

**City of Chewelah  
Request for Proposal  
For Computer Services**



The City of Chewelah is soliciting proposals from consultants qualified to assist with Information Technology issues. The IT services required can be summarized into four categories 1) Network Administration and Troubleshooting 2) Desktop system installation and support 3) Server Administration and 4) Hardware purchase consultation.

**The period of the contract will be 12 consecutive months commencing on the date of award, with an option to renew for the next 12 consecutive months. All proposals should stipulate hourly rates and response times.**

The City of Chewelah is connected by a local area network through five buildings:

1. Administration Building
2. Public Works Building
3. Maintenance Shop Building
4. Electric Department Building
5. Fire Station

There are 26 Intel based workstations, with Microsoft Office on all of them, and a variety of other software programs specific to departments including a programs to manage customer accounts and programs utilized specifically by the police department and museum. There are approximately 15 printers varying from laser to dot matrix.

**Scope Of Work:**

*Network Administration and Troubleshooting:*

- Identify and correct problems with the local area network as they arise.
- Identify and correct problems with the wide area network connection as they arise
- Configure firewall for maximum security and flexibility

*Server Administration*

- Keep server up to date and secured
- Ensure backups are being performed and stored correctly
- Create user accounts and manage security policies
- Maintain the software on the server
- Rebuild the server and restore its systems from backup in case of a failure
- Install and maintain all other software that is on the server

*Desktop System Installation and Support*

- Assist staff with various computer related questions to ensure smooth day-to-day operation of the facility
- Install and set up new and rebuilt computers, including installing Windows and any necessary software, setting them up on the network, setting them up for backups, adjusting email client settings
- Install and set up new printers/scanners/copiers that are computer based
- Make sure all machines are properly backed up
- When necessary restore a system from backup
- Make sure all machines are up to date and free of viruses and spyware
- Perform minor hardware repair (e.g. replace a hard drive, upgrade memory, etc)

*Hardware Purchase Consultation*

- Assist in hardware purchase decisions

**Existing Problems/Pending Projects:**

At present the following tasks require attention:

- Local area network is new and there are a variety of problems/issues that need to be resolved
- E-mail system is unstable and is continually black-listed by various internet providers
- Administration is considering several software changes/upgrades in the future

**Qualifications:**

- Deep understanding of network technology
- Knowledge of network protocols and firewall security
- Experience in Windows server administration with emphasis on file services and server security
- Experience with Windows workstation administration and maintenance
- Experience with office equipment installation and setup
- Some hardware troubleshooting and repair experience (replacing hard drives, optical drives, upgrading memory, replacing power supply, etc.)
- Good verbal and written communication skills
- Good customer service skills
- Ability to provide prompt service

**Selection Criteria:**

The City of Chewelah will rely on the following factors for its basis of selection of the Consultant:

1. Qualifications
2. Response time for urgent matters that impede the workflow of the City as a whole
3. Response time for all matters that do not fit into the "urgent matters" described above
4. Ability to work with staff members that have limited computer skills
5. Rates for network infrastructure maintenance / administration
6. Rates for server maintenance and administration
7. Rates for all items not included in #5 and #6 above

**Proposal Due Date:**

Consultants are invited to inspect the facility by appointment only. Staff will make all efforts to answer questions at that time. Proposals are due for submission to the City of Chewelah, PO Box 258, 301 E. Clay, Chewelah, WA 99109 on or before **January 14, 2011 at 4:00 PM.**