

REQUEST FOR PROPOSALS
TECHNOLOGY MANAGED SERVICE
City of Hickman, Nebraska

The purpose of this Request for Proposals (RFP) and resulting contract is to acquire technology support, equipment installation and maintenance, networking oversight, cybersecurity, and future planning of technology needs for the municipality of the City of Hickman, Nebraska for a contract period of one year.

Technology firms desiring to contract with the City of Hickman for Technology Managed Services shall submit their proposal by email no later than September 10, 2026 to: City of Hickman, Kelly Oelke, City Administrator, koelke@hickman.ne.gov

To be considered, an electronic version of your proposal must be received by 5:00 PM on September 10, 2026. The City of Hickman reserves the right to reject any or all proposals submitted.

All questions regarding this Request for Proposals, or process, should be directed to Kelly Oelke, City Administrator, at koelke@hickman.ne.gov.

To provide for ease, uniformity, and fairness in the evaluation proposals, it is required that your proposal conform in all respects to the specifications outlined in this document and attached exhibits.

The successful firm must agree to carry professional liability insurance, including errors and omissions, in the amount not less than \$1,000,000 and shall deliver Certificates of Insurance to the City of Hickman specifying such limits, and such certificates shall become part of the contract. In addition, the insurer shall agree to give a minimum of thirty (30) days' notice, prior to the decision to cancel coverage.

The firm shall irrevocably transfer, assign, set over, and convey to the City of Hickman all rights, title, and interest, including the sole exclusive and complete copyright interest, in all copyrightable works created pursuant to the contract. The firm further agrees to execute such documents as the City of Hickman may request to affect such transfer or assignment. Further, the firm agrees that the rights granted to the City of Hickman by this paragraph are irrevocable. The firm's remedy in the event of termination of or dispute over any agreement entered because of this Request for Proposals shall not include any right to rescind, terminate, or otherwise revoke or invalidate in any way the rights conferred pursuant to the revisions of this paragraph. Similarly, no termination of any agreement entered into because of this Request for Proposals shall have the effect of rescinding, terminating, or otherwise invalidating the rights acquired pursuant to the provisions of this paragraph.

The City of Hickman reserves the right to reject any or all proposals and to waive any irregularities or informalities.

The City of Hickman wishes to thank you for your time and efforts in preparing the proposal.

Sincerely,

Kelly Oelke, CPM
City Administrator

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The City of Hickman is soliciting the services of qualified technology firms to provide technology support, equipment installation and maintenance, networking oversight, cybersecurity, and future planning of technology needs for the municipality.

Time Requirements

The following is a list of key dates up to and including the date proposals are due to be submitted:

Request for proposals issued	08/10/2026.
Due date for proposals	09/10/2026.
Committee recommendation to Council	10/27/2026.
Contract date	01/01/2027.

There is no expressed or implied obligation for the City to reimburse responding firms for any expenses incurred in preparing proposals in response to this request. Such costs shall not be included in the proposals.

Any inquiries concerning the Request for Proposal should be addressed directly to Kelly Oelke, City Administrator. The required method is via email at koelke@hickman.ne.gov. Any additional information provided in response to inquiries will be provided to all firms.

Nature of Services Required

The City of Hickman is soliciting the services of qualified technology firms to provide technology support, equipment installation and maintenance, networking oversight, cybersecurity, and future planning of technology needs for the municipality.

Description of the City of Hickman, Nebraska

The City of Hickman is located in Lancaster County, just ten minutes south of Lincoln, Nebraska. The city is six miles east of U.S. Highway 77 which connects to Interstate 80. Population 3,200 (est.)

The city operating departments include Electric, Water, Wastewater, Parks & Recreation, Street, and Police.

Our Electric Department is leased and operated by Norris Public Power District.

Our Police Department is by an Interlocal Contractual Agreement with Lancaster County Sheriffs Office.

Our Fire Department is volunteer and operated by Hickman Rural Fire Protection District.

The city holds \$28.06 million in assets, which includes \$4.85 million in cash and \$22.58 million in "Capital Assets" (like buildings, roads, and utility pipes). The city has \$11.87 million in total debt and obligations.

Our current taxable valuation is \$406,531,005 and our total levy is 0.448137 per \$100 of valuation, including debt service. Disbursements/Transfers for Budget Fiscal Year 2025-2026 is \$13,675,141.

The City of Hickman has a Mayor-Council form of government and fifteen full-time employees.

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Scope of Work to be Performed

1. Chief Information Officer – Firm to become a member of our staff when needed to advise, recommend, and direct the I.T. issues and improvement the municipality encounters. Firm to be our advisor regarding our “technology systems” and may periodically meet with our management and support staff in the areas of vendor management, policies, employee training for the technology within the municipality.
2. Needs Assessment and Inventory Services – Conduct a thorough inventory of all computers and computer related equipment, software utilized, and service providers. Firm to provide a needs assessment for technology environment.
3. Design and Planning Services – Firm to be a proactive expert to the municipality in areas of system upgrades, automation needs, data security, and networking needs.
4. Installation, Maintenance, and Upgrade Services - Firm will lead, conduct and perform all installation and upgrade needs for the municipality.
5. Remote Help Desk Services – Firm will timely provide ongoing support needed for the municipality to have technology that is running and can perform the daily functions of all their job duties.
6. Onsite Support Services – When required the firm will perform any all-onsite support needed to keep technology equipment and systems running for the municipality.
7. Technology Monitoring Services – Firm will monitor all technology systems for security breaches, system failures, improper use by employees, low system resources, viruses, and general health of the technology environment for the municipality.
8. Training Services – Firm may provide basic level training to staff on the industry standard software utilized within the municipality.

Reporting Requirements

1. Monthly Invoice for services with a detailed description of charges above and beyond the monthly contract for the services.
2. A written report for data or security breaches found during monitoring for the municipality.
3. An inventory report listing all equipment, software and service providers utilized by the municipality.

Proposal Requirements and Response Format

Offers shall present their responses to the Request for Proposals in the manner and format listed below, identifying each response by its respective numeral.

A. General Requirements

The proposal should address all the points and questions outlined in the request for proposals. The proposal should be prepared simply and economically, providing a straightforward, concise description of the proposer’s capabilities to satisfy the requirements of the request for proposals. Please keep the proposal as brief as possible while still addressing all requirements. Length is not a criteria for selection.

B. Firm Qualifications and Experience

The proposal should state the size of the firm, the size of the firm’s municipal clients, the location of the office from which the work on this engagement is to be performed and the number and nature of the professional staff to be employed in this engagement on a full & part-time basis.

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C. Partner, Supervisory and Staff Qualifications and Experience

The firm should identify the principal supervisory and management staff, including onsite support staff, managers, other supervisors and specialists, who would be assigned to the engagement.

D. Engagements with Municipalities and other Similar Entities

For the firm's office that will be assigned responsibility for technology oversight, list the engagements (maximum of 5) performed in the last three years that are like the engagement described in this request for proposals.

E. Total All-inclusive Maximum Price

The proposal should contain all pricing information related to performing the engagements as described in this request for proposal. The total all-inclusive maximum price is to contain all direct and indirect costs.

F. Required Questions:

About Your Firm:

1. Can you provide a brief overview of your company, its history, and its core areas of expertise?
2. How long have you been in business, and what is your experience with clients like ours?
3. Can you share references from other similar entities you have worked with?
4. What is your current client retention rate and number of clients you are supporting?
5. How do you assess a client's requirements and propose solutions tailored to their goals?
6. Have you worked with an organization of our size or in our sector before? If so, what were the deliverables and outcomes?

Services:

7. What specific services are included in your proposal?
8. Are there any additional services, upgrades, or features that might be beneficial for us but are not included in the proposal?
9. How do you handle service customization requests?
10. Is it possible to scale services up or down as our needs change?
11. What limitations or exclusions exist within your contracted services?
12. What resources or involvement will be required from our team during the onboarding process?
13. Who will be our main point of contact with the contract and what are their qualifications?
14. What support options are included in your contract (e.g., hours of availability, response times, channels of communication)?
15. What is your average response and resolution time for support tickets?
16. How are critical issues or emergencies handled?
17. Is ongoing maintenance included, or does it incur extra fees?
18. How do you communicate planned maintenance or unexpected service disruptions?

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Data Security:

19. What security measures do you have in place for your services and infrastructure?
20. How do you ensure data privacy and protection of sensitive information?
21. What is your protocol in the event of a data breach or security incident?
22. How do you manage user access and authentication?
23. Do you conduct regular security audits or third-party assessments?

Service Level Agreement:

24. What service level agreements (SLAs) do you offer regarding performance and uptime?
25. What is your historical uptime over the past year?
26. How do you monitor service performance and address potential issues proactively?
27. What redundancy and disaster recovery measures are in place?
28. Can you provide a detailed breakdown of costs, including any one-time fees, recurring charges, and potential hidden costs?
29. How are price changes or contract renewals handled?
30. Have you experienced any major service interruptions, regulatory penalties, or public controversies in the past five years? If so, how were they addressed?
31. Is there anything else we should know or questions we haven't asked?
32. How do you handle conflicts or disagreements with clients?
33. What are the next steps if we choose to proceed?

Pricing shall include the following information:

- a. Name of the firm.
- b. Certification that the person signing the proposal is entitled to represent the firm, authorized to submit the proposal and cost data, and authorized to sign a contract with the City of Hickman.
- c. A total lump-sum price for each individual fiscal year.
- d. Estimated hours for professional staff, fieldwork, and report preparation.
- e. Personnel support costs--field work and report preparations.
- f. Miscellaneous expenses--copies, travel, meals, lodging, etc.
- g. Hourly rate for tasks not outlined in this Request for Proposals.

Evaluation Criteria and Process

The City of Hickman will receive proposals from firms having specific experience and qualifications in the area identified in the Request for Proposals. For consideration, proposals for the project must contain evidence of the firm's experience and abilities in the specified area and other disciplines directly related to the proposed service. Other information required by the City of Hickman may be included elsewhere in the Request for Proposals. Unless otherwise stated, all firms shall provide profiles and resumes of the staff to be assigned to the projects, references, illustrative examples of similar work performed, and any other information that clearly demonstrates the firm's expertise in the area of the Request for Proposals.

The City Administrator will use a pre-determined point formula during the initial review process to score proposals. The Mayor, City Council Member (2), City Administrator, and City Clerk will then convene to review and discuss the proposals and scores.

Additional points will then be added to the technical score based on the price bid. The maximum score for price will be assigned to the firm offering the lowest total all-inclusive maximum price.

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The City of Hickman reserves the right to retain all proposals submitted and use any ideas in a proposal regardless of whether that proposal is selected.

Proposals will be evaluated using three sets of criteria: mandatory, technical qualifications, and price. Firms meeting the mandatory criteria will have their proposals evaluated and scored for both technical qualifications and price.

Mandatory Criteria:

1. The firm is independent and licensed to practice in Nebraska.
2. The firm's professional personnel have received adequate certifications and continued professional education within the preceding two years.
3. The firm has no conflicts of interest with regard to any other work performed by the firm for the City of Hickman.
4. The firm adheres to the instructions in this request for proposals on preparing and submitting the proposal.

Technical Qualifications:

1. Qualifications and experience of assigned staff members.
2. Understanding of the project and its objectives.
3. The degree of completeness of response to the specific requirements of the RFP.
4. Experience and history of the firm in the disciplines covered by the RFP.
5. Availability of personnel and whatever else is necessary for the performance of the work.
6. Other evaluation criteria described or included by reference in the RFP.
7. The cost of the services to be provided.

During the evaluation process, the city may, at its discretion, request any one or all firms to make oral presentations at a City Council meeting.

The City of Hickman reserves the right without prejudice to reject any or all proposals.

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Attachment A
Evaluation Point Criteria
City of Hickman, Nebraska

Evaluation

Evaluation of each proposal will be based on the following criteria:

Factors

1. Organization, size, and structure of respondent's firm.
 - a. Staffing size of the firm 0-5
2. Qualifications of staff to be assigned to the audits to be performed. This will be determined from resumes submitted. Education, position in firm, and years/types of experience will be discussed.
 - a. Technical team makeup 0-10
 - b. Overall supervision to be exercised..... 0-5
(Identify IT Manager and Senior Staff)
 - c. Support Options (hours of availability/response times) 0-10
3. Prior Experience.
 - a. Prior experience with Municipalities or Similar Organization 0-10
 - b. Client Retention Rates & Client Satisfaction 0-10
 - c. Knowledge of the City of Hickman 0-5
4. Respondent understanding of work to be performed.
 - a. Adequate Services for Data Security 0-10
 - b. Realistic limitations/exclusions of contracted service 0-5
5. PRICE 0-30
- Maximum Points 100**