

REQUEST FOR QUALIFICATIONS (RFQ)

MANAGED SERVICES PROVIDER

January 29, 2026

Introduction

The City of Calumet City (“City”) is requesting qualifications for professional consultant services (“Consultant Services”) for improvements to the City’s existing Information Technology (“IT”) system (“Project”). The request consists of two documents, this “Request for Qualifications (RFQ) for Managed Services Provider” (“RFQ”) and the document contained in Appendix A to this RFQ, entitled “Request for Qualifications for Managed Services Provider” (“Appendix A”). This RFQ and Appendix A should be read in conformity with one another and be collectively known as “RFQ No. 2026-IT-001.” Both documents are available on the City’s website.

Persons or entities submitting responses to RFQ No. 2026-IT-001 (“consultants”) must be able to demonstrate expertise with all aspects of developing, maintaining and improving the City’s IT system. Submittals should include the firm’s qualifications, project team, resumes, project approach and recently completed similar IT work.

Description of Project

The description of the Project is contained in Appendix A. It should be noted that Appendix A contains references for price quotations, but pursuant to RFQ No. 2026-IT-001, the price(s) will be negotiated with consultants who have submitted qualifications during the selection process. See also “Preparation of Qualifications” below.

Project Schedule

Key Dates

Qualifications due	February 27, 2026, by 5:00 p.m.
Interview of finalists	March 13-17, 2026
Selection process and negotiate scope, manhours and cost	March 2026
Selection	March 31, 2026
Award contract and start work:	April 2026

Preparation of Qualifications

All qualifications must be signed by an authorized official. Qualifications that contain omissions, alterations or additions not called for or that contain irregularities of any kind may be rejected.

RFQ No. 2026-IT-001 does not ask for a price or cost from the consultants. However, all consultants submitting qualifications should have their price(s) and cost(s) ready to submit to the City upon request. City staff will review the qualifications and interview selected consultants. After interviews are completed, a preferred consultant will be selected. The City will enter into negotiations with the preferred consultant to finalize the project, scope, manhours, and cost.

Clarifications

The City reserves the right to make clarifications, corrections or changes in RFQ No. 2026-IT-001 at any time prior to the time qualifications are due. Questions and requests for information ("RFI") must be submitted via email to Nyota Figgs, City Clerk and Jessica Coffee, Deputy City Clerk (see emails below) before 5:00 p.m. (CST) on February 09, 2026. The City will issue addendums and/or responses to RFI's on the City's website <https://calumetcity.org> no later than February 27, 2026. It is the consultant's responsibility to check the website for addendum/response to RFI's prior to submitting a qualification. All qualifications submitted must acknowledge receipt of all addenda issued by the City.

Electronic Submittal of Qualifications

Please submit the statement of qualifications via email. The submittal email shall meet the below requirements.

- Reference RFQ No. 2026-IT-001
- Include the qualifications as an attachment to the email
- Please ensure the PDF file can easily be printed to 8.5" x 11" paper
- Please include a cover letter with the qualification that contains point of contact information clearly listed on the first page
- 40 pages maximum

Qualifications will be received until 5:00 p.m. CST on February 27, 2026. The email shall be sent to:

City of Calumet City, in care of:

Nyota Figgs, City Clerk (nfiggs@calumetcity.org)

AND

Jessica Coffee, Deputy City Clerk (jcoffee@calumetcity.org)

Submittals received after the time specified above may not be considered.

Freedom of Information Act

All information submitted to the City in response to RFQ No. 2026-IT-001 shall be deemed a public record and will be subject to disclosure under the Illinois Freedom of Information Act (5 ILCS 140, *est seq.*) subsequent to the award of the contract. Consultants are advised that Section 7(1)(g) of that Act exempts the following from disclosure:

Trade secrets and commercial or financial information obtained from a person or business where the trade secrets or commercial or financial information are furnished under a claim that they are proprietary, privileged or confidential, and that disclosure of the trade secrets or commercial or financial information would cause competitive harm to the person or business, and only insofar as the claim directly applies to the records requested.

Rejection of Qualification

Qualifications that are not prepared in accordance with RFQ No. 2026-IT-001 documents may be rejected. If not rejected, the City may request correction of any deficiency and accept the deficiently prepared qualification upon compliance with RFQ No. 2026-IT-001 documents.

Acceptance of Qualifications

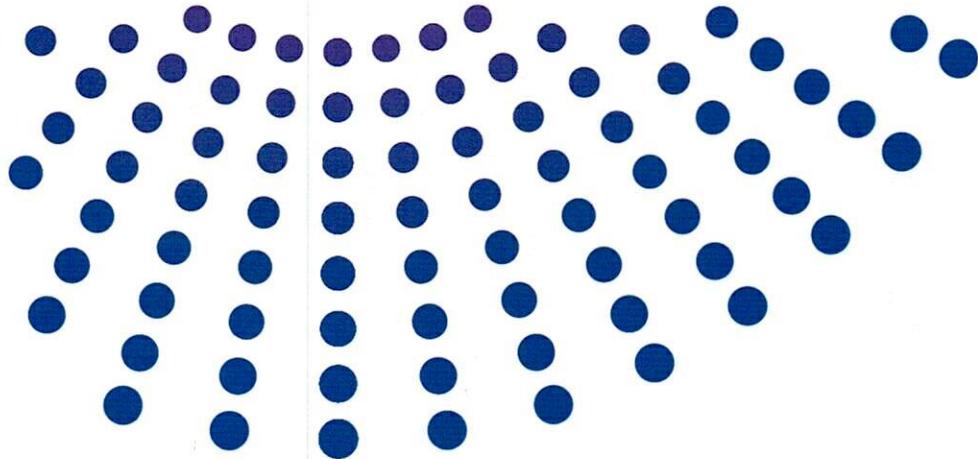
The City reserves the right to accept the qualification that is, in its judgment, the best and most favorable to the interests of City and to the public based on the evaluation factors in RFQ No. 2026-IT-001; to accept any item of any qualification; to reject any and all qualifications; and to waive irregularities and informalities in any qualification submitted or in the request for qualification process; provided, however, the waiver of any prior defect or informality shall not be considered a waiver of any future or similar defect or informality.

Evaluation of Qualifications:

The submitted qualifications will be reviewed based upon factors in RFQ No. 2026-IT-001 including the following:

1. Experience on similar projects with references (name, title, address, phone, e-mail & fax numbers) within the last three years only;
 - a. Be sure to provide specific examples of recent project experience
2. Firm Information (size, location, history, resources, etc.);
3. Qualifications (resumes) of personnel assigned to work on the Project, organizational chart, etc.;
4. Ability to meet Project deadlines;
5. Completeness of Project approach;
6. Local presence and proximity to the City of key staff.

Appendix A: Request for Qualifications for Managed Services Provider (Complete Project Description).



Request for Qualifications for Managed Services Provider

RFQ No. 2026-IT-001

City of Calumet City, IL
204 Pulaski Road, Calumet City IL, 60409
Tel: +1 (708) 891-8109
calumetcity.org



SUBJECT: REQUEST FOR QUALIFICATIONS FOR MANAGED SERVICES PROVIDER ("APPENDIX A")

City of Calumet City ("City" or "Calumet City") invites firms to participate in this competitive solicitation for pricing, delivery, and terms of potential agreement for the following Managed Services Provider services. The invitation consists of two documents, the "Request for Qualifications (RFQ) for Managed Services Provider" ("RFQ") and this document entitled "Request for Qualifications for Managed Services Provider" ("Appendix A"). The RFQ and Appendix A should be read in conformity with one another and be collectively known as "RFQ No. 2026-IT-001." Both documents are available on the City's website.

The City reserves the right to reject any and all offers, to add, delete, or modify any element of the qualifications at any time without prior notification and without any liability or obligation of any kind. RFQ No. 2026-IT-001 does not obligate the City to enter into a contract, nor does it obligate the City to pay any costs incurred in the preparation of the submission of any responses.

The City anticipates that this RFQ No. 2026-IT-001 will result in a hybrid type agreement (Fixed Price with Time & Materials elements). The estimated ceiling value is USD 350,000.00 with an anticipated period of performance of two (2) years. Individuals or companies submitting qualifications shall be known as "consultants" in RFQ No. 2026-IT-001 documents.

BACKGROUND

Calumet City is a municipality founded in 1893 south of Chicago.

DESCRIPTION OF SERVICES

Background and Current Environment

The existing IT environment consists of:

- Office 365 Commercial with approximately 200 active users. using office 365 E3.
- Microsoft Azure.
- Microsoft Intune for endpoint management.
- Microsoft Sentinel.
- DUO is used for MFA and single-sign-on for all applications.
- Zscaler internet security.
- CrowdStrike Falcon endpoint security.
- Patch management.
- Barracuda storage management
- Central Square
- Dacra
- Mitel Software
- eFax
- Municode
- Cloudflare
- Pdk.io
- Prompt.io
- AirWatch

- Sensus
- Microsoft Databases
- PSN
- iLobby
- Granicus
- CivicServe
- Barracuda
- Paycom
- Simplifile
- Ignite Opx
- Office Tracker
- FEMAGO
- Merakai
- Security Center
- ESO
- Pheonix
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Sites:

Calumet City operates through cloud-based systems and on-premises servers. Calumet City main location is based at 204 Pulaski Road Calumet City, IL, and has satellite offices which includes Fire Station1, Fire Station2, Inspectional Services, Training Center, Public Works, Water Department, and Animal Control Center.

User Base:

Calumet City staff are located in the United States.

IT Operations and Workforce:

The Internal IT team at Calumet City comprises an IT System Manager and an IT Assistant System Manager.

Computers, Mobile Devices, and Virtual Machines:

- Approximately 400 computers deployed on Windows 10 & 11 Pro.
- Approximately 180 Personally owned (BYOD) smartphone devices.
- Around 6 Azure Virtual machines (Windows and Linux).

Network Devices:

- CISCO Meraki firewalls.
- CISCO Meraki Access points.
- Cisco network switches
- Juniper network switches
- Canon MFP printers.

Scope of Work (SOW)

Consultants will augment internal IT staff capacity and provide support in administration, integration, upgrades, and maintenance of IT infrastructure in the following areas.

Tasks and Responsibilities:

Consultant will be responsible for the following tasks:

- I. **Cloud Service Management:** Consultant shall assist Calumet City IT team in managing and optimizing the use of cloud resources and services such as (Office 365, Intune and Azure) to support Calumet City's business objectives efficiently and securely and implementing best practices for infrastructure design and configuration to ensure performance, reliability, and scalability.
- II. **Authentication and Single-Sign-On:** Duo is for Multi Factor Authentication (MFA) and single-sign-on (SSO) for all applications, and user provisioning, with silver support package from Duo. Consultant and Calumet City IT team will work together to administer, manage and maintain the service.
- III. **Internet Access:** The City uses CrowdStrike internet security. Consultant and Calumet City IT team will work together to manage, maintain and administer the service.
- IV. **Endpoint Security Management:** Calumet City is currently using CrowdStrike as EDR with support package. Consultant and the City IT team will work together managing, maintaining and administering the service.
- V. **Compliance and Regulatory Services:**
 - a. Consultant and Calumet City IT team shall collaborate closely to define the specific security requirements, objectives, and priorities based on Calumet City's business needs, industry regulations, and risk profile.
 - b. Consultant shall assist with regulatory compliance assessments and audits as needed.
 - c. Generating compliance reports, audit logs, and analytics to demonstrate adherence to security standards and regulatory requirements.
- VI. **Mobile Device Management (MDM):**
 - a. Maintain device enrollment into the MDM system, which may involve installing an MDM agent or profile on each device to enable management capabilities.
 - b. Configure and maintain Microsoft Autopilot and define baseline configurations for auto deployment.
 - c. Distributing, installing, and managing mobile applications (both corporate and third-party) across devices.
 - d. Configuring device settings and policies to ensure compliance with corporate security standards and best practices.
 - e. Maintain and implement security measures to protect mobile devices and data from unauthorized access.
- VII. **Desktop Management and Patch Management:** Consultant should, maintain and operate patch management programs with the ability to manage remote computers using a combination of Microsoft Intune and other agents.
- VIII. **Security Management:** Consultant will assist Calumet City IT team in safeguarding Calumet City IT infrastructure, data, and system from cyber threats and vulnerabilities, and implement strategies to mitigate and identify risks and maintain acceptable level of security.

- IX. **Network Monitoring:** Consultant will assist Calumet City IT team in monitoring the performance and health of cloud infrastructure, applications, and services in real-time. Identifying performance bottlenecks, optimizing configurations, and scaling resources dynamically to ensure optimal performance and user experience.
- X. **Licensing and Billing.** Consultant will serve as Calumet City partner of record for Microsoft and other corporate application licenses and billing.
- XI. **Help Desk.** Calumet City IT team have primary support responsibility for end user support including user onboarding and offboarding, Consultant shall provide Tier 1 and Tier 2 level support as requested.
- XII. **Documentation and Knowledge Management:** Consultant will help with creating and maintaining documentation such as system configurations, network diagrams, standard operating procedures (SOPs), and knowledge bases. This will include: Facilitating knowledge transfer sessions, training workshops, and technical seminars to empower client personnel with the necessary skills and knowledge.
- XIII. **On-Site Assistance:** On-site support for urgent issues and pre-scheduled visits for routine tasks such as network maintenance and configuration. The services offered should extend to Calumet City offices area when remote support isn't feasible. This includes tasks like installing, maintaining, or troubleshooting network hardware.
- XIV. **Onboarding and offboarding:** Checklist of Offboarding any existing IT personnel and onboarding new tools by exploring current technology and environment to implement checks and balances and other measures for smooth transition.
- XV. **Backup and recovery:** Calumet City is using Barracuda cloud backup for of. Consultant will be working with Calumet City IT team in managing backup solutions to ensure data integrity and availability in case of system failure, disaster or cyber-attacks.
- XVI. **Vendor Management:** Calumet City IT Team is primary point of contact for all vendors. Consultant shall coordinate with third party vendors and service providers for product and service delivery and support.

Deliverables:

Consultant will provide the following deliverables:

- Document and maintain **Configuration Management documentation** with version control for all customizations and critical security configurations.
- Manage Cloud infrastructure and services, including cloud hosting, SaaS applications and storage.
- Assisting with cloud migration, optimization, and cost management.
- Monthly report covering helpdesk metrics, network monitoring metrics, desktop management and patch management activity.
- Weekly calls to review open tickets and projects in progress.
- Automated alerts for any equipment or service disruptions or incidents. For example, if a firewall goes down or the corporate website goes down.
- Deploy agents to all Calumet City computers for desktop management and report on installed software for all machines.
- Develop and maintain Microsoft Autopilot and MDM to automate remote deployment and baseline configurations for computers.

- Offer strategic guidance and IT planning services to help Calumet City align with technology investments and business objectives, and advice on technology trends, best practices, and potential areas of improvement.
- Conduct regular security assessments and audits to identify vulnerabilities and mitigate risk.
- Ensure uptime and performance optimization through proactive monitoring and regular maintenance.

REQUIREMENTS

All responses must be in English. Offerors must submit the following to be considered responsive and eligible for award:

Volume 1: Technical Response

This volume shall contain the following documents:

1. A **cover letter** including the offeror's contact name, email address, and telephone number to facilitate communication between Calumet City and the prospective contractor.
2. A **brief outline** of the company, including:
 - a. Full legal name and address of the company or individual.
 - b. Corporate and tax registration documents
 - c. Full name of the legal representative (president or managing director) of the company (not applicable for individuals).
 - d. Name of any individuals or entities that own 50% or more of the company.
 - e. Year business was started or established.
 - f. If a government, its agents, or agencies, have an ownership or managerial interest in the company, the prospective contractor must indicate this when submitting its offer. Failure to do so will result in the prospective contractor's offer being removed from consideration; and,
 - g. U.S. companies must indicate if they are a registered Small Business (see Annex 1). Size re-certification may be required prior to award.

3. **Technical approach:** A narrative description of the Offeror's technical approach to IT services. The technical approach must demonstrate how the Offeror proposes to successfully complete each task described in the SOW.

In addition, the Offeror must describe their ability and experience providing the following services:

- Microsoft office 365.
- Microsoft Azure.
- Microsoft Intune.
- SIEM services (Microsoft Sentinel).
- Duo identity management
- internet access
- CrowdStrike.
- Patch management.
- Systems Security and compliance.

4. **Past Performance:** Include three current clients as references (preferably for a company similar to Calumet City in size and industry) that are willing to speak with Calumet City.
5. **NIST SP 800-171 self-attestation or proof of third-party assessment** is required.
 - o If the offeror is self-attesting, they must be willing to enter an NDA to share their system security plan (SSP) and plan of action & milestones (POA&M) document with Calumet City's part of the proposal package. Otherwise, we ask for proof of third-party assessment.

Volume 2: Price Quotation

This volume shall contain the Offeror's price quotation, preferably in Microsoft Excel format. Price quotations shall be submitted in accordance with the contract line-item numbering structure identified below, and as requested by the City as provided in RFQ No. 2026-IT-001.

CONTRACT LINE-ITEM STRUCTURE:

Managed Services

#	Description	Pricing Structure	Price (USD)
1	Managed Services: Tier II and Tier III support as described in the SOW	Yearly with invoicing done on a monthly basis.	
2	Onsite support	Hourly rate	
3	One-time onboarding and upfront licensing costs (if applicable)	One-time fee	
4	Labor charges for additional advisory tasks and responsibilities	Hourly rate	

Microsoft Licensing

Calumet City is currently on office 365 E3 and EMS E3, and will upgrade to the following subscriptions.

#	Description	Pricing Structure	Quantity	Price (USD)
1	Microsoft E3	Monthly Flat fee		
2	Microsoft F3	Monthly Flat fee		
3	Office Defender Plan 2	Monthly Flat fee		
	MS Power Bi pro	Monthly Flat fee		
4	MS Project plan 2	Monthly Flat fee		

ADDITIONAL REQUIREMENTS

Geographic Code

Calumet City's projects may be funded by the US Government, including United States Agency for International Development (USAID,) and are therefore may be subject to Source and Nationality Geographic Codes 935, 937 and 110. Please see ADS Chapter 310 for additional information. Offerors who are not within the code must be aware that a waiver may be required for specific Task Orders, which may or may not be secured, and the award of any Agreement to an Offeror is subject to client approval or grant of a waiver, if applicable.

License, Clearance, and Approvals

The Offeror must already possess all legally required licenses, clearances, and/or approvals to provide the goods or services requested by the Scope of Work. If the Offeror is lacking any of those items, time to secure them should be included and specified in the proposed project timeline.

Small Business Requirement

Small business Offerors are encouraged to apply, but Calumet City will consider offers from all types of businesses for this opportunity. Offerors are encouraged to partner with small businesses.

EVALUATION

Weight	Criteria
20%	Cost <ul style="list-style-type: none">• <i>Did the offeror provide a per licensed user fee for IT services?</i>• <i>Did the offer provide any onboarding expenses associated with the performance of services?</i>• <i>Is the proposed pricing clear, reasonable, and competitive?</i>
20%	Desktop Management, MDM, Networking and Licensing <ul style="list-style-type: none">• <i>Offeror's response to the Mobile Device Management area of the Scope of Work.</i>• <i>Offeror's response to the Desktop management and patch management area of the Scope of Work.</i>• <i>Offeror's response to the Networking monitoring area of the Scope of Work.</i>• <i>Can the offeror act as our Microsoft Partner of record and manage our billing and licensing?</i>
20%	Help Desk, Monitoring <ul style="list-style-type: none">• <i>Does the offeror provide same-day on-site support for emergency needs and scheduled on-site support for non-emergency needs such as network maintenance and configuration?</i>• <i>Does the offeror's help desk include the ability to provide Calumet City with monthly performance metrics?</i>• <i>Evaluate the Offeror's approach to providing Tier II and Tier III escalation help desk support?</i>
20%	Security and compliance <ul style="list-style-type: none">• <i>Did the Offeror respond to IT system security and compliance using zero trust approach for safeguarding IT infrastructure, data, and system from cyber threats and vulnerabilities, and implementing strategies to mitigate and identify risks and maintain acceptable level of security?</i>• <i>Did offeror respond to NIST SP 800-171 compliance requirement.</i>

Weight	Criteria
20%	Cost
20%	<p>Past Performance and Technical Ability</p> <ul style="list-style-type: none"> • <i>Are past performance references satisfactory?</i> • <i>Does the offeror's proposal detail experience in the following technical areas?</i> <ul style="list-style-type: none"> ○ <i>Security Information and Event Management (SIEM) services.</i> ○ <i>Cloud security and identity and access management (IAM) stack. For example, Okta.</i> ○ <i>Internet security using Zscaler</i> ○ <i>IT security awareness training</i> ○ <i>Endpoint detection and response. For example CrowdStrike</i> ○ <i>Network design and build.</i> ○ <i>Offboarding existing IT personnel and onboarding new tools</i> ○ <i>Office 365, Azure and Intune.</i>

SCHEDULE OF EVENTS

Release of RFQ No. 2026-IT-001:	January 29, 2026
Questions Due:	February 09, 2026, at 5 PM EST
Answers from Calumet City:	February 18, 2026
RFQ No. 2026-IT-001 Closes	

– Responses Due: **February 27, 2026, at 5 PM EST**

Estimated Date of Award: **April 15, 2026**

The schedule noted above may be changed at any time in the sole discretion of Calumet City. All communication must adhere to this schedule and shall be to the attention of

All questions or clarifications regarding RFQ No. 2026-IT-001 must be in writing and submitted to the attention of the individuals listed in the RFQ. Only written answers from Calumet City will be considered official and carry weight in the RFQ process and subsequent evaluation. Any answers received outside the official channel, whether received verbally or in writing, from employees or representatives of Calumet City will not be considered official responses regarding RFQ No. 2026-IT-001.

SUBMISSION INSTRUCTIONS

Subject to the terms of the RFQ, the technical and cost volumes must be submitted as two separate attachments. All quotations must be received via email **no later than March 15, 2026, at 5 PM EST**. Consultants should send their price(s) and cost(s) by email to the individuals identified in the RFQ (10 MB limit per email).

Offers must be on company letterhead with the company's contact name and address. The subject line of the offer transmission email must identify the RFQ reference number and the Offeror's name.

GENERAL TERMS AND CONDITIONS

1. Calumet City will only consider responsive Responses from responsible contractors for award.
2. Collusion is strictly prohibited. Collusion is defined as an agreement or compact, written or oral, between two or more parties with the goal of limiting fair and open competition by deceiving, misleading, or defrauding a third party.
3. Prices quoted must be valid for the entire duration of the contract (2 years).
4. Unit prices are required and in the case of discrepancies between unit price and total price, the unit price will be taken as reference basis in the evaluation.
5. All procurement will be subject to Calumet City contractual terms and conditions and may be contingent on the availability of client funding.
6. Calumet City reserves the right to accept or reject any quotation or stop the procurement process at any time, without assigning any reason or liability.
7. Calumet City reserves the right to accept all or part of the quotation when awarding the contract.
8. All information provided by Calumet City in RFQ No. 2026-IT-001 is subject to change at any time. Calumet City makes no certification as to the accuracy of any item and is not responsible for or liable for any reliance on or use of the information or for any claims asserted therefrom.
9. Calumet City reserves the right to require any prospective contractor to enter into a non-disclosure agreement.

10. RFQ No. 2026-IT-001 does not obligate the City to pay for any costs, of any kind whatsoever, which may be incurred by the prospective contractor or any third parties, in connection with the Response. All Responses and supporting documentation shall become the property of Calumet City.

Calumet City has zero tolerance for fraud. Fraud is any act or omission that intentionally misleads, or attempts to mislead, to obtain a benefit or to avoid an obligation. If you have concerns about potential fraud in any way related to Calumet City projects, contracts, or activities,

ANNEXES

ANNEX 1: SUBCONTRACTOR SIZE SELF-CERTIFICATION FORM

Reference Number:	Funding agency's solicitation or contract number
Project Name:	Enter full name of project
Company Name:	Full legal name
Address:	Street address
City, State, Zip:	City, State Zip
DUNS Number:	123456789
Primary NAICS Code:	Primary NAICS code
Other NAICS Codes:	NAICS code(s) under this project
Contact Person:	Name, Title
Contact Phone Number:	(555) 555-5555

Type of Entity:

If you have difficulty ascertaining the business size status, please refer to SBA's website (www.sba.gov/size) or contact your local SBA office.

Large Business Small Business Nonprofit Educational Government

If "Small Business" is checked above, and if applicable, please identify any additional small business designations under which the company qualifies. You may wish to review the definitions for the below categories in the Federal Acquisition Regulation 19.7 or 52.219-8 (www.acquisition.gov/far/) to determine applicability.

<input type="checkbox"/> Small Disadvantage Business	<input type="checkbox"/> VOSB
<input type="checkbox"/> 8(a)	<input type="checkbox"/> SDVOSB
<input type="checkbox"/> HUBZone	<input type="checkbox"/> Alaskan Native Corporation
<input type="checkbox"/> WOSB	<input type="checkbox"/> Indian Tribe

By signature below, I hereby certify that the business type and designation indicated above is true and accurate as of the date of execution of this document, and I further understand that under 15 U.S.C. 645(d), any person who misrepresents a business' size status shall (1) be punished by a fine, imprisonment, or both; (2) be subject to administrative remedies; and (3) be ineligible for participation in programs conducted under the authority of the Small Business Act.

Signature and Title

Date