

## City of Union Gap Request for Proposal Information Technology Support Services

The City of Union Gap is asking for *Request for Proposals for Information Technology Support Services*. The City provides of a broad range of municipal services including fire protection, law enforcement, sewer/water utility services, streets, development, parks, and general administration. Information Technology (IT) services include:

- 1. Initial Assessment** – Compile/update inventory of all information technology related assets, assess system architecture and current processes, and make recommendations for improved city-wide IT system performance including improved security systems as recommended by City's insurance carrier and improved public records request compliance requirements.
- 2. Desktop Applications Support** - Perform basic support functions including installing PCs, laptops, PDAs, printers, peripherals, and office automation software; diagnosing and correcting desktop application problems, configuring laptops and desktops for standard applications and identifying and correcting end user hardware problems, and troubleshooting. Maintain an up-to-date inventory of computer related hardware. Assist with software and hardware purchases. Assist in development of software/hardware policies and procedures and training of employees.
- 3. Server Administration Services** - Manage computer systems and networks to include complex application, database, messaging, web and other servers and associated hardware, software, communications, operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Ensure scheduled preventive maintenance for equipment is properly and promptly performed; maintain the maintenance records on the equipment; develop operations, administrative, and quality assurance back-up plans and procedural documentation. Setup new users and edit or remove existing users on server. Server performance and capacity management services with reporting when specified thresholds are reached. Configuration management, including changes, upgrades, and patches. Support of specialized software products as it relates to the server(s) and associated hardware. Management of user logins and security. Coordinate repair and maintenance work with contracted repair vendors and ensure repairs are conducted in a timely fashion.
- 4. Network Administration Services** – Scope of activity includes all network 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 City 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.
- 5. Security** – Maintenance of virus detection programs on City servers, email and other City computers and laptops. Perform security audits according to best management practices and as requested and notify City personnel immediately of suspected breaches of security or intrusion detection. Configure City system to enable remote access in a secure

environment and provide remote access administration as requested by designated City personnel.

6. **Strategic Planning** – Engineering, planning, and design services for major system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchasing and technology needs including estimates of cost. Install new servers, software and hardware and transfer data when acquired. Strategic planning, design, and installation/upgrade of core network systems.
7. **Other** – The City is seeking a broad range of general and specific Information Technology support services and desires to partner with a qualified vendor experienced in the delivery of IT support services for the technology needs of municipal government.

The *Request for Proposal for Information Technology Support Services* must be completed and returned by February 27, 2014. To receive a complete copy of the *Request for Proposal for Information Technology Support Services*, which includes details of all of the submittal requirements, please contact:

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