



# CITY OF TONTITOWN

201 EAST HENRI DE TONTI, TONTITOWN, AR 72762

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## REQUEST FOR STATEMENT OF QUALIFICATIONS (SOQ)

Date: 05/26/2026

### 1. INTRODUCTION

The City of Tontitown, Arkansas is requesting Statements of Qualifications (SOQs) from qualified firms to provide professional Information Technology services. This solicitation includes, but is not limited to, **SQL Server database administration, system support, cybersecurity services, and IT infrastructure management**.

The City seeks a qualified provider capable of supporting mission-critical municipal systems, ensuring data integrity, system uptime, and secure operations.

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### 2. PURPOSE

The purpose of this Request for Qualifications is to identify experienced IT service providers capable of supporting municipal technology environments, with emphasis on:

- SQL Server administration and database optimization
  - Data backup, recovery, and migration services
  - Network infrastructure management
  - Cybersecurity monitoring and incident response
  - Cloud services and Microsoft 365 administration
  - End-user and help desk support
  - IT systems planning and consulting
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### 3. SCOPE OF SERVICES

#### 3.1 SQL / Database Services .

- Installation and configuration of SQL Server environments
- Performance tuning and query optimization
- Data integrity monitoring
- Backup and disaster recovery implementation

#### 3.2 IT Infrastructure Support

- Network design and maintenance
- Server administration (on-premise and cloud)
- Firewall and security appliance management
- Security policy development



### **3.3 Cybersecurity**

- Security audits and vulnerability assessments
- Endpoint protection and monitoring
- Incident response and remediation
- Security policy development

### **3.4 End-User Support**

- Help desk services
- Hardware/software troubleshooting
- User account management
- Training and support
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### **3.5 Consulting Services**

- Technology planning and modernization
  - Budgeting and lifecycle planning
  - Vendor coordination
  - Systems integration guidance
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## **4. MINIMUM QUALIFICATIONS**

Respondents should demonstrate:

- Experience supporting **municipal or public-sector IT systems**
  - Strong expertise in **SQL Server and relational databases**
  - Cybersecurity and network infrastructure knowledge
  - Ability to provide timely support and emergency response
  - Certified technical staff (Microsoft, CompTIA, Cisco or equivalent)
  - Proven track record of IT service delivery in complex environments
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## **5. SUBMISSION REQUIREMENTS**

Interested firms shall submit a Statement of Qualifications including:

- Company profile and history
- Relevant municipal IT experience
- Description of SQL/database capabilities
- Key personnel qualifications
- Service delivery methodology



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- References from similar clients
  - General pricing structure (if applicable)
  - Proof of insurance and licensing
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### 6. EVALUATION CRITERIA

Submissions will be evaluated based on:

- Technical expertise and qualifications
  - Experience with municipal IT systems
  - SQL/database administration capability
  - Responsiveness and availability
  - Past performance and references
  - Overall approach to service delivery
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### 7. SUBMISSION INFORMATION

Submit SOQs to:

**City of Tontitown**

Attn: Brad Spurlock, City Planner

PO Box 305

Tontitown, Arkansas 72770

Email (if applicable): [bspurlock@tontitownar.gov](mailto:bspurlock@tontitownar.gov)

Phone: (479)361-2700 x122

Deadline: June 9, 2026

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### 8. GENERAL CONDITIONS

The City reserves the right to:

- Reject any or all submissions
- Request additional information
- Select one or more qualified providers
- Establish an on-call or multi-award agreement.