

**Southwest Iowa Planning Council
Request for Proposals
Managed Information Technology Services**

1. Introduction & Background

Southwest Iowa Planning Council (SWIPCO) is soliciting proposals from qualified firms to provide comprehensive managed information technology (IT) services. The intent of this RFP is to identify a vendor capable of delivering reliable, secure, and responsive IT support for day-to-day operations, infrastructure management, and strategic technology needs.

SWIPCO currently utilizes an external IT service provider and is seeking proposals for comparable services under a new contract term. The current service provider is Anatomy IT. Telephone (VOIP) and scan/copy/print services are provided by Access Systems, and are not a part of this RFP. SWIPCO's websites are managed internally with assistance from Fusebox Marketing. Security cameras and electronic door locks are managed by Feld Security. Internet service is provided via Mediacom (cable) and for redundancy also via NishnaNet (wireless point to point).

SWIPCO is an Iowa council of governments, which is an intergovernmental entity that provides services on behalf of its member cities and counties. These are the counties and cities in the area of Harrison, Shelby, Pottawattamie, Cass, Mills, Montgomery, Fremont, and Page Counties. Public transit via our Southwest Iowa Transit Agency (SWITA) is our largest and most visible service. It includes 100 transit vehicles. We also provide planning, grant writing/grant administration, disaster recovery, housing rehab, and many other services.

Our primary location is in Atlantic where the majority of office staff are located (approximately 20). This is where the servers are physically located. We also have a satellite facility in Council Bluffs with limited IT needs. There are currently 3 fully remote employees, and approximately 5 staff with varying levels of hybrid work. Approximately 70 staff are public transit drivers who are located throughout the region and primarily interact with the agency via company iPads or via phone. Besides iPads, the office operates PCs almost exclusively, split roughly evenly between desktop PCs and laptops. Most, but not all, are Dells.

The office operates the typical Microsoft Office programs—Outlook is the mail service, Excel, Word, and PowerPoint are all utilized. The transit system utilizes a scheduling and dispatching software called Paraplan. However, this software is being phased out by the developer and SWIPCO is actively seeking its replacement. SWIPCO's housing department uses a project management software called OneRoof managed by Travis Systems. Planning staff use ESRI ArcGIS mapping software. Network shared drives/folders are utilized as are VPN connections.

2. Scope of Services

Potential vendors should clearly describe their approach, staffing, tools, and experience for each of the following service areas.

A. Help Desk & End-User Support

- Remote and on-site technical support for staff
- Troubleshooting of hardware, software, and connectivity issues
- Support for desktops, laptops, mobile devices, and peripherals
- Defined response and resolution timeframes
- Ticketing and issue tracking system

B. Network & Infrastructure Management

- Monitoring and maintenance of servers, workstations, and network devices
- Management of firewalls, switches, routers, and wireless access points
- Patch management and system updates
- Performance monitoring and issue prevention

C. Cybersecurity Services

- Antivirus and endpoint protection management
- Firewall configuration and monitoring
- User access and permission management
- Management of virtual private network access
- Security updates and vulnerability mitigation
- Incident response support for cybersecurity events
- Annual audits of cybersecurity and assistance with reporting

D. Data Backup & Disaster Recovery

- Automated backup solutions for servers and critical systems
- Secure off-site or cloud-based storage
- Backup testing and verification
- Disaster recovery planning and restoration support

E. Cloud & Software Support

- Support for Microsoft 365 productivity platforms
- Email administration and troubleshooting
- Cloud storage and collaboration tools
- Licensing guidance and management

F. IT Planning & Advisory Services

- Technology planning and budgeting assistance
- Hardware and software procurement recommendations
- Lifecycle management of IT assets

- Participation in periodic IT review or strategy meetings

G. On-Site Support

- Regularly scheduled as well as on-call on-site services as required
- Emergency response availability
- Travel and on-site expectations should be clearly defined

*Travel to Atlantic, Iowa and Council Bluffs, Iowa is expected

3. Service Levels & Performance Standards

Proposals shall include:

- Guaranteed response times by issue severity
- Normal business hours and after-hours support availability
- Escalation procedures
- Performance reporting and communication methods

4. Vendor Qualifications

Respondents shall provide:

- Company background/History
- Experience providing similar services to organizations of comparable size
- Relevant certifications and technical credentials
- Description of assigned staff and roles
- At least three references from current or recent clients

5. Pricing Structure

Proposals should clearly describe pricing, including:

- Monthly or annual managed services fees
- Hourly rates for out-of-scope or project work
- On-site service charges, if applicable
- Any optional or add-on services
- Assumptions and exclusions

Pricing should be transparent and suitable for budget planning. For budgeting purposes and to be able to fairly compare vendors, a three-year contract period should be used in proposals.

6. Contract Term & Conditions

- Proposed initial contract term (anticipate 3 years)
- Renewal options

- Termination provisions
- Insurance and liability requirements
- Confidentiality and data protection obligations

7. Proposal Submission Requirements

Proposals shall include:

- Executive summary
- Detailed response to the scope of services
- Service level commitments
- Implementation Timeline (assume March 26, 2026 proposal approval, July 1, 2026 full implementation)
- Pricing proposal
- References
- Any standard contract terms or service agreements

8. Evaluation Criteria

Proposals will be evaluated based on:

- Ability to provide the required services
- Relevant experience and qualifications
- Service approach and responsiveness
- Cost and overall value
- References and past performance

9. Submission

Vendor's Understanding of the RFP

In responding to this RFP, the vendor accepts full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to SWIPCO as necessary to gain such understanding. SWIPCO reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, SWIPCO reserves the right to determine, at its sole discretion, whether the vendor has demonstrated such understanding. That right extends to cancellation of award, if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to SWIPCO.

Good Faith Statement

All information provided by SWIPCO in this RFP is offered in good faith. Individual items are subject to change at any time. SWIPCO makes no certification that any item is without error. SWIPCO is not responsible or liable for any use of the information or for any claims asserted there from.

Communication

Verbal communication shall not be effective unless formally confirmed in writing by a specified procurement official in charge of managing this RFP process. In no case shall verbal communication govern over written communication.

Vendors' Inquiries. Applicable terms and conditions herein shall govern communications and inquiries between SWIPCO and vendors as they relate to this RFP. Inquiries, questions, and requests for clarification related to this RFP are to be directed in writing (mail, email) to:

SWIPCO

1501 SW 7th. St.

Atlantic, IA 50022

Attention: John McCurdy

Telephone: (712) 243-4196 ext 222

E-mail: john.mccurdy@swipco.org

Informal Communications shall include, but are not limited to requests from/to vendors or vendors' representatives in any kind of capacity, to/from any SWIPCO employee or representative of any kind or capacity for information, comments, speculation, etc. Inquiries for clarifications and information that will not require addenda may be submitted verbally to the named above at any time.

Formal Communications shall include, but are not limited to:

Questions concerning this RFP must be submitted in writing and be received prior to February 13, 2026 at 5:00pm.

Pre-proposal availability: SWIPCO staff will schedule one on one appointments with vendors upon request and subject to staff availability between 8:00 a.m. and 5:00pm, with available dates between January 19 and February 13, 2026. SWIPCO **strongly** encourages vendors to take advantage of this discovery period.

Errors and omissions in this RFP and enhancements. Vendors shall recommend to SWIPCO any discrepancies, errors, or omissions that may exist within this RFP. With respect to this RFP, vendors shall recommend to SWIPCO any enhancements, which might be in SWIPCO's best

interests. These must be submitted in writing and be received prior to February 13, 2026 at 5:00pm.

Inquiries about technical interpretations must be submitted in writing and be received prior to February 13, 2026 at 5:00pm. Inquiries for clarifications/information that will not require addenda may be submitted verbally to SWIPCO at any time during this process.

Addenda: SWIPCO will make a good-faith effort to provide a written response to each question or request for clarification that requires addenda by February 13, 2026 at 5:00pm. All questions (with identifying information removed), answers, and addenda will be shared with all recipients via our website (www.swipco.org).

SWIPCO reserves the right to not respond to any questions or requests for clarification that require addenda if received by SWIPCO after February 13, 2026.

Timeline

RFP Released:	January 16, 2026
SWIPCO Availability Period:	January 19-February 13, 2026
Written Questions Due:	5:00pm, February 13, 2026
Responses to Questions Posted (NLT):	5:00pm, February 20, 2026
Proposals Due:	11:59pm, March 1, 2026
Interviews/Presentations:	March 4-10, 2026
Final Negotiations (if necessary):	March 23-25, 2026
Selection of Vendor:	March 26, 2026

Proposals may be mailed or otherwise delivered to SWIPCO's address listed above. Regardless of delivery method, proposals must be at SWIPCO prior to the deadline to be considered. Alternatively, proposals may be emailed as a .pdf file, prior to the deadline. If emailed, the proposals shall be emailed to **both** SWIPCO's general mailbox, swipco@swipco.org, and to john.mccurdy@swipco.org.