



**RECLAMATION  
DISTRICT 900**  
EST. 1911



# Reclamation District 900

**Request for Proposals for**

## **Information Technology Business Maintenance**

**For purposes of assessing, recommending, improving, and maintaining existing IT structure for Reclamation District 900, a special district public agency.**

**August 23, 2024**

**Reclamation District 900  
889 Drever Street  
West Sacramento, CA 95691  
(916) 371-1483  
[www.rd900.org](http://www.rd900.org)**

**Responses to the RFP are due  
or before Monday,  
September 23, 2024 by 5:00pm.  
Responses must be delivered  
electronically by email to  
[emcgillian@rd900.org](mailto:emcgillian@rd900.org)  
Erin McGillian**

THIS PAGE INTENTIONALLY LEFT  
BLANK

## 1.0 PURPOSE

Reclamation District 900 (RD900) is interested in contracting with a competent, experienced, professional, and impartial firm to provide full-service information technology management, including but not limited to, network creation and support, cloud-based server/operations support, systems support, computer operations support, PC desktop technical support, and software integration support. The required services and performance conditions are described in the Scope of Work.

RD900 desires the most financially sound solution that will meet and exceed its expectations over a period of time. The successful firm must manage and operate in a professional and efficient manner that is conducive to quality operation in public office settings. The firm selected should have the ability to provide the desired service quickly and readily with minimum lead time. RD900 is looking for a one-year contract with an optional four one year extensions.

## 2.0 TIMELINE

As RD900 desires to be under the contract with its IT service provider no later than October 21, 2024, it will be utilizing the following timeline for this RFP:

<b>QUESTIONS DUE</b>	Friday, September 6, 2024 - 5:00 PM
<b>QUESTION RESPONSES POSTED</b>	Tuesday, September 10, 2024 - 5:00 PM
<b>PROPOSALS DUE</b>	Monday, September 23, 2024 - 5:00 PM
<b>EVALUATION &amp; POTENTIAL INTERVIEW PERIOD</b>	September 23 – October 1, 2024
<b>CONTRACTING PHASE</b>	October 1 - 15, 2024
<b>BOARD APPROVAL OF VENDOR CONTRACT</b>	October 16, 2024
<b>ANTICIPATED START OF CONTRACT</b>	October 21, 2024

If responding firms have questions about the scope/ practices of RD900 that are not addressed in this RFP, questions may be submitted to Erin McGillian via email ([emcgillian@rd900.org](mailto:emcgillian@rd900.org)) no later than 5:00 p.m. on Friday, September 6, 2024. Answers will be posted to the RD900 website [www.rd900.org](http://www.rd900.org) no later than Tuesday, September 10, 2024.

RD900 has attached a sample vendor contract as Attachment B of the RFP. Respondents are expected to review this contract and list any areas of requested modifications in their response.

### 3.0 BACKGROUND INFORMATION

Reclamation District 900 operates as an independent special district public agency serving the residents of West Sacramento, a subsidiary of the City of West Sacramento. The District is overseen by a Board of Trustees (consisting of the five elected members of the West Sacramento City Council) and a General Manager who has day-to-day operating and fiduciary responsibility.

Created in 1911 by California Legislature, Reclamation District 900's mission is to both operate and maintain the levees and the internal drainage system that reduce flood risk for properties within its boundaries in the City of West Sacramento. Today, the District has ten employees responsible for operating and maintaining 13.6 miles of levees, along with the facilities that make up the internal drainage system:

- 11 Pumping Stations
- 40 Pumps
- 38 Miles of Canals and Ditches
- 6 Detention Basins

Through the procurement of federal, state, county, and special assessment funds, RD900 is responsible for protecting the levees and property within its borders. The services the District provides consist of maintaining ditches, supervising water levels, performing vegetation control, emergency preparedness/ flood prevention protocol, and repairing levee sites as necessary.

### 4.0 CURRENT TECHNICAL ENVIRONMENT

Reclamation District 900's technical, environment consists of a single site located at 889 Drever St. West Sacramento, CA 95691 with hardware, four (4) workstations, three (3) Verizon 'One Talk' desk telephones, and a myriad of network appliances, systems, and software applications.

Desktops and laptops can be found across all four workstations. Current software applications include Microsoft 365, Teams, Adobe Acrobat, DocuSign, and Google Earth Pro.

The District currently does not have a server, network, or shared devices/ folders (SharePoint is the current avenue for all shared documents).

## 5.0 SCOPE OF SERVICE

### 5.1 DISTRICT TO PROVIDE

The District will be available for consultation, coordination, and review of various aspects of work performed by Consultant. The District will provide access to facilities and IT work areas as necessary.

The District is responsible for purchasing new equipment and planned replacements per the recommendation of the IT provider and District infrastructure replacement plan.

The District executive management team will be engaged in discussions and meetings related to IT decision-making and implementation. A collaborative, working relationship is desired in order to provide a top-notch service to the community that utilizes the Districts services, along with staff who depend on IT to perform their jobs to the best of their ability.

Payment for monthly services rendered will be issued thirty days after receipt of invoice.

### 5.2 CONSULTANT/ FIRM TO PROVIDE

The District seeks a professional IT support firm with a complete and fully integrated information technology support system that can quickly and readily provide the desired service with minimum lead time. The scope of IT support services required of this RFP includes all areas of service typically offered in a small business and a municipal organization. These services include but are not limited to, on-site network support services, desktop support

services, network monitoring and management, event tech support services, and IT management services.

The Consultant/Firm shall have advanced-level technical resources, or consultants, available to guide and support the relevant District staff when complex and significant problems arise. The Consultant/Firm shall also provide adequate backup staffing resources to address major and immediate problems, staffing irregularities, and planned significant upgrades.

**The Consultant/Firm shall:**

Make a technician available onsite for six hours (6) per week for the first X months of the contract on the agreed upon day between the District and Firm. After the first x months, a technician shall be available for six hours per week either onsite or teleconference.

Provide timely, professional, and effective services; provide contact information for all consultants serving the District.

Make recommendations for improving District processes; conduct a review of the District IT system during the first two months of services and provide recommendations.

Enforce all District policies relating to the use of information technology resources.

Work harmoniously with District staff and other District contractors (i.e. internet provider, hardware companies, etc.). Provide an effective work order tracking system that can be integrated with the District's current system so that work requests can be documented and completed in a timely manner.

Conduct regular status and information meetings with management; at a minimum participate in quarterly meetings.

Provide regular and timely reports on outstanding issues, work accomplished, and general network health. Assist District staff with preparations of presentations to the Board of Trustees regarding IT status and planning recommendations.

Desktop Support Technicians are expected to resolve Client/caller-generated trouble calls professionally and efficiently. Consultant/Firm will provide end-user and desktop support, desktop maintenance and support, technical support services, and help desk configuration. Additionally, Consultant/Firm will work on special project/task assignments as necessary, including:

- Setup and Configuration of new/existing PCs.
- Maintenance of current version levels of desktop software.
- Installation, upgrade or troubleshooting of software.

- Creation, installation, and maintenance of network.
- Creation, installation, upgrade or troubleshooting, and maintenance of cloud-based server.
- Inventory of hardware and software; maintenance of inventories including but not limited to file systems and product descriptions.
- Performance of minor hardware installations and modifications on existing PCs.
- Other related tasks as needed such as District cell phone integration.

The District's server is expected to function 24 hours per day with very minimal unplanned service interruptions between 6:00 am and 6:00 pm. Execution of scheduled batch runs and processes include:

- Review of security logs and for unusual activity.
- Performance of backups, backup rotations and restores of all systems, servers, and network equipment.
- Maintenance of filing – organizing and storing with provision of status reports on all operation and network activity records and reports.

In general, Consultant will address computer and information technology needs for Reclamation District 900 as summarized below:

IT Hardware currently in use will have to be assessed and evaluated, in that proposed upgrades to new servers, or to the cloud may be recommended. Items include, but are not limited to:

- IP
- Firewall
- Wireless Router
- One Talk Phone System
- Multiple Desktop Systems & Printers with centralized and remote locations.

Other global services required of the Consultant/Firm are:

- Network Administration and Support
- Secure folders on the network for Human Resources/ Payroll support.
- Security Access Management
- Network Data and System Backups
- Network Change Management and Documentation
- System Consultation (Hardware & Software)
- Detailed Hardware & Software inventory & Tracking
- Auto-Maintenance & Anti-Virus Protection Setup
- Server/ Cloud Repair (Troubleshooting) & Upgrades

- Internet Connectivity & E-mail Server Configuration, Management & Repair
- Data Backup & Storage
- Internet Connectivity including VPN Support
- Network Monitoring & Management
- Emergency System Alerts
- Patch Management
- Asset Management
- Trouble Report Management
- Security Management
- Comprehensive Proactive Monitoring of Servers and Network Infrastructure with Real Time Alerts Regarding:
  - Hardware Failures
  - Software Configuration Issues
  - Security Vulnerability
  - Performance Issues
  - Virus Update Failures
  - Any Additional Operating System & Driver Issues
- Detailed Monthly Reports Regarding the Operation & Status of all Systems.
- Event Tech Support Services
- Advance Installation & Testing of Event Specific Phone & Internet Requirements
- Ticketing Software Integration Support & Troubleshooting
- Monitoring and Reporting status of server (risk allocations, etc.)

**6.0 INSTRUCTIONS FOR SUBMITTING PROPOSALS**

<b>QUESTIONS DUE</b>	Monday, August 26, 2024 - 5:00 PM
<b>QUESTION RESPONSES POSTED</b>	Friday, August 30, 2024 - 5:00 PM

One (1) electronic copy of the Submittal (in pdf format) should be sent to ERIN MCGILLIAN via email [emcgillian@rd900.org](mailto:emcgillian@rd900.org).

Proposals received after the “Proposals Due” date and time listed will not be considered.

The District requires proposals to be submitted by primary firms only. The primary firm will have complete and exclusive responsibility for satisfying all District conditions and requirements at all times during the life of the agreement. Any subcontractors mentioned in the RFP and/or used in the implementation of the Agreement will have no formal relationship with the District.



All proposed subcontractors must be identified by name with a description of the work they will provide. Any subcontractor change proposed after the submittal date can only be made with prior approval of the District.

The primary firm must be responsible for at least half the annual value of the proposed work consistent with the scope of work as noted in the proposal.

The primary firm must have experience in providing similar work in at least two similar organizations.

Close cooperation and productive working relationships between all parties are essential to the District. If there are irresolvable difficulties in the relationships between parties that impact service delivery to the District, either or both parties' contract will be terminated.

## 6.1 INFORMATION TO BE SUBMITTED BY PROPOSER

The Qualification Submission must be concise, well-organized, and demonstrate the Proposer's qualifications and experience related to the services requested. The Proposal shall include, as a minimum, the following information:

1. Separate Cover Letter
2. Response Form (Attachment A)
3. Evidence of Insurance
4. Summary of Service Proposal which should include
  - a. Profile of the Firm(s)
  - b. Qualifications of the Firm(s)
  - c. Complete Work Plan for IT Services
  - d. Project Staffing and Primary Firm Contacts
  - e. Proposed Innovations, Best Practices, Upgrades
5. Separate Cost Sheet and Project Rates

# **Attachment A**

## **Response Form**

# Reclamation District 900

IT Business Maintenance Provider

RFP Response Form

## BASIC INFORMATION:

<b>Legal Business Name:</b>	
<b>Business Status</b> (corporation, LLP, individual, etc.)	
<b>Street Address(es):</b>	
<b>City, State &amp; Zip code:</b>	
<b>Website:</b>	
<b>Contact name for this solicitation:</b>	
<b>Contact Phone:</b>	
<b>Contact email:</b>	

**Please provide a brief description of your firm’s history including start of operations and any major mergers, acquisitions, or expansions to scope of services provided. Please include employee count (FT, PT & Contract) at all significant milestones.**

**Please provide a brief description of your firm’s present-day capabilities, experience and interest in this project.**

**Who will be the primary response team for the RD900 contract if awarded?**

**What roles will each member serve?**

(Please list any professional certifications held by the team members and note how many other clients each member is considered a primary responder for. You may also attach primary response team resumes if you wish.)



What types of redundancies exist in your staff to promote service continuance in the event of staff turnover, medical leaves and other absences?

What are your service response time guarantees? For help desk? For hardware replacement?

**Please list 3 – 5 clients for which you provided similar IT services.**  
(Please prioritize similar clients.)

Client #1 Name	# Employees	Servicing since
<b>Description of System</b>		

<b>Reference Contact Name</b>	<b>Reference Phone/email</b>	<b>Client website</b>

<b>Client #2 Name</b>	<b># Employees</b>	<b>Servicing since</b>
-----------------------	--------------------	------------------------

<b>Description of System</b>		

<b>Reference Contact Name</b>	<b>Reference Phone/email</b>	<b>Client website</b>
-------------------------------	------------------------------	-----------------------

<b>Client #3 Name</b>	<b># Employees</b>	<b>Servicing since</b>
-----------------------	--------------------	------------------------

<b>Description of System</b>		
<b>Reference Contact Name</b>	<b>Reference Phone/email</b>	<b>Client website</b>

<b>Client #4 Name</b>	<b># Employees</b>	<b>Servicing since</b>
<b>Description of System</b>		
<b>Reference Contact Name</b>	<b>Reference Phone/email</b>	<b>Client website</b>



<b>Client #5 Name</b>	<b># Employees</b>	<b>Servicing since</b>
<b>Description of System</b>		
<b>Reference Contact Name</b>	<b>Reference Phone/email</b>	<b>Client website</b>

**Please provide a brief description of your firm’s financial stability and why you can expect to service this contract for the full duration of the contract.**

**By signing this form below, you certify that:**

- You are authorized on behalf of the applicant and its governing body to submit this application and to bind the Proposer to comply with the requirements listed in this RFP.
- The Proposer agrees to all terms and conditions contained in the draft contract attached hereto as Attachment B; any terms the Proposer requires modification to must be included in its submission.

- All of the information contained in this application and in all statements, data and supporting documents are true, correct, and complete to the best of your knowledge and belief.
- The proposal price submitted will remain valid for a minimum of six-months from the proposal due date of the RFP.

**Authorized Signature of Respondent attesting to accuracy of information submitted in this form and attachments:**

---

**Signature**

**Printed Name and Title**

---

**Company Name**

**Date**