



Request for Proposal

For

Information Technology Services

Bid Number FY26-03

BIDS DUE NO LATER THAN 11:00 AM ON MONDAY, SEPTEMBER 22, 2025

City of Waycross

Purchasing Department
Attn: Mamie Jackson, Purchasing Manager
417 Pendleton Street
Waycross, GA 31501

1. Introduction

The City of Waycross employs just over 200 personnel and operates across eight facilities with established network connectivity. The City's IT infrastructure includes approximately 100 desktop computers and a combination of physical and virtual servers, primarily located at City Hall, supported by local backup solutions. The Police Department maintains a separate server environment to support its operations, including the routine storage and management of high-volume body camera footage.

2. Background

The City of Waycross employs a little over 200 employees and operates out of eight facilities with network connectivity. Our infrastructure includes approximately 100 PCs, multiple physical and virtual servers—primarily housed at City Hall—with local backup solutions currently in place. Additionally, the Police Department maintains its own server environment and regularly downloads and stores high-volume body camera footage.

The City provides essential public services 24 hours a day, 365 days a year—including police, fire, and emergency response—making a reliable and secure IT infrastructure critical to operational continuity. The City has designated an internal IT liaison to serve as the primary point of contact and to coordinate all technology-related communications and activities throughout the duration of the engagement.

3. Scope of Services

We are seeking a vendor that can provide a full suite of managed IT services including, but not limited to:

A. Infrastructure & Server Support

- Monitoring, maintenance, and patching of servers located at City Hall and the Police Department
- Active Directory, DNS, DHCP, and file storage management
- Virtualization management (e.g., VMware, Hyper-V)

B. Network & Hardware Management

- Monitoring and support for network devices (routers, switches, firewalls)
- VPN and secure remote access configuration and support
- Support for approximately 100 desktop PCs and peripherals

C. Cybersecurity

- Firewall configuration and monitoring
- Endpoint detection and response (EDR) tools

- Threat detection and incident response planning
- User awareness training and simulated phishing

D. Backup & Disaster Recovery

- Implementation and management of a secure, cloud-based backup solution
- Disaster recovery planning and testing
- Protection of critical data including body camera footage and operational files

E. Helpdesk & End-User Support

- On-demand helpdesk services for all departments
- Remote and on-site troubleshooting and support
- Defined SLAs for issue response and resolution

F. Strategic Consultation & Bi-Monthly Site Visits

- Scheduled bi-monthly in-person meetings with our IT liaison to review systems, address challenges, and plan improvements
- Strategic advice on system upgrades, security, and modernization

4. Proposal Requirements

Interested vendors must include the following:

- Company background, certifications, and qualifications
- Description of services and support model
- Staff structure and key personnel assigned to our account
- Technical tools and platforms used (ticketing, monitoring, backup, etc.)
- Service Level Agreements (SLAs)
- Proposed fee structure (fixed monthly, hourly, etc.)
- At least three references from clients of similar size or municipal scope
- Certificate of insurance and sample contract/terms

5. Evaluation Criteria

The following criteria will be used to evaluate proposals:

| Criterion | Weight |
|--------------------------------------|--------|
| Experience with municipal clients | 25% |
| Technical capacity and support model | 25% |
| Cybersecurity and backup approach | 20% |

| | |
|------------------------------------|-----|
| Cost and value | 20% |
| References and client satisfaction | 10% |

6. Submission Instructions

Submission Deadline: September 22, 2025, at 11:00 am

Send Proposals To:

Mamie Jackson-Purchasing Manager

City of Waycross

417 Pendleton Street

Waycross, GA 31501

Electronic submissions will not be accepted

7. Timeline

| Event | Date |
|-----------------------------------|---------------------------------|
| RFP Released | August 20, 2025 |
| Pre-bid Meeting | September 4, 2025, at 10:00 am |
| Questions Due from Vendors | September 9, 2025 |
| City Responses to Questions | September 12, 2025 |
| Proposal Submission Deadline | September 22, 2025, at 11:00 am |
| Vendor Interviews (if applicable) | Week of September 29, 2025 |
| Vendor Selection | October 7, 2025 |
| Service Start Date (anticipated) | November 3, 2025 |

8. Terms & Conditions

- The City reserves the right to reject any or all proposals.
- All responses become public record under Georgia Open Records laws.
- The selected vendor must enter into a service agreement including confidentiality, data security, and insurance provisions.
- The City is not responsible for proposal preparation or submission costs.