



**REQUEST FOR PROPOSAL  
FOR  
INFORMATION TECHNOLOGY SERVICES**

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

**December 1, 2022**

**NOTICE REGARDING DISCLOSURE  
OF  
CONTENTS OF DOCUMENT**

All responses to this Request for Proposal (RFP) accepted by the Cordova Recreation and Park District (CRPD) shall become the exclusive property of the CRPD. At such time as the District recommends a company to the Board of Directors, and such recommendation, with any recommended contract appears on the Boards agenda, all proposals accepted by the CRPD 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 CRPD in any way whatsoever. If disclosure is required or permitted under the California Public Records Act or otherwise by law, the CRPD shall not in any way be liable or responsible for the disclosure of any such records or part thereof.

**REQUEST FOR PROPOSAL  
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**INVITATION FOR PROPOSAL**

The Cordova Recreation and Park District hereafter called (District) is accepting Request for Proposals (RFP) from Contractors to provide **INFORMATION TECHNOLOGY SERVICES** for the DISTRICT. The Contractor shall provide the services based on the specified in the following document.

**GENERAL REQUIREMENTS**

CRPD will accept proposals mailed or delivered to:

Cordova Recreation and 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 8:00am through 5:00pm and every other Friday. Proposals are due by 2:00pm on January 3, 2023. 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.

RFP 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. A fully-executed contract approved by the District's Board of Directors is required for full authorization to begin services.

Please contact Rick Smith, Management Analyst/IT Manager Liaison, at (916) 842-3323 or [rsmith@crpd.com](mailto:rsmith@crpd.com) with any questions.

Advertisement Dates: December 1, 2022 and December 15, 2022

## **CRPD BACKGROUND**

The Cordova Recreation and Park District (CRPD – “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) – Office will be relocating May of 2023
- 2197 Chase Drive (Hagan Community Center)
- 2197 Chase Drive (Hagan Corporation Yard)
- 3755 Schriever Avenue (Mather Sports Center)
- 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 (Hagan Community Pool)
- 3480 Routier Rd (Lincoln Village Pool Building)
- 10488 White Rock Road (White Rock Community Park)

### **RFP SCHEDULE**

December 1, 2022	Notice of RFP
2:00 pm, December, 12, 2022	Closing date for receipt of requests for clarification or exceptions to, or modifications of RFP requirements
2:00 pm, December 16, 2022	Closing date for protest of RFP requirements
<b>2:00 pm, January 3, 2023</b>	<b>Proposals due</b>
January 4-5, 2022	Interviews (if conducted)
January 9, 2022	Contract negotiations
January 10, 2023 (approximate)	Finalize Contract contents and staff report
January 18, 2023 (approximate)	Recommendation of award to CRPD Board
January 22, 2023	Contract execution

## **SCOPE OF WORK:**

The Cordova Recreation and Park District (CRPD) 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) Manager to ensure proper implementation of new technology, general management and operation, along with maintenance and/or troubleshooting of existing systems. The company chosen will need to work closely with a variety of departments within organization, providing support as needed or instructed.

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.

Contractor will provide general professional services on an as-needed basis primarily during normal business hours: M-F 7:30 a.m. to 5:00 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 5PM (until 10:00 PM), 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 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 size 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 small, mid-size or larger business;
- Contractor shall, at its own expense, carry and maintain, during the period of performance: State required Worker's Compensation Insurance and Employer's Liability Insurance for its employees with limits of \$2,000,000, per occurrence, or evidence of self-insurance where permitted by law; Comprehensive General Liability Insurance with minimum limits of \$2,000,000 and on which CRPD, its Board Members, employees, agents and volunteers are named as additional insured.



## **Contract Term**

The term of the resulting contract shall be in effect for an Initial Term of one (1) year, 5 months, and 5 days commencing on January 22, 2023, and terminating on June 30, 2024, 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 (2) two-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 travel time, nights, weekends and holidays.
- Specify all fees associated with maintenance of our “cloud” file service and backup services of those files.
- 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 CRPD’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)**





## **INFORMATION TECHNOLOGY SERVICES**

The Cordova Recreation and Park District (CRPD) is seeking proposals from qualified, knowledgeable, and experienced companies to provide Information Technology (IT) Services to support our District IT infrastructure and 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) Manager to ensure proper implementation of new technology, general management and operation, along with maintenance and/or troubleshooting of existing systems. Additionally, recommendations for improving existing systems and providing technical support for future designs and purchases of equipment, software, and licenses agreements. The company chosen will need to work closely with a variety of departments within the organization, providing support as needed or instructed.



## **Background Information**

The Cordova Recreation and Park District currently employs servers running Microsoft Windows Server 2012 along with Microsoft Windows Desktop PC's, notebook, and tablet PC's running Windows 10 or 11. Additionally, there are Android tablets for time sheet entry of field personnel, a few Surface tablets, and several iPads and several iPhones (managed by MDM) used by the Board members and District Office staff. See Exhibit A for details.

Desktop PC's are located throughout the District and are of Dell, HP, Lenova, Acer, and ASUS manufacture. These PC's vary by age, specifications, software, and service pack versions. The notebook or tablet PC's are of various manufacture 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 Manager.

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 5PM (until 10:00 PM), weekends, and holidays to resolve critical issues.

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

### **A. Initial Assessment**

In coordination with the IT Manager, 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 31, 2023 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. CRPD Board Hybrid Meeting Support**

Perform basic support functions as needed/requested to support Hybrid video teleconferencing for Board meetings and Hybrid staff meeting. Contractor will work with our videographer providing technical support of our teleconferencing equipment.



#### **D. 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 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; timely response to repair and maintenance work for the user.

#### **E. 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 CRPD's IT Manager in the event of device failure. Network performance and capacity management services, and network troubleshooting. Maintain network documentation and procedures.

#### **F. Email**

The contractor shall manage the CRPD'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.

#### **G. Telecommunications**

The contractor shall manage the CRPD's digital phone system (currently using the Comcast and AT&T for the Internet connectivity with the Unifi 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.

#### **H. 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 CRPD's computer network system. Systems shall be designed to notify CRPD's IT Manager when system securities are breached and or when system hardware is not operating efficiently. The contractor shall perform security audits as requested and notify CRPD's IT Manager immediately of suspected breach of security or intrusion detection.



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

The consultant shall configure CRPD's system to enable remote access in a secure environment and provide remote access administration as requested by the IT Manager.

CONTRACTOR will provide the IT manager or designee with all administrative user names and passwords for hardware and software for network managed systems used by the District and notice the IT manager of any updates to those during the duration of the contact.

CONTRACTOR shall NOT maintain a hidden administrative account and password, otherwise known as "backdoor" to CRPD hardware or software resources.

#### **I. 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.

#### **J. On Demand Response**

The contractor shall offer on-demand response to the CRPD's IT requests. The contractor shall have access and be available during the CRPD'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 Manager.

#### **K. 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.

#### **L. Not Included**

The contract to be awarded does not obligate CRPD 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 CRPD.*



#### **M. SUBMISSION REQUIREMENTS**

CRPD 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 \$1,000,000

**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

- 56 Desktop PC's
- 29 Notebook or Laptops
- 7 iPads
- 4 Galaxy Tablets (timesheet kiosks)
- 6 iPhones
- 2 Microsoft Surface Tablets
- 10 Desktop Printers
- 5 Leased Copiers set up as network printers
- 4 Servers running Windows Server 2012

UnifiTalk IP Phone System

WiFi Routers (Most Unifi)

Networking Hardware

Various Managed and Unmanaged Network Switches (Unifi, Cisco, others)



## **SECTION 2. PERFORMANCE STANDARDS AND COVENANTS**

### **a. General Standards and Covenants.**

- i. **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.
- ii. **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.

**b. 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.**

### **c. Notice to Perform Services; Cancellations; Failure to Perform.**

- i. **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.
- ii. **Cancellations.** DISTRICT shall incur no liability to Contractor for failure to deliver notice of cancellations. Upon termination of contract, CONTRACTOR will provide the current list of all administrative user names, passwords, network keys, etc. of all CRPD network managed equipment and resources. DISTRICT will verify information prior to final contract payment being released.
- iii. **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.

### **d. Access to District; Use of District by Others or for Unrelated Purposes Prohibited.**

- i. **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.



ii. **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.

**e. Management and Supervision**

- i. **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.
- ii. **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.
- iii. **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.

**f. Personnel**

- i. **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.
- ii. **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.
- iii. **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.
- iv. **DISTRICT PROPERTY.** 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.





**g. 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.
- i. **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.
- ii. **Drug Free Workplace Policy.** Contractor shall advise all its personnel that the Cordova Recreation and Park District is a DRUG FREE WORKP