

# **Sunrise Recreation and Park District**

## **REQUEST FOR QUALIFICATIONS**



### **Information Technology Support Services For Sunrise Recreation and Park District**

**November 1, 2017**

**SEALED SUBMITTALS DUE:  
Tuesday, December 5, 2017 @ 2:00 P.M.**

**Under no circumstances will late proposals be accepted**

**Sunrise Recreation and Park District (SRPD)  
7801 Auburn Blvd  
Citrus Heights, CA 95610  
(916) 725-1585**

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## **REQUEST FOR QUALIFICATIONS – Information Technology Support Services**

### **SECTION 1. PROJECT DESCRIPTION**

The Sunrise Recreation and Park District, hereinafter called the “DISTRICT”, is seeking proposals from qualified, professional technology vendors for Information Technology (IT) Support Services. The qualified vendor would provide necessary technical services which would enable the District to:

- Protect and secure its data and technology;
- Ensure the efficient operation of its data processing networks and related computer systems in its defined user community;
- Enhance its quality of service for the District;
- Minimize the spending and maximize the return-on-investment in technology.

The selected responsive bidder will enter into a two-year agreement followed by the option to extend for an additional year with the District, effective February 1, 2018 to support and resolve computer systems issues and network issues. The successful vendor will be expected to respond to service calls efficiently and ensure that there is NO significant computer, server, or user downtime during normal working hours, generally 8:00AM to 5:00PM, Monday through Friday. The vendor is expected to report on status of technology issues, user-caused problems, or technology performance and communicate effectively with the District. The term of the agreement shall cover an initial period of two years, renewable for a successive one-year term upon the District’s satisfaction and upon consent of both parties to the agreement.

### **SECTION 2. BACKGROUND**

The Sunrise Recreation and Park District is a dependent special district in the County of Sacramento, serving the communities of Antelope, Citrus Heights and Foothill Farms since 1950. The District has a governing body of a five (5) member Board of Directors appointed with four (4) year terms. The District provides a wide range of recreation programming, including special events, aquatics, daycare, preschool, adult sports leagues, older adult activities, youth programs and leisure enrichment classes. The District currently owns 488 acres of parkland, comprised of forty three (43) park sites.

The District does not have an in-house IT Department and is currently using contracted vendor services to provide maintenance and support on an as-needed basis for staff. At present, the District utilizes a hosted exchange as its email server. District staff utilizes approximately 34 desktop personal computers (PCs) and 4 Laptops in the departmental areas to be covered under the service and support agreement with the successful vendor. These PCs and laptops are located primarily at the District Office, but there are also workstations in other satellite facilities. The addresses and locations are available upon request. These PCs vary by age, specifications, software, and service pack versions, but most are manufactured by Dell. Windows 10 64Bit is the prevalent operating system used on the workstations. The District deploys Webroot SecureAnywhere as its prevalent anti-virus software and Microsoft Office software as well as Adobe products.

### **SECTION 3. SCOPE OF WORK**

Proposals will be accepted only from vendors who have trained service personnel employed by vendor. The District is looking for a maintenance and support program to be designed under three major categories. These categories are PREVENTIVE MAINTENANCE, AS NEEDED

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MAINTENANCE, and SYSTEM DEVELOPMENT FOR FUTURE NEEDS to accommodate District computer system activities and user equipment performance. The District expects the vendor proposal to define, in detail, the approach to be used in the above categories. Distinction of time and material costs for these efforts are important to billing the District and future budget considerations.

Services to be rendered include:

### **A. Initial Assessment**

Review of the inventory, assessment of 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, 2018 and each December 1<sup>st</sup> thereafter as long as the contract is in force. This is to allow for necessary budget planning for the upcoming year.

### **B. Desktop Application Support**

Performance of basic support functions, including the installation of PCs, laptops, printers, peripherals, communication devices, and office software; diagnosis and correction of desktop application problems, configuring of PCs and laptops for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed; maintenance of an updated inventory of all related computer hardware, to make available to District personnel upon request; and implementation of HELP Desk procedures under policy constraints of the successful vendor. HELP Desk procedures should include explanation of how priority system works. District-initiated service tickets should receive a response within one hour and a resolution within the following parameters:

- High Priority – within two (2) hours
- Medium Priority – within forty-eight (48) hours
- Low Priority – within one (1) week

### **C. Server and Workstation Administrative Services**

Management and maintenance of networks and computer systems, including complex applications, databases, messaging, servers and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, and recoverability of the systems.

Recommendations of new software and hardware, as well as any other technological improvements that may be advantageous to the District.

Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for all HELP Desk tickets for both onsite visits and telephone support is available and provided to the District at the end of each quarter; development of operations and quality assurance for backup plans and procedures are being followed. Configuration management, including changes, upgrades, patches, etc. is maintained; management of user login's and password security is documented; and support of software products relating to servers and workstations; 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 is included.

Installation and maintenance of printers, scanners, network devices et al; analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed; alert notifications in case of failure of equipment.

Due to age and construction of buildings where wireless solutions will not work, some locations may require the installation of a conduit with a fiber connection. There is one such connection at Rusch Park which is seen as an immediate concern.

Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services, including continuous troubleshooting are required.

Maintenance of network documentation for daily, weekly, and monthly services is required.

**E. Security and Backup Efforts**

Maintenance of virus detection programs on the District servers and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to the District designated person are required.

Possible future configuration of the District systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by the District Designee is required.

Requirements for a data backup policy, with procedures in place to handle daily, weekly, and monthly backup of the computer, data and information, and the like; program to restore systems and data if servers and/or computers go down, are required. **Such requirements must be included in the respondent's proposal.**

The District relies heavily on its internet connection for both Voice over IP and cloud-based software; this has been challenging due to existing infrastructure and the issue of having service at multiple locations. Please provide recommended strategies for dealing with this in your proposal. Currently the District Office and Corporation Yard have fiber and four other sites have DSL.

**F. Planning**

Engineering, planning, and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs, when requested or necessary.

Installation of new equipment, software, and transfer existing data when acquired, will be needed, to include a standard build for all new computers, and a standard profile for all users.

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### **G. Training**

When possible, training and education for staff on any software or hardware, currently installed or pending installation.

Training on correct file saving and storage management including recommended email management.

### **H. 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.*

## **SECTION 4. BASIS FOR COMPENSATION**

The vendor shall propose a fixed monthly cost to perform the scope of services requested. The District shall prepare the agreement for services and payments to the proposer will be monthly based on invoice.

## **SECTION 5. PROPOSAL REQUIREMENTS**

### **5.1 Modifications**

Vendor shall provide a description of any modifications to the proposal scope of services that the proposer believes shall improve the quality or effectiveness of services. The description should identify the impact on the agreement and cost that these modifications would have, if accepted.

### **5.2 Related Experience**

Provide a summary of similar services that the vendor has completed or is currently providing, including locations and a customer contact. Identify team members and percent of involvement and time commitment for each team member.

### **5.3 References**

Provide a minimum of three references for which the vendor has provided similar services, include the name, address and telephone number of such reference.

### **5.4 Conflicts of Interest**

The proposal should identify any actual, apparent, perceived or potential conflicts of interest that may result from the performance of proposed services.

### **5.5 Insurance**

The vendor shall carry insurance, during the term of this agreement; as follows:

- Comprehensive general liability and property damage insurance policy in the amount of ONE MILLION DOLLARS (\$1,000,000) per occurrence. The District, and in their capacity as such, its officers, agents and employees shall be named as additional insured in said policy. The auditor shall file a certificate of said insurance with the District before audit commencement. Said insurance shall contain a clause prohibiting cancellation without (30) days advance notice to the District. A

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certificate of insurance showing compliance with these requirements shall be filed with the District.

### **SECTION 6. SUBMISSION REQUIREMENTS**

Proposals must be received no later than Tuesday, December 5, 2017 at 2:00 p.m. No faxes or e-mails shall be accepted. Proposals received after that date and time shall not be accepted. The proposals fixed annual cost, shall be submitted in a separate, sealed envelope from the proposal. All proposals shall remain firm for 90 days following closing date for receipt of proposals. The proposer must provide one original and three copies of the proposal at the time of submission to:

Karey Hansen  
Senior Recreation Coordinator  
Sunrise Recreation and Park District  
7801 Auburn Blvd  
Citrus Heights, CA 95610

All questions regarding the RFQ should be submitted in writing to Karey Hansen at [khansen@sunriseparks.com](mailto:khansen@sunriseparks.com). Responses to all questions received will be posted on the District's website (<http://sunriseparks.com/about/bids-rfps/>). All questions and requests for clarification must be submitted no later than Monday, November 20, 2017.

### **SECTION 7. SELECTION PROCESS AND SCHEDULE**

The District will compile a panel to review each proposal received. The District will conduct interviews with the top three Proposers (if necessary). A tentative schedule is provided below to identify key items within the scope of work. The tentative schedule may be modified and clarified between the District and Proposer selected during the term of the agreement.

- 11/1/2017** RFQ document distributed
- 11/13/2017** Walkthrough and On-Site Assessment 9:00 a.m.
- 11/20/2017** Last day for written requests for clarification. Requests received after this date will not receive a response. All requests for clarification and responses will be shared with all vendors via posting on the District's website (<http://sunriseparks.com/about/bids-rfps/>).
- 11/27/2017** Answers to questions and requests for clarification posted by 5:00 p.m.
- 12/5/2017** Sealed bids/proposals are due by 2:00 p.m.
- 12/20/2017** Interviews (if necessary).
- 1/2/2018** District staff selects vendor.
- 1/18/2018** Selected vendor recommended to District Advisory Board of Directors.
- 1/19/2018** Contract executed with vendor.
- 2/1/2018** Agreement period begins.

### **SECTION 8. ADDITIONAL INFORMATION**

Each proposal will be reviewed to determine if it meets the submittal requirements contained within this RFQ. Failure to meet the requirements for the RFQ can be cause for rejection of the proposal. The District may reject any proposal if it is conditional, incomplete or contains irregularities. The District may waive an immaterial deviation in a proposal, but this shall in no way modify the proposal document.

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Qualification statements will be judged with primary consideration given to scope of services, an effective approach, and qualifications.

A committee of the District will select firms for interviews (if necessary). A firm will be selected and recommended to the District Advisory Board for approval. The successful firm to whom work is awarded shall, within 30 days of Advisory Board approval, enter into a contract with the District for the work in accordance with the specifications and shall furnish all required documents necessary to enter into said contract. Failure of the successful bidder to execute the contract within 30 days of Advisory Board approval shall be just cause for the District to contract with the next responsible firm.

The District reserves the right to:

- Reject any and all proposals, or any part thereof;
- Waive an informality in the proposals; and
- Accept the proposal that best meets the District needs.

All completed work becomes the property of the District.

There is no expressed or implied obligation for the District to reimburse firms for any expenses incurred in preparing proposals in response to this request. Materials submitted by respondents are subject to public inspection under the California Public Records Act (Government Code Sec. 6250 et seq.). Any language purporting to render the entire proposal confidential or proprietary will be ineffective and will be disregarded.

The District reserves the right to retain all proposals submitted, and to use any idea in a proposal, regardless of whether the proposal was selected. Submission of a proposal indicates acceptance by the firm of the conditions contained in the RFQ, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the District and the Consultant.

All property rights, including publication rights of all reports produced by the selected firm in connection with services performed under this agreement shall be vested in the District.