

City of Deephaven, Minnesota

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Managed IT Services

Request for Proposals

Release Date: Monday, October 20, 2025

Due Date: Wednesday, November 12, 2025

Must be received by 2:00 p.m.

City of Deephaven
20225 Cottagewood Road
Hennepin County
Deephaven, Minnesota 55331
www.cityofdeephaven.org

INTRODUCTION:

The City of Deephaven is seeking a qualified and experienced Internet Technology (IT) service provider to manage the City's information technology needs as provided herein. Paramount will be the vendor's demonstrated ability to provide professional, timely, and expertly managed IT services with the least amount of disruption or turnover. Equally important will be the vendor's demonstrated experience working with Police Departments, including working between intergovernmental entities, such as the Bureau of Criminal Apprehension, for operational efficiency and system integration.

Qualified vendors will have experienced staff with a deep understanding of information technology and equally important, cyber security. A single vendor relationship is being sought for all of the City's IT services.

PROJECT OVERVIEW AND SCOPE

The City of Deephaven is a municipality located in the West-Metropolitan Lake Minnetonka area with a population of approximately 3,500 residents. City Hall is located at 20225 Cottagewood Road in Deephaven, and is the primary location for all IT services. The City has approximately 20 full time employees between Administration, Public Works and the Police Department. This proposal covers multiple aspects of IT services, including but not limited to:

Phones: set up, manage and maintain all IP phones and software including the recorded lines at the Police Department.

Network: ensure the goal of 24/7 uptime with alert monitoring. This service will extend to laptop computers and wireless internet in the Police Department's four patrol vehicles, and also to the internet connectivity of the City's 14 wastewater lift stations.

Servers: this includes maintenance of the City's servers. Vendors must have experience maintaining servers and familiarity with Windows, Microsoft, Banyon, and Police Video Servers.

Programs and security: oversee program hierarchy and rights for all City programs. This requires familiarity with Office 365, Sharepoint, OneDrive, Barracuda Archiver, Cerberus, Cisco Firewalls, Carahsoft, Motorola Systems and CJIS rules. Vendors will monitor system uptime for security cameras, and all software and hardware.

User Accounts: deploy and maintain user domain accounts. This requires regular updates to distribution lists and contacts, configuring user settings and preferences, managing security permissions, and appropriate policies. The Vendor will also provide and manage password resets, account termination and configuration assistance. Services will also include assigning applicable licensed software to specific users upon request.

Cybersecurity: monitor and react to daily threats using available tools. This requires familiarity with VIPRE and CrowdStrike. This will also require continued training in best practices at the Staff level.

Audio / Visual: ensure the Audio/ Visual for the City of Deephaven are up and running. This includes Council Chambers at City Hall and streaming / webcam equipment at multiple work stations. Vendors will also have experience working with video security systems, phone recording systems and other matters commonly used in public safety services provided by the Police Department.

Database Backup: maintain and ensure viability of servers and database backup software and programs. Vendor must maintain both on-site backup storage as well as cloud services for storage and retention of data.

Devices: Assist with ordering, replacement and installation of computers and other devices commonly associated with IT services. This includes desktop computers, laptop computers, patrol vehicle computers and video cameras along with a variety of other electronic devices commonly used in public safety services provided by the Police Department.

Help Desk: additional general troubleshooting not already mentioned above, including copiers, scanners, docking stations, Windows and mobile devices, TVs and other peripheral office equipment. Assistance should be available by phone and not strictly limited to an on-line ticketing system.

On site Assistance: Vendor must be willing to be on site if needed within the business day and after hours as needed in emergency situations. Additionally, Vendor will have routine on-site hours a minimum of once every month for standard check-in guidance and support.

Remote Assistance: Vendor must have ability to remote into City equipment to provide technical support and maintenance.

EXPECTED OUTCOMES

The City of Deephaven is seeking proposals for management and support of ongoing operations for IT services in scope as provided above, which includes what has already been stated, as well as:

- An all-inclusive approach for a monthly fixed cost
- Unlimited access to receive remote support 24/7/365
- Timely response to service requests with published service level targets
- 24/7/365 monitoring of system alerts, including back-up system monitoring and security operations center support
- Security system (server and PC) remote control access
- Management of Microsoft server and workstation patches and security updates
- Management of 3rd Party application patches and security updates
- Third Party software support (Microsoft applications, line of business software, Banyan, Internet Service Provider, etc)
- Single contact for all technology needs to involve third-party vendors as needed
- Management and support of cyber security, including access to an incident response team
- Address Server and Workstation issues
- Maintain and monitor Ant-Virus software
- Maintain E-Mail software

- Work with structured cabling issues
- Assist with developing strategic technology plan
- Comply with all CJIS rules and regulations and assist with Auditing
- Troubleshoot areas around technology

RFP TIMELINE, CONTACT AND PROPOSAL REQUIREMENTS

Proposals for Deephaven IT Services must be received by 2:00 p.m., Wednesday, November 12, 2025. Proposals should be emailed dmadsen@cityofdeephaven.org; or sent to:

City of Deephaven
Attn: City Administrator
20225 Cottagewood Road
Deephaven, Minnesota 55331

PROPOSAL CONSIDERATIONS

Award of the contract resulting from this RFP will be based upon the most responsive vendor whose offer will be the most advantageous to the City of Deephaven in terms of experience supporting a Police Department; and overall functionality, reliability, business alignment, cost and other factors as specified elsewhere herein.

The City of Deephaven reserves the right to reject any or all offers and discontinue this RFP process without obligation or liability to any potential vendor; award a contract for the basis of initial offers received, without discussion or requests for best and final offers; and, award more than one contract.

Vendor proposals shall be submitted in several parts as set forth below. Vendors must confine their submission to those matters sufficient to define its proposal and to provide an adequate basis for the City of Deephaven's evaluation of the Vendor's proposal. Submitted proposals should contain the following items and be organized in the following manner:

- 1) Company Overview
- 2) Executive Summary
- 3) Account Team and Technical Qualifications
- 4) IT Assessment, Managed IT Support and Services
- 5) Detailed Pricing
- 6) Evidence of Insurance
- 7) References

References: Vendors should provide three current references for which you perform similar work, preferably from a municipality with a Police Department. At least one reference should be comparable to the City of Deephaven in size and scope.

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Legal Considerations and Disclaimer:

All IT Vendors having access to the City of Deephaven Servers must submit to a fingerprint and criminal history check conducted by the Deephaven Police Department.

Nothing contained herein is intended or should be construed in any manner as creating or establishing any obligation of the City of Deephaven to contract with any participating vendor or any other third party in relation to the subject matter of this RFP or any subsequent evaluation process. The issuance of this RFP does not imply that the City of Deephaven is making an offer to do business with any RFP recipient or respondent. The City of Deephaven reserves the right to accept any complete response, or portion thereof, or to accept none of the responses. The City of Deephaven reserves the right to do business with more than one vendor and nothing contained in any oral or written communication relating to this evaluation process shall be interpreted as a contract. All proposals and subsequent information received will remain the property of the City of Deephaven and are public data subject to data requests.

The City of Deephaven reserves the right, at any time, to amend, supplement, withdraw or otherwise change this RFP or the evaluation process described herein. The City of Deephaven will not be responsible for any costs incurred by a vendor in preparing, delivering or presenting responses for this RFP. Each vendor, by participating in this evaluation process, acknowledges that it shall be solely responsible for any costs and expenses incurred by such vendor relating to its participation in this evaluation process. All transactions related to or arising from this RFP, including any contract that may arise here from, shall be governed by the laws of the state of Minnesota.