate
 - n. Additional information and requirements, as identified by the City and/or PMY
4. PMY will develop findings into a draft RFP with relevant scoring/evaluation metrics.
 5. PMY will review the draft RFP with the City to ensure needs and expectations are met.
 6. PMY will finalize the RFP for public advertisement.
 7. PMY will manage the vendor question and answer period and respond accordingly in coordination with the City.
 8. PMY will review all submitted vendor responses and score/evaluate each proposal.
 9. PMY will discuss proposals with the City to answer questions or provide clarification.
 10. PMY will provide written questions to potential contractors for clarification or as a part of vendor negotiations.



11. PMY will issue a written report to the City with the findings from the proposals along with a vendor recommendation for consideration.
12. If needed, PMY will coordinate and participate in vendor finalist presentations to the City.



SECTION 4: PROPOSAL ACCEPTANCE

Professional Fees

PMY proposes to provide Professional Services outlined above for a stipulated sum as follows:

Phase/Sections	Fee
Section 2: "Lite" Assessment	\$9,819.15
Section 3: RFP Development and Bidding	\$33,529.45
Total	\$43,348.60

Proposed Fees/Payment

Fixed-fee services (all expenses included) for all items described in this proposal. Progress invoicing will be submitted monthly to the City for payment with terms of NET 30.

Additional Services

Additional services outside the original scope of work will be performed only upon written authorization from the City. PMY will perform such additional services at a mutually agreed upon stipulated sum for specific services.



Authorization

Please indicate agreement with above scope of consulting services and related consultant fees by selecting all accepted services and providing signed authorization below.

City of New Prague COMPANY NAME	PMY Group COMPANY NAME
SIGNATURE	SIGNATURE
PRINTED NAME	MIKE INDERGARD PRINTED NAME
TITLE	DIRECTOR OF STRATEGIC PLANNING TITLE
DATE	DATE