

**SULTAN CITY COUNCIL  
AGENDA ITEM COVER SHEET**

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ITEM NO: C - 9  
DATE: October 18, 2007  
SUBJECT: Request for Proposal – Information Technology Services  
CONTACT PERSON: Deborah Knight, City Administrator

**ISSUE:**

The issue before the City Council is approval to proceed with a request for proposal (RFP) for information technology services.

**STAFF RECOMMENDATION:**

Direct staff to proceed with issuing a request for proposal for information technology services.

**SUMMARY:**

The city has an agreement with the Sultan School District to provide information technology services to the city one day a month. School District personnel are exceedingly busy trying to keep up with their school workload and have been unable to provide consistent service to the city. The city frequently needs technology support. There are times when staff is unable to contact school district staff even in cases of emergency. Staff are dependent upon smooth functioning computer systems. There are maintenance and back-up procedures that are not being addressed, leaving the city in a vulnerable position.

The City Council is interested in examining all its contracts for service. In order to have an information technology contract in place by January 1, 2008, the request for proposal must be issued as quickly as possible. The RFP will be advertised in the Daily Journal of Commerce and the Everett Herald as the city's official newspaper of record, and on the city's web site. The tentative time line is as follows:

|                                   |                                 |
|-----------------------------------|---------------------------------|
| Issue RPF                         | October 22, 2007                |
| RFP's Due                         | November 12, 2007               |
| Proposals Reviewed                | November 19 through November 21 |
| Finalist Interviews               | December 3 through December 7   |
| Council Authorization of Contract | December 13                     |

## **ANALYSIS:**

The successful vendor will be on call to provide technical assistance and system administration to the city and provide general professional services on an as-needed basis primarily during normal business hours: Monday to Friday 8:00am to 5:00pm.

The successful vendor must guarantee a 2-hour response time for emergency situations at all hours, as defined at the sole discretion of the city and work closely with the City Clerk. The successful vendor must be familiar with local government and public safety technology.

Specific responsibilities include, but are not limited to, the following:

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 information technology performance.
2. Desktop application support – Perform basic support functions including ordering and installing personal computers, laptops, PDA's, printers, peripherals, and office automation software, diagnose and correct desktop application problems, configure computers for standard applications and identify and correct end user hardware and software problems, and perform advanced troubleshooting. Assist designated city personnel with software and hardware purchases. Assist in the development of software/hardware policies and procedures.
3. Server and workstation administration services – Manage computer systems and networks including complex applications, database, e-mail, web and other servers and associated hardware, software, communications, and operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the city's systems. Ensure scheduled preventative maintenance for equipment is properly and promptly performed and maintain the maintenance records on the equipment. Manage changes, upgrades and patches. Manage user logins and security. Coordinate repair and maintenance work with contracted repair vendors if needed and ensure repairs are conducted in a timely fashion. Support Springbrook financial software and other specialized software products of the city of Sultan.

Initiating a request for proposal process with provide the city an opportunity to review contract alternatives to ensure the Sultan community is getting the best information technology services possible within the city's budget.

4. Network Administration services – Maintain all city network equipment including switches, firewalls, routers, and other security devices. Perform installation and maintenance of printers, network copiers/scanners, etc. Ensure maintenance of network including regular analysis, routine configuration, and installation of patches and upgrades. Perform minor cabling as needed.
5. Security – Maintain virus detection programs on city servers, e-mail and all other city computers and laptops. Perform security audits as requested and

notify city personnel immediately of suspected breaches of security or intrusion detection. Configure city systems to enable remote access in a secure environment and provide remote access administration as requested or designated by city personnel.

6. Data backups – Ensure all city data is backed up and available for restoration when needed. Maintain offsite backups of all system data in a secure environment.
7. Strategic planning – Engineering, planning and design for major system enhancements, including installations and upgrades of new or existing systems. Provide technical leadership for server technology issues. Make recommendations for future purchases and technology needs.

**FISCAL IMPACT:**

The cost to issue the request for proposal is approximately \$500 for advertising. The contract price will be reviewed with the City Council prior to authorizing the mayor to execute a contract with the selected firm or individual.

**ALTERNATIVES:**

1. Authorize city staff to issue an RFP for information technology services.
2. Do not authorize city staff to issue an RFP for information technology services and direct staff to areas of concern.
3. Disapprove or delay issuing an RFP for information technology services. Ask City staff to return with a recommendation at a subsequent meeting.

**RECOMMENDED ACTION:**

Direct staff to proceed with issuing a request for proposal for information technology services.

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**COUNCIL ACTION:**

**DATE:**