

REVISED AUGUST 24, 2016
(revisions in red)

**THE SAN GABRIEL AND LOWER LOS ANGELES
RIVERS AND MOUNTAINS CONSERVANCY**

REQUEST FOR PROPOSALS

FOR

INFORMATION TECHNOLOGICAL SERVICES AND SUPPORT

August 22, 2016

Prepared by
San Gabriel and Lower Los Angeles
Rivers and Mountains Conservancy
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REQUEST FOR PROPOSALS

The San Gabriel and Lower Los Angeles Rivers and Mountains Conservancy (RMC) is one of ten conservancies within the Natural Resources Agency established in 1999 (Chapters 788 and 789, Statutes of 1999). The RMC's mission is to preserve open space and habitat in order to provide for low-impact recreation and educational uses, wildlife habitat restoration and protection, and watershed improvements within our jurisdictions. RMC's jurisdiction includes eastern Los Angeles County and western Orange County, comprised of the San Gabriel River Watershed and its tributaries, the Lower Los Angeles River Watershed and its tributaries, Upper Santa Clara River and its tributaries, north slope of the Angeles National Forest, the San Gabriel Mountains National Monument, Puente Hills and the San Jose Hills (Division 22.8. of the Public Resources Code California 32600-32621).

The RMC was established to preserve open space and habitats in order to:

- Improve watersheds within its jurisdiction
- Provide for low-impact recreation, educational uses and water conservation
- Restore and protect wildlife and habitat
- Provides the public's enjoyment and enhancement of recreational and educational experiences on public lands in the RMC Territory in a manner consistent with the protection of lands and resources in those watersheds

The objective of this solicitation is to select a responsible and qualified firm and/or individual to provide Information Technological Services and Support for the RMC.

Desired Qualification Summary: Consultants that will provide the Information Technological Services and Support should be flexible and work effectively in a complex environment. Should be decisive and work well under pressure, particularly when faced with unexpected events, delays and emergencies. Should have the ability to manage several major activities at once, while analyzing and resolving specific problems, should have an understanding of new and forthcoming technological services. Familiarity with servers, cloud services, computers and software programs. Good oral and written communication skills, as well as leadership skills are critical. The Consultant must be able to establish a good working relationship with many different people and agencies, including owners, other managers, designers, and supervisors.

KEY DATES:

- You are invited to submit **ONLY** electronic Proposal in accordance with this request ***no later than 5:00pm on September 13, 2016*** via email directed to luzquinnell@rmc.ca.gov. Email subject line will be marked as "Proposal for Information Technological Services and Support"
- Information concerning this RFSQ may be obtained by contacting Luz Quinnell at 626-815-1019 ext.110

San Gabriel and Lower Los Angeles Rivers and Mountains Conservancy Office:

San Gabriel and Lower Los Angeles Rivers and Mountains Conservancy
100 North Old San Gabriel Canyon Road
Azusa, CA 91702

THE PROPOSAL FOR INFORMATION TECHNOLOGICAL SERVICES AND SUPPORT WILL INCLUDE:

1. **GENERAL INFORMATION** Including the Proposer's minimum qualifications, information regarding some of the requirements of the State's Master Agreement, and an explanation of the solicitation process.
2. **PROPOSALS WILL INCLUDE THE FOLLOWING:**
 - Section 1: Provide a detailed description for completing the services requested and identified in the "Summary of IT Consultant Services"
 - Section 2: Proposed Terms, include regular work schedule, number of Employees and capacity for additional work.
 - Section 3: Service Level Agreement, which includes hourly rates, out of hours rate, onsite response time, remote support, emergency calls and any travel charges. Include a total cost for your contracted services on an annual basis. Additionally, the maximum number of hours for this contract includes **only 15 hours per month.**
 - Section 4: Proposed Maintenance and Support
 - Section 5: Proposed Managed Network Services
 - Section 6: Previous and Current Clients. Reference Letters

REVIEW AND SCORING

Review and scoring of the proposals will occur from September 13-23, 2016

Notification of the selected consultant will occur at the next San Gabriel and Lower Los Angeles Rivers and Mountains Conservancy Board Meeting scheduled for September 26, 2016 at 1:30pm in the City of Bellflower, City Hall Green Room.

SCOPE OF WORK

Summary of IT Consultant Services: This is a proposed scope of work for two years beginning October 1, 2016 and ending October 1, 2018.

1. The **IT Consultant** will provide information technology (IT) services for the Lower Los Angeles and San Gabriel Rivers and Mountains Conservancy (RMC) as generally requested and directed by the Executive Officer or the Officer's designee. The RMC office has a total of 2-servers and 15-users.
2. Among the services to be provided by the **IT Consultant** will include, but are not limited to, the following: assist in the design, configuration and on-going maintenance/service of existing onsite network server.
3. Assist in the service, configuration and monthly maintenance of the RMC's local area network (LAN).
4. Train the RMC's Information System Technician in the use and maintenance of the server and the LAN.
5. Assist and/or provide troubleshooting support of the server, LAN network or other IT systems as necessary.
6. Provide training and support to RMC staff, including but not limited to administrative assistance with Microsoft Office Suite, Adobe Suite and RMC Database.
7. Provide existing and new user system set-up, training and user technical support.
8. Identify and assist in the procurement and management of hardware and software needs and upgrades.
9. Provide a broad range of IT management and consulting services involving infrastructure management; applications; and systems integration.
10. The **IT Consultant** will provide remote help desk services, desktop and mobility services, on-site service and support (as required) and network management services
11. Security Management Services and Application Infrastructure Management.
 - Network Security Services
 - Network Security Audit
 - Network Security Policy and Procedure
 - Internet Firewall
 - Intrusion Detection
 - Trusted Operating System
 - E-Mail Virus Protection
 - Vulnerability Testing
12. Develop a Disaster Recovery Procedure to safe guard data and maintain operations in emergencies
13. **The IT Consultant will provide services for a web-based backup service.**
14. **The RMC will provide** the current in-house web-based hosted Exchange email system (**Outlook**) **but the IT Consultant will provide technological support for the exchange email system.**
15. **IT Consultant will provide support for maintaining and assistance with procuring software** licensing, life cycle management, compliance and reporting and application design development and maintenance
16. **IT Consultant will provide support for maintaining and assistance in procuring** hardware products, life cycle management, configuration and imaging, logistics and distribution.