



CAMERON PARK COMMUNITY SERVICES DISTRICT

REQUEST FOR PROPOSALS FOR PROFESSIONAL SERVICES

Information Technology Services

DATE ISSUED: Thursday, October 20, 2022

DATE DUE: Friday, November 18, 2022, 4PM

CONTACT: André Pichly, General Manager

apichly@cameronpark.org

(530) 350-4651

ALL RESPONSES MUST BE MAILED OR HAND-DELIVERED TO:

CAMERON PARK COMMUNITY SERVICES DISTRICT

ATTENTION: ANDRÉ PICHLY

2502 COUNTRY CLUB DRIVE

CAMERON PARK, CA 95682

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II. INTRODUCTION

Cameron Park, California, is a small community located in the foothills of El Dorado County, 30 miles east of Sacramento along the Highway 50 corridor between El Dorado Hills and Shingle Springs.

While the area has a rich history that includes Native American peoples of Nisenan, or Southern Maidu Indians, as well as activity in the area during the days of the Gold Rush. For many decades the area was used for ranching, and then in the 1950s for development purposes, which involved housing, a golf course, parks, a lake, and a small airport.

The CPCSD administers fire and emergency services, parks & facility reservations, recreation, CC&R's (covenants, conditions, and restrictions), architecture review, waste collection and recycling, and lighting and landscaping. The CPCSD operates two fire stations, ten parks, 20 lighting & landscape districts and a community center with pool.

The overall population of Cameron Park is 19,171 (2020 US Census) and the CPCSD itself encompasses an area of 8.3 square miles. The CPCSD's General Fund Budget is approximately \$7 million.

- a. **Environment Overview:** The District currently utilizes a Windows based platform. All systems run the Windows operating system. Servers have been virtualized completely with only one separate physical server as backup for the AD domain. There are a variety of HP and non-HP printers, scanners and copiers. The District currently utilizes mobile devices (iOS) for various users. The District's entire IT infrastructure will be available for inspection and review by appointment no later than Tuesday, October 20, 2022.

III. SOLICITATION

The Cameron Park Community Services District (CPCSD) is requesting proposals from experienced firms to provide professional services for Information Technology (IT) Operations Support. The District desires to partner with a technology solution provider to assist with the planning, designing implementing and maintaining of its information technology assets. This Request for Proposal (RFP) is to retain an IT firm on an on-going, task release basis to provide the services outlined in the Scope of Services Requested below.

IV. SCOPE OF WORK

The anticipated services will include but are not limited to the following:

Task 1 - Administer and maintain the District's computers and networks

This task is to maintain the network infrastructure and ensure that the infrastructure is kept in a state that provides maximum availability, sustainability and reliability for District staff to perform their job duties that involve utilizing the District's IT assets.

Task 2 – IT Operations Support

Support can be provided remotely if infrastructure is in place to allow end-user assistance. Specific activities include:

- Maintain a support relationship with internet service providers and other 3rd party technology services.

Task 3 – Special Projects

On an as needed basis assist the District with special IT related projects, such as:

- Periodic software updates/upgrades
- Infrastructure replacements and updates
- New technology

OTHER REQUIREMENTS

- Provide regular and advanced end-user, network and server support during work hours and availability of after-hours support when required. Work hours are defined as the hours between 8:30am Pacific Time and 5:00pm Pacific Time, Monday through Friday. Afterhours support is defined as hours other than those defined as work hours and includes nationally recognized holidays.
- Service Level – The District prefers the following initial response times.
 - End-user & general support requests – 24-hours
 - Business system/network outages – ASAP
 - Other emergencies (mutually agreed upon) ASAP

V. SCHEDULE

Responses to the RFP must be submitted to the CPCSD as outlined in this section.

Responses are due no later than
Friday, November 18, 2022 AT 4:00 PM
Responses received after this date and time will not be considered.

PROPOSED SCHEDULE FOR THE REVIEW AND SELECTION PROCESS AND DESIRED TIMELINES FOR DELIVERABLES

MILESTONE	DATE	TIME
Release RFP	October 20, 2022	11:00AM
Environment Review no later than October 20, 2022	By appointment	
Question submittal deadline	November 3, 2022	4:00PM
Questions and answers emailed to all submitting	November 8, 2022	5:00PM
Proposal due date	November 18, 2022	4:00PM
Review and scoring of submittals	November 29, 2022	11:00AM
Interviews w/finalists	TBD	TBD
Award of contract	December 21, 2022	6:30PM

The schedule may be modified and/or extended if necessary. Any changes will be highlighted.

VI. PROPOSAL REQUIREMENTS AND FORMAT

If interested in this RFP, please notify André Pichly by email at apichly@cameronpark.org so you may be added to the notification list for addendums. Failure to notify Mr. Pichly could result in missing important and required information, and could result in disqualification.

All submittals must follow the format described in this section. Respondents are encouraged to submit clear and concise responses to the RFP. The CPCSD reserves the right to include or exclude any part of the submittals in the final agreement with the selected Contractor.

All submittals must include three (3) hard copies.

To be considered for selection, submittals must arrive at the location shown below by the date and time specified in Section IV. Proposers who mail packages should allow ample delivery time to ensure timely arrival.

Submittals shall be placed in a clearly marked envelope, titled Information Technology Services and hand-delivered or mailed to:

Cameron Park CSD
Attention: André Pichly
2502 Country Club Drive
Cameron Park, CA 95682

It is the sole responsibility of the Proposer to ensure timely delivery. Late proposals shall not be considered. Proposals will not be accepted at any other location other than the address specified above. Faxed or emailed proposals will not be accepted.

Submittals must include the following components in the order listed below:

- Part 1: Cover Letter
- Part 2: RFP Response
- Part 3: Proof of Insurance
- Part 4: Reference Review

Total Possible: 100 points

PART 1 | COVER LETTER

- Name of Business/Company:
- Business/Company Address:
- Telephone Number(s):
- E-mail Address:
- Website Address:
- Federal Tax ID Number:
- Name, title, telephone number and, if different, address of person(s) authorized to represent business entity:
- Name, title, telephone number and, if different, address of person(s) authorized to sign contracts for the business entity:

PART 2 | RFP RESPONSE

- a. Information about the consultant firm(s) including: organization type (corporation, LLC, etc.), organizational structure(s), location of principal office(s), years in business, number of employees and other pertinent information.

- b. Key personnel and roles
 - i. Name of the principal point-of-contact in the firm/entity that will have direct and continued responsibility for the services provided to the District. This person will be the District staff's first point-of-contact on all matters at the contract administration level dealing with the services offered, and will either handle day-to-day activities or assign a point-of-contact and other firm staff as needed for that responsibility.
 - ii. Outline of responsibilities/roles of firm/entity personnel with respect to providing the services requested.
 - iii. Experience/resumes of assigned personnel including certifications.
 - iv. Location of resources assigned to project and availability for on-site work activities.

- c. Qualifications of the Firm/Entity(s)
 - i. Three (3) references for similar service agreements with public agencies or private businesses. If different from above service agreement list, describe the nature of the service agreement as described in item (i) above.
 - ii. List of additional Information Technology services provided (i.e. web design, application development, etc.)

D. Response to Scope of Services requested and other key issues raised in RFP

The respondent should address how it will provide the services requested in the scope of services. Including the establishment of the processes and procedures for maintaining and supporting all of the District's network infrastructure, how the support desk will function, how documentation and change control will be implemented, how managed services are provided and discuss other key issues raised in this RFP or are anticipated during the course of performing the scope of services requested.

E. Managed Services Agreement

The District will enter into an agreement with selected firm where the tasks are outlined in the Scope of Work.

F. Cost Proposal – Separate Attachment

- i. The District desires a time and materials fee based proposal for the scope of services listed (required). In addition, firms may disclose a fixed fee schedule for specific managed service offerings provided.
- ii. Include hourly billable rates of all personnel who could be assigned to the project.
- iii. Include any other billable costs (and corresponding unit costs) associated with the proposal (e.g., direct charges such as copying costs, travel, etc.) as applicable.

PART 3 | INSURANCE REQUIREMENTS

Contractor will provide proof of insurance for a minimum of \$1 million in liability coverage listing the Cameron Park Community Services District as the additionally insured, as well as an endorsement.

- 1. General Liability: \$1,000,000 per occurrence for bodily injury, personal injury and property damage including operations, products and completed operations, as applicable. If Commercial General Liability Insurance or other form with a General

Liability Insurance or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit – \$10,000,000.

2. Automobile Liability: \$2,000,000 per accident for bodily injury and property damage.
3. Employer's Liability: \$2,000,000 per accident for bodily injury or disease.

PART 7 | REFERENCE REVIEW

The review team will conduct a background reference review of each respondent. Please include the following information for three (3) organizations for which the proposed contractor has provided IT services:

- Name of the Organization
- Name, title, and contact information for the client
- Contract budget (example: amount not to exceed \$20,000.00)
- Last date of service for that organization

VII. PROPOSAL TERMS AND CONDITIONS

1. EXAMINATION OF PROPOSAL MATERIALS

The submission of a proposal shall be deemed a representation and warranty by the proponent that it has investigated all aspects of the RFP, that it is aware of the applicable facts pertaining to the RFP process and its procedures and requirements, and that it has read and understands the RFP. No request for modification of the provisions of the proposal shall be considered after its submission on the grounds the proponent was not fully informed as to any fact or condition.

2. ADDENDA INTERPRETATIONS

If it becomes necessary to revise any part of this RFP, a written addendum will be provided to each firm that requested to be added to the notification list and said addenda will be uploaded to the CPCSD website. The CPCSD is not bound by any oral representations, clarifications, or changes made in the RFP by the CPCSD or its agents, unless such clarifications or change is provided in written addendum from the CPCSD.

3. DESIGNATED CONTACT

For the purposes of this RFP, the CPCSD's designated contact is ANDRE PICHLY, General Manager. Any questions concerning the scope of work and the selection process shall be directed to André Pichly, apichly@cameronpark.org. Any and all questions and responses concerning this RFP will only be accepted in writing, via email. All questions must be received by October 20, 2022 by 4:00PM.

Responses to questions will be emailed to all parties submitting proposals and will become part of the RFP. It is the contractor's responsibility to check their email for updates.

4. PUBLIC RECORDS

This RFP document and all submittals in response thereto are public records. Prospective contractors are cautioned not to include any material into the proposal that is strictly proprietary in nature.

5. PROPOSAL COSTS

All costs associated with the preparation of RFP submittals shall be borne by the respondent. This RFP does not constitute any form of offer to contract.

6. RESERVATION OF RIGHTS

The CPCSD reserves the right, for any reason, to accept or reject any one or more proposals; to negotiate the terms and specifications of the proposal; to modify any part of the RFP; or issue a new RFP.

7. PRODUCT OWNERSHIP

Any documents resulting from the contract will be the property of the CPCSD.

8. MANAGED SERVICES AGREEMENT

All Proposers must provide a sample of their Managed Services Agreement that they wish to negotiate. Our insurance requirement must be included in the Managed Services Agreement.

9. CAUSES FOR DISQUALIFICATION

Any of the following may be considered cause to disqualify a proponent without further consideration:

- Evidence of collusion among proponents;
- Any attempt to improperly influence any member of the evaluation panel;
- A proponent's default in any operation of a professional services agreement which resulted in termination of that agreement; and/or
- Existence of any lawsuit, unresolved contractual claim, or dispute between proponent and the CPCSD.