



**CITY OF MEDINA  
REQUEST FOR PROPOSALS  
FOR INFORMATION TECHNOLOGY SERVICES**

**Submittal Due Date: Friday, August 8, 2025**

The City of Medina, Washington, is soliciting proposals from qualified firms or consultants to provide comprehensive information technology (IT) services that will support the City's current operations and future IT needs. The selected provider will demonstrate a proven track record in delivering reliable, secure, and innovative IT solutions within a local government environment.

**About Medina, Washington**

Incorporated on August 19, 1955, the City of Medina is a picturesque and sophisticated residential community nestled along the eastern shore of Lake Washington. Ideally situated between Bellevue and Seattle, Medina offers the perfect blend of tranquility and accessibility. Home to just over 2,900 residents, Medina is a quiet, affluent community known for its exclusivity and charm.

Medina operates under a Council-Manager form of government. A seven-member, non-partisan City Council sets policy and direction, with a Mayor selected from among the Councilmembers. The City provides services through five departments: Central Services (City Clerk), Development Services, Police, Finance, and Public Works.

**Background Information**

The City currently contracts with a third-party vendor for centralized IT services supporting approximately 24 full-time, part-time, contract, and seasonal staff across two primary locations—City Hall and the Public Works facility. The current agreement expires on December 31, 2025. To ensure a seamless transition, the City aims to award a new contract with services in mid-September 2025.

## Current Infrastructure Overview

- **Servers:** 15 virtualized servers (Windows Server 2012/2012 R2, Windows 10,11) hosted on VMware vSphere and Dell vXRail.
- **Workstations:** Access file and application servers via basic network shares or VPN.
- **Network:** CISCO and Dell switches, CISCO ASA firewalls, routers, CISCO Firepower & Umbrella (IPS, content filtering).
- **Connectivity:** King County I-NET for City Hall and Police; Comcast Business for Public Works; cellular services provided by FirstNet (AT&T) for Police mobile and field systems.
- **Software:** Microsoft Office 365 (Exchange Online), Vision Municipal Solutions, Adobe, Bluebeam, and others.
- **Security:** Message Watcher (email archiving), Veeam backups mirrored to Microsoft Azure. Mimecast Email Defense, Cisco Umbrella, Cisco DUO, Sophos Intercept X Endpoint Protection, Palo Alto Global Protect/VPN

## Scope of Work

The selected provider will be responsible for the following areas:

### 1. Desktop Application Support

- Install, configure, and troubleshoot PCs, laptops, printers, peripherals, and software.
- Maintain a current inventory of all hardware.
- Assist with IT purchasing and policy development.

### 2. Server Administration

- Maintain and manage server hardware, software, operating systems, and databases.
- Conduct preventative maintenance, user management, performance monitoring, and system upgrades.
- Support specialized applications, including Vision Municipal Solutions.

### 3. Network Administration

- Manage all network infrastructure (routers, firewalls, switches, printers).
- Conduct routine configuration, updates, and monitoring.
- Provide performance and capacity reporting, as well as documentation.
- Coordinate with IT division of the police department's contracted communications center to ensure proper functioning and maintenance of police applications.

### 4. Security Services

- Maintain and update antivirus and malware protection.
- Perform security audits and respond to breaches.
- Manage secure remote access.
- All support staff must be CJIS-certified through the Medina Police Department.

### 5. Strategic Planning

- Provide IT engineering and planning for major upgrades or transitions.

- Offer technical leadership, guidance on future IT needs, and implementation of system-wide enhancements.
- Assist with systems security audits, ensuring the Police Department adheres to state and federal IT policies

## **Submittal Requirements**

Each proposal must include the following:

### **1. Letter of Transmittal**

- Company information and authorized contact.
- Tax identification numbers.
- Statement of understanding and service commitment.
- Signature by an authorized representative.
- 90-day proposal validity acknowledgment.

### **2. Vendor Information**

- Company background, years in business, client base (especially public sector).
- Staffing details by role (consulting, support, engineering, etc.).
- Office locations, including servicing office.

### **3. Experience & Capability**

- Overview of company qualifications and similar engagements.
- Approach to service delivery and support methodology.
- References (3) including service details, client size, and tenure.

### **4. Staff Resources**

- Identify key personnel, roles, qualifications, and local availability.

### **5. Support Services**

- Help desk availability and support structure.
- Problem escalation and resolution process.
- Response time commitments and performance metrics.

### **6. Contract Performance**

- Disclose any contract terminations for default within the past five years.

### **7. Proposal Summary**

- Two-page summary of qualifications, unique capabilities, and added value.

### **8. Cost of Services**

- Detailed fee schedule and pricing structure.
- Clarify flat-rate vs. hourly models and any additional fees.
- Identify available state contracts the City may use.

## **Compensation**

Respondents may propose flat rates, hourly rates, or a hybrid structure (e.g., flat rate for core services and hourly for special projects).

### **Proposal Submission Instructions**

- **Deadline:** Proposals must be received by 4:00 PM (Pacific Time) on Friday, August 8, 2025.
- **Submission:** Mail or deliver six (6) hard copies to:

Dawn Nations  
Deputy City Clerk  
City of Medina  
501 Evergreen Point Road  
P.O. Box 144  
Medina, WA 98039

- **Format:** Max of 8 sheets (16 pages double-sided), 8.5" x 11", minimum 12-point font.

Late, faxed, or emailed submissions will not be accepted. The City is not responsible for delivery delays.

### **Clarifications & Modifications**

- The City is not responsible for costs related to the preparation of proposals.
- This RFP does not constitute a binding offer to contract.
- The City reserves the right to request clarifications or additional materials as needed.

### **Selection Process**

Proposals will be evaluated based on:

- Experience and qualifications
- Understanding of scope
- Personnel expertise
- Compatibility with end users
- Methodology and project approach
- Client satisfaction and references

A review committee will evaluate proposals and may forward finalists to the City Council for final selection.

### **Communications-Requests for Information and Questions:**

Questions should be directed to:

Name: Jeff Swanson, Interim City Manager  
Phone: (425) 233-6412  
Email: [jswanson@medina-wa.gov](mailto:jswanson@medina-wa.gov)

**Right to Reject Proposals**

The City of Medina reserves the right to reject any and all proposals, waive irregularities, and accept the proposal deemed most beneficial to the City.