



CITY OF MCCLEARY

Request for Proposals IT Managed Services

Date of Issue: September 11, 2026

**Submission Deadline:
September 30, 2026, at
4:00 pm PDT**

Direct all inquiries concerning this RFP to:
Darrin C. Raines, darrin.raines@cityofmccleary.com,
360-495-3667

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1.0 PURPOSE AND BACKGROUND

The purpose of the Request for Proposals (RFP) is to solicit proposals for an IT Managed Services and IT Managed Security Services Provider, collectively referred to as MSP, that will work cooperatively in a partial or fully co-managed relationship with The City of McCleary' internal IT person. The City of McCleary has the following objectives for the service and seeks a partner with expertise in the following:

- Infrastructure Monitoring and Response
- Ticketing with Rapid / Timely End-User Response
- Strong Cybersecurity and Threat Monitoring, Alerting, Response, and Remediation Expertise
- Data Backup and Disaster Recovery Solution
- Microsoft 365 Expertise
- Reporting and Periodic Meetings

ORGANIZATION INFORMATION

The City of McCleary lies on the Pacific Coast of Washington in Grays Harbor County. The city has a full-time population of approximately 2040. The city operates with a Strong Mayor and City Council system of government. The city employs approximately 30 employees.

CONTRACT LENGTH

Following negotiation, the successful proposer will be asked to enter a contract with City of McCleary. The length of the contract is proposed to be 2 years, renewable to a maximum of 4 years.

2.0 GENERAL INFORMATION

REQUEST FOR PROPOSALS (RFP) DOCUMENT

The RFP is comprised of the base RFP document, any attachments, and any addenda released before contract award. All attachments and addenda released for this RFP in advance of any contract award are incorporated herein by reference.

RFP SCHEDULE

The table below shows the intended schedule for this RFP. The Contract Lead will make every effort to adhere to this schedule.

Action	Responsibility	Date and Time
Issue RFP	McCleary	Thursday, September 11, 2026
Submit Intention to Bid	Respondents	ASAP / No later than Sep 16, 2026, 4 pm
Tour Available	McCleary	Thursday, Sep 17 – Tuesday, Sep 22, 2026
Submit Proposals	Respondents	Thursday, September 30, 2026
Selection and Notification	McCleary,	October 7, 2026
Contract Award & Negotiations	Selected Finalist & McCleary	October, 2026

RFP QUESTIONS

Upon review of the RFP documents, Respondents may have questions to clarify or interpret the RFP to submit the best proposal possible. To accommodate the proposal questions process, Respondents shall submit any such questions by the above due date to Darrin C. Raines(darrin.raines@cityofmccleary.com)

Respondents will enter “Questions for McCleary MSP RFP” as the subject for the email. Question submittals must include a reference to the applicable RFP section.

Questions received prior to the submission deadline date, McCleary’s response, and any additional terms deemed necessary by McCleary will be emailed to all respondents. No information, instruction, or advice provided orally or informally by any McCleary personnel, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. Respondents shall be entitled to rely *only* on written material contained on the RFP Questions list or an official Addendum to this RFP that will be posted on the McCleary public website.

McCleary shall not be bound by informal explanations, instructions, or information given at any time by anyone on behalf of McCleary during the competitive process or after award. McCleary is bound only by information provided in this RFP and in formal Addenda.

ONSITE TOUR

Respondents wishing to arrange an onsite tour of the McCleary systems should contact Darrin C. Raines either via phone at (360-495-3667 or via email to darrin.raines@cityofmccleary.com). An onsite tour is optional and not required to submit a proposal.

INSTRUCTIONS

McCleary encourages all potential respondents to read the full RFP document, including all attachments, prior to preparing a response. In addition, Respondents shall note the following:

COST FOR PROPOSAL PREPARATION: Any costs incurred by Respondent in preparing, submitting proposals or participating in finalist interviews are the Respondent's sole responsibility; McCleary will not reimburse any Respondent for any costs incurred prior to award.

CONFIDENTIAL INFORMATION: To the extent permitted by applicable statutes and rules, McCleary will maintain confidential trade secrets that the Respondent does not wish to be disclosed. As a condition to confidential treatment, each page containing trade secret information shall be identified in boldface at the top and bottom as "CONFIDENTIAL" by the Respondent, with specific trade secret information enclosed in boxes or similar indication. Cost information shall not be deemed confidential under any circumstances. Any material labeled as confidential constitutes a representation by the Respondent that it has made a reasonable effort in good faith to determine that such material is, in fact, a trade secret. Respondents are urged and cautioned to limit the marking of information as a trade secret or as confidential so far as is possible.

DEFINITIONS, ACRONYMS AND ABBREVIATIONS

MCCLEARY: The City of McCleary

CONTRACT: A contract generally intended to cover all normal requirements for the scope of services for a specified period based on an agreed-upon price.

CONTRACT LEAD: Representative of McCleary who corresponds with potential Respondents to identify and contract with that Respondent providing the greatest benefit to McCleary and who will administer the contract for McCleary.

RFP: Request for Proposals.

PROPOSAL: A submission in response to this RFP by a responsible Respondent.

QUALIFIED PROPOSAL: A proposal submitted by a responsible Respondent that is responsive to the requirements of the RFP as outlined in this document.

RESPONDENT: Supplier, Respondent, company, firm, corporation, partnership, individual or other entity submitting a response to this RFP.

NOTICE TO RESPONDENTS REGARDING TERMS AND CONDITIONS

It shall be the Respondent's responsibility to read the Instructions, McCleary's terms and conditions, all relevant exhibits and attachments, and any other components made a part of this RFP and comply with all requirements and specifications herein. Respondents also are responsible for obtaining and complying with all Addenda and other changes that may be issued in connection with this RFP. A copy of McCleary's standard contract with terms and conditions may be requested.

If Respondents have questions, issues, or exceptions regarding any term, condition, instruction, or other component within this RFP, those shall be submitted as questions in accordance with the instructions in Section 2.3 Proposal Questions. If McCleary determines that any changes will be made because of the questions asked, then such decisions will be communicated in the form of an RFP addendum. McCleary may also elect to leave open the possibility for later negotiation and amendment of specific provisions of the Contract that have been addressed during the question-and-answer period. Other than through this process, McCleary rejects and will not be required to evaluate or consider any additional or modified terms and conditions or Instructions to Respondents submitted with Respondent's proposal document. This applies to any language appearing in or attached to the document as part of the Respondent's proposal that purports to vary any terms and conditions or Respondents' instructions herein or to render the proposal non-binding or subject to further negotiation. **By execution and delivery of a proposal in response to this Request for Proposals, Respondent agrees that any additional or modified terms and conditions, including Instructions to Respondents, whether submitted purposely or inadvertently, or any purported condition to the offer shall have no force or effect, and will be disregarded. Noncompliance with, or any attempt to alter or delete, this paragraph shall constitute sufficient grounds to reject Respondent's proposal as nonresponsive.**

If a Respondent desires modification of the terms and conditions of this solicitation, it is urged and cautioned to inquire during the question period, in accordance with the instructions in Section 2.3, about whether specific language proposed as a modification is acceptable to or will be considered by McCleary. Identification of objections or exceptions to McCleary's terms and conditions in the proposal itself shall not be allowed and shall be disregarded or the proposal rejected. By executing and submitting its proposal in response to this RFP, the Respondent understands and agrees that McCleary may exercise its discretion not to consider any and all proposed modifications a Respondent may request and may accept the Respondent's proposal under the terms and conditions in this RFP.

3.0 METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS

METHOD OF AWARD

All Qualified Proposals submitted by the due date and time will be evaluated. McCleary will select an award or awards based on the evaluation criteria outlined below. While the intent of this RFP is to award a Contract to a single Respondent for all line items, McCleary reserves the right to make separate awards to different Respondents for one or more line items, to not award one or more line items, or to cancel this RFP in its entirety without awarding a contract, if it is considered to be most advantageous to McCleary to do so. McCleary reserves the right to waive any minor informality or technicality in proposals received.

CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION

During the evaluation period—from the date proposals are submitted through the date the contract is awarded—each Respondent submitting a proposal (including its representatives, sub-contractors and/or suppliers) is prohibited from having any communications with any person inside or outside the using agency, issuing agency, other government agency office, or body (including the purchaser named above, department secretary, agency head), or private entity, if the communication refers to the content of Respondent's proposal or qualifications, the contents of another Respondent's proposal, another Respondent's qualifications or ability to perform the contract, and/or the transmittal of any other communication of information that could be reasonably considered to have the effect of directly or indirectly influencing the evaluation of proposals and/or the award of the contract. A Respondent not in compliance with this provision shall be disqualified from contract award, unless it is determined in McCleary's discretion that the communication was harmless, that it was made without intent to influence and that the best interest of McCleary would not be served by the disqualification. A Respondent's proposal may be disqualified if its sub-contractor and supplier engage in any of the foregoing communications during the time that the procurement is active (i.e., the issuance date of the procurement to the date of contract award). Only those discussions, communications or transmittals of information authorized or initiated by the issuing agency for this RFP, or general inquiries directed to the purchaser regarding requirements of the RFP (prior to proposal submission) or the status of the contract award (after submission) are excepted from this provision.

PROPOSAL EVALUATION PROCESS

McCleary shall review all Proposals to this RFP to confirm that they meet the specifications and requirements of the RFP and were submitted by the stated deadline. Only those deemed qualified proposals will be sent for evaluation by the selection committee.

- a) Proposals are requested for the scope of services as specified. McCleary reserves the right to reject any proposal based on fit, form, and function as well as cost. All information furnished in this proposal may be used as a factor in determining the award of this contract.
- b) McCleary will review and assess Qualified Proposals according to the evaluation criteria listed below.
- c) McCleary will rank all Qualified Proposals and may select a finalist group of Respondents to take part in a short interview with McCleary leadership; alternatively, McCleary may make a final selection without the need for a finalist interview. If a finalist group is needed, McCleary may request additional formal responses or submissions from any or all Finalists for the purpose of clarification or to amplify the materials presented in any part of the proposal. Finalists are cautioned, however, that McCleary is not required to request clarification and often does not. Therefore, all proposals should be complete and reflect the most favorable terms available from the Respondent. Prices proposal cannot be altered or modified as part of a clarification.

- d) Upon completion of the evaluation process, McCleary will make award(s) based on the evaluation and notify Respondents via email of the award(s). Award of a Contract to one Respondent does not mean that other proposals lacked merit, but that, all factors considered, the selected proposal was deemed most advantageous and represented the best value to McCleary. All Respondents will be notified regarding the status of their Qualified Proposal by the date of the proposed contract award in the schedule above.

PROPOSAL EVALUATION CRITERIA

McCleary staff will evaluate individual submittals in the context of the Respondent's overall capabilities, experience and the information provided in each response. Any Respondent determined to be technically unqualified, or whose submittal is deemed unresponsive, will not be considered. Proposals responding to this RFP will be evaluated on the following basis:

Response to Project Goals and Scope	40%
Fee Proposal	30%
Firm Information, Qualifications & References	25%

INTERPRETATION OF TERMS AND PHRASES

This Request for Proposals serves two functions: (1) to advise potential Respondents of the parameters of the solution being sought by the agency; and (2) to provide (together with other specified documents) the terms of the Contract resulting from this procurement. As such, all terms in the Request for Proposals shall be enforceable as contract terms in accordance with the General Contract Terms and Conditions. The use of phrases such as "shall," "must," and "requirements" is intended to create enforceable contract conditions. In determining whether proposals should be evaluated or rejected, McCleary will take into consideration the degree to which Respondents have proposed or failed to propose solutions that will satisfy the City's needs as described in the Request for Proposals. Except as specifically stated in the Request for Proposals, no one requirement shall automatically disqualify a Respondent from consideration. However, failure to comply with any single requirement may result in McCleary exercising its discretion to reject a proposal in its entirety.

4.0 PROPOSAL REQUIREMENTS & SUBMITTAL

This Section lists the requirements related to this RFP and the procedure for submitting Proposals in response to this RFP. By submitting a Proposal, the Respondent agrees to meet all stated requirements in this Section as well as any other specifications, requirements and terms and conditions stated in this RFP. If a Respondent is unclear about a requirement or specification or believes a change to a requirement would allow for McCleary to receive a better proposal, the Respondent is urged and cautioned to submit these items in the form of a question during the question-and-answer period in accordance with the RFP Instructions.

PROPOSAL PREPARATION & SUBMITTAL

Respondents shall note the following requirements for Proposal format and submittal instructions:

FORMAT: Respondents shall deliver one **(1) signed, original proposal via mail as below**. Proposals are limited to 20 pages maximum, with an additional two (2) pages maximum for the cover letter and five (5) pages maximum for any appendix.

ORGANIZATION: All Proposals shall be arranged in the following order. See below for the full requirements.

SUBMITTAL INSTRUCTIONS:

If mailing via USPS, send

to:

Proposal Submission for McCleary MSP RFP

Care Of: Darrin C. Raines

100 S 3rd Street,

McCleary, WA 98557

If sending via FedEx or UPS, send to:

Proposal Submission for McCleary MSP RFP

Care Of: Darrin C. Raines

100 S 3rd Street,

McCleary, WA 98557

IMPORTANT NOTE: It is the responsibility of the Respondent to have the proposal submitted by the specified time and date listed above. This is an absolute requirement. The original hard copy of the proposal must be postmarked by the submittal deadline. Any proposal received after the proposal submission deadline will not be accepted or evaluated. Attempts to submit a Proposal via facsimile (FAX) machine in response to this RFP will **not** be accepted.

ADDENDA: Critical updated information may be included in Addenda to this RFP. It is important that all Respondents proposing on this RFP periodically check with Darrin C. Raines at darrin.raines@cityofmccleary.com for any Addenda that may be issued prior to the proposal deadline date. All Respondents shall be deemed to have read and understood all information in this RFP and all Addenda thereto.

WITHDRAWAL OF PROPOSAL: A proposal may be withdrawn only in writing and only by the office issuing the RFP prior to the time for the opening of proposals identified on the cover page of this RFP (or such later date included in an Addendum to the RFP). A withdrawal request shall be on Respondent's letterhead and signed by an official of the Respondent authorized to make such request. Any withdrawal request made after the opening of proposals shall be allowed only for good cause shown and in the sole discretion of McCleary.

PROPOSAL CONTENTS

To ensure a uniform review process and to obtain the maximum degree of comparability, it is required that proposals are organized in the manner specified in this section. Respondent's proposal shall include the required elements outlined below, populating all attachments of this RFP that require information and including an authorized signature where requested. Additional details required for each Proposal section are listed below.

A. RFP Package must include the following components in order:

Section

1. RFP Checklist
2. Cover Letter
3. Firm Qualifications and Experience
4. Proposed Strategy and Technical Approach
5. Proposed Pricing
6. Key Personnel Experience
7. Appendices
 - b. Requested Attachments
 - c. Administrative Attachments

Section 1: RFP Checklist

Complete and submit the RFP Checklist available in Attachment A of this RFP. (Note: Respondent may recreate Attachment A so long as the content is consistent)

Section 2: Cover Letter

Provide a cover letter not exceeding two (2) pages, which is signed by an officer of the firm who is responsible for committing the firm's resources.

The cover letter should provide the following:

Respondent's name, primary contact name, business address, phone number, fax number and email address;

Name and title of the individual with responsibility for the response and who will receive correspondence regarding this RFP;

A brief statement of the Respondent's understanding of the services required and qualifications to provide MSP services;

A list of any subcontractors and reason for teaming on the RFP; also include the subcontractor's primary contact name, business address, phone number, email; and confirm that your insurance properly covers subcontractor work.

Confirmation that you and your subcontractors conduct background checks on all personnel.

Such other information as the Respondent deems appropriate.

Section 3: Firm Qualifications and Experience

In this section, Respondent shall provide firm and staff qualifications and demonstrate the firm's prior experience in delivering IT Managed Services and Managed Security Services.

Please complete and submit within this section:

Attachment B –References Sheet (Note: Respondent may recreate Attachment B so long as the content is consistent)

Section 4: Proposed Strategy and Technical Approach

In this section, Respondent shall provide the firm's proposed strategy and technical approach to meet the Scope of Work requirements outlined in Section 5 below. Specific areas of the approach that the Respondent should address include:

- Respondent's (your own) Proposal/Narrative
- Completed McCleary MSP Response Template

Section 5: Proposed Pricing

Respondents shall provide a detailed price proposal based on their approach to delivering the scope of services in this RFP. The format of the proposed pricing should adhere to the summary pricing outline in Attachment C and include Respondent's typical MSP contract outlining products and pricing in more detail. Note that McCleary is unable to accept unlimited reimbursable expenses. Any proposed reimbursable expenses must be capped in the price proposal.

Please complete and submit within this section:

- Attachment C– Pricing Proposal (Use McCleary MSP Response Template) and include any details with your regular contract pricing proposals to provide further context for the summary pricing information in the response template.
- Attachment D – Location of Workers Utilized by Respondent

Section 6: Key Personnel Experience

Respondents shall provide a summary of qualifications for key personnel and any subcontractors proposed to work on the scope of work under this contract. Summary of qualifications should not replicate details to be provided in Section 3, rather highlight how the individuals' experience is relevant for this scope of work.

- Organizational chart of Respondent and any subcontractors

- Overview of Key Personnel and qualifications (1 page with a paragraph each highlighting experience and any relevant certifications)

Section 7: Appendix Administrative Information

- Attachment - E Proof of Liability Insurance with its Limits
- Acknowledged Addenda, if applicable

5.0 SCOPE OF WORK

The following scope of work tasks have been prepared as a guide to help the interested Respondent understand the expected product from this work engagement. Items identified as required for the RFP response should be addressed in the respondent's submittal. Required and optional requirements for the study scope of work are also noted. Respondents are encouraged to provide suggestions to this scope that would improve the end product.

SCOPE

Infrastructure Monitoring and Response

- 24/7 monitoring and response for cybersecurity threats and incidents or high-severity operational failures
- 9x5 monitoring and response for help desk and other operating issues in accordance with a reasonable SLA based on severity and impact.
- Seeking an MSP with expertise to manage and monitor the Core Infrastructure, Endpoints and Microsoft 365 operating environment (see [Appendix 1](#) for details).
- Ideal candidate will agree to co-manage the Remote Monitoring and Management (RMM) solution. The RMM expected features include Monitoring and Alerting, OS & 3rd-Party Patch Management, Endpoint Policy Management, Software Packaging & Deployment, Remote Access, and Reporting.

Ticketing with Rapid / Timely End-User Response

- Ideal MSP candidate will have a web-based, on-demand Support Queue that will allow our end-users to request immediate assistance from the next available technician, and the ability for our end-users to choose a convenient time from the MSP's shared support calendar.
- Ideal MSP candidate will provide McCleary's Internal IT Support resource access to the MSP's Ticketing solution whereby tickets can be managed, routed, and reported upon. Alternatively, McCleary may elect to license their own Ticketing system and ask the MSP to leverage it or integrate into it.

Strong Cybersecurity and Threat Monitoring, Alerting, Response, and Remediation Expertise

- Seeking an MSP that demonstrates strong cybersecurity expertise, ideally with certified security professionals (e.g. [CISSP](#), [CISM](#), or equivalent) on staff and/or leveraging an MSSP partnership relationship with Managed Detection & Response (MDR) or equivalent 24/7 monitoring and immediate response capabilities, including but not limited to isolating a compromised computer for remediation and locking out suspicious users from logging in.
- MSP will configure and deploy a market-leading Endpoint Detection & Response (EDR) solution.
- MSP will minimally configure and monitor log event data from the EDR agent, Firewall, and Microsoft 365 environment.
- Ideal MSP candidate will have experience in Incident Response and Threat Hunting
- Ideal MSP candidate will operate their own and our environment in accordance with the NIST Cybersecurity Framework, AICPA SOC 2, or equivalent industry-recognized framework and have associated certification(s).

Due to the sensitive nature of public safety data within the Police and Fire departments, any Technicians assigned to the City of McCleary account must be able and willing to pass a detailed check, including fingerprinting and a criminal background record history via CJIS (Criminal Justice Information Security).

Data Backup and Disaster Recovery Solution

- Seeking an MSP that delivers reliable backup capabilities for on-premises and cloud-based backup capabilities with on-premises caching and offsite replication that allows rapid restoration of servers, services, or data.
- On-premises backup needs include backing up servers, Active Directory (properly), file shares, and SQL Server databases (properly).

On-premises backup solution should have the ability to spin up servers/services from the local cache or cloud repository.

- Cloud backup needs principally include Microsoft 365; however, the ideal solution will have capabilities for other common SaaS solutions.
- Ideal candidate will agree to co-manage the backup solution whereby McCleary purchases and owns the tenancy, and the MSP manages the process.

Microsoft 365 Expertise

- Seeking an MSP with experience in the Microsoft 365 platform, including especially Microsoft 365 Licensing, On Premise and Azure Active Directory (Entra), including policy configurations such as conditional access and Single-Sign-on and Exchange Online.
- Ideal candidate will have experience in Microsoft Teams and effective use of OneDrive and SharePoint for information management, including leveraging retention and tagging policies.
- Ideal candidate will have experience with Microsoft Intune with ability to use this solution for Endpoint Policy Management (including Mobile Devices in the future), OS Patch Management, and Software Package and Deployment Management.

Reporting and Periodic Meetings

- MSP will provide periodic reports including Security, Operations Health, and Asset Inventories, and will also conduct a regular scheduled 2-week Environment and Project Update Meeting, as well as a quarterly Account Relationship Manager meeting with the internal IT committee. For specific reports and meeting details, please see [Appendix 3](#).

[illegible]

The City of McCleary requires an MSP able to manage and/or support at a minimum one or more systems capable of providing the following functions. For some functions it is anticipated that the MSP will be providing support in a secondary capacity to the on-site technician.

If a respondents proposal requires additional information regarding systems currently in use, please contact Darrin C. Raines (darrin.raines@cityofmccleary.com)

Category	Subcategory	Function	MSP Expectation
Networking	Security	Firewall	Maintain, Modify, Support
Networking	Switching	Network Switches	Maintain, Modify, Support
Networking	Wireless	Wireless	Maintain, Modify, Support
Infrastructure	Backup	Backup Storage	Maintain, Modify, Support
Infrastructure	Virtualization	Virtualization Cluster	Maintain, Modify, Support
Productivity	Office Suite	M365	Secondary Support
Infrastructure	Configuration	Azure Entra ID	Maintain, Modify, Support
Infrastructure	Compliance	Microsoft Purview	Maintain, Modify, Support

Networking	Security	802.1x Authentication	Maintain, Modify, Support
Networking	VPN	Remote Access	Maintain, Modify, Support
Networking	Remote Connection	In Vehicle Modems	Secondary Support
Networking	Remote Connection	Verizon Private Network	Maintain, Modify, Support
Networking	VPN	Site to Site	Maintain, Modify, Support
Clients	Desktops	Desktop PCs	Secondary Support
Clients	Laptops	Laptop PCs	Secondary Support
Printing	Network Printing	Network Printers	Maintain, Modify, Support
Clients	Software	Software Issues	Secondary Support

APPENDIX 2: Statistics

The following is a set of statistics to help candidates understand the anticipated workload.

Personnel Count

The City of McCleary employs approximately 35 users. We expect that any pricing based on user counts will be adjusted based on the current count. For example, if the personnel count is reduced, we would expect to pay less for our monthly bill. For purposes of quoting, we need you to quote 110% of the current count (i.e. 47)

Workstations

The City of McCleary has approximately 40 workstations in use. We expect that any pricing based on user counts will be adjusted based on the current count. For example, if the personnel count is reduced, we would expect to pay less for our monthly bill. For purposes of quoting, we need you to quote 110% of the current count (i.e. 52)

Server Environment

The City of McCleary operates an onsite cluster of virtual machines with two physical hosts and approximately 5 Virtual Machines.

Attachments outlining what respondents must prepare for this RFP begin on the next page.

ATTACHMENT A: REQUEST FOR PROPOSAL CHECKLIST

McCleary MSP RFP Response Checklist

Section	Checklist	McCleary Use only
1	RFP CHECKLIST	
2	RFP Cover Letter	
3	Firm Qualifications and Experience References – Attachment B	
4	Proposed Strategy and Technical Approach Respondent's (your own) Proposal / Narrative	
5	Proposed Pricing Pricing Proposal – Attachment C	
6	Key Personnel Experience	
7	Appendices & Administrative Information Proof of Liability and its Limits – Attachment E (Awarded Only) Acknowledgement of Addenda (If Applicable) Location of Workers Utilized by Respondent–Attachment D	

RESPONDENT NAME:

ATTACHMENT B: REFERENCES

Respondent **must** provide a minimum of three (3) references for whom you have performed similar services as described herein. **Note:** E-mail addresses must be valid. Failure to provide a valid email may subject the Respondent's proposal to rejection. An Example of the relevant information needed is below.

Reference 1:

Client Name	
Type of Service / Scope of Work	
Performance Dates	
Contact Name	
Phone	
Email	

Reference 2:

Client Name	
Type of Service / Scope of Work	
Performance Dates	
Contact Name	
Phone	
Email	

Reference 3:

Client Name	
Type of Service / Scope of Work	
Performance Dates	
Contact Name	
Phone	
Email	

ATTACHMENT C: PRICING PROPOSAL

In addition to completing this cover sheet, Respondents shall provide a detailed price proposal based on their approach to delivering the scope of services in this RFP. Note that McCleary is unable to accept unlimited reimbursable expenses. Any proposed reimbursable expenses must be capped in the price proposal. An example format for pricing information is available below.

1-Time Cost

Total Onboarding 1-Time Cost	
Total Licensing 1-Time Cost	
Total 1-Time Cost	

Recurring Service Costs

Proposed Contract Term	
Total Monthly Recurring Cost	
Total Annual Recurring Cost	
Total Services Contract Term Cost	

Recurring Licensing Costs

Total Monthly Recurring Licensing Costs	
Total Annual Recurring Licensing Cost	
Total Licensing Contract Term Cost	

Total Contract Costs

Total Reimbursable Expenses Cap	
Total Contract Cost (1-Time + Recurring)	

Please attach a full price proposal that references the specific tasks and deliverables outlined in Section 5 – SCOPE OF WORK. The format of the price proposal is at the discretion of the Respondent and may be adjusted based on Respondents standard pricing and contract templates.

ATTACHMENT D: LOCATION OF WORKERS UTILIZED BY RESPONDENT

The Respondent shall detail the location(s) at which performance will occur, as well as the manner in which it intends to utilize resources or workers outside of the United States in the performance of this Contract. McCleary or its designee will evaluate the additional risks, costs, and other factors associated with such utilization prior to making an award. Please complete items a, b, and c below.

Will any work under this Contract be performed outside the United States?

YES	✓ NO
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If the Respondent answered “YES” above, Respondent shall complete items 1 and 2 below:

1. List the location(s) outside the United States where work under this Contract will be performed by the Respondent, any sub-Contractors, employees, or other persons performing work under the Contract:
2. Describe the corporate structure and location of corporate employees and activities of the Respondent, its affiliates or any other sub-Contractors that will perform work outside the U.S.:

The Respondent agrees to provide notice, in writing to McCleary, of the relocation of the Respondent, employees of the Respondent, sub-Contractors of the Respondent, or other persons performing services under the Contract outside of the United States

YES	NO
-----	----

Identify all U.S. locations at which performance will occur:

Grays Harbor County, WA

ATTACHMENT E: CERTIFICATION OF INSURANCE (IF AWARDED)

This section is for information only. Any respondent awarded a contract will be required to have insurance meeting the requirements below and provide proof of such before the finalization of said contract. If a respondent already has such insurance and proof thereof, they may submit such proof with response if desired.

The MSP shall provide and maintain at its sole cost and expense during the term of an Agreement, insurance coverage in accordance with best industry practices, and sufficient in any case, to protect the assets subject of an Agreement from loss due to theft, fraud, and /or undue physical damage. MSP will procure and maintain and ensure that any of its subcontractors approved pursuant to an Agreement procure and maintain insurance as follows:

Indemnification / Hold Harmless

Consultant shall defend, indemnify and hold the Public Entity, its officers, officials, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of or resulting from the acts, errors or omissions of the Consultant in performance of this Agreement, except for injuries and damages caused by the sole negligence of the Public Entity.

However, should a court of competent jurisdiction determine that this Agreement is subject to RCW 4.24.115, then, in the event of liability for damages arising out of bodily injury to persons or damages to property caused by or resulting from the concurrent negligence of the Consultant and the Public Entity, its officers, officials, employees, and volunteers, the Consultant's liability, including the duty and cost to defend, hereunder shall be only to the extent of the Consultant's negligence. It is further specifically and expressly understood that the indemnification provided herein constitutes the Consultant's waiver of immunity under Industrial Insurance, Title 51 RCW, solely for the purposes of this indemnification. This waiver has been mutually negotiated by the parties. The provisions of this section shall survive the expiration or termination of this Agreement.

A. Insurance Term

The Consultant shall procure and maintain for the duration of the Agreement, insurance against claims for injuries to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the Consultant, its agents, representatives, or employees.

B. No Limitation

The Consultant's maintenance of insurance as required by the Agreement shall not be construed to limit the liability of the Consultant to the coverage provided by such insurance, or otherwise limit the Public Entity's recourse to any remedy available at law or in equity.

C. Minimum Scope of Insurance

The Consultant shall obtain insurance of the types and coverage described below:

1. Automobile Liability insurance covering all owned, non-owned, hired and leased vehicles. Coverage shall be written at least as broad as Insurance Services Office (ISO) form CA 00 01.
2. Commercial General Liability insurance shall be at least as broad as ISO occurrence form CG 00 01 and shall cover liability arising from premises, operations, stop-gap, independent contractors and personal injury and advertising injury. The Public Entity shall be named as an additional insured under the Consultant's Commercial General Liability insurance policy with respect to the work performed for the Public Entity using an additional insured endorsement at least as broad as ISO endorsement form CG 20 26.

3. Workers' Compensation coverage as required by the Industrial Insurance laws of the State of Washington.
4. Technology Errors & Omissions (E&O)
5. Network Security (Cyber) and Privacy Insurance shall include, but not be limited to, coverage, including defense, for the following losses or services:

Liability arising from theft, dissemination, and/or use of Public Entity confidential and personally identifiable information, including but not limited to, any information about an individual maintained by the Public Entity, including (i) any information that can be used to distinguish or trace an individual's identity, such as name, Social Security number, date and place of birth, mother's maiden name, or biometric records; and (ii) any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information regardless of how or where the information is stored or transmitted.

Network security liability arising from (i) the unauthorized access to, use of, or tampering with computer systems, including hacker attacks; or (ii) the inability of an authorized third party to gain access to supplier systems and/or Public Entity data, including denial of service, unless caused by a mechanical or electrical failure; (iii) introduction of any unauthorized software, computer code, or virus causing damage to the Public Entity or any other third party data.

Lawfully insurable fines and penalties resulting from or alleging from a data breach.

Event management services and first-party loss expenses for a data breach response including crisis management services, credit monitoring for individuals, public relations, legal service advice, notification of affected parties, independent information security forensics firm, and costs to re-secure, re-create and restore data or systems.

D. Minimum Amounts of Insurance

The Consultant shall maintain the following insurance limits:

1. Automobile Liability insurance with a minimum combined single limit for bodily injury and property damage of \$1,000,000 per accident.
2. Commercial General Liability insurance shall be written with limits no less than \$2,000,000 each occurrence, \$2,000,000 general aggregate.
3. Technology Errors & Omissions (E&O) shall be written with limits no less than \$1,000,000 per claim and \$1,000,000 policy aggregate limit.
4. Network Security (Cyber) and Privacy Insurance shall be written with limits no less than \$2,000,000 per claim \$2,000,000 policy aggregate for network security and privacy coverage, \$100,000 per claim for regulatory action (fines and penalties), and \$100,000 per claim for event management services.

E. Other Insurance Provision

The Consultant's Automobile Liability and Commercial General Liability insurance policies are to contain or be endorsed to contain that they shall be primary insurance as respect the Public Entity. Any insurance, self-insurance, or self-insured pool coverage maintained by the Public Entity shall be excess of the Contractor's insurance and shall not contribute with it.

F. Acceptability of Insurers

Insurance is to be placed with insurers with a current A.M. Best rating of not less than A: VII.

G. Verification of Coverage

The Consultant shall furnish the Public Entity with original certificates and a copy of the amendatory endorsements, including but not necessarily limited to the additional insured endorsement, evidencing the insurance requirements of the Agreement before commencement of the work.

H. Notice of Cancellation

The Consultant shall provide the Public Entity with written notice of any policy cancellation within two business days of their receipt of such notice.

I. Failure to Maintain Insurance

Failure on the part of the Consultant to maintain the insurance as required shall constitute a material breach of contract, upon which the Public Entity may, after giving five business days' notice to the Consultant to correct the breach, immediately terminate the Agreement or, at its discretion, procure or renew such insurance and pay any and all premiums in connection therewith, with any sums so expended to be repaid to the Public Entity on demand, or at the sole discretion of the Public Entity, offset against funds due the Consultant from the Public Entity.

J. Public Entity Full Availability of Consultant Limits

If the Consultant maintains higher insurance limits than the minimums shown above, the Public Entity shall be insured for the full available limits of Commercial General and Excess or Umbrella liability maintained by the Consultant, irrespective of whether such limits maintained by the Consultant are greater than those required by this Agreement or whether any certificate of insurance furnished to the Public Entity evidence limits of liability lower than those maintained by the Consultant.

K. Safeguarding of Personal Information

The Consultant shall not use or disclose Personal Information, as defined in RCW 19.255.010, in any manner that would constitute a violation of federal law or applicable provisions of Washington State law. Consultant agrees to comply with all federal and state laws and regulations, as currently enacted or revised, regarding data security and electronic data interchange of Personal Information.

The Consultant shall ensure its directors, officers, employees, subcontractors or agents use Personal Information solely for the purposes of accomplishing the services set forth in the Agreement.

The Consultant shall protect Personal Information collected, used, or acquired in connection with the Agreement, against unauthorized use, disclosure, modification, or loss.

The Consultant and its sub-consultants agree not to release, divulge, publish, transfer, sell or otherwise make Personal Information known to unauthorized persons without the express written consent of Public Entity or as otherwise authorized by law.

The Consultant agrees to implement physical, electronic, and managerial policies, procedures, and safeguards to prevent unauthorized access, use, or disclosure of Personal Information.

The Consultant shall make the Personal Information available to amend as directed by Public Entity and incorporate any amendments into all the copies maintained by the Consultant or its subcontractors. Consultant shall certify its return or destruction upon expiration or termination of the Agreement and the Consultant shall retain no copies. If Consultant and Public Entity mutually determine that return or destruction is not feasible, the Consultant shall not use the Personal Information in a manner other than that permitted or authorized by state and federal laws.

The Consultant shall notify Public Entity in writing immediately upon becoming aware of any unauthorized access, use or disclosure of Personal Information. Consultant shall take necessary steps to mitigate the harmful effects of such use or disclosure. Consultant is financially responsible for notification of any unauthorized access, use or disclosure. The details of the notification must be approved by Public Entity. Any breach of this clause may result in termination of the Agreement and the demand for return of all Personal Information.

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