



**REQUEST FOR PROPOSALS
BY THE SAN GABRIEL VALLEY MOSQUITO AND VECTOR CONTROL DISTRICT
FOR CONTRACT INFORMATION TECHNOLOGY SERVICES**

Proposals Due By: 12:00 PM, July 12, 2019

Proposals must be sent by mail or electronically to:

Jared Dever, District Manager
1145 N. Azusa Canyon Rd.
West Covina, CA 91790
jdever@sgvmosquito.org

1. PROPOSALS REQUESTED

The San Gabriel Valley Mosquito & Vector Control District (the “District”) solicits proposals from qualified firms and/or entities (“proposers”) to provide the information technology services described below. Both small and large qualified firms and/or entities with competitive rates are encouraged to apply.

2. BACKGROUND

The District is tasked with protecting public health in performing mosquito control and vector surveillance in the San Gabriel Valley. (See www.sgvmosquito.org for more information about the District)

3. SCOPE OF WORK

The District has contracted for IT services for more than 20 years. The selected proposer will be expected to have substantial knowledge and experience relating to IT hardware and software installations, maintenance, and ongoing support to District staff. The scope of work is found in the section labeled: Scope of Services.

4. PROPOSAL CONTENT

Interested and qualified proposers are requested to submit three copies of a written proposal no later than 12:00 p.m. on July 12, 2019. It is the proposer’s responsibility to ensure that proposals are submitted and received in a timely manner. The submittal materials shall provide the following information:

- 1) Firm name, address, telephone number and website, and principal contact name, telephone number and e-mail address.
- 2) Description of the firm and a statement of the firm’s qualifications to perform the requested services.
- 3) Name of the principal staff persons who will be primarily responsible for providing services to the District and their resume and qualifications.
- 4) Explanation of the firm’s experience in providing the requested services. Include the client, type of work, project start and completion dates, project name, and project size.
- 5) List of client references, including name, address, telephone number and e-mail address, along with a brief description of the services provided to the client, dates of service and involved attorneys.
- 6) Description of the firm’s proposed fees, costs and charges, including an explanation of what services will be provided on an hourly rate, flat rate, fixed retainer or other basis. Explain how often the District will be invoiced for services. Explain what costs would be charged to the District and the firm’s policy for billing fees and any costs relating to travel.
- 7) Description of the firm’s general liability, automobile liability and professional liability insurance coverages. The successful firm will need to provide proof of insurance satisfactory to the District.

Proposals shall be addressed and delivered to:
Jared Dever, District Manager, via email to jdever@sgvmosquito.org

Questions regarding this request for proposals may be directed to Jared Dever, District Manager, via email to jdever@sgvmosquito.org

5. EVALUATION AND SELECTION CRITERIA AND PROCESS

The District will review all submitted proposals and evaluate them against the following selection criteria: demonstrated positive experience performing the requested services; capability to perform the services, demonstrated qualifications and resources to competently and timely perform the work; firm and principal staff reputation in the community; quality of references; location of the firm's nearest office that would service the work; and, proposal price and fees.

The District will schedule interviews with selected firms based on the written submittal materials. Interviews may be conducted in person or via phone or internet.

Proposals will be reviewed and considered by members of the District Board of Trustees, based on a recommendation from District staff. Contract award, if any, will be on the basis of the selection criteria set forth above. Proposal price alone will not be the determinative criterion. If the Board decides to proceed with retaining a firm, the District will enter into contract negotiations with the selected firm. The selected firm will be expected to begin work without delay.

6. GENERAL CONDITIONS AND REQUIREMENTS

(a) The District reserves the right to conduct contract negotiations with any firm (whether or not it has submitted a proposal), to verify the information in any proposal, to waive any informality in the process, to alter the selection process in any way, to request additional information or clarifications, to allow corrections of errors or omissions, to revise the scope of services and work, to extend the deadline for submission, to withdraw this request for proposals at any time without prior notice, to reject any and all proposals, and to decide whether or not to contract with any firm.

(b) The District makes no representation that any contract will be awarded to any firm responding to this request. Nothing in this request for proposals shall be construed to obligate the District to negotiate or enter into a contract with any particular firm. This request for proposals is not an offer to contract.

(c) All costs of response and proposal preparation shall be borne by the proposer. The District shall not be liable for any pre-contractual expenses incurred by the proposer, including any time and costs associated with the preparation and submission of the proposal and any interview.

(d) All submitted proposals shall become the property of the District. The District shall have the right to copy, publicly review and discuss, retain and dispose of each proposal. All responses received by the District will be considered public records subject to disclosure under the California Public Records Act.

(e) Proposals may be submitted in print, or electronically as a PDF. Please be succinct. Unnecessarily elaborate or lengthy responses or other presentations beyond those needed to give sufficient and clear response to the request for proposals requirements are not desired. Proposals generally should not exceed 50 pages.

7. SCOPE OF SERVICES

The District is seeking a consultant to provide comprehensive IT services. The scope of services shall include, but not be limited, to the following:

- a) Monthly, or as needed, maintenance of all servers, desktop and laptop computers, VOIP phone system(s), and networking infrastructure. This includes applying firmware/software upgrades to any switches, routers, WIFI devices or printers as needed. Desktop and laptop computer installation and routine maintenance will require onsite presence. The District has:
 - 11 Servers
 - 13 Windows laptops
 - 1 Macintosh laptops
 - 30 Windows workstations
 - 4 Macintosh workstations
- b) Provide plan and schedule of server upgrades and replacements, including virtualization of servers and backup services (done on a per project or per case basis).
- c) Provide help/support for end users via a desk ticket system.
- d) Perform daily routine tasks such as verifying all backups, checking system logs (syslog).
- a) Actively manage/prevent cyber threats and attacks through maintenance of security protocols, firewalls, and software updates. This may require installing missing patches, removing/updating obsolete software, etc.
- e) On an as-needed basis, the consultant will be called upon to travel to the client's site to perform routine maintenance, assist with system outages, and security threats. This work could range from replacing failed hard drives to troubleshooting network issues, desktop issues, and printer issues.
- f) Consultant must be able provide active management and troubleshoot the following hardware/software:
 - i. Fortigate Firewall
 - ii. Cisco ASA 5512
 - iii. Proof Point Essentials
 - iv. WebRoot
 - v. Quickbooks
 - vi. Microsoft Exchange

- vii. Microsoft Office Suite
- viii. ARC GIS

On an as-needed basis, the consultant shall serve as a liaison between staff and technical support for any of the software/services used by the District. For example, if WebRoot starts acting up and the consultant is unable to troubleshoot locally, the consultant may need to contact the software provider Tech Support to have the issue resolved.

The services listed above are estimated to require 10 hours per week (on average), and when necessary, up to 6 hours per week of onsite work.

The District runs a 24x7x365 operation, and though it is unusual, there will be times when IT consultant services will be required after hours or into the early hours of the morning.

8. GENERAL TERMS AND CONDITIONS

Licensing Requirements: Any professional certifications or licenses that may be required will be the sole cost and responsibility of the successful proposer.

Insurance Requirements: Proposer, at proposer's sole cost and expense and for the full term of the resultant agreement or any extension, shall obtain and maintain at least all of the insurance requirements of the District.

All policies, endorsements, and certificates shall be subject to approval by the District as to form and content. These requirements are subject to amendment or waiver if so approved in writing by the General Manager. Proposer agrees to provide District with a copy of said policies, certificates, and/or endorsements.

Proof of insurance coverage shall be provided as part of the proposal. Upon award of the contract the District shall be named as an additional insured by separate endorsement. All insurance coverage shall be provided by a carrier authorized to transact business in California and shall be primary.

9. SELECTION PROCESS AND TIME FRAME

The tentative schedule for selection of a consultant to perform the work is as follows:

ACTION ITEM	DATE(S)
Issue Request for Proposals	June 11, 2019
Deadline for Proposal Submissions	12:00 pm - July 12, 2019
Conduct Oral Interviews	TBD
Firm Recommendation and Approval by Board of Trustees	August 9, 2019
Execute Contract and Notice to Proceed	August 9, 2019