

OGEMAW COUNTY
REQUEST FOR PROPOSALS (RFP)
CONTRACTED INFORMATION TECHNOLOGY (IT) SERVICES

Ogemaw County, Michigan

Proposal Submission Deadline: October 30, 2026

Contract Type: Professional Information Technology Services

1. PURPOSE

Ogemaw County is soliciting sealed proposals from qualified Information Technology (IT) firms or independent contractors to provide comprehensive technology support, maintenance, cybersecurity, network administration, and technical assistance for County departments and facilities.

The County seeks a qualified IT service provider capable of delivering both remote technical support and a minimum of one (1) regularly scheduled on site service day per week, along with additional on site assistance when necessary.

The purpose of this Request for Proposals is to establish a reliable, secure, responsive, and cost-effective IT service arrangement that supports County operations, protects confidential information, ensures continuity of government services, and maintains accountability for County technology systems.

2. SCOPE OF SERVICES

The selected Contractor shall provide comprehensive IT services, including, but not limited to, the following:

A. Remote IT Support

1. Provide remote technical support to authorized County employees and departments during established business hours.
2. Maintain the capability to securely access County computers, servers, networks, and other authorized systems remotely for troubleshooting and maintenance.
3. Diagnose and resolve hardware, software, network, email, and connectivity issues.
4. Provide remote installation, configuration, and updates of approved software and security applications.
5. Assist with employee account access, password resets, and technical support requests.
6. Maintain a help desk or designated support contact through telephone, email, or an electronic ticketing system.
7. Provide remote emergency assistance for critical system failures, cybersecurity incidents, and service interruptions.
8. Ensure all remote access is secured through approved authentication, encryption, and access-control methods.

B. Required Weekly Onsite IT Services

The Contractor shall provide a minimum of one (1) full business day per week onsite at Ogemaw County facilities, during regularly scheduled County business hours.

Onsite services shall include:

1. Troubleshooting and repairing computers, printers, scanners, servers, networking equipment, and other technology devices.
2. Performing routine preventive maintenance and system inspections.
3. Installing, configuring, replacing, and maintaining County-approved technology equipment.
4. Assisting County departments with technology issues that cannot be resolved remotely.
5. Inspecting and maintaining network infrastructure, wireless connections, and related equipment.
6. Coordinating technology upgrades, installations, and equipment replacements.
7. Meeting with the County Administrator or designated County representative to review outstanding IT concerns, upcoming projects, and technology needs.
8. Providing onsite technical support for other County technology-related matters as directed.

The regularly scheduled onsite service day shall be coordinated with the County Administrator. Any changes to the established schedule shall require prior County approval. Additional onsite services may be requested by the County when necessary.

3. NETWORK AND SYSTEM ADMINISTRATION

The Contractor shall be responsible for supporting and maintaining County technology infrastructure, including:

1. County servers, computers, workstations, and network equipment.
2. Internet connectivity, firewalls, routers, switches, and wireless networks.
3. Microsoft 365, email systems, user accounts, and applicable licensing.
4. Data storage, file-sharing systems, and backup solutions.
5. Network performance monitoring and troubleshooting.
6. Software installation, updates, patches, and system compatibility.
7. Coordination with third-party software vendors and technology service providers.
8. Technical support for County departments utilizing specialized governmental software systems.
9. Maintenance of an accurate inventory of County technology assets.

The Contractor shall coordinate with existing vendors and service providers when necessary to maintain system functionality and minimize disruptions.

4. CYBERSECURITY AND DATA PROTECTION

The selected Contractor shall assist Ogemaw County in maintaining appropriate cybersecurity safeguards to protect County systems, confidential records, and sensitive information.

Responsibilities shall include:

1. Monitoring systems for security vulnerabilities and potential threats.
2. Maintaining appropriate antivirus, endpoint protection, firewall, and security software.
3. Implementing timely security updates and patches.
4. Supporting multifactor authentication and secure remote access.
5. Reviewing and recommending appropriate user access permissions.

6. Ensuring that administrative accounts and passwords are properly secured.
7. Monitoring backup procedures and periodically testing data restoration capabilities.
8. Assisting with cybersecurity incident response and recovery.
9. Recommending improvements to cybersecurity policies, procedures, and infrastructure.
10. Maintaining the confidentiality of all County information and records.

All County administrative accounts, passwords, software licenses, system configurations, and technology documentation shall remain under the ownership and control of Ogemaw County. The Contractor shall not establish exclusive control over County systems or restrict authorized County representatives from accessing County-owned technology resources.

5. IT GOVERNANCE AND ACCOUNTABILITY

The selected Contractor shall operate under the direction of the County Administrator or an authorized County representative.

The Contractor shall:

1. Obtain County approval before purchasing equipment, software, subscriptions, or licensing.
2. Obtain prior approval before implementing significant system changes, network modifications, or technology upgrades.
3. Maintain documentation of network configurations, system access, licenses, warranties, and equipment.
4. Provide the County with current administrative credentials and access information through an approved secure process.
5. Ensure County technology accounts and subscriptions are registered under County-controlled accounts whenever possible.
6. Do not make unauthorized changes to County systems or technology agreements.
7. Provide transparency regarding third-party vendors, service contracts, recurring charges, and technology expenditures.
8. Cooperate with County administration and any designated IT oversight committee regarding technology policies, purchasing, and security.

6. SERVICE RESPONSE REQUIREMENTS

The Contractor shall demonstrate the ability to respond promptly to service requests and critical technology issues.

Proposals shall identify the Contractor's guaranteed response times for the following categories:

Service Priority Description Required Proposed Response

Critical Countywide system outage, cybersecurity incident, or failure affecting essential public safety operations. Contractor to specify

High Major departmental system failure or interruption of essential services. Contractor to specify

Routine Computer, printer, software, or individual user issues. Contractor to specify

Scheduled Preventive maintenance, installations, upgrades, and general IT projects. Contractor to specify

The Contractor shall provide an emergency contact method for critical technology failures outside normal County business hours.

7. REPORTING REQUIREMENTS

The Contractor shall provide a monthly written IT services report to the County Administrator, including:

1. Summary of remote and onsite services performed.
2. Number and nature of service requests received and resolved.
3. Outstanding technical issues require attention.
4. Identified cybersecurity concerns or vulnerabilities.
5. Equipment repairs, replacements, and maintenance performed.
6. Recommendations for technology improvements.
7. Anticipated technology expenditures and upcoming projects.
8. Summary of additional services performed outside the regular contract scope.

8. CONTRACTOR QUALIFICATIONS

Proposals shall include:

1. Company name, address, telephone number, and primary contact information.
2. Description of the firm's qualifications, experience, and technical capabilities.
3. Experience providing IT services to county governments, municipalities, public safety agencies, or similar organizations.
4. Qualifications and certifications of personnel assigned to Ogemaw County.
5. Description of remote support capabilities and procedures.
6. Confirmation of availability for one full onsite service day each week.
7. Description of emergency response procedures and after-hours availability.
8. At least three professional references, preferably from governmental or public-sector clients.
9. Description of cybersecurity practices and data protection procedures.
10. Proposed pricing and a detailed explanation of services included.

9. PROPOSAL PRICING

Contractors shall provide a detailed fee schedule identifying all proposed charges.

Service Proposed Cost

Monthly remote IT support \$ _____

Weekly onsite services (one full business day) \$ _____

Combined monthly contract fee \$ _____

Proposals clearly identify any additional fees, travel charges, minimum service charges, software costs, licensing expenses, or other exclusions.

The County prefers a predictable monthly contract fee that covers routine remote support and the required weekly onsite services.

10. INSURANCE AND CONFIDENTIALITY

The successful Contractor shall provide proof of appropriate liability insurance at the time of contract signing, including commercial general liability and applicable professional liability or technology errors and omissions coverage, as required by the County.

The Contractor and assigned personnel shall maintain strict confidentiality regarding County records, employee information, law enforcement information, financial records, passwords, and other protected data.

The Contractor shall comply with applicable federal and Michigan laws governing confidentiality, cybersecurity, and protection of governmental information.

Any access to criminal justice information systems or other restricted systems require applicable authorization and compliance with relevant security requirements.

11. CONTRACT TERMS

1. The contract shall be for a period determined by the Ogemaw County Board of Commissioners.
2. Contract renewal shall be subject to satisfactory performance, availability of funding, and County approval.
3. The Contractor shall not subcontract services without the County's prior written authorization.
4. All technology purchases and expenditures outside the approved contract require prior authorization.
5. The Contractor shall maintain appropriate documentation and provide access to County-owned technology information upon request.
6. Upon termination of the contract, the Contractor shall cooperate in transferring all County technology records, credentials, configurations, licenses, and related information to the County or its designated successor.
7. The County reserves the right to terminate the contract in accordance with the final executed agreement.

12. PROPOSAL EVALUATION AND SELECTION

Ogemaw County will evaluate proposals based on:

- Qualifications and experience providing governmental IT services.
- Technical expertise and cybersecurity capabilities.
- Ability to provide reliable remote support and weekly onsite services.
- Availability and responsiveness during emergencies.
- Cost and overall value of services.
- References and demonstrated service reliability.
- Commitment to transparency, documentation, and County control of technology systems.

Ogemaw County reserves the right to interview prospective contractors and request additional information before awarding a contract.

13. SUBMISSION OF PROPOSALS

Sealed proposals must be clearly marked:
"RFP – OGEMAW COUNTY CONTRACTED IT SERVICES"

Proposal Deadline: October 30, 2026
Submission Time: 4:30 pm.
Proposals shall be submitted to:

Ogemaw County Administrator's Office
806 W. Houghton Avenue
West Branch, MI 48661 or zyskf@ocmi.us

14. RESERVATION OF RIGHTS

Ogemaw County reserves the right to reject any or all proposals, waive informalities, request clarification, negotiate contract terms, and award a contract that is determined to be in the best interests of the County.

The lowest-priced proposal shall not necessarily be selected.

Issuance of this Request for Proposals does not oblige Ogemaw County to award a contract or reimburse any costs incurred in preparing a proposal.