

AGENDA ITEM NO. 6-C, ATTACHMENT 1



REQUEST FOR PROPOSAL

RFP 202526-4

INFORMATION TECHNOLOGY SERVICES

Monterey Peninsula Regional Park District
4860 Carmel Valley Road
Carmel, CA 93923

RELEASE DATE: March 4, 2026

DEADLINE FOR QUESTIONS: March 18, 2026

RESPONSE DEADLINE: March 23, 2026, 12:00 pm

RESPONSES MUST BE SUBMITTED ELECTRONICALLY TO:

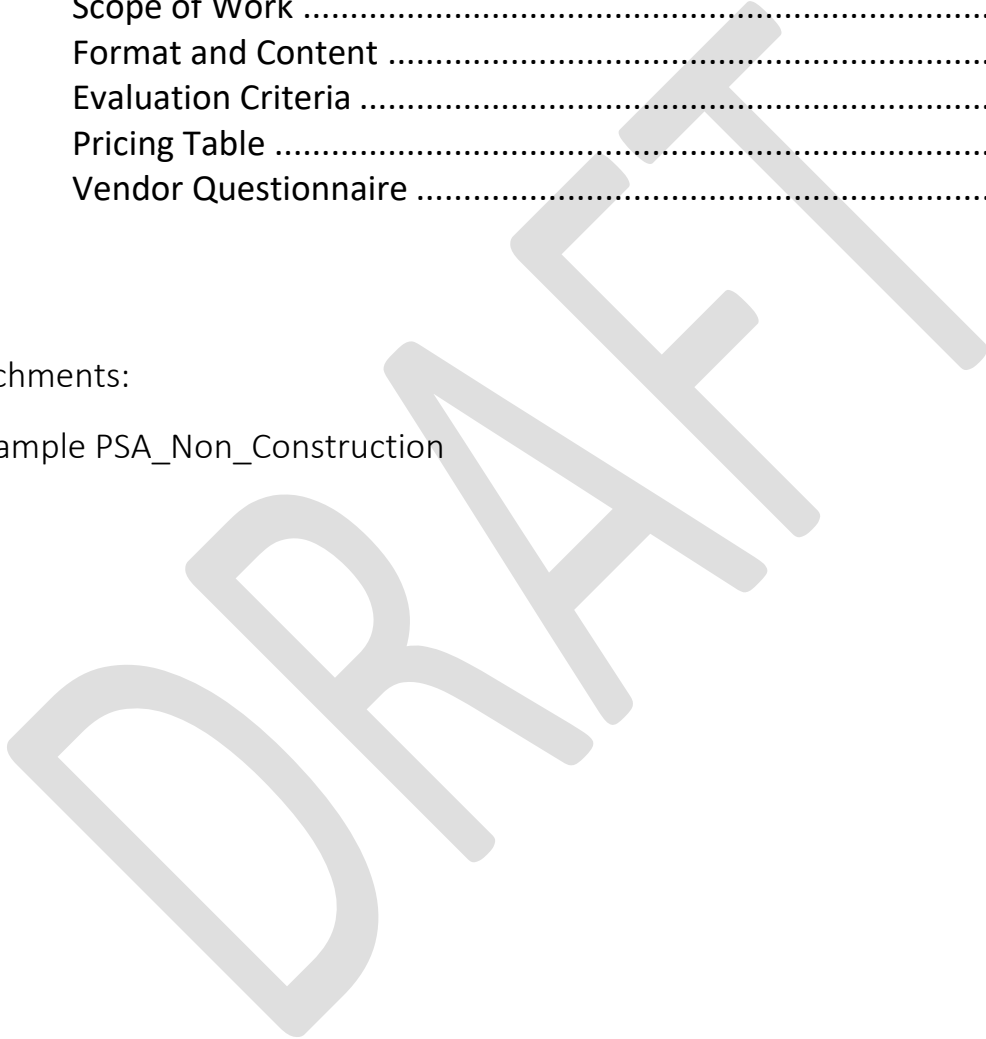
<https://procurement.opengov.com/portal/mprpd>

Monterey Peninsula Regional Park District
REQUEST FOR PROPOSAL
Information Technology Services

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C - Sample PSA_Non_Construction



1. Notice to Proposers

1.1. Request for Proposals Notice

The Monterey Peninsula Regional Park District (District) is requesting proposals from qualified firms to provide Information Technology (IT) services. The term of the agreement to provide such services will be for one (1) year (**July 1, 2026 to June 30, 2027**), with the option to extend the agreement for up to four (4) additional one-year periods.

Any inquiries about the RFP shall be submitted in writing through the OpenGov Question/Answer Tab via the District's e-Procurement portal, <https://procurement.opengov.com/portal/mprpd>, on or before, Wednesday, March 18, 2026 by 12:00 pm.

Proposals shall be received until Monday, March 23, 2026 at 12:00 pm and submitted through the [District's e-Procurement Portal](#) on standard forms which are furnished with the Request for Proposal documents.

Proposals received after the designated time will not be accepted.

Sincerely,

Eric Morgan
General Manager

2. Introduction

The Monterey Peninsula Regional Park District (District) is a special district government agency created in 1972 by a local voter initiative. The District operates under Sections 5500-5595 of the Public Resources Code of the State of California for the purpose of acquiring park, recreation and open space land; and the development, operation and maintenance of these lands. The District has acquired or helped to acquire a total of 24 parks and open spaces, and covers more than 20,000 acres within Monterey County.

2.1. Summary

The Monterey Peninsula Regional Park District (District) is requesting proposals (RFP) from qualified firms for Information Technology (IT) services for one (1) year (**July 1, 2026 to June 30, 2027**), with the option of extending the contract for up to four (4) additional one-year periods. The proposal package shall present all-inclusive fees for each year of the contract term. The contract may be canceled if the District determines the services to be unsatisfactory.

There is no expressed or implied obligation for the District to reimburse responding 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.), unless exempt. Additionally, the District reserves the right to reject any or all proposals submitted.

The District reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the firm of the conditions contained in this request for proposals, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the District and the firm selected.

2.2. Timeline

RFP Issued	March 4, 2026
Question Submission Deadline	March 18, 2026, 12:00pm
Question Response Deadline	March 20, 2026, 12:00pm
Proposals Due	March 23, 2026, 12:00pm
Expected signing of Contract	by April 15, 2026

3. Instruction to Proposers

3.1. [Proposal Submissions](#)

To be considered, all submissions for Information Technology (IT) services, must be through the [District's e-Procurement Portal](#), OpenGov. All Proposals must be submitted no later than Monday, March 23, 2026 at 12:00 pm (PST). Proposals delivered orally, or by email, paper, or facsimile will not be accepted.

Proposals must be valid for a minimum of 90 days.

Responding firms must respond to all mandatory elements as noted in the RFP. Failure to follow the specified format, label the responses correctly, or address all subsections may, at the District's sole discretion, result in the rejection of the proposal.

3.2. [Inquiries](#)

Responding firms should carefully review this RFP and all attachments for comments, questions, defects, objections, or any other matter requiring clarification or correction (collectively called "Comments").

Inquiries concerning the RFP shall be submitted in writing through the OpenGov Question/Answer Tab via the [District's e-Procurement portal](#), on or before, Wednesday, March 18, 2026 by 12:00 pm. Questions will not be accepted by any other means.

Objections shall be considered waived and invalid if not brought to the attention of the District by the deadline.

3.3. [Proposal Evaluation](#)

Proposals submitted will be evaluated by the General Manager and Administrative Services Manager. During the evaluation process, the District reserves the right, where it may serve the District's best interest, to request additional information and clarifications from proposers, or to allow corrections of errors or omissions. It is anticipated that recommendation of the firm selection will be presented to the District's Board of Directors at its April 1, 2026 meeting. Following notification of the selected firm, it is expected a Professional Services Agreement will be executed between both parties by **the middle of April 2026**.

3.4. [Proposal Preparation, Interview and Negotiation Costs](#)

The District shall not be responsible for and/or pay any costs associated with the preparation, proposal, or presentation of any proposal, or costs incurred by the responding firms during the interview and negotiations phase of the solicitation process.

3.5. [Proposal Withdrawal](#)

To withdraw a proposal, the responding firm may "Unsubmit" their proposal in OpenGov. After withdrawing a previously submitted proposal, the responding firm may submit another proposal at any time up to the proposal deadline.

3.6. Proposal Errors and Amendments

Responding firms are liable for all errors or omissions contained in their proposal. Responding firms may not alter, amend, or revise proposal documents after the submission deadline.

3.7. Incorrect Proposal Information

If the District determines that a responding firm has provided for consideration in the evaluation process, or contract negotiations, incorrect information which the responding firm knew or should have known was materially incorrect, the proposal may be rejected in the District's sole discretion.

3.8. Proposal of Additional Services

If a responding firm indicates the capability and offers services in addition to those required by and described in this RFP, these additional services may be added to the contract before contract signing, at the sole discretion of the District. The cost for any such additional services shall be mutually agreed upon by the selected firm(s) and the District, and incorporated into the contract before contract signing.

3.9. Insurance

The successful responding firm will be required to provide proof of insurance and associated endorsements as set forth in the attached standard agreement prior to commencing work.

3.10. Conflict of Interest and Restrictions

By submitting a proposal, the responding firm certifies that no amount shall be paid directly or indirectly to an employee or official of the District as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the responding firm in connection with the procurement under this RFP.

3.11. RFP Amendment and Cancellation

The District reserves the unilateral right to amend, cancel, or reissue this RFP in writing at any time. The District shall post copies of the RFP and amendments via the [District's e-Procurement Portal](#). It shall be the responsibility of the responding firm to click "Follow" on the project to receive notifications. It shall also be the responsibility of the firm to self-monitor the posting of written responses.

3.12. Right of Rejection

The District reserves the right, at its sole discretion, to reject any and all proposals.

Any proposal received which does not meet the requirements of this RFP may be considered non-responsive to this RFP and all applicable state and local laws and regulations. The District may reject any proposal that does not comply with all the terms, conditions, and performance requirements of this RFP.

Responding firms may not restrict the rights of the District or otherwise qualify their proposals. If a responding firm does so, the District may determine the proposal to be a non-responsive counteroffer, and the proposal may be rejected.

The District reserves the right, at its sole discretion, to waive variances in proposals, provided such action is in the best interest of the District. Where the District waives variances in proposals, such waiver

does not modify the RFP requirements or excuse the responding firm from full compliance with the RFP. Notwithstanding any variance, the District may hold any responding firm to strict compliance with the RFP.

3.13. Proprietary Information

The master copy of each proposal shall be retained for official files and will become public record after the award of a contract unless the proposal or specific parts of the proposal can be shown to be exempt by law. Each responding firm may clearly label part of a proposal as "CONFIDENTIAL". In doing so, the responding firm thereby agrees to indemnify and defend the District. The failure to so label any information that is released by the District shall constitute a complete waiver of all claims for damages caused by or related to any release of the information. If a public records request for labeled information is received by the District, the District will endeavor to notify the responding firm of the request and delay access to the material until seven (7) working days after the District's receipt of the public records request. Within that time delay, it will be the duty of the responding firm to act in protection of its labeled information. Failure to so act shall constitute a complete waiver.

3.14. Severability

If any provision of this RFP is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions shall not be affected, and the rights and obligations of the District and responding firms shall be construed and enforced as if the RFP did not contain the particular provision to be held invalid.

4. Scope of Work

4.1. District Resources

A small-sized government agency of approximately 25 users, the District does not have an IT department and seeks an outside vendor to provide maintenance and support on an annual contract basis, with the option to renew, based upon satisfactory performance.

The District currently has:

- 2 servers
- 20 Windows OS laptops
- 11 Windows OS desktops
- Network connected copier/scanner/fax machine
- various local printers

Equipment varies by manufacturer, age, specifications, and software but all are running the latest version of Windows 11 and Microsoft 365. Avanan products are used for endpoint and network protection. Examples of other software used includes, but is not limited to: QuickBooks Enterprise, Adobe Creative suite, Docusign, Canva, Jotform and other products.

The District operates out of three (3) worksites: 1) the headquarters at Palo Corona Regional Park (formerly the Rancho Cañada Golf Club) in Carmel, with three separate working areas onsite, 2) a Ranger Station, and 3) Visitor Center at Garland Ranch Regional Park in Carmel Valley. Respondents must commit to provide onsite support to all three locations.

Responding firms must commit to, at a minimum, the below noted deliverables/services. Refer to the Evaluation and Questionnaire sections for additional requirements. Additional tasks and project recommendations noted in the firm's proposal may be added during contract negotiations.

4.2. Scope of IT Services

- Managed support for networks, servers, workstations, mobile devices, and peripherals.
- Help desk services with defined intake, prioritization, escalation, and resolution procedures.
- Support for cloud-based platforms such as Microsoft 365 and hosted applications.
- Hardware and software lifecycle management including procurement support, deployment, and replacement.
- Support for District-specific line-of-business applications.

4.3. [Service Levels & Performance Standards \(SLAs\)](#)

- Defined response and resolution time commitments by incident priority level.
- Minimum system and network uptime availability thresholds.
- After-hours and emergency support availability.
- Documented escalation procedures and management notification protocols.
- Corrective actions or service credits for failure to meet SLAs.

4.4. [Cybersecurity & Information Protection](#)

- Alignment with recognized cybersecurity frameworks such as NIST or CIS.
- Role-based access controls and multi-factor authentication where applicable.
- Encryption of agency data at rest and in transit.
- Continuous monitoring, vulnerability management, and patch management.
- Incident response procedures including breach notification timelines.

4.5. [Data Management, Backup & Disaster Recovery](#)

- Automated and regularly scheduled data backups with defined retention periods.
- Secure off-site or geographically redundant data storage.
- Documented disaster recovery and business continuation plans.
- Defined recovery time objectives (RTOs) and recovery point objectives (RPOs).
- Annual testing and validation of backup recovery processes.

4.6. [Compliance, Audit & Record Retention](#)

- Compliance with all applicable federal, state, and local regulations.
- Adherence to public records retention and disclosure laws.
- Maintenance of system logs, audit trails, and change management documentation.
- Full cooperation with internal and external audits.
- Secure data destruction and certification upon contract termination.

4.7. [Staffing, Background Checks & Training](#)

- Assignment of a dedicated account manager and technical lead (preferred).
- Background checks for staff with access to agency systems or data.

- Maintenance of appropriate technical certifications by assigned staff.
- Ongoing cybersecurity and public sector compliance training.

4.8. Reporting, Documentation & Communication

- Monthly service reports detailing incidents, response times, and trends.
- Regular security and system health reporting.
- Maintenance of current system documentation and network diagrams.
- Clearly defined communication and escalation protocols.
- Participation in scheduled review and status meetings with the District.

4.9. Transition, Knowledge Transfer & Continuity

- Detailed onboarding and transition plan upon contract award.
- Coordination with incumbent service providers during transition.
- Knowledge transfer and documentation ownership retained by the District.
- Exit plan ensuring full return of District data and credentials.
- Support during transition to a successor vendor, if required.

4.10. Pricing, Contract Terms & Transparency

- Itemized pricing for all recurring and non-recurring services.
- Segregation of Managed Services versus Subscription (antivirus, MS365, etc.) costs.
- Clearly defined rates for out-of-scope or project-based work.
- Disclosure of contract term and clearly outlined renewal options.
- Compliance with public procurement and invoicing requirements.
- Commitment to pricing transparency and cost controls.

5. Format and Content

The proposal shall be divided into the following sections:

1. Transmittal Letter
2. Firm and Staff Qualifications
3. References
4. Technical Proposal
5. Pricing

If a proposal fails to address each of the requirements detailed herein, the District may determine the proposal to be nonresponsive and reject it.

5.1. Transmittal Letter

The Letter shall reference and respond to the following subsections in sequence and attach corresponding documentation as required. The Letter shall include:

- A. RFP subject and a general introduction stating the proposer's understanding of the services to be provided.
- B. Proposing firm's name.
- C. Name(s) of person(s) authorized to represent the proposer, title, address, telephone number, email address. If the firm has more than one office, state which office will be responsible for providing the services to the District.
- D. Statement outlining whether the firm intends to use subcontractors. If so, clearly identify the names of the subcontractors/subconsultants along with complete mailing addresses and the scope and portions of the work the subcontractors/subconsultants shall perform. (NOTE: The selected firm(s) must obtain written approval from the District prior to the use of any subcontractors/subconsultants).
- E. The Letter shall state whether the responding firm or any individual who shall perform work under the contract has a possible conflict of interest, and if so, the nature of that conflict. The District reserves the right to cancel an award if any interest disclosed from any source could either give the appearance of a conflict of interest or cause speculation as to the objectivity of the proposal. Such determination regarding any questions of conflict of interest shall be solely at the discretion of the District.
- F. Statement that the proposal is a firm and irrevocable offer for the stated period of time.
- G. Date of submission.

- H. Signature of company officer empowered to bind the responding firm to the provisions of the RFP and any contract awarded pursuant to it.

5.2. Firm and Staff Qualifications

Responding firms must have a minimum of five (5) years of experience in providing the services requested herein, preferably to public agencies in California.

Qualification information should include at a minimum:

- A. A brief introduction of the responding firm's background, years in business, and organizational history.
- B. A brief statement on how long the responding firm has been providing the requested services to public agencies in California.
- C. Details on the size of the firm, and staff, and the number and nature of the professional staff to be assigned to this engagement on a full-time basis and the number assigned on a part-time basis. Provide information on staff qualifications and experience for those employees who will be working on the project.
- D. The location of the office(s) from which the work on this engagement is to be performed.
- E. A statement explaining why the firm believes itself to be the best qualified to perform the services.
- F. Whether there have been any mergers, acquisitions, or sales of the responding firm's company within the last three (3) years, and if so, an explanation providing the relevant details.
- G. Form of business (i.e., individual, sole proprietor, corporation, non-profit corporation, partnership, joint venture, Limited Liability Company, etc.)
- H. If the proposer is a joint venture or consortium, the qualifications of each firm comprising the joint venture or consortium should be separately identified and the firm that is to serve as the principal should be noted, if applicable.
- I. Explanation of any contract termination for default or other incident in the past five years. Termination for default is defined as notice to stop services for non-performance or poor performance, whether issue was litigated or not. If default occurred, list name, address and telephone of the party. If no such termination occurred for default, declare it.

5.3. References

Please provide the name of all public agencies (i.e., cities, counties, schools, special districts, etc.) for which the firm has worked during the past five (5) years. These engagements should be ranked on the basis of total staff hours. Indicate the scope of work, date, engagement partner, and total hours.

Please include references for at least three (3) of these agencies, including the name, telephone number and email address of the principal client contact. The District reserves the right to contact any of the

listed references. If the responding firm has not provided services to at least three (3) public agencies, note such and provide references for non-public agency clients.

5.4. Technical Proposal

The proposal shall demonstrate the qualifications, competence, and capacity of the firms seeking to undertake Information Technology in conformity with the requirements of this RFP. The substance of proposals will carry more weight than the form or manner of presentation.

The proposal should address all the points in the order outlined in the RFP and Scope of Work, and be prepared simply and economically, providing a concise description to satisfy the requirements. While additional data may be presented, the mandatory elements must be included as they represent the criteria upon which the proposal will be evaluated.

5.5. Pricing

A complete estimate and explanation of fees shall appear in the text of your proposal, in addition to the Pricing Table which shall be completed in the online portal. Provide a Total All-Inclusive Maximum Price for the one (1) year and for each of the following Yes. Indicate how additional year's fees would be calculated if the contract were extended. Please provide a list of fees for additional services that may be requested in relation to these services. NOTE: Providing costs for additional years does not guarantee that future contracts will be awarded.

All proposals shall contain provisions to the effect that in the event that extraordinary circumstances warrant more intensive and detailed services beyond those in the contractual agreement, the firm shall provide in writing and in advance, the reasons for the additional services together with the firm's estimate of costs, and a statement that no work will be performed without advance approval by the District. Any and all additional work as agreed in advance by the District shall be compensated for at the same rate quoted in the schedule submitted in the proposal.

6. Evaluation Criteria

Proposals will be evaluated using sets of criteria. Firms meeting the mandatory criteria will have their proposal evaluated based on the following elements:

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	Qualifications & Public Sector Experience Proposer's stated ability to successfully support a government agency.	Points Based	15 <i>(15% of Total)</i>
2.	Scope of Services & Technical Capability How well the proposed services meet the District's operational needs.	Points Based	20 <i>(20% of Total)</i>
3.	Service Levels & Performance Standards Proposer's commitment to performance and accountability	Points Based	15 <i>(15% of Total)</i>
4.	Cybersecurity & Information Protection Proposer's ability to protect District systems and data	Points Based	15 <i>(15% of Total)</i>
5.	Data Management, Backup & Disaster Recovery Continuity of operations and data resilience	Points Based	10 <i>(10% of Total)</i>
6.	Compliance, Audit & Record Retention Proposer's ability to meet regulatory and audit obligations	Points Based	10 <i>(10% of Total)</i>
7.	Staffing, Background Checks & Training Staffing stability and qualifications	Points Based	5 <i>(5% of Total)</i>
8.	Reporting, Documentation & Communication Transparency and communication effectiveness	Points Based	5 <i>(5% of Total)</i>
9.	Transition, Knowledge Transfer & Continuity Risk mitigation during onboarding and exit	Points Based	3 <i>(3% of Total)</i>
10.	Pricing, Cost Transparency & Value Cost reasonableness and transparency	Points Based	2 <i>(2% of Total)</i>

7. Pricing Table

PRICING TABLE

Managed Services, Subscription Services and Vendor Recommended Optional Services

Line Item	Description	Unit of Measure	Unit Cost	Comments
1a.	IT Managed Services & Infrastructure (fixed rate) - Year 1 (FY2026-27)	Monthly rate		
1b.	Estimate Required Subscription services (e.g., antivirus, MS 365), to be billed to District separately from Managed Services - Year 1 (FY2026-27) Detail subscriptions in Comments section.	Monthly rate		
2	IT Managed Services & Infrastructure (fixed rate) - Year 2 (FY2027-28)	Monthly rate		
3	IT Managed Services & Infrastructure (fixed rate) - Year 3 (FY2028-29)	Monthly rate		
4	IT Managed Services & Infrastructure (fixed rate) - Year 4 (FY2029-30)	Monthly rate		
5	IT Managed Services & Infrastructure (fixed rate) - Year 5 (FY2030-31)	Monthly rate		
6	OPTIONAL recommended service(s) (explain in Comments)	Monthly rate		
7	OPTIONAL recommended service(s) (explain in Comments)	One-time fee		

8. Vendor Questionnaire

8.1. Vendor Proposal*

Please upload your Proposal which includes the required elements:

1. Transmittal Letter
2. Firm and Staff Qualifications
3. References
4. Technical Proposal

*Response required

8.2. Contract and Insurance Requirements*

Include a statement of acknowledgement that the District's standard agreement has been reviewed and accepted with or without qualification. If qualifications are involved, those items requiring adjustment or modification must be identified and listed along with suggested modifications to the contract. If no modifications to the contract are noted, then the District will assume the responding firm can perform all normal managerial tasks and services and satisfy insurance and indemnification requirements.

*Response required

8.3. Registered to Conduct Business/Practice in California*

Proposer acknowledges registration with the Secretary of State to conduct business in the State of California.

*Response required

8.4. Additional Information*

Please provide any additional information required from the District, if you were selected to provide services.

If none, please type "N/A".

*Response required

8.5. Form W-9

Please upload a copy of your completed W-9, which will be kept on file if a contract is awarded.