

Request for Proposal
IT Managed Services Support

I. Introduction

The Hoh Indian Tribe (“Tribe” or “Hoh Tribe”) is located in western Washington State in Jefferson County, 28 miles South of Forks, Washington. The Tribe manages public works, community health, social services, natural resources and associated fiscal and administrative responsibilities with a staff of approximately 40 people.

Since 2013, the Tribe has utilized limited staff resources to develop and maintain IT infrastructure in support of business objectives. The elected governing body (“Council”) of the Tribe has determined the need for contracted service to be responsible for configuration and maintenance of existing systems, ongoing maintenance of applications and hardware, and capacity planning.

II. Scope of Work

IT Environment

Successful applicants will have experience and/or knowledge with the components that make up the Tribe’s technical environment. This includes the following components:

- Windows Server 2012, 2016 R2 Hyper-V Hypervisor
- APC UPS
- Watchguard Firewall
- 2x managed Netgear switches
- Multiple VLANs
- Tsunami wireless bridges for auxiliary office space
- Google Apps communication suite
- Windows 7, 8, and 10
- Printers/Scanners/Copiers

Chosen candidates will be prepared to support the following:

- Network
- Email
- Application Management
- Infrastructure
- Security
- Disaster Recovery
- Remote Client Support
- 24/7 System Monitoring and Response

III. Period of Performance

Following negotiation, the selected provider will be asked to enter into a contract with the Tribe for a proposed length of 2 years, renewable to a maximum of 4 years.

IV. Minimum Qualifications

Proposers should employ a MCITP (Microsoft Certified IT Professional) and should have any/all licenses or registrations required to do business in the State of Washington. Proposers should have documented experience with Hyper-V, Microsoft Active Directory, Google Apps and managing Windows 7, 8 and 10 desktop deployments. Preferred candidates will also have experience supporting Esri ArcGIS Server and Portal applications and Abila MIP Fund Management Systems.

Submit all responses electronically to ed@hohtribe-nsn.org no later than close of business (4PM PST) on October 11th 2019 in order to be considered for this contract.