

NORTHEAST PUBLIC
DEVELOPMENT AUTHORITY

northeastpda.com · 509.795.0290

REQUEST FOR
QUALIFICATIONS

Information Technology (IT) Services

Submission Deadline: September 28, 2026 · 5:00 p.m. · kelly@northeastpda.com

Introduction

The Northeast Public Development Authority (NEPDA) invites qualified IT support firms and individual contractors to submit Statements of Qualifications (SOQ) in response to this Request for Qualifications. NEPDA is seeking a responsive, knowledgeable partner to provide as-needed technical support, manage a migration of our web and domain infrastructure off of GoDaddy, and advise on the security software and practices appropriate for a small public agency handling sensitive municipal and grant-related data, among other things.

This is not expected to be a full-time engagement. This will be a monthly retainer plus as-needed hourly rate for overage work. NEPDA is a small organization with a small staff, and we need a partner who can respond promptly when issues arise and proactively flag risks before they become problems.

Contract Start	Anticipated October 2026
Initial Term	One (1) year, with option to renew
Submission Deadline	September 28, 2026 by 5:00 p.m.
Submission Format	PDF via email
Contact	Kelly McGinley Ashe, Administrative Manager — kelly@northeastpda.com

Organization Overview

The Northeast Public Development Authority (NEPDA) is a municipal corporation formed under RCW 35.21.730–.757, providing economic development services to a 3,500-acre portion of northeast Spokane centered on the historic Hillyard neighborhood. As a public development authority, NEPDA operates with statutory authority and dedicated funding mechanisms distinct from a typical small business, nonprofit, or municipal department, which has implications for procurement compliance, data handling, and system integration requirements.

NEPDA's operations span three core functional areas: advocacy and client/community representation, project and stakeholder coordination, and community engagement and reporting. Day-to-day work includes grants administration, contractor and vendor coordination, procurement processes, public communications, and board governance support. The selected IT

vendor should expect a small, multi-functional administrative team relying on shared systems for document management, communications, scheduling, and financial/grant tracking, rather than large, siloed departments.

NEPDA is funded in part by incremental tax revenues tied to development activity within the district, with active grant funding across multiple sources (state, federal, and local). This means reliable, secure IT infrastructure directly supports financial reporting accuracy, grant compliance, and audit readiness, in addition to standard day-to-day operations.

Scope of Work

The selected firm will serve as NEPDA's primary IT support resource, available as needed rather than on a fixed schedule. In addition, the selected firm will provide peripheral support to the Hillyard Creative District until they obtain full financial independence. The areas described below are most effective when handled by a single accountable partner who understands NEPDA's environment over time, rather than as one-off, disconnected tickets.

As-Needed Technical Support

- Respond to day-to-day hardware, software, network, and account access issues raised by NEPDA staff
- Provide remote support as the primary mode of service, with availability for on-site visits in the Spokane area when remote troubleshooting is insufficient
- Maintain a reasonable response time for non-urgent issues, and a clearly defined expedited response time for urgent issues affecting staff's ability to work
- Support onboarding and offboarding of staff accounts, devices, and access permissions
- Support for PCs and Macs is required

Go Daddy Migration

- Lead the migration of NEPDA's website hosting and domain registration off GoDaddy to a more suitable provider or provide help understanding the GoDaddy interface if migrating off GoDaddy is not advised
- Recommend a destination hosting and registrar platform appropriate for a small public agency, with rationale for the recommendation
- Manage DNS reconfiguration, domain transfer, and any related downtime planning to minimize disruption to NEPDA's website and email
- Confirm email continuity throughout the migration, in coordination with NEPDA's Microsoft 365 environment
- Provide documentation of the new environment, including login credentials, account ownership, and renewal dates, delivered to NEPDA staff

Security Software & Practices Advisory

- Assess NEPDA's current technology environment and identify security gaps or vulnerabilities
- Recommend appropriate endpoint protection, email security, and backup solutions sized to a small organization with limited IT budget

- Advise on multi-factor authentication, password management, and access control practices suitable for staff handling grant funds and sensitive data
- Provide guidance on data backup and disaster recovery practices appropriate to NEPDA's risk profile
- Flag any security considerations relevant to NEPDA's handling of federal or state grant-funded activity, in plain, non-technical language NEPDA staff can act on

Ongoing Account & Systems Management

- Assist with management of NEPDA's Microsoft 365 environment, including Teams, SharePoint, and related tools as needed
- Maintain an inventory of NEPDA's software licenses, hardware assets, and account credentials
- Advise on software and hardware purchases or renewals as the need arises
- Assist in determining the best pricing and bundles where possible. Determine if one-off licenses are the best approach

This scope is not exhaustive, and responding firms are encouraged to propose additional services based on their assessment of NEPDA's needs. The selected contractor is expected to field a person or team capable of delivering all required and proposed services.

Expected Deliverables

NEPDA anticipates a working relationship structured around a modest monthly retainer covering a defined block of support hours, with additional work billed at an as-needed hourly rate beyond that block. Exact deliverables and cadence will be refined collaboratively during onboarding, but are expected to include:

- A completed migration off GoDaddy within an agreed-upon timeframe following contract start
- A written security assessment and set of recommended security software and practices within the first 60 days of the engagement
- Ongoing as-needed technical support throughout the contract term
- A brief quarterly summary of support requests, hours used, and any outstanding recommendations

Timeliness and accessibility are important aspects of this engagement. The contractor must be reachable by phone or email and able to provide remote support promptly when urgent issues arise. NEPDA does not provide office space at a NEPDA location. Remote management is critical.

Statement of Qualifications Requirements

Statements of qualifications should be clear and direct. No more than five pages, exclusive of resumes and references. We are looking for evidence that you understand this work and have the experience and approach to execute it well. Please include the following:

Firm or Individual Overview

- Background, services offered, and staff size
- Point of contact name, phone number, and email address
- Service area and availability for remote versus on-site support in the Spokane area

Minimum Qualifications

Respondents must demonstrate:

- Experience providing IT support to small organizations, nonprofits, or public sector entities
- Experience managing domain and website hosting migrations
- Familiarity with Microsoft 365 administration
- Working knowledge of endpoint security, email security, and backup solutions appropriate to small organizations
- Ability to communicate technical issues and recommendations in plain, accessible language

Proposed Approach

- Your understanding of NEPDA's technology needs and the constraints of a small public agency
- Your proposed approach to the GoDaddy migration, including estimated timeline
- Your proposed approach to ongoing as-needed support, including response time commitments
- Your communication and collaboration style with a small, non-technical staff

Team & Continuity

- Identification of the primary point of contact and any additional team members who may provide support
- Commitments to continuity and availability over the contract term
- Disclosure of any unresolved complaints or disputes related to past IT services provided

Experience

- Detail your experience providing IT support to organizations of similar size and budget
- Describe at least one website or domain migration you have managed, including outcome
- List of three professional references with specific knowledge of work performed

Fee Proposal

- Proposed monthly retainer amount and the support hours included
- Hourly rate for support beyond the retainer block
- Estimated one-time cost for the GoDaddy migration project

- Any additional costs anticipated for recommended security software or tools (pass-through or otherwise)

Evaluation & Selection Process

All statements of qualifications received will be evaluated for responsiveness to this RFQ and ranked by NEPDA staff. Qualified firms may be invited for formal interviews with NEPDA Board representatives. NEPDA reserves the right to select the most qualified firm directly following written SOQ review, without conducting interviews. One firm will be selected for contract negotiation.

Evaluation Steps

- Step 1:** Statements of qualifications reviewed for compliance with RFQ requirements
- Step 2:** Compliant SOQs evaluated and scored by the Evaluation Committee (Executive Director and Director of Public Finance)
- Step 3:** Highest-scoring respondents interviewed by Board representatives
- Step 4:** Reference checks conducted for finalists; Executive Director notifies the winning respondent
- Step 5:** Contract negotiations commence with the selected firm
- Step 6:** If negotiations with the initially selected firm fail, NEPDA reserves the right to negotiate with other respondents

Submission Details & Requirements

Deadline	September 28, 2026 by 5:00 p.m.
Format	PDF via email
Subject Line	2026 NEPDA Accounting RFQ Response — [Firm Name]
Submit To	Kelly McGinley Ashe, Administrative Manager — kelly@northeastpda.com
Validity	Proposals must remain valid for a minimum of 60 calendar days from the due date

Clarifications: Any requests for clarification must be submitted at least five business days prior to the deadline. Clarifications and modifications will be distributed electronically to all responding firms. All communications must be directed to Jesse Bank at the contact information above.

Late submittals may be deemed nonresponsive and rejected.

Certification: By submitting a statement of qualifications, the individual or firm certifies that (1) it has examined, read, and understands this RFQ; (2) it has taken steps reasonably necessary to ascertain the nature and location of the work and has satisfied itself as to general and local conditions that may affect the work; and (3) it meets all required business and licensing criteria, including active registration with the Washington Secretary of State, an active business license issued by the Washington State Department of Revenue, and an active Worker's Compensation account with the Washington State Department of Labor and Industries.

Contract Terms

The NEPDA anticipates an initial contract term of one (1) year, with the possibility of extension thereafter. A sample contract form is available upon request.

Note: The NEPDA expects all submitting firms or sole practitioners to consent to the NEPDA contract, terms and conditions. The NEPDA reserves the right to revise the stated contract terms and conditions prior to contract signature.

Public Records & Disclosure

Statements of qualifications submitted to NEPDA become the property of NEPDA and will not be returned. Pursuant to Chapter 42.56 RCW, submitted statements of qualifications are considered public records and may be available for public inspection and copying following the award of an agreement, except to the extent protected by state or federal law.

If a disclosure request is received, NEPDA will notify the submitting firm and allow five (5) business days to take protective action pursuant to RCW 42.56.540. To the extent NEPDA withholds materials at a firm's request, that firm agrees to fully indemnify, defend, and hold harmless NEPDA, the City and County of Spokane, their elected officials, agents, and employees from all damages, penalties, attorneys' fees, and costs related to withholding information from public disclosure.

NEPDA reserves the right, at its sole discretion, to reject any or all statements of qualifications, waive informalities, modify or cancel the RFQ, extend the submission deadline, request additional information, or award the contract in the best overall interest of NEPDA. By submitting a statement of qualifications, the firm consents to this process and shall have no claim against NEPDA because of any action or inaction taken. If negotiations fail, NEPDA reserves the right to negotiate with other respondents at its sole discretion.
