



Request for Proposal (RFP) Managed IT Services

Soliciting Agency: City of Stevenson, a Washington municipality

Due By: 4:00 pm on January 17, 2026

Submit to: City of Stevenson
ATTN: Wesley Wootten, City
Administrator 7121 E. Loop Rd
PO Box 371
Stevenson, WA 98648

For More Information: Wesley Wootten
wesley@ci.stevenson.wa.us

Purpose

The City of Stevenson, Washington ("City") is soliciting sealed proposals from qualified firms ("Proposers") to provide comprehensive Information Technology (IT) services, including systems administration, network monitoring, cybersecurity, hardware and software support, and related technology services.

This RFP is issued pursuant to the City's authority under RCW 35A.11.010, RCW 39.04, and other applicable Washington municipal procurement laws. The City intends to award a multi-year professional services contract beginning March 2026 or earlier if practical.

Proposers selected will be evaluated in part on the ability to deliver products on time and within budget, and their demonstrated understanding of the solution required based on their responses and subsequent interviews.

Background

City of Stevenson is located on the Washington side of the Columbia River Gorge with a population of approximately 1,624. The city has 12 workstations/laptops located between 3 physical locations each requiring a local Wi-Fi network and connection to the City's local SOPHOS server. The goal is to have hire an IT management company which provides network, server, internet, file and help desk support.

Services to be Provided

The major components of the project are detailed below. Proposers responding should be prepared to provide a solution to the specified areas and costing to go along with that solution.

- Support hours – business hours and overtime support; response times for critical issues
- Server Maintenance – backup, updates, monitoring, troubleshooting, and antivirus protection
- Sever Backup – Cloud based with on prem option, minimum of daily backups
- Cybersecurity – a recognized security framework, immutable/off-site backups with documented restor

- testing, annual cybersecurity awareness training
- Website – Hosting and maintenance, GIS system administration
- Audio-Visual support for Council meetings
- Firewall Protection & Maintenance – Network Protection, Web Protection, Central Orchestration, Enhanced Support and Zero-Day Protection
- Hardware – Maintenance, updates, antivirus & monitoring workstations, laptops, and accessories (main office printer and phones are each contracted with other vendors)
- Google Workspace Management – includes google apps, custom secure business email, 100 participant video meetings, 30 GB cloud storage per user and security/management controls.
- Google Vault – Google Vault/E-Discovery
- Software Updates – including but not limited to Adobe Acrobat, Adobe Reader, Adobe AIR, Adobe Shockwave, Chrome, Google Earth, Firefox, Skype, Java, Windows 10, Windows Server 2019
- Implement and manage multifactor authentication (MFA), patch management for all hardware and software, threat detection and endpoint protection, data breach response plan and incident reporting compliance (RCW 42.56.590)

All services must comply with Washington State law, including:

RCW 39.04 (public works and improvements—only to the extent IT work touches public facilities)

RCW 39.34 (interlocal cooperation—if coordination is needed with County IT systems)

RCW 42.56 (Public Records Act—IT vendor must support records retention)

RCW 40.14 (records management)

The Proposer must maintain insurance meeting City minimums and comply with the City's data-security and confidentiality obligations.

All documents submitted become public records subject to disclosure under the Public Records Act, unless exempt by law.

Evaluation Criteria

The City of Stevenson is looking for a vendor that will be able to provide the above listed services. Following receipt and review of the proposals we will follow the Selection and Process Schedule listed below. The decision to interview/select the Proposers will be at the City's sole discretion based on the evaluation of each Proposers' proposal. The City reserves the right to reject any and all responses, and to waive any irregularities of information in the evaluation process. The final decision is the sole decision of the City and the Proposers to the RFP have no appeal rights or procedures guaranteed to them. The selected Firm(s) will be given an opportunity to present their proposal in detail. Those directly responsible for the design of this project will be expected to attend.

It is to the benefit of the Proposers to provide an explicit, detailed, and complete discussion of the work on the proposal.

The successful Proposer will be chosen through a qualitative review of these factors. The following criteria will be used to evaluate the proposals received:

1. Companies should possess knowledge, expertise and experience in the planning, project management and execution of the services for which they are responding.
2. References to similar customers
3. Capability of proposed solution
4. Cost of services provided

Proposal Preparation and Submission Requirements

The proposal shall clearly address all of the information requested herein. Since the written proposal will weigh heavily in the evaluation process, information submitted should be complete and provide a convincing case that the Proposer can perform high quality work within schedule and budget constraints. The proposal should be thorough yet concise and to be prepared at your own expense.

The proposal shall be sent to the official contact listed below, to be received no later than Saturday, January 17, 2026 at 4:00 p.m. Pacific Standard Time.

Wesley Wootten
City Administrator
City of Stevenson
7121 E. Loop Rd/PO Box 371
Stevenson, WA 98277
wesley@ci.stevenson.wa.us

Any questions regarding this RFP must be submitted by e-mail by 4:00 pm on Friday, January 2, 2026. All questions will be answered promptly. Responses to inquiries that substantially or materially change the RFP will be available to all prospective Proposers that have submitted a formal Letter of Intent.

Proposal Format and Submission Requirements

1. Executive Summary
2. Company Background Information
3. Experience and References
4. Implementation
5. Support and Maintenance
6. Pricing

1. Executive Summary

The one or two-page executive summary is to briefly describe the Proposer's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the Proposer. The City should be able to determine the essence of the proposal by reading the executive summary.

2. Company Background Information

1. Legal name of the company
2. Number of years in business
3. Headquarters location address, phone number, website
4. Company type
5. Number of employees
6. Tax ID number

3. Company Experience and References

Please describe the product/market differentiators that distinguish you in the industry and make you capable of competing for this project.

Please provide project details for at least three (3) projects of similar size and scope to that requested by the City.

Select one project as a contactable reference. Include contact information (name, title, phone, and email) for a customer reference who can speak to project performance throughout the life of the contract.

4. Implementation

What is your standard operating procedure for implementing a service such as this? Please give a brief overview of your methodology, not a detailed project implementation plan.

1. Discuss the roles on your implementation team, such as Account Manager, Business Analyst, Project Manager, Tester, Trainer, etc.
2. What are the typical challenges in this type of implementation?
3. What is the typical timeline for an implementation of this nature?

5. Support and Maintenance

1. Describe fully your technical support options, including the assistance request process, escalation process, support hours, response times (for emergency and non-emergency support requests), staffing levels, staff expertise, and physical location of the help desk.
2. Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end-user perspective.
3. What options are available for user training and technical training that may be required by our staff?
4. What is your strategy for ensuring connection is operating 24/7?
5. What is your strategy for upgrading your current service?
6. Is deployment of changes seamless, non-disruptive, and remote? Explain the process.
7. Turnover/termination documentation including turnover of documentation and transition to any new provider

6. Pricing

Explain your rate structure. Is it an hourly rate, monthly retainer, other structure? Elaborate on how the rates would be applied, for instance, different Support Proposal items might require a different rate application.

The RFP evaluation process is designed to award this procurement to the Proposer whose proposal best meets the requirements of this RFP provided the cost is within the budget. The proposal shall include all costs for collecting, reporting and implementing the work to be done as required by the Scope of Work. **No estimates shall be excepted.** Proposers are required to collect and pay all Washington State sales tax, if applicable. Costs for subcontractors are to be broken out separately, if needed.

7. Required Certification

Any proposal must include the following certification:

“Proposer certifies that this proposal is submitted in response to the City of Stevenson RFP No. 2025-IT-01, that the Proposer has reviewed all terms, understands the requirements, and that all information submitted is true and correct.”

Award Process

The award may be granted to one of the top three highest scoring vendors. The City may rely on the attached Scoring Form in evaluating all proposals. Final selection will be made by the Stevenson City Council.

RFP Schedule

This schedule outlines the major activities that will occur in this bid process and the due dates. Any changes in deadlines will be communicated to all suppliers in writing. The City reserves the right to disqualify any supplier who does not comply with these deadlines.

Activity	Date/Time
RFP Issued	12:00 pm PT, December 19, 2025
Deadline for Questions	4:00 pm PT, January 2, 2026
Answers Released / Addenda Issued	12:00 pm PT, January 6, 2026
Proposal Submission Deadline	4:00 pm PT, January 17, 2026
Evaluation Period	January 19-24, 2026
Bidder Presentations / Negotiations, if any	Late January 2026
Notice of Intent of Award	Early February 2026
City Council Approval	February 19, 2026

Contract Start	March 1, 2026
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Dates may be adjusted by written addendum.

Cost of Preparing RFP Response

All costs associated with responding to this RFP are the sole responsibility of the Proposer.

Non-Discrimination

All selected Proposers must comply with the City's equal opportunity requirements. The City is committed to a program of equal employment opportunity regardless of age, sex, marital status, sexual orientation, race, creed, color, national origin, honorably discharged veteran or military status, or the presence of any sensory, mental or physical disability. It is the City's policy to assure that no person shall, on the grounds of race, color, national origin or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its programs and activities.

Non-Collusion

Submittal of a signed response to this RFP constitutes a sworn statement that the document is genuine and not a sham or collusive, and not made in the interest of any person not named, and that the vendor has not induced or solicited others to submit a sham submittal, or to refrain from responding.

Warranty

The Proposer shall warrant that the information is true and correct at the time of the submission.

Additional Information

Submitted responses to this RFP become the property of the City. The City reserves the right to use any and all ideas included in any response without incurring any obligations to the responding company or committing to procurement of the proposed services.

Reservation of Rights

The City reserves the right to: Cancel the RFP at any time; Request additional information; Conduct interviews or site visits; Award a contract in the City's sole discretion; and Negotiate final contract terms with the selected Proposer.

Attachments

- City of Stevenson – Blank Professional Services Agreement, for informational purposes on our required contract language.

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City of Stevenson – IT Services RFP Scoring Form

Evaluator Name: _____

Vendor Name: _____

Date: _____

Instructions: Score each category 0–5. The form will compute weighted totals when transcribed to the City’s scoring spreadsheet.

Evaluation Category	Score (0-5)	Weight	Weighted Score
Experience & Qualifications		25%	
Technical Capability & Proposed Solution		25%	
Cybersecurity Posture		20%	
Support & Maintenance		10%	
Cost Proposal		10%	

Total Weighted Score: _____ / 100