



CITY OF PRIEST RIVER

REQUEST FOR PROPOSAL: INFORMATION TECHNOLOGY SERVICES

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CONTACT INFORMATION

POINT OF CONTACT FOR RFP: JAKE GABELL
CITY ADMINISTRATOR
CITY OF PRIEST RIVER
208-448-2123 EXT 130
JGABELL@PRIESTRIVER-ID.GOV

Table of Contents

1 INTRODUCTION	3
2 CURRENT ENVIRONMENT.....	3
3 SERVICES REQUIRED	3
3.1 ASSESSMENT.....	3
3.2 HOSTING.....	3
3.3 HELPDESK.....	4
3.4 APPLICATION SUPPORT	4
3.5 SERVER ADMINISTRATION	5
3.6 NETWORK ADMINISTRATION	5
3.7 BACKUP AND DISASTER RECOVERY	5
3.8 SECURITY.....	5
3.9 STRATEGIC PLANNING	6
3.10 ALTERNATIVES	6
4 SUBMITTAL REQUIREMENTS	6
4.1 LETTER OF TRANSMITTAL.....	6
4.2 GENERAL VENDOR INFORMATION	6
4.3 POSITIONING AND EXPERIENCE.....	7
4.4 APPROACH AND METHODOLOGY	7
4.5 PROVIDE REFERENCES	7
4.6 STAFF RESOURCES	7
4.7 NONPERFORMANCE.....	7
4.8 OTHER SERVICES.....	7
4.9 SUMMARY	7
4.10 COST OF SERVICES	7
5 EVALUATION CRITERIA AND PROCESS.....	8
6 MISCELLANEOUS.....	8

1. INTRODUCTION

The City of Priest River is soliciting proposals from qualified service providers for Information Technology (IT) support services. IT is a critical component for the organization, and is used daily by every employee, contractor, partner, and end users to provide services to our citizens. The qualified service provider will utilize a managed service provider approach to enable the City of Priest River to significantly limit the footprint of on-site IT infrastructure, enhance IT effectiveness and quality of services, minimize its support cost, and maximize return on investment in IT. The outsourcing strategy has been designed to secure a broad and reliable range of services from either one or multiple service providers prepared to take the defined responsibilities for the tuning, reliability, and integration of the City's information systems. The prospective service provider may provide in-house cloud services or act as a broker with cloud service providers. A key deliverable for this work is a high level, scalable IT infrastructure.

2. CURRENT ENVIRONMENT

The City of Priest River currently operates a primarily cloud-based information technology environment supporting approximately twenty-one (21) workstations and users across five (5) City facilities, including City Hall, the Police Department, Water Treatment Facility, Wastewater Treatment Facility, and Public Works Shop.

The City currently utilizes Microsoft 365 Business Premium licensing, hosted email services, cloud-based identity and user management, hosted VOIP telephone systems, managed firewall services, managed wireless infrastructure, DNS hosting, and cybersecurity services through third-party providers. The City maintains multiple network locations connected through managed firewall and switching infrastructure. Wireless networks are utilized for both internal operations and guest access where appropriate. The City's current environment is primarily vendor-managed with minimal on-premises server infrastructure.

3. SERVICES REQUIRED

The following details the services that prospective service providers should consider providing to the City of Priest River in the area of information technology services. The prospective service provider must propose to provide all of the services described below:

3.1 ASSESSMENT

Compile/update inventory of all information technology related assets. Assess system architecture and current processes and make recommendations for improved IT system performance.

3.2 HOSTING

The City of Priest River currently operates a primarily cloud-based information technology environment utilizing hosted and vendor-managed services.

Respondents may propose secure hosted, hybrid-cloud, or cloud-managed solutions appropriate for local government operations and the City's operational needs.

Proposed hosting environments shall include appropriate cybersecurity protections, system redundancy, backup and recovery capabilities, monitoring services, and reliable internet connectivity. The proposal should describe the hosting environment, security standards, monitoring practices, disaster recovery capabilities, and service availability associated with the proposed solution.

The environment shall be scalable and capable of supporting future operational growth, cybersecurity requirements, and technology needs of the City. The proposal should identify any third-party hosting providers, cloud platforms, or subcontracted services included as part of the proposed solution.

The City currently utilizes Microsoft 365 licensing and cloud services administered through its existing managed service provider. The proposal should clearly identify how Microsoft licensing, cloud subscriptions, hosted email services, identity management, and related administrative services would be managed under the proposed solution.

The City shall retain ownership and administrative access to all City data, domains, accounts, tenant environments, and technology assets associated with City operations.

3.3 HELPDESK

Diagnose and correct desktop applications issues, configure all computers for standard applications; identify and correct end user hardware problems and perform advanced troubleshooting; install PCs, laptops, tablets, printers, phones (physical and software), peripherals, and software. Respondent shall have access and be available during normal business hours (8am-5pm, Monday through Friday) with after-hours support as required (additional costs may apply). The proposal should describe standard response times, escalation procedures, after-hours support availability, and methods for submitting and tracking support requests.

3.4 APPLICATION SUPPORT

Performs basic support functions including installing desktops, laptops, printers, peripherals, and office automation software; training and educating users; diagnosing and correcting application problems, configuring laptops and correcting end user hardware problems, and performing advanced troubleshooting. Maintain an up-to-date inventory of the City of Priest River's computer-related hardware. Maintain inventory records for City-owned hardware, software, licensing, and related technology assets.

3.5 SYSTEMS AND IDENTITY ADMINISTRATION

Provide management and administration of the City's cloud-based systems, user accounts, authentication systems, messaging systems, hosted applications, and related infrastructure necessary to maintain reliability, security, availability, and recoverability of City operations.

Services shall include user account creation, modification, and removal; access and permission management; configuration management; software updates and patching; system monitoring; security administration; and coordination with third-party software or hosting vendors as necessary.

The provider shall maintain appropriate system documentation and provide recommendations regarding system performance, cybersecurity, capacity planning, and future technology improvements. To the extent the City utilizes any local or on-premises infrastructure, services shall also include administration, maintenance, monitoring, and support of such systems.

3.6 NETWORK ADMINISTRATION

Scope of activity includes all City of Priest River equipment including switches, firewalls, routers, and other security devices. Primary installation and maintenance of printers, network copiers/scanners, etc. Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades. Alert notifications to designated personnel in the event of failure. Complete proactive monitoring of network equipment including bandwidth utilization, and other performance indicators, with reporting when specified thresholds are reached. Network performance and capacity management services and network troubleshooting. Maintain network documentation and procedures. The provider shall maintain current network diagrams and documentation and provide copies to the City upon request.

3.7 BACKUP AND DISASTER RECOVERY

Provide secure backup and disaster recovery solutions for applicable systems and data. The proposal should describe backup frequency, retention policies, testing procedures, restoration capabilities, and recovery timelines. Services shall include incident response and continuity measures in the event of system failure, ransomware, cybersecurity incidents, or service outages.

3.8 SECURITY

Provide cybersecurity services appropriate for local government operations, including endpoint protection, patch management, threat monitoring, multi-factor authentication support, security auditing, and incident response support. The provider shall notify designated City personnel immediately upon discovery of suspected security incidents, breaches, ransomware activity, or unauthorized

access attempts. The proposal should describe cybersecurity tools, monitoring capabilities, employee cybersecurity training opportunities, and security best practices included within the proposed services.

3.9 STRATEGIC PLANNING

Provide strategic planning, engineering, and consulting services related to future technology needs, infrastructure improvements, cybersecurity planning, hardware lifecycle management, cloud services, and system upgrades. Services shall include recommendations regarding budgeting, replacement schedules, operational efficiencies, and future technology initiatives intended to support long-term City operations.

3.10 ALTERNATIVES

Respondents may propose alternative services or approaches if the respondent can demonstrate that such alternatives will significantly improve information technology effectiveness, enhance service quality, minimize support costs, or maximize the City's return on investment in information technology services.

4. SUBMITTAL REQUIREMENTS

4.1 LETTER OF TRANSMITTAL

The letter is not intended to be a summary of the proposal itself. The letter of transmittal must contain the following statements and information:

- 4.1.1 Company name, address, and telephone number(s)
- 4.1.2 Name, title, address, e-mail address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.
- 4.1.3 Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.
- 4.1.4 The letter must be signed by a corporate officer or other individual who is legally authorized to bind the applicant to both its proposal and cost schedule.
- 4.1.5 Statement which indicates proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the agreement that is negotiated.

4.2 GENERAL VENDOR INFORMATION

Please provide the following information:

- 4.2.1 Length of time in business
- 4.2.2 Length of time in business providing services
- 4.2.3 Total number of clients

4.2.4 Number of full-time personnel in: consulting, installation, training, sales, marketing, and administrative support

4.2.5 Office location(s) which would service this account

4.3 POSITIONING AND EXPERIENCE

Describe how your firm is positioned to provide all the services listed above. Provide a history of experience on providing similar services.

4.4 APPROACH AND METHODOLOGY

Describe your approach to providing these services and your methodology for providing on-going support.

4.5 PROVIDE REFERENCES

Provide three (3) references for clients whom you have provided similar services. Please provide information referencing the actual services provided, customer size (number of users), and the length of tenure providing services to this client.

4.6 STAFF RESOURCES

Identify names of principals and key personnel who will actually provide the information technology services. Summarize the technological expertise of these staff. Describe the role and responsibilities that each of these individuals will have.

4.7 NONPERFORMANCE

If your company has had a contract terminated for default during the past five years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the vendor's nonperformance or poor performance; and the issue was either (a) not litigated or (b) litigated, and such litigation determined the vendor to be in default. If default occurred, list the complete name, address and telephone number of the party.

4.8 OTHER SERVICES

Beyond the scope of this RFP, what services (related or otherwise) does your organization provide that may be of interest?

4.9 SUMMARY

Summarize your proposal and your firm's qualifications. Additionally, you may articulate why your firm is pursuing this work and how it is uniquely qualified to perform it. Include other pertinent information that may help the City of Priest River determine your overall qualifications. Your proposal summary is not to exceed two pages.

4.10 COST OF SERVICES

The proposal must contain a fee schedule that includes fixed rate business hours support and hourly rates for additional services.

4.10.1 Describe how your services are priced, and any specific pricing you can provide

4.10.2 Define any additional charges (e.g. travel expenses)

4.10.3 Clearly distinguish between included managed services, optional services, project-based work, licensing costs, after-hours support rates, and any pass-through costs.

5. EVALUATION CRITERIA AND PROCESS

A selection committee will conduct an evaluation of qualifications and will rate each submittal based upon the following criteria:

1. Experience
2. Understanding of services to be provided
3. Personnel expertise
4. Compatibility with end users
5. Project approach
6. Satisfaction of clients/end users
7. Cost

6. MISCELLANEOUS

The City of Priest River reserves the right to reject any and all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in the City's sole judgment, best meets the requirements of the project.

This RFP creates no obligation on the part of the City to award a contract or to compensate the proposer for any costs incurred during proposal presentation, response, submission, or presentation. The City reserves the right to award a contract based upon proposals received without further discussion or negotiation.

The City further reserves the right to make such an investigation as it deems necessary to determine the ability of proposers to furnish the required services, and proposers shall furnish all such information for this purpose.

Proposers must specifically identify any portions of their submittals deemed to contain confidential or proprietary information, or trade secrets. Those portions must be readily separable from the balance of the proposal. Such designations will not necessarily be conclusive, and proposers may be required to justify why the City should not, upon written request, disclose such materials.

The selected vendor shall cooperate fully with any future transition of services and shall provide all City-owned data, system documentation, administrative credentials, configuration information, and related records to the City upon request or contract termination.