

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

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
- Cybersecurity requirements
- Asset inventory
- Insurance requirements

NETWORK OVERVIEW

Locations Covered

The managed network spans three municipal locations in Cathlamet, Washington:

- 100 Main Street
- 115 Columbia Street
- 255 2nd Street

Network Infrastructure

- Servers
- Firewalls
- Internet connectivity devices
- Network switches
- Routers

Managed Assets

- 1 server
- 10 workstations, laptops, and mobile devices
- Network devices associated with the covered locations

Network Management Services

Proactive monitoring and administration services include:

- Server availability and performance monitoring
- Workstation availability and performance monitoring
- Internet connectivity monitoring
- Network and user administration
- Systems optimization
- Windows and system event log monitoring
- Technology best-practice administration
- Help desk support
- Quarterly technology planning and strategy meetings
- Remote Management

INSURANCE REQUIREMENTS

The Contractor shall maintain Commercial General Liability insurance with limits of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate for bodily injury, personal injury, and property damage.

DISCLAIMER

The Town has recently undergone a downgrade in services, facilities, and IT equipment, so we are open to alternative proposals than what is currently in place for both the network setup and basic cyber security requirements.

CYBERSECURITY REQUIREMENTS

Antivirus Monitoring

- Server antivirus status
- Workstation antivirus status

Patch Management

- Server patch management
- Workstation Windows OS patching and updates

Security Event Monitoring

- System event log monitoring
- Windows event log monitoring

Network Monitoring

- Server monitoring
- Workstation monitoring
- Internet availability monitoring

Other Activities

- Antivirus Maintenance
- Backup Processes
- Secure Remote Access
- Change Management
- Incident Reporting
- HIPPA Compliance

Confidentiality and Data Protection Requirements

- Treat customer information as confidential
- Take commercially reasonable steps to prevent unauthorized disclosure
- Not copy, transfer, distribute, or disclose customer information except as required to provide services or by law

Security Limitations and Exclusions

- Data restoration after hardware, software, or system failure is not included.
- Corrective maintenance services are not included.
- Network upgrades are generally outside the scope of service.

ASSETS INVENTORY

Configuration	Status	Site Name	Manufacturer
Workstation	Active	Fire Department	Lenovo
Workstation	Active	Fire Department	Lenovo
Laptop	Active	Fire Department	Microsoft
Workstation	Active	Town Hall	Lenovo
Workstation	Active	Town Hall	Lenovo
Workstation	Active	Fire Department	Lenovo
Workstation	Active	Fire Department	Lenovo
Workstation	Active	Fire Department	Lenovo
Laptop	Active	Town Hall	Dell Inc.
Workstation	Active	Library	Lenovo
Workstation	Non-Agmt	Library	Lenovo
Workstation	Non-Agmt	Library	Dell Inc.
Workstation	Non-Agmt	Library	Dell Inc.
Workstation	Non-Agmt	Library	Dell Inc.
Workstation	Non-Agmt	Library	Dell Inc.
Workstation	Non-Agmt	Library	Lenovo
Workstation	Non-Agmt	Library	Lenovo
Workstation	Non-Agmt	Library	HP
Workstation	Non-Agmt	Library	HP
Workstation	Non-Agmt	Library	HP
Workstation	Non-Agmt	Library	HP
Firewall	Active	Town Hall	WatchGuard Technologies, Inc.
Firewall	Active	Fire Department	WatchGuard Technologies, Inc.
Printer	Active	Fire Department	Ricoh
Printer	Active	Town Hall	Ricoh
Printer	Active	Library	HP
Printer	Active	Library	Ricoh
Server	Active	Town Hall	Lenovo
Switch	Active	Fire Department	Netgear
Switch	Active	Library	Netgear
Switch	Active	Unknown	Netgear
Switch	Active	Unknown	Netgear
Switch	Active	Town Hall	Ubiquiti Networks
UPS	Active	Town Hall	APC
UPS	Active	Town Hall	Eaton Corporation
UPS	Active	Unknown	Eaton
UPS	Active	Town Hall	APC
UPS	Active	Town Hall	
Access Point	Active	Fire Department	Ubiquiti Networks
Access Point	Active	Fire Department	Ubiquiti Networks
Access Point	Active	Unknown	Ubiquiti Networks
Access Point	Active	Town Hall	Ubiquiti Networks
Access Point	Active	Unknown	Ubiquiti Networks
Access Point	Active	Unknown	Ubiquiti Networks
Access Point	Active	Unknown	Ubiquiti Networks