



**REQUEST FOR PROPOSAL
FOR
INFORMATION TECHNOLOGY SERVICES**

**Cordova Recreation & Park District
2729 Prospect Park Drive, Ste. 230
Rancho Cordova, CA 95670**

May 7, 2021

**NOTICE REGARDING DISCLOSURE
OF
CONTENTS OF DOCUMENT**

All responses to this Request for Proposal (RFP) accepted by the Cordova Recreation & Park District (District) shall become the exclusive property of the District. All proposals accepted by the District shall become a matter of public record and shall be regarded as public, with the exception of those elements of each proposal which are defined by the contractor as business or trade secrets and plainly marked as "Trade Secret", "Confidential" or "Proprietary". Each element of a proposal which a company desires not to be considered a public record must be clearly marked as set forth above, and any blanket statement (i.e., regarding entire pages, documents or other non-specific designations) shall not be sufficient and shall not bind the District in any way whatsoever. If disclosure is required or permitted under the California Public Records Act or otherwise by law, the District shall not in any way be liable or responsible for the disclosure of any such records or part thereof.

**REQUEST FOR PROPOSAL
FOR
INFORMATION TECHNOLOGY SERVICES**

INVITATION FOR PROPOSAL

The Cordova Recreation & Park District hereafter called (District) is accepting proposals from Contractors to provide **INFORMATION TECHNOLOGY SERVICES** for the DISTRICT. The Contractor shall provide the services based on the specifications in the following document.

GENERAL REQUIREMENTS

The District will accept proposals mailed or delivered to:

Cordova Recreation & Park District
Attn: Rick Smith, Management Analyst
2729 Prospect Park Drive, Ste 230
Rancho Cordova, CA 95670

Submittals will be accepted during office hours Monday through Thursday from 8 a.m. through 5 p.m. Proposals are due by **2 p.m. on Friday, June 4, 2021.** Proposals submitted after that time will not be considered.

Five (5) hard copies of the proposal and one electronic pdf version on an USB flash drive must be submitted. Services regulated by the State of California should be in compliance with California's professional licensing rules.

Proposal content must be completed in accordance with the submittal instructions. Failure to comply with the instructions may result in non-consideration of the submitting firm for District IT Consulting needs.

Please contact Rick Smith, Management Analyst/IT Liaison, at 916-842-3323 or rsmith@crpd.com with any questions.

Advertisement Dates: Friday, May 7, 2021 and Friday, May 14, 2021

DISTRICT BACKGROUND

The Cordova Recreation & Park District (District) is a Park District that provides park and recreation services for the City of Rancho Cordova and parts of the unincorporated Sacramento County.

We currently have 7 locations permanently staffed by District employees:

- 2729 Prospect Park, Ste 230 (District Office)
- 2197 Chase Drive (Hagan Community Center)
- 2197 Chase Drive (Hagan Community Park Corporation Yard)
- 3755 Schriever Avenue (Mather Sports Complex)
- 3480 Routier Road (Neil Orchard Senior Activities Center)
- 9425 Jackson Road (Cordova Golf Course)
- 9425 Jackson Road (Cordova Golf Course Corporation Yard)

The following sites are staffed part time but require Internet connectivity year-round:

- 2197 Chase Drive (Cordova Community Pool) new facility - completion June 2021
- 3480 Routier Rd (Lincoln Village Community Pool Building)
- 10488 White Rock Road (White Rock Community Clubhouse)

RFP SCHEDULE

May 7, 2021	Notice of RFP
2 p.m., Friday, May 14, 2021	Closing date for receipt of requests for clarification or exceptions to, or modifications of RFP requirements
2 p.m., Wednesday, May 19, 2021	Closing date for protest of RFP requirements
2 p.m., Friday June 4, 2021	Proposals due
June 7 - 8, 2021	Interviews (if conducted)
June 9 - 10, 2021	Contract negotiations
June 17, 2021 (approximate)	Finalize Contract Awarded by General Manager
July 1, 2021	Contract execution

SCOPE OF WORK

The Cordova Recreation & Park District (District) is seeking proposals from qualified, knowledgeable, and experienced companies to provide Information Technology (IT) Services to support our District IT infrastructure and to provide IT user assistance. We encourage companies to submit the most comprehensive proposal possible offering the highest quality of service.

The nature of the service will be ongoing support and coordination with the in-house Information Technology (IT) Liaison to ensure proper implementation of new technology, and general management and operation, including maintenance and/or troubleshooting of existing systems. The company chosen will need to work closely with a variety of departments within the organization, providing support as needed or instructed.

If the current “Cloud Migration Project” in progress is not completed by June 30, 2021, then as part of this scope the Contractor will plan, execute, and conclude migration of our shared files services to the “cloud” to improve file sharing from the various sites of our District. This migration is to be complete prior to the end of the first year of the contract. This should be listed as an Add/Alternate in the proposal.

Contractor will provide general professional services on an as-needed basis primarily during normal business hours: M-F 7:30 a.m. to 5:30 p.m. either remotely or on-site. However, Contractor must provide on-call support coverage in the event of unexpected failure or significant problems with critical resources during non-business hours which includes weekdays after 5:30 p.m. (until 10 p.m.), weekends, and holidays to resolve critical issues.

In determining whether a Respondent possesses the minimum qualifications to provide the Services, Respondent must demonstrate the following to DISTRICT satisfaction:

“SCOPE OF SERVICES”

Section A: Minimum Qualifications

- Be registered and maintain proper business licenses and remain in good standing within the State of California, County of Sacramento and the City of Rancho Cordova;
- Maintain a staffed office to meet the support coverage and provide standby after-hours support;
- Have sufficient size and depth of management, resources and staff to support the services required in the specifications;
- Have sufficient financial resources to meet payroll, equipment and supplies to meet operational requirements and ensure quality service;
- Have measurable and demonstrated successful experience in providing specified services for like sized company or government and operations;

- Provide Information Technology Services as the primary function of their business;
- Have been in business for at least five (5) years providing Information Technology Services to a mid-size or larger business;
- Consultant shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Consultant, its agents, representatives, or employees. (See Minimum Scope and Limit of Insurance, Section 2.7.4)

Contract Term

The term of the resulting contract shall be in effect for an Initial Term of one (1) year, commencing on July 1, 2021, and terminating on June 30, 2022, unless sooner terminated. Prior to expiration of the Initial Term, the Contract may be extended by mutual agreement, for an Extension Term of Two (2) additional (1) year periods.

Response Requirements and Content

Prior to submitting a response, the Respondent must carefully review this Solicitation and any addenda subsequently issued. The Respondent is responsible for seeking any clarification or information needed to respond. The Respondent is solely responsible for any deficiencies in the response submitted.

The Respondent must review the terms and conditions set forth in the specimen contract attached hereto and, in the submittal, specifically identify any provisions the Respondent finds unacceptable or desires to negotiate.

The Respondent is solely responsible for all costs, direct or indirect, incurred responding to this Solicitation. DISTRICT will incur no obligation or liability in connection with the submittal of a response. A responsive submittal must include responses to the following sections and specific item requests:

Section B: Qualifications Statement

- A brief description of the firm or business entity, including firm history, number of employees, organization structure, ownership structure and expertise, and resumes for principals or key employees who would perform the Services in this Solicitation;
- A detailed listing and description of experience and other information that demonstrates the Respondent's expertise and capacity to provide the Services specified in this Solicitation;
- Minimum of three (3) letters of recommendation from specific customers who have used services provided by the Respondents in the past 18 months; and if relevant, a list of references from local government to whom the Respondent has provided services similar and comparable to those described in this Solicitation (contact name, telephone, email address, contract term) from whom DISTRICT may obtain references;

- A copy of the Respondent's last three (3) annual financial statements reviewed by an independent Certified Public Accountant;
- Any other relevant information that Respondent believes would assist DISTRICT in evaluating the submittal.

Section C: Proposed Fees

- Specify all hourly rates of service; including remote troubleshooting and/or customer assistance, travel time, nights, weekends and holidays.
- Specify all fees associated with migration of our file service to the "cloud" and backup services of those files (**this should be listed as an add/alternate as this project has been scheduled be completed prior to contract execution**).
- Specify all fees associated with proposed server and desktop management solutions.
- Specify whether Respondent is able to provide any value-added services to DISTRICT either for a fee or as complimentary service to DISTRICT;
- Describe any financial investment to implement the resulting agreement.

Selection Process

The evaluation process will consider the merits of the proposals by prospective vendors in line with the District's stated objectives. The District may also conduct reference checks to ascertain the quality of work performed previously. Those companies, who appear best suited, in the sole determination of the District, may be asked to participate in an additional interview to further evaluate their qualifications. We will review proposals that are received. Proposals that are non-responsive to the requirements of this RFP shall not be included for evaluation by the selection committee.

The specific criteria and point value established for this Request for Proposal is as follows (total points):

- 1. Narrative describing methodology and protocols (25 points)**
- 2. Experience and expertise (25 points)**
- 3. Technical merit and completeness of proposal (25 points)**
- 4. Rates of service (25 points)**

Background Information

The Cordova Recreation & Park District currently employs servers running Microsoft Windows Server 2008 or 2012 along with Microsoft Windows Desktop PC's, notebook, and tablet PC's running Windows 10. Additionally, there are Android tablets for time sheet entry of field personnel, a few Surface tablets, and several iPads used by the Board members and District Office staff. See Exhibit A for details.

Desktop PCs are located throughout the District and are of Dell, HP, Lenovo, Acer, and ASUS manufacturer. These PCs vary by age, specifications, software, and service pack versions. The notebook or tablet PCs are of various manufacturer and vary by age, specifications, software, and service pack versions.

Scope of Work

The primary scope of work is to provide on demand support, routine preventative maintenance service and recommendations for improving existing systems and providing technical support for future designs and purchases of equipment, software, and licenses agreements in coordination with and directed by the CRPD's IT Liaison.

Contractor must provide on-call support coverage in the event of unexpected failure or significant problems with critical resources during non-business hours which includes weekdays after 5:30 p.m. (until 10 p.m.), weekends, and holidays to resolve critical issues.

Scope of work to be performed by contractor will be coordinated and managed by District's Information Technology (IT) Liaison.

A. Initial Assessment

In coordination with the IT Liaison, review the inventory, assess the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations. A report of this initial assessment shall be submitted by March 1, 2022 and each January 1st as long as the contract is in force. This is to allow for necessary budget planning for the upcoming year.

B. Desktop Application Support

Perform basic support functions as needed/requested, including the installation of PC's, laptops, tablets, printers, peripherals, and software. Contractor will diagnose and correct desktop applications issues, configure all computers for standard applications and identify and correct end user hardware problems and perform advanced troubleshooting.

C. Server and Workstation Administrative Services

Manage computer network and associated hardware, software, communications and operating systems necessary for the quality, security, performance, availability, recoverability and reliability of the system. Monitor server performance and capacity management services. Ensure scheduled preventive maintenance for equipment is

communicated to affected staff and promptly performed. Develop back-up plans and procedural documentation. The contractor shall be responsible for configuration management, including changes, upgrades, patches, etc.; and support of software products relating to servers and workstations; and timely response to repair and maintenance work for the user.

D. Network Administration Services

Maintenance and support of network equipment, including switches, firewalls, routers and other security devices. Installation and maintenance of printers, scanners, network devices and other computer peripherals. Analyze routine configuration changes and install software patches and upgrades as well as minor cabling if needed.

Complete proactive monitoring of network equipment including alert notifications to District's IT Liaison in the event of device failure. Network performance and capacity management services, and network troubleshooting. Maintain network documentation and procedures.

E. Email

The contractor shall manage the District's email system and ensure domain names are maintained properly. As needed and as determined by the CRPD's Information Technology Manager, the contractor may be responsible for adding, deleting or changing employee email accounts and ensure that each email account is working efficiently and effectively free of uninterrupted errors, and ensure that each individual email account can maintain ample server space. Promptly add or remove employees from All-Staff group addresses in conjunction with the Human Resources Division.

F. Telecommunications

The contractor shall manage the District's digital phone system (currently using the Comcast and AT&T for the Internet connectivity with the 8x8 virtual phone and voicemail system). The contractor will ensure the Internet providers and the phone systems maintain connectivity. The contractor will also be tasked to add, delete, and reassign virtual lines as necessary.

G. Security and Backup Efforts

Ensure that all servers, desktops and laptops are protected by antivirus software and that adequate firewalls are in place to prevent unwanted intrusion into the District's computer network system. Systems shall be designed to notify District's IT Liaison when system securities are breached and or when system hardware is not operating efficiently. The contractor shall perform security audits as requested and notify District's IT Liaison immediately of suspected breach of security or intrusion detection.

A backup system shall be established to prevent loss of data and functionality as well as reduce downtime.

The contractor shall configure District's system to enable remote access in a secure environment and provide remote access administration as requested by the IT Liaison.

H. Planning

The contractor shall engineer, plan and design services for major system enhancements, including installations and upgrades of new and existing systems. Examples include major server upgrade, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchases of hardware, software and technology needs. Install new servers, software and hardware and transfer data when acquired. Strategic planning, design and installation/upgrade of core network systems. Examples include major network upgrades, provider changes, IP schema design, installation of core network devices, etc.

G. On-Demand Response

The contractor shall offer on-demand response to the District's IT requests. The contractor shall have access and be available during the District's normal business hours. It is expected that contractor is to perform maintenance service after hours and on weekends in situations which would least likely disrupt daily operations. Specific times and dates shall be coordinated with the IT Liaison and communicated to affected staff.

H. Response Time

Emergency requests are to be responded to within 1 hour (resolution is variable, depending on issue). Routine service tickets are to be responded to within 8 hours and proposed resolutions within 24 hours. Complex service tickets will be addressed as expeditiously as possible, with progress reports issued to user and IT Liaison on a regular basis.

I. Confidentiality

Confidentiality of computer information and data is vital. The selected contractor and their employees will be required to sign and adhere to a confidentiality clause that information in the system must remain confidential under penalty of law.

J. Not Included

The contract to be awarded does not obligate the District to purchase computer equipment, hardware devices, cabling, licenses, software et al from the successful vendor. *Replacement parts are not part of this contract and also does not include computer equipment and networks not owned by the District.*

K. SUBMISSION REQUIREMENTS

The District is requesting that the proposal submitted address the subjects with specificity. We are looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth operating, efficient process, and effective informational technology system.

Due to the nature of this proposal, it is requested that each proposal be brief and to the point and consist of no more than ten pages. Each proposal shall provide the following information:

Contents of Proposal

Proposals must include but need not be limited to the following information:

- A proposal describing your qualifications and outlining service solutions
- A breakdown of rates and fees for services to be provided including server and desktop management solutions
- References complete with contact names and telephone numbers
- Proof of liability insurance in the amount of \$2,000,000

Non-Exclusive Provider Status. Contractor shall be the non-exclusive provider of Information Technology Services to supplement in-house Information Technology Services at the District. Contractor shall be responsible for all personnel actions including hiring, training, supervision.

Exhibit A

- 39 Desktop PC's
- 37 Notebook or Laptops
- 7 iPads
- 4 Galaxy Tablets (timesheet kiosks)
- 2 Microsoft Surface Tablets
- 10 Desktop Printers
- 4 Leased Copiers set up as network printers
- 5 Servers running Windows Server 2008 or 2012 (4 may be decommissioned by 6/30/21)

8x8 Phone System

Wi-Fi Hardware

Wi-Fi Routers (5 of various brands)

Networking Hardware

Various Managed and Unmanaged Network Switches (HP, CISCO, Linksys, Ubiquiti)

SECTION 2. PERFORMANCE STANDARDS AND COVENANTS

2.1 General Standards and Covenants.

2.1.1 Licenses. Contractor shall obtain and maintain throughout this Contract all licenses required by the State of California, the City of Rancho Cordova and/or County of Sacramento to operate a business or provided the Services herein.

2.1.2 Safety. Contractor shall provide for safety of persons and property while it is providing the Services and observe the safety provisions of applicable laws and regulations.

2.2 DISTRICT Oversight; Contractor Cooperation. Contractor and its onsite management and supervisory personnel shall take general instructions and directions from DISTRICT designated representative while performing Services. Contractor and its employees and agents shall fully cooperate with the DISTRICT designated representatives with regard to providing the Services.

2.3 Notice to Perform Services; Cancellations; Failure to Perform.

2.3.1 Notice to Perform. DISTRICT will make every effort to give Contractor sufficient advance notice of events requiring Contractor's Services, but not less than seventy-two (72) hours advance notice shall be given.

2.3.2 Cancellations. DISTRICT shall incur no liability to Contractor for failure to deliver notice of cancellations.

2.3.3 Failure to Perform. If, for any reason, Contractor fails to perform the Services as requested by DISTRICT, or as required by this Contract, DISTRICT shall have the right to engage the services of another party to perform the Services required.

2.4 Access to District; Use of District by Others or for Unrelated Purposes Prohibited.

2.4.1 Access for Contractor, its Employees and Vendors. DISTRICT will specify where and how Contractor, and its employees and vendors will enter the District. Contractor and its employees shall have access to designated areas in the District, only during scheduled hours of operation.

Contractor shall have reasonable access to DISTRICT administrative offices and other areas of the District to conduct normal business activities required by this Contract; however, Contractor and its employees shall not have access to other areas of the District unless specifically approved by DISTRICT.

2.4.2 Use of District by Others or for Unrelated Purposes Prohibited.

Contractor shall not use, or permit any other person or entity to use, any area of the District or DISTRICT equipment for any purpose, without DISTRICT prior written approval.

2.5 Management and Supervision

2.5.1 Contractor's Office. In order to effectively provide management and supervision, Contractor shall maintain a staffed, 24-hour a day central office in the region.

2.5.2 Advertising; DISTRICT Intellectual Property. Contractor shall not advertise or permit advertising in any manner, including but not limited to, advertisement of suppliers, except as approved by the DISTRICT. Contractor shall not, directly or indirectly, use the trademarks, symbols or trade name(s) of the DISTRICT or the District for any purpose, without the prior written approval of the DISTRICT. Contractor may identify the District as a business location on business cards.

2.5.3 Political Activity Prohibited. Neither Contractor, nor its employees, agents or personnel shall distribute campaign or political literature or conduct any political activities while engaged in District business.

2.6 Personnel

2.6.1 Contractor's Personnel. Contractor shall select, employ, train, and furnish personnel who are proficient, productive, and courteous to staff and clients. Contractor shall discipline, and if necessary, remove any person who fails to abide by the policies and guidelines established by Contractor or DISTRICT.

2.6.2 Contractor shall exercise reasonable control over the conduct, demeanor and appearance of its employees and ensure they abide by all instructions, regulations and procedures established by the DISTRICT. DISTRICT shall have the right to request Contractor to remove from any event employees who fail to meet these minimum standards.

2.6.3 DISTRICT Rights. DISTRICT reserves the right to evaluate the performance of personnel and to require Contractor to remove individual personnel from DISTRICT property immediately, if such action is required in order to protect the interests of DISTRICT.

2.7 Wage Laws; Workers Compensation.

(a) Contractor shall pay its employees not less than the applicable minimum wage rate. All wages, payroll functions and payroll expenses such as federal and state unemployment insurance taxes and worker's compensation insurance shall be paid by Contractor.

(b) Contractor shall comply with all state and federal Wage and Hour laws and all California and Federal laws and regulations governing employment and conditions of

employment. Contractor shall comply with the California Workers' Compensation Act as applicable to its employees.

2.7.1 Equal Opportunity. Contractor shall not discriminate against any employee or applicant for employment on any basis prohibited by law. Contractor shall provide equal opportunity in all employment practices.

2.7.2 Drug Free Workplace Policy. Contractor shall advise all its personnel that the Cordova Recreation & Park District is a DRUG FREE WORKPLACE.WORKPLACE.

2.7.3 Website Accessibility. Contractor to provide assistance to ensure our website is accessible to people with disabilities.

2.7.4 Minimum Scope and Limit of Insurance. Contractor to provide the minimum of scope and limit of insurance:

- Commercial General Liability (CGL): Insurance Services Office Form CG 00 01 covering CGL on an "occurrence" basis, including products and completed operations, property damage, bodily injury and personal & advertising injury with limits no less than \$1,000,000 per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location (ISO CG 25 03 or 25 04) or the general aggregate limit shall be twice the required occurrence limit.
- Workers' Compensation insurance as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limit of no less than \$1,000,000 per accident for bodily injury or disease.
- Professional Liability (Errors and Omissions) Insurance appropriate to the Consultant's profession, with limit no less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate.
- CRPD, its officers, officials, employees, and volunteers are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the Consultant's insurance (at least as broad as ISO Form CG 20 10 11 85 or both CG 20 10, CG 20 26, CG 20 33, or CG 20 38; and CG 20 37 forms if later revisions used).