

REQUEST FOR PROPOSALS

Information Technology Managed Service Provider



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Due May 1, 2025, at 4:00 PM CST

**RFP – Information Technology
Managed Service Provider**

RFP Issue Date:	4/1/2025
Questions Deadline:	4/22/2025
RFP Submission Deadline:	5/1/2025 4:00pm CST
RFP Interviews	5/15/2025 – 5/22/2025
Expected Date for MEC Selection Notification:	6/3/2025
Expected Timeframe for Contract Negotiations:	6/2025
Updates, Q&A, Pre-Proposal Meeting:	www.metroenergy/procurement

Qualified IT Professional Services Organizations are encouraged to apply.

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General Information

Objective

Metropolitan Energy Center (MEC) is seeking the services of an agency (Offeror) to provide Information Technology (IT) services under a Managed Service Provider (MSP) model on an as-needed basis. The Offeror must have the capacity to support MEC's 24-30 employees and contractors, along with demonstrated expertise in cloud systems, including but not limited to Microsoft 365, Microsoft Teams, and Salesforce. SharePoint expertise is also desirable. The Scope of Services includes endpoint management, help desk support, system administration, asset lifecycle management, and emergency response.

It is expected that this proposal will secure the IT MSP services outlined herein for the period from July 1, 2025 through June 30, 2027. Upon mutual agreement and a signed contract between MEC and the Offeror, services may be extended for two (2) additional, one (1) year periods for a maximum term of four (4) years in total.

Eligible Entities

MEC prefers to work with entities that can meet all our IT requirements.

Registered DBEs

Disadvantaged business enterprises (DBEs) currently registered with a Kansas-City-area municipality, or the states of KS or MO are encouraged to apply. Disadvantaged business means Minority-owned, Women-owned, Disability-owned, Veteran-owned, and Small-and-Local Business Enterprises.

Separable Service Contracts

MEC reserves the right to select one, two, or no service offers.

Scope of Services

Overview

The intent and purpose of this Request for Proposal (RFP) is to solicit proposals to provide an IT MSP on an as needed basis to Metropolitan Energy Center.

- A. The Offeror(s) shall furnish an IT MSP as required by MEC for the services shown in Attachment A.
- B. If during the contract period, services not listed on Attachment A are required, MEC may solicit price quotations from the Offeror(s) and add the services to the contract.
- C. There is no guarantee of any minimum number of services that may be requested during the term of the contract.

Requirements

- A. Must have in-house expertise for all the scope items listed
- B. Must provide a response to the ability to fulfill the requested Scope of Services outlined in attachment A.
- C. Must provide references from at least three (3) clients to verify expertise and support experience.

- D. Business hours for MEC are 9:00a.m. to 5:00p.m., Monday through Friday. Weekend work may be required to set up a new hire computer or to meet other periodic needs.
- E. The Offeror shall assign a single point of contact to coordinate and assist in any IT requests, if possible. The Offeror must agree to meet periodically with MEC to discuss all services, if requested.
- F. MEC will assign, and identify to the Offeror, the person(s) who are authorized to request IT Services. MEC will not pay any invoices without approval to proceed.
- G. The Offeror will be paid based on invoices submitted. Invoices shall be submitted by the Offeror to MEC monthly. The invoices should include the name of the person providing services, hours worked on each service request, a description of completed work (or not), and hourly bill rate.
- H. All work under this contract must be performed by properly trained and competent personnel must be in accordance with industry standards.
- I. The Offeror shall always be responsible for the actions and work of its IT personnel.

All-Inclusive Services

Additional work necessary to meet the terms of service under Attachment A: Scope of Services should be identified and included in Proposals.

Response Format and Proposal Requirements

General Instructions

To be considered, each Offeror must submit a response to this RFP using the format provided below. Proposals should be prepared simply and economically providing a straightforward, concise description of the Offeror's ability to meet the requirements of the RFP.

Offerors should organize Proposals into the following sections:

- A. Cover Page (identify Authorized Negotiator)
- B. Table of Contents
- C. Professional Qualifications
- D. Work History and References
- E. Proposed Work Plan
- F. Price Proposal (include in a separate file clearly marked "Price Proposal")

Proposals, including cover page and table of contents, will consist of a single electronic file responding to the narrative requirements, which may contain exhibits as necessary to illustrate past work. Each will be submitted on 8.5x11-inch page format with 11- or 12-point font in black text. No hard copy proposals will be accepted.

Any confidential or proprietary information should be readily identified, marked, and included in one (1) additional attached document, separate from the rest of the proposal (see Confidential or Proprietary Information).

Digital proposals in PDF format must be sent to Greg.Betzwieser@metroenergy.org

Criteria for Evaluation

Evaluation consists of two stages: 1. Written Proposal and 2. Interview. The table below provides the full set of Evaluation Criteria and the maximum number of points for each evaluation category.

CATEGORY	Points
PROFESSIONAL QUALIFICATIONS	15
WORK HISTORY AND REFERENCES	15
WORK PLAN	5
PRICE PROPOSAL	25
Recurring Monthly Cost	
Cost per hour for project work	
INTERVIEW	40
TOTAL	100

- A. Written Proposals. All written proposals will be evaluated by a Review Committee consisting of MEC staff and other members offering technical evaluations and assistance, as necessary. Offerors will be notified if additional information or documentation is required. All information required to complete the written proposal is provided in this RFP. Any additional information pertaining to submissions, including email and phone calls, will not be considered once the review process is under way.

The overall quality of the proposal, containing all required information in a clear and concise format, is a prevailing consideration throughout all categories. See Section below, *Proposal Contents*, for a description of the elements that should be included in the written proposal.

- B. Interview. Written proposal evaluations will determine who is invited to interview. Interviews will be conducted in person and must include members of the proposed work team. Factors to be covered in the interview and evaluated for selection will include the following.
1. An endpoint sample assessment (network and/or discovery assessment).
 2. A presentation of services and abilities to demonstrate how well the Offeror relates to the needs of MEC.
 3. Approach to data backup and recovery and ability to ensure MEC's data is secure.
 4. Cultural fit

Proposal Contents

A. Cover Page Contents

1. Full name and address of your organization and, if applicable, the branch office or other subsidiary element that will perform, or assist in performing, the work as described.
2. Name, email and phone number of proposal contact.
3. Identify the Authorized Negotiator. Provide the name, phone number, and e-mail address of the person(s) in your organization authorized to negotiate a contract with MEC.
4. List DBE certifications, if any

B. Professional Qualifications – 15 Points

1. State the full name and address of your organization and, if applicable, the branch office or other subsidiary element that will perform, or assist in performing, the work as

- described. Indicate whether it operates as an individual, partnership, or corporation. If as a corporation, include whether it is licensed to operate in the State of Missouri.
2. Include the name of executive and professional personnel by skill and qualification that will be employed in the work. Qualifications and capabilities of any subcontractors must also be included.
 3. State history of the firm, in terms of length of existence, types of services provided, etc. Identify the technical qualifications that make the firm uniquely suited for this work.
 4. Provide DBE status and certifications, if applicable. If the Offeror is certified as a DBE (KCMO preferred), give type of certification, date of certification and history. Submit evidence that the certification is current.

C. Work History and References – 15 points

The written proposal must include a summary of the Offerors demonstrated experience and success in the IT Industry. A list of three (3) client references must be provided for similar work recently done. It shall include the client's name, address, telephone number, project title, and contact person.

D. Work Plan – 5 points

Based on Attachment A: Scope of Services, provide a detailed and comprehensive description of how the Offeror intends to provide the services requested in this RFP, including process and timeline.

E. Price Proposal – 25 points

We are a nonprofit, so price is a major factor. Price proposal shall be submitted in a separate file. Price quotations are to include your best price for regular monthly services as described in your work plan, and the hourly rate for project work, and it shall include any other pricing elements that may occur in the typical operation of the services proposed. Offeror shall be capable of justifying the details of the price proposal relative to personnel costs, overhead, how the overhead rate is derived, material and time, etc.

Questions and Answers

Offerors are encouraged to submit questions in writing to Greg Betzwieser at Metropolitan Energy Center at rfp@metroenergy.org by **April 22, 2025**. MEC will try to respond to all questions publicly via an FAQ on its website, metroenergy.org/procurement.

Emails should use the subject line: "Query for IT-MSP RFP".

Proposal Submission

Written proposals must be received by **May 1, 2025, 4:00 PM CST**. MEC is not responsible for technical or transmittal issues when submitting a proposal. No exceptions for late submissions.

Only proposals sent by electronic mail will be accepted. Hard copy proposals will not be accepted. Please e-mail your proposal to rfp@metroenergy.org subject: **"IT MSP <Organization Name>"**. Proposals, including cover page and table of contents; will consist of two electronic files: a technical proposal, responding to the narrative requirements; and a price proposal. Again, Confidential or Proprietary information must be readily identified, marked, and packaged separately from the rest of the proposal. MEC requests that all materials be included as attachments

to one email. Offerors will receive an e-mail response notification of the receipt of their proposal within two business days upon submission.

Administrative Information

A. Proprietary and Confidential Information

Any restrictions of the use of or inspection of material contained within the proposal shall be clearly stated in the proposal itself. Written requests by the Offeror for confidentiality shall be submitted to MEC in advance of the proposal submission deadline, along with the proposal material. The Offeror must state specifically what elements of the proposal are to be considered proprietary and confidential.

Proprietary and confidential information must be readily identified, marked, and separated/ packaged from the rest of the proposal. Co-mingling of proprietary and confidential and other information is not acceptable. Neither a proposal in its entirety, nor proposal price information will be considered confidential and proprietary. Any information that will be included in any resulting contract cannot be considered proprietary and confidential.

B. Organizational Conflict of Interest – Requirements of this Proposal and Subsequent Contract

Any business entity or person is prohibited from being selected for a contract if the business entity or person has an “Organizational Conflict of Interest”—as described below—with regard to this solicitation and the resulting contract. Offerors should provide a brief written statement noting any conflict of interest within the “Organizational Conflict of Interest” section of the Proposal.

No person or business entity engaged by MEC to prepare the original proposal, or who has access prior to the solicitation to sensitive information related to this procurement process, including, but not limited to requirements, statements of work, or evaluation criteria, will be eligible to directly or indirectly submit or participate in the submission of a Proposal for this solicitation. MEC considers such engagement or access to be an Organizational Conflict of Interest, which would cause such business entity or person to have an unfair competitive advantage.

If MEC determines that an Organizational Conflict of Interest exists, MEC has discretionary power to cancel the contract. In the event the Contracted Offeror was aware of an Organizational Conflict of Interest prior to the signing of a contract and did not disclose the conflict to the procuring Offeror, MEC may terminate the contract for default.

C. RFP Response Material Ownership

MEC has the right to retain Offerors’ original RFP Submission and other RFP response materials for its files. As such, MEC may retain or dispose of all copies as is lawfully deemed appropriate. MEC has the right to use any or all information and material presented in reply to the RFP, subject to limitations outlined in the section, proprietary and confidential information. Offeror expressly agrees that MEC may use the materials for all lawful purposes, including the right to reproduce copies of the material submitted for purposes of evaluation, and to make the information available as required by law or regulation.

D. Binding Offer

A Proposal submitted in response to this RFP shall constitute a binding offer.

Acknowledgment of this condition shall be indicated by the signature of an officer of the Offeror legally authorized to execute contractual obligations and shall bind the Offeror to the proposal. By submitting a proposal, the Offeror affirms its acceptance of the terms and requirements of this RFP, including its attachments and appendices, without exception, deletion, or qualification - and does so without making its offer contingent. The Offeror further agrees to cooperate with MEC and expedite the contracting process upon notice of being selected.

E. Debarment and Suspension

By submitting a proposal in response to this RFP the Offeror certifies that it, its principals, and proposed sub-contractors (if any):

- Are not presently debarred, suspended, proposed for disbarment, declared ineligible, or voluntarily excluded from covered transactions by any agency.
- Have not within a three-year period preceding the Due Date of this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or Agreement under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;
- Are presently not under investigation for, indicted for or otherwise criminally or civilly charged by a governmental entity. Have not within a three-year period preceding the Due Date of this proposal had one or more public transactions (Federal, State, or local) terminated for cause or default.

If the Offeror is unable to certify any of the statements in this certification, an explanation must be provided as an attachment to the proposal. The inability of the Offeror to provide the certification will not necessarily result in disqualification of the Offeror. The explanation will be considered in connection with MEC's determination whether to select an Offeror.

F. Disclaimer

All statistical and fiscal information contained within this RFP, and any amendments and modifications thereto, reflect the best and most accurate information available to MEC at the time of RFP preparation. No inaccuracies in such data shall constitute a basis for legal recovery of damages or protests, either real or punitive, except to the extent that any such inaccuracy was a result of intentional misrepresentation by MEC.

G. IRS Form W-9

If Offeror is selected to enter into a contract with MEC, Offeror will be required to provide MEC an IRS Form W-9.

H. Licensed, Bonded, and Insured

Offeror guarantees they are licensed and insured to operate in the states of Kansas and/or Missouri to perform the duties in Schedule A, Scope of Services. Offeror guarantees they are bonded to guarantee the work being performed is delivered at its highest quality. Offeror guarantees they are insured and can provide a Certificate of Insurance to MEC.

I. Incurred Costs

Offeror assumes all costs incurred or expended during the proposal and evaluation process. MEC is not liable for any cost incurred by the Offeror prior to issuance of a legally executed contract, purchase order or other authorized acquisition document.

J. Compliance with all Federal, State and Municipal Laws and Regulations

Successful Offerors shall comply with applicable Federal, State, and local laws and regulations in the performance of all work under the resulting contract. Offeror shall obtain all Federal, State, and local permits, authorizations, and approvals as needed for all work performed under the contract.

MEC is under no obligation to fund any proposal and reserves the right to deny proposals for any reason. Proposals meeting all the program's general policy guidelines may not necessarily receive a contract. MEC reserves the right to delay any decision due to budgetary constraints.

MEC reserves the right to vary from the evaluation criteria listed within this document during the bid solicitation period as necessary or appropriate. Any modifications to evaluation criteria will be posted to MEC's website. It is the responsibility of the Offeror to check for these changes.

The Notice(s) of Selection to negotiate a contract for services is anticipated to be made in late May 2025, and Offerors will be notified of the Review Committee's determinations via email. Contract recipient(s) are expected to sign and return the contract to MEC within (four) 4 weeks of receiving the document unless otherwise noted in writing by the MEC Contract Specialist.

K. For more information

Greg Betzwieser, Contract Specialist
Metropolitan Energy Center
1 E. Armour Blvd., Suite 150
Kansas City, MO 64111
greg.betzwieser@metroenergy.org

Attachment A: Scope of Services:

1. Endpoint Management
 - a. Anti-virus and Security Policy
 - i. Replace current consumer Webroot AV
 - b. Regular Security Patching
 - c. Software updates for all applications and review of suspicious system update notices
 - d. Workflow report on computers not on the system
2. Help Desk Support
 - a. Provide Tier 1 and 2 Phone and Email Support availability for Admins and End Users
 - i. Option 1: Unlimited support hours
 - ii. Option 2: Pre-paid Support hours
 - iii. Option 3: T&M Support Hours as needed
 - iv. End User support hours require approval
 - b. Provide multi-tier support for covered systems
 - i. Windows Laptops
 - ii. Microsoft 365 Applications
 - iii. Microsoft Teams
 - iv. Salesforce (limited to integrations support—MEC has design support in place)
 - c. Provide <3hr response times for Tier 1 support
 - d. Provide remote access support availability for Admins and End Users
 - i. End User support hours require approval
3. Systems Administration
 - a. Manage Cloud Services
 - i. Onboarding and Offboarding
 - ii. Identifying and selecting M365 Licensing Levels
 - iii. Set Policy and systems configurations as needed
 - b. Maintain data connectors and notifications
 - c. Data backup health
 - i. Carbonite Backups (one defined backup to conserve storage)
 - d. Security posture advisement - acceptable level of risk
4. Asset Lifecycle Management
 - a. Provide quotes for future workstation acquisition per provided spec
 - b. Inclusive of laptops (22-28), tablets (3) and telephones (4).
5. Emergency Response
 - a. Provide <1hr response time for emergency response
 - b. Provide after-hours support
 - c. Covered events include but not limited to
 - i. Cyber events
 - ii. Infected workstations
 - iii. Ransomware

- iv. Phishing attacks
- v. Data recovery