

REQUEST FOR PROPOSALS (RFP) INFORMATION TECHNOLOGY SERVICES

Town of Cathlamet
100 Main Street, Cathlamet, WA 98612

RFP # 2026-02

Issue Date: June 18, 2026

Due Date: July 2, 2026, at Noon

1. Introduction

The Town of Cathlamet is requesting proposals from qualified firms to provide Information Technology (IT) services. Services may include help desk support, network administration, Microsoft 365 support, cybersecurity services, strategic IT planning, and related technical support services. The Town intends to enter into a professional services agreement with the selected proposer for an initial term of three (3) years, with optional renewals. **Bid documents and updates will be published exclusively online: www.townofcathlamet.com/bidding-roster**

2. Scope of Services

The Town is a small local government organization supporting approximately 20 users and 10 devices across three primary locations, utilizing Microsoft 365 through a hybrid model consisting of both cloud-based and on-premises systems:

- Town Hall, 100 Main Street
- Fire Department, 255 2nd Street
- Library, 115 Columbia Street

The selected vendor may be asked to provide some or all of the following services:

General IT Support

- Help desk and end-user support
- Desktop and laptop troubleshooting
- Printer and peripheral support
- User account administration
- Software installation and maintenance

Cybersecurity

- Security monitoring
- Endpoint protection management
- Multi-factor authentication support
- Vulnerability remediation assistance
- Security awareness recommendations
- Incident response support

Network & Infrastructure

- Network monitoring and maintenance
- Firewall and wireless management
- Server administration
- Backup and disaster recovery support
- Internet and connectivity troubleshooting

Strategic Services

- IT budgeting assistance
- Technology planning
- Lifecycle replacement recommendations
- Policy and procedure recommendations

Cloud & Microsoft 365 Support

- Microsoft 365 administration
- Email support
- SharePoint and Teams support
- Cloud backup management

Optional Services

- After-hours emergency support
 - On-site support
 - Procurement assistance
 - Special projects
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3. Vendor Qualifications

Proposers should demonstrate:

- Experience supporting local governments or public agencies
- Experience with Microsoft environments
- Cybersecurity capabilities
- Ability to provide timely support
- Relevant certifications or partnerships
- References from similar organizations

4. Proposal Requirements

Proposals should include the following sections:

A. Company Information

- Company overview
- Years in business
- Office location(s)
- Primary contact information

B. Relevant Experience

- Similar clients and projects
- Public sector experience
- References

C. Proposed Approach

- Description of services

- Staffing model
- Response times
- Escalation procedures
- Security approach

D. Pricing

- Monthly managed services
- Hourly rates
- After-hours support
- Project work
- Optional services

5. Evaluation Criteria

Proposals will be evaluated by a review panel based on:

- Experience and qualifications 25%
- Cost/value 25%
- Quality of proposed services 20%
- Understanding of Town needs 15%
- References 10%
- Responsiveness of proposal 5%

The Town reserves the right to seek clarification from any proposer during the evaluation process as necessary to fully understand and fairly assess submitted proposals, and to conduct interviews with finalists prior to award determination.

6. Questions & Submission

Questions and submissions must be submitted electronically to: Sarah Clark, sarahc@townofcathlamet.com

- **Questions Deadline:** June 25, 2026 at Noon
Responses to substantive questions will be shared with all known proposers. Please submit via email.

- **Submission Deadline:** July 2, 2026 at Noon
Submission must be submitted in PDF format. Late submissions will not be considered.

7. Tentative Schedule

| Milestone | Date | Milestone | Date | Milestone | Date |
|------------------|---------------|-----------------------|--------------|---------------------------|----------------|
| Questions Due | June 25, 2026 | Proposal Due Date | July 2, 2026 | Notice of Intent to Award | July 21, 2026 |
| Responses Posted | June 29, 2026 | Interviews (Optional) | July 9, 2026 | Contract Start | August 1, 2026 |

8. Terms & Conditions

The Town reserves the right to reject any or all proposals, waive informalities or irregularities in the proposal process, request clarification or additional information from proposers, and cancel or modify this solicitation at any time if determined to be in the best interest of the Agency.

The selected vendor will be required to comply with all applicable federal, state, and local laws and regulations, including requirements applicable to public agencies in the State of Washington.

All updates, clarifications, addenda, and responses to questions related to this RFP will be posted on the Agency's procurement webpage. It is the responsibility of prospective bidders to regularly monitor the webpage for any updates or additional information prior to the proposal submission deadline. Failure to acknowledge or incorporate issued addenda may result in disqualification of the proposal. www.townofcathlamet.com/bidding-roster

9. Attachments

- Network overview
- Asset inventory
- Cybersecurity requirements
- Insurance requirements