Request for Qualifications (RFQ)

Technology Support Services

Issued by: Yurok Telecommunications (YTEL)
Issue Date: December 15, 2025

Vendor Questions Due: December 23rd, 2025 to nmattz@yuroktelecom.com

Answers provided back to vendors: January 6th, 2026.

Response Template: Word document YTEL RFQ Vendor Response Form. January 6th, 2025

Vendor Responses Vaid: At least 90 days
Submission Deadline: January 13th 2to nmattz@yuroktelecom.com

Contact: Sonny Ryles (dryles@yuroktelecom.com)

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1. Introduction and Purpose

Yurok Telecommunications (YTEL) is seeking qualified vendors to provide comprehensive Technology Support Services to enhance and maintain our IT infrastructure. As a tribally owned telecommunications provider, we are committed to delivering reliable, secure, and scalable technology solutions to support our operations and community services.

YTEL seeks a collaborative IT partner to provide ongoing technical support, strategic IT planning, system monitoring and maintenance, cybersecurity support, equipment procurement assistance, and documentation of IT assets. Services may include both regularly scheduled support and as-needed task orders for specific projects or upgrades. The selected vendor should have demonstrated experience providing responsive customer service, proactive IT management, and support for small public agencies.

YTEL's current IT partner was engaged under an emergency contract to address an immediate operational need. As we transition from this temporary arrangement, we are initiating a formal procurement process to identify a long-term IT partner who can support our strategic goals and provide consistent, high-quality service.

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2. Project Background

YTEL is located in Northern California, with primary operations in Klamath, Orick, and Weitchpec, and an administrative office in Eureka. Our team includes a significant number of remote staff who rely on secure and reliable access to our IT systems.

Current Infrastructure:

- 20 laptops (Windows 11 Professional)

- 15 MikroTik routers

- 30 Cisco network switches

- 20 Cambium wireless point-to-point microwave radios

- 1 enterprise-grade firewall

- 20 Verizon mobile phones

Specialized Software and Systems:

- HYCU - backup of m365 accounts
- Adobe
- Intuit - QuickBooks online
- Bill.com
- Tapo TP Link
- Splashtop
- Arlo
- Canva
- Asset Tiger
- DocuSign
- Fortra (formerly HelpSystems)
- Aha
- SpiceWorks (Free/Not Purchased)
- Microsoft M365 Environment
- RingCentral
- Vision / FiberSmith
- Box
- SmartSheets
- TriNet
- IQGeo
- Daloradius
- CnMaestro

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3. Project Management and Strategic Planning

The selected vendor shall provide virtual Chief Information Officer (vCIO) services to support YTEL in daily IT operations, long-term planning, and strategic decision-making. The vCIO will maintain regular communication with YTEL's designated IT liaison.

Responsibilities include:

- Network Assessment

- Strategic Planning

- IT Budgeting

- Project Management

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4. User Maintenance, Email, Remote Access, Security, and Backup Support

The vendor shall ensure YTEL's systems, data, and users remain secure and supported.

Core Responsibilities:

- User account setup and maintenance

- Email and remote access configuration

- Antivirus and endpoint protection

- Backup monitoring and recovery support

- Security audits and incident reporting

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5. Scope of Work

Vendors must demonstrate capabilities in:

- Network administration and troubleshooting

- Server administration

- IT infrastructure assessment and roadmap development

- IT project support for upgrades and migrations

- Emergency IT services

- IT security services and training

- Supplemental IT support to augment staff

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6. Vendor Qualifications

Vendors must provide:

- Experience

- Financial Health

- Resources

- Staff

- Methodology

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7. Evaluation Criteria

Submissions will be evaluated based on:

- Professional capacity and technical expertise

- Demonstrated experience

- Methodology and approach

- Staff qualifications

- Cost-effectiveness

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8. Site Visit Information

YTEL will not conduct a facilities tour due to the geographic dispersion of our sites and the remote nature of our workforce. Vendors should rely on the RFQ content and submit written questions as needed.

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9. Procurement Limitations

This RFQ and any resulting contract do not obligate YTEL to purchase equipment, software, or services from the selected vendor.

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10. Other IT Support Tasks as Needed

Additional tasks may include:

- Acting as technical contact for domain registration with the State of California

- Coordinating with third-party vendors

- Supporting audits and compliance reviews

- Providing documentation for grants or regulatory filings

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11. Submission Instructions

Submit qualifications electronically to nmattz@yuroktelecom.com by (date?). Include "Technology Support Services RFQ – Yurok Telecommunications" in the subject line. All submissions must be in PDF format and include all required components.

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12. RFQ Timeline

Milestone	Date
RFQ Release Date	12/15/2025
Deadline to Submit Questions	12/23/2025
Responses to Questions Published	1/6/2025
RFQ Submission Deadline	1/13/2025
Evaluation of Submissions	1/22/2025
Notification of Selected Vendor(s)	1/27/2025
Anticipated Contract Start Date	TBD

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13. Statement of Understanding and Approach

Describe your understanding of the services requested and your approach to providing IT support for YTEL. Include both technical and project management approaches, and methods for maintaining clear and consistent communication.

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14. Project Team and Qualifications

Identify the proposed project team, including key personnel and any subconsultants. Summarize relevant qualifications and experience. Resumes may be included as an attachment and do not count toward the page limit.

15. Relevant Experience and References

Provide a summary of similar projects completed within the last five (5) years. Include services provided, budget and schedule performance, and client contact information.

16. Work Plan and Schedule

Describe your proposed work plan for completing the scope of work, including key milestones, deliverables, and an anticipated schedule of services.

17. Cost Proposal

Provide a detailed cost proposal including:

- Monthly Support Services

- As-Needed Project Costs

- Other Costs

Note: YTEL will not reimburse travel, meals, lodging, or other items beyond applicable IRS, federal, or California per diem rates.

18. Procurement Outreach

Please indicate how you learned of this procurement opportunity.

19. Modification or Withdrawal of Proposal

Proposals may be modified or withdrawn prior to the deadline via email or written request. Post-deadline withdrawals may be considered for good cause by contacting the RFQ contact person.

20. RFP Addendum or Addenda

Any changes to this RFQ will be issued as written addenda and posted online. Addenda shall be considered part of the RFQ and will override prior documentation. No modifications will be made within five (5) days of the deadline without extending the submission period.