

Request for Qualifications (RFQ) for Information Technology/Computer Services for the City of Hilshire Village

The City of Hilshire Village is requesting qualifications from experienced firms to provide managed IT services. The selected firm will demonstrate expertise in maintaining, monitoring, and upgrading IT systems to ensure secure, efficient, and effective operations that support city staff and activities.

Submission Requirements:

Submissions must include the following, limited to five (5) pages:

1. **Cover Letter** – Brief introduction and expression of interest.
2. **Firm Overview** – Length of time in business, management structure, and team assigned to the City.
3. **Qualifications and Experience** – Relevant experience providing similar services, including expertise in IT support, cybersecurity, and disaster recovery.
4. **Proposed Services and Approach** – Description of the services offered, support methods, and strategies for addressing the City's needs.
5. **Fee Structure** – Transparent pricing for services, including ongoing support and any additional costs.
6. **References** – Up to five client references, which may be included as addendums and not counted toward the page limit.
7. **Additional Information** – Office location, response times, number of local staff, and other pertinent details.

Submissions must also include a certificate of insurance showing the firm's current coverage limits for general, professional, and auto liability, as well as workers' compensation. Disclose any current or unresolved litigation, arbitrations, or mediations.

Proposals must be submitted electronically to Cassie.Stephens@HilshireVillageTexas.com or delivered to City Hall at 8301 Westview Drive, Houston, Texas 77055, no later than 2:00 PM on Friday, March 14, 2025. Submittals should be clearly marked: **"RFQ: Information Technology/Computer Services, City of Hilshire Village."**

Scope of Services:

The selected firm will provide a combination of onsite and offsite IT support, ensuring the City's Windows-based servers, workstations, and managed switches function efficiently. Services include:

- Routine maintenance (deploying updates, antivirus management, backups, and system health monitoring).
- Support for desktop computers, laptops, printers, and other devices.
- Cybersecurity, including vulnerability assessments and threat mitigation.

- Backup and disaster recovery, with daily backups and secure off-site storage.
- Help desk support during business hours (8:00 AM–5:00 PM CST, Monday–Friday) and 24/7 emergency support with a 30-minute response time.
- Quarterly reporting and IT system assessments, including recommendations for upgrades and future budgeting.

Qualifications:

Firms must demonstrate experience providing managed IT services to municipalities or similar organizations, expertise in network management, cybersecurity, and disaster recovery, and sufficient resources to meet the City's needs.

Evaluation Criteria:

Submissions will be evaluated based on:

- Relevant experience and qualifications.
- Understanding of the City's needs and proposed approach.
- Demonstrated ability to provide secure, reliable, and efficient IT services.
- Client references and past performance.
- Fee structure and cost-effectiveness.

Timeline:

- **RFQ Issued:** February 12, 2025
- **Submission Deadline:** March 14, 2025 no later than 2:00 PM
- **Evaluation Period:** March 18, 2025 – April 15, 2025
- **Notification of Selection:** April 16, 2025

Insurance Requirements:

Provide a certificate of insurance detailing limits of liability for general, professional, and auto liability, along with workers' compensation coverage.

Evaluation and Contract Award:

The City will evaluate submissions based on the stated criteria and negotiate terms with the selected firm. The initial contract will be for three (3) years, with potential extensions at the City's discretion.

Miscellaneous:

The City reserves the right to reject any proposals, make changes to the RFQ as needed, and select the firm that best meets the requirements and applicable laws. This scope of services is an overview and not exhaustive.

Thank you for your interest in partnering with the City of Hilshire Village to provide high-quality managed IT services.