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MEMORANDUM

TO: HONORABLE MAYOR AND CITY COUNCIL
FROM: JOSHUA TETZLAFF, CITY ADMINISTRATOR
SUBJECT: MANAGED IT SERVICES PROVIDER
DATE: SEPTEMBER 14, 2026

Since 2020, the City's Managed IT Services Provider has been Computer Technology Solutions (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 the past six years, staff and the City Council wanted to ensure that the City continues to receive value, service alignment, and competitive pricing from its provider.

In March 2026, the City hired Quintillion as a consultant to assist the City in completing a technology assessment and writing/issuing an RFP to interested firms. The RFP was issued on June 5th and proposals were due on July 10th. A total of 19 firms submitted proposals, which was an outstanding number of proposals to see. Quintillion evaluated the proposals based on thirteen (13) criteria including pricing, knowledge across the IT spectrum, responsiveness, etc.

Quintillion and City staff worked to select five firms for interviews from the nineteen (19) submitted proposals. Those firms were:

- CTS (current provider)
- Tech Support Minnesota
- Pantheon
- 3RT
- CIT

Interviews occurred between July 27th and August 10th. Quintillion and City staff met on August 12th to discuss the interviews and determined that additional information was necessary to complete the evaluation of the five finalists. To fully evaluate costs on an "apples-to-apples" comparison for each of the finalists, staff provided detailed information to each finalist to be submitted by August 28th. Quintillion evaluated the responses from the finalists and met with staff once again on September 1st and two firms were selected as finalists to complete reference checks. Two reference checks were completed for both 3RT and CIT. Additionally, each firm was asked about a contract length they would be willing to enter into and what the contract renewal increase might be.

Based on favorable reference checks, pricing, and overall evaluation, Quintillion and City staff recommend entering into contract negotiations with 3RT to act as the City's new Managed IT Services Provider.

The next step in the process would be to direct staff to begin working on an contract with 3RT for services. Once an agreement is reached, that contract would be brought back to the City Council for approval. Then, following the terms of the existing agreement with CTS, the City would give 60 days' notice to CTS.

Recommendation

Staff recommends selecting 3RT as the City's new Managed IT Services Provider and direct staff to begin negotiations on a contract with 3RT to serve in that role for the City.

Exhibit A

List of Vendors Who Submitted Proposals

Vendors

1. 3RT Networks
2. 4EOS
3. Atomic Data
4. CIT
5. ConsultADD
6. Corsica Technologies
7. CTS (Computer Technology Solutions)
8. DirSec / Anjolen
9. FunttoNetwork
10. Global Solutions Group (GSG)
11. ISSQUARED
12. Leonard
13. M2 Technology
14. Netrio
15. NetVPro
16. Pantheon Computer Systems
17. SoftSages
18. SOL-I.S.
19. Tech Support Minnesota



Evaluation Criteria

Quintillion utilized the following categories to perform comparative technical / financial analysis, assessing all 19 RFP submissions:

1. Network Infrastructure & Operations
2. Applications & End User Support
3. Asset Lifecycle Management
4. Backup & Disaster Recovery
5. Change Management
6. Client Coordination & Communication
7. Cybersecurity
8. Documentation & Knowledge Management
9. Monitoring & Management Tools
10. Service Delivery & Support
11. Vendor Management
12. Governance, Reporting & Strategic Alignment
13. Pricing

