

City of Clyde Hill

RFQ for IT Support Services

I. PURPOSE

The purpose of this Request for Qualifications (RFQ) is to solicit and select a qualified individual or firm to provide a full range of Information Technology (IT) support services to the City of Clyde Hill on a contractual basis. The City of Clyde Hill is a code city as described under Title 35A in the Revised Code of Washington.

In Clyde Hill, we operate as an efficient and nimble organization. We are a small and mighty staff wearing many hats. To continue crafting Clyde Hill into a culture of exceptional performance our organization needs a full-service IT support team to assist the Mayor, City Administrator, City Staff, and City Council.

II. COMMUNITY PROFILE

The City: Clyde Hill, Washington, is nestled between the Cities of Kirkland, Bellevue, Medina and the Towns of Hunts Point and Yarrow Point. Seattle is just to the west of Clyde Hill on the other side of Lake Washington.

Clyde Hill has a Mayor-Council form of government and currently employs 20 full time staff who manage all general governmental services including a 24-hour police department and public works department. The City contracts with the city of Bellevue for Fire Services. Additional information about the City and its organizational chart can be found on the City's website www.ClydeHill.org.

IT services operate in a hybrid environment of cloud-based and local-based applications, backup, recovery and storage. IT support services may also include audio-visual support of public meetings and online streaming. The City's network operating system is Server Windows 2016 and the desktop operating system is Windows 10.

III. SCOPE OF SERVICES

The City will need a full array of IT support services. The ideal firm will have experience providing IT support to local government organizations. The nature of the service will be ongoing coordination with staff to ensure the proper implementation of new technology, plan for future improvements, and support the general management, operation, maintenance, and troubleshooting of existing systems. Specific duties include, but are not limited to:

- Availability for phone consultations and helpdesk IT support with the City Administrator, staff, Mayor, and Councilmembers during all regular business hours of 8am-5pm (PST) with ability to provide limited emergency support 24 hours a day, if needed.
- Desktop application support including setup and installation of PCs, laptops, printers, etc.; troubleshooting issues and correcting hardware and software problems; maintaining an up-to-date inventory of all hardware and software; advising and assisting with purchases of new hardware and software; assisting with development of

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policies and procedures and training of employees.

- Server administration support including managing computer systems and networks to include complex applications, database, security, recoverability, and reliability of the system. Ensure scheduled maintenance for equipment is properly performed; maintain records; develop operations, administration, and quality assurance backup plans and procedural documentation. Manage user access and logins of servers. Configuration management, including upgrades and patches.
- Network administration services including switches, firewalls, routers, and other security devices. Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades. Complete proactive monitoring of network equipment including bandwidth utilization and other performance indicators.
- Security including maintenance of virus/malware detection, patch management and spam reduction programs on the City servers, email, computers and other devices. Monitoring and immediate notification of any security breaches or intrusions. Configure City system to enable remote access in a secure environment and provide remote access support to users.
- Strategic planning, engineering and design services for major system enhancements, including major server upgrades, storage system solutions (potentially including cloud services), redesign of backup systems, utilization of Software as a Service (SaaS) if relevant, etc.
- Provide technical leadership and guidance to bring the City up to date with technology solutions that support all City operations.
- Familiarity with the Public Records Act and Washington State electronic records retention requirements is a plus.

V. SELECTION PROCESS

Step I – Submittal Criteria: The Selection Committee, as determined by the Mayor, will review all proposals and may invite the most qualified firms to an interview. In reviewing and evaluating the submitted proposals and interviews, the Selection Committee will use the following criteria:

- Responsiveness and completeness of package.
- Documentation of previous, related work in the past 10 years that demonstrates advanced knowledge of municipal government technology issues and experience performing work covered by the Scope of Services. Include information on the quality of previous, related work and the ability to meet deadlines/milestones.
- Qualifications of firm.
- Qualifications of key staff that will be assigned to the City (indicate their assigned role, amount of time available, past relevant experience and resume, etc.).
- Availability for phone consultations and helpdesk IT support during all regular business hours of 8am-5pm (PST) with ability to provide limited emergency support 24 hours a day, if needed.
- References (including contact information) of three (3) clients for whom you have

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provided similar services in the past 10 years, preferably at least one (1) being a municipality.

The City reserves the right to negotiate terms as needed to improve elements of the proposal to best meet the needs of the City, including costs.

Step II – Consultant Selection: Submittals will be narrowed to a short list that may be asked to participate in interviews. The Selection Committee will review and evaluate each interviewed firm on the basis of their statement of qualifications and interview using the criteria outlined above.

Step III – Consultant Fee and Contract: Upon selection of the firm, the fee and contract will be negotiated with the Mayor. The City Council then considers approval of the contract.

VI. TERMS AND CONDITIONS

Not all proposers may be interviewed. The proposers shall be responsible for the accuracy of the information supplied. The City of Clyde Hill reserves the right to reject any and all proposals, to issue one or more agreement(s) for the intended scope of services, to waive minor irregularities, to issue additional RFQs, and to either substantially modify or abandon the selection process prior to any award of a contract.

Nothing contained herein shall require the City of Clyde Hill to award a contract. The City reserves the right to determine its own selection criteria in the award of the final agreement. The contract resulting from acceptance of a proposal by the City shall be in a form supplied or approved by the City, and shall at a minimum reflect the specifications in the RFQ. The City reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFQ, and which is not approved by the City Council. The City shall not be responsible for any costs incurred by the firm in preparing, submitting, or presenting its response to the RFQ.

VII. SCHEDULE OF PROPOSAL PROCESSES

The City will make every effort to follow this timetable; however, we reserve the right to modify the proposal process and dates as necessary.

Distribution of RFQ	July 25, 2022
Deadline for Submittal of Qualifications	August 12, 2022
Possible Finalist interviews (via Teams)	September 1, 2022
Firm selected	September 8, 2022
City Council Awards Contract	September 13, 2022

VIII. SUBMISSION DEADLINE

Response materials shall be submitted on or before 5:00pm on – **August 12, 2022** to:

City of Clyde Hill
RFQ for IT Support Services

City of Clyde Hill
Mary Connolly, Management Intern
9605 NE 24th Street, Clyde Hill, WA 98004
mary@clydehill.org

Late submissions, faxes, postmarks, or telephone proposals will not be accepted. Digital proposals should be submitted via email, but the City assumes no responsibility for formatting or transmission errors.

Proposals should be prepared providing a straightforward, concise description of provider capabilities to satisfy the requirements of the request. Emphasis should be on completeness and clarity of content. Submittals should be limited to 6 pages (total).