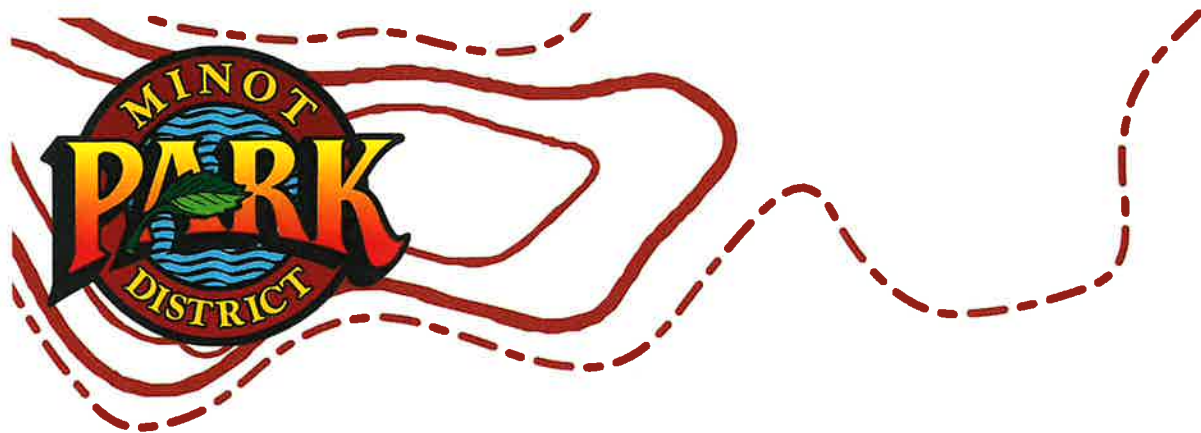




Request for Proposal

Managed IT Services

2:00 pm November 19, 2026



Minot Park District Call for Bids

Bid – “Managed IT Services”

Notice is hereby given that sealed bids will be received by Jarrod A. Olson, Director of Operations, at the Minot Park District Office, 420 3rd Ave SW, PO Box 538, Minot, ND 58702, **until 2pm November 19th, 2026**, at which time proposals will be opened and then presented to the Board of Park Commissioners on December 15th, 2026 at 5:30pm.

Envelope containing the proposal shall be plainly marked on the outside –
“Bid – “Managed IT Services”

Copies of Specifications may be obtained from the Park District Office at above address or at
www.minotparks.com

The Board of Park Commissioners reserves the right to reject any and all Bids, waive any irregularities therein, and to award the contract as they deem to be the best interest of the Minot Park District. Bidders are invited to be present at the above-mentioned time and place for the opening of the bids. Proposals will be presented to the Minot Park Board on December 15th, 2026 at 5:30pm.

Technical Questions Contact

Calyn Beckman
Director of Finance and HR
Calyn@minotparks.com
(701) 857-4136

RFP Questions

Jarrod A. Olson
Director of Operations
Minot Park District
jarrod@minotparks.com
(701) 857-4136 Office
(701) 833-7021 Cell

Minot Daily Run – October 13&20, 2026

Managed IT Services Request for Proposals

Issued by the Minot Park District

We invite qualified providers to propose comprehensive managed IT services priced primarily per covered user. This RFP describes the expected service scope and asks vendors to identify service levels, exclusions, and total costs so proposals can be compared on the same basis.

Procurement Information

RFP release date:	10/13/2026
Questions due:	11/5/2026
Proposal deadline:	11/19/2026 by 2:00 PM CST
Anticipated service start:	01/01/2027
Contact and submission method:	Calyn Beckman – calyn@minotparks.com – 701-857-4136

Send questions to the contact above; written clarifications will be shared with all invited respondents.

Organization and Pricing Basis

The organization has approximately 50 covered users at 8 locations. The environment includes approximately 55 Windows computers, 5 Apple computers, and 21 access points, 2 firewalls, and 10 switches. The organization uses Microsoft 365. These quantities are estimates for proposal comparison and will be verified during onboarding.

A covered user may use two or more assigned computers. Price all supported devices for that user under the per-user service rate and identify any additional charge for servers, shared devices, network equipment, security tools, minimum seats, or licenses. Describe how monthly counts change when users join or leave.

Required Services

Service Desk and User Support

- Provide remote support for routine issues involving accounts, devices, approved applications, printing, connectivity, and collaboration tools. Provide estimated response times as well.
- Provide onsite support when remote work cannot resolve an issue. State coverage area, hours, dispatch process, and travel charges. Provide estimated response times as well.
- Use a ticketing system with requester updates, escalation, closure notes, and accessible ticket history.
- Labor to replace routine hardware and install new computers, switches, and access points within the managed environment will be included in the base fee. Hardware purchases require written approval and are separately billed. Anything outside of the base contract will be separately approved and billed.
- Provide quarterly reviews covering ticket trends, device health, security issues, lifecycle recommendations, and planned improvements.

Device and Network Management

- Deploy remote monitoring and management software to all supported devices where technically appropriate; disclose exceptions and how they will be managed.
- Monitor workstations, servers, access points, firewalls, network switches, and routers for health, availability, capacity, failures, and approaching end of support or end of life.
- Separately price options (if not included in base) for backup and disaster recovery, include information on backup frequency, retention and restore testing procedures.
- Apply and verify supported Windows, Apple, Microsoft application, and device firmware updates using a documented schedule, testing approach, and escalation path for failed updates.

- Configure alerts for abnormal resource use, failing hardware, unavailable services, and suspicious or unwanted software; investigate and remediate alerts within the proposed service levels.
- Maintain an asset inventory and recommend replacements or upgrades before aging equipment creates avoidable outages or security exposure.

Software and Security Management

- Provide endpoint detection and response and DNS or web content filtering for covered endpoints. Describe product names, coverage, alert triage, response, reporting, and licensing.
- Administer Microsoft 365, including user and policy changes, review of newly available security controls, and recommended configuration changes subject to organization approval.
- Provide an email protection or spam filtering service beyond the base Microsoft 365 configuration; describe its capabilities and any overlap with existing licenses.
- Provide security awareness training for staff with email accounts. Describe cadence, course format, enrollment, and completion reporting.
- Provide incident handling, including notification, escalation and response responsibilities.
- Assist with documentation requested for cyber insurance questionnaires by reporting controls implemented. Do not represent that coverage or eligibility is guaranteed.
- Assist in completing an IT Risk Assessment as a requirement for the annual audit.
- Describe your approach to security management processes such as multifactor authentication, privileged account access and other vulnerability management. Identify what is included in the base and what will be an additional cost.

Service Boundaries and Approvals

Identify any exclusions clearly. Work outside the described managed service scope, such as security camera upgrades or new network cable runs, must be estimated and approved in writing before it is billed. State hourly rates for excluded work and whether any minimum charges apply. Onsite work within Minot must be included for all work inside the managed services scope.

Describe how you request approval for hardware, licenses, and projects; provide separate line items for materials, third-party subscriptions, labor, and travel. Do not assume that this RFP authorizes a purchase or scope change.

Vendor Response Requirements

Organize your proposal using the sections below. For each required service, mark it as included, included with a stated condition, or excluded, and explain any material deviation.

Section	Information to provide
Company and team	Business overview; primary support location; assigned account and technical contacts; relevant managed service experience; two comparable client references.
Service delivery	Supported platforms and equipment; monitoring and patch approach; help desk hours; severity definitions; response and restoration targets; onsite coverage and escalation.
Security	EDR, DNS filtering, email protection, awareness training, Microsoft 365 administration; incident handling; reports; subcontractors and access safeguards.
Onboarding and exit	Discovery steps, deployment schedule, migration or setup fees, responsibility for documentation and credentials, and transfer of data and access at contract end.
Scope exceptions	Excluded activities, device limits, supported inventory assumptions, project rates, travel policy, and change approval process.
Commercial terms	Annual service agreement; renewal and cancellation terms; annual increases; insurance coverage; material assumptions.

Price Schedule

Quote your base managed services price per covered user per month for the initial 12-month agreement and for each of the next two 12-month renewal periods. State whether the renewal prices are firm or are an estimate and identify any conditions that could change them.

Using 50 covered users and the equipment described above provide the total monthly and annual cost for each period. Itemize every additional recurring charge needed to provide your proposed services, including security tools, licenses, etc. Identify what is included in the base rate. Price backup and disaster recovery separately if they are not included.

List any one-time onboarding fees, minimum user counts or monthly charges such as Microsoft 365, hardware markups, rates for work outside the managed services scope. Explain how billing changes when users are added or removed. Quote before applicable taxes and identify any promotional rates and when they expire.

If you use a billing model other than a per-user rate, provide the same monthly, annual, and three-year totals for the stated environment so proposals can be compared.

Selection and Next Steps

Proposals will be evaluated for completeness of service coverage, support and security capabilities, responsiveness, transition approach, references, clear contract terms, and total cost over three years. The organization may request interviews, clarifications, or revised pricing before selecting a provider. Submission of a proposal does not obligate the organization to award a contract or reimburse proposal costs.

RFP Submission

Envelope containing the proposal shall be plainly marked on the outside – **“Bid – “Managed IT Services”**

Minot Park District Office, 420 3rd Ave SW, PO Box 538, Minot, ND 58702, **until 2pm November 19th, 2026**, at which time proposals will be opened, Reviewed and then presented to the Board of Park Commissioners on December 15th, 2026 at 5:30pm.

Pricing valid at a minimum through 2/1/2027. Direct all questions to Director of Finance, Calyn Beckman at 701-857-4136 or calyn@minotparks.com.