CAMERON PARK COMMUNITY SERVICES DISTRICT

REQUEST FOR PROPOSALS FOR PROPOSALS

Information Technology Services

DATE ISSUED: November 13, 2026

DATE DUE: December 22, 2026

CONTACT: Mark Hornstra, General Manager

generalmanager@cameronpark.org

(530) 677-2231

ALL RESPONSES MUST BE MAILED OR HAND-DELIVERED TO:

CAMERON PARK COMMUNITY SERVICES DISTRICT

ATTENTION: Mark Hornstra

2502 COUNTRY CLUB DRIVE

CAMERON PARK, CA 95682

TABLE OF CONTENTS

Table of Contents

INTRODUCTION....3
SOLICITATION....3
DISTRICT IT ENVIRONMENT....3
SCOPE OF WORK....4
SCHEDULE....7
PROPOSAL REQUIREMENTS AND FORMAT....7
PART 1: COVER LETTER....8
PART 2: RFP RESPONSE....8
A. Responding Firm Information, Experience, and Qualifications....8
B. Response to Scope of Services requested and other key issues raised in RFP....9
C. Cost Proposal – Provide on a Separate Attachment....9
D. Professional Services Agreement....11
E. Non-Collusion Declaration and Levine Act Statement....11
PART 3: INSURANCE REQUIREMENTS....11
PART 4: REFERENCE REVIEW....11
EVALUATION CRITERIA....12
PROPOSAL TERMS AND CONDITIONS....12
1. EXAMINATION OF PROPOSAL MATERIALS....12
2. ADDENDA INTERPRETATIONS....13
3. DESIGNATED CONTACT....13
4. PUBLIC RECORDS....13
5. PROPOSAL COSTS....13
6. RESERVATION OF RIGHTS....13
7. PRODUCT OWNERSHIP....13
8. PROFESSIONAL SERVICES AGREEMENT....13
9. CAUSES FOR DISQUALIFICATION....14

INTRODUCTION

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

The Cameron Park Community Services District (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 assessment district administration. The CPCSD operates two fire stations, ten parks, twenty lighting & landscape districts and a community center with assembly hall, gymnasium, and community 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.

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, design, implementation, and maintenance 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.

DISTRICT IT ENVIRONMENT

The following inventory is provided for proposal development and is approximate. The selected proposer will be required to validate the environment during onboarding.

- Approximately 22 Windows and/or Mac desktop and laptop users/endpoints.
- Approximately 14 District-supported Android/iOS mobile devices, with additional tablets as applicable.
- Approximately 3 Windows/iOS/Linux servers and one Windows domain/Active Directory environment.
- Approximately 3 WAN connections using multiple carriers.
- Approximately 2 SonicWall firewalls and three managed network switches.
- Multiple wired and wireless networks across District facilities.
- Local/off-site backup environment currently supporting District systems and data.
- Existing VoIP telephone system with approximately fifteen extensions and twenty phones.

- Microsoft 365 environment, including Business Basic, Business Standard, Exchange Online, and other licenses as needed.
- Multiple District locations requiring remote and, when necessary, on-site support.

SCOPE OF WORK

The contractor shall provide ongoing administration, maintenance, monitoring, and support for the District's technology environment across all supported locations. The following tasks define the requested scope. Proposers shall identify included services, service limits, exclusions, dependencies, and separately priced options for each task. Products and approaches shall be vendor-neutral; equivalent solutions may be proposed.

Task 1 – Transition and Initial Assessment

Conduct a kickoff meeting, establish an onboarding schedule, and orient District staff to support procedures. Coordinate transfer of credentials, licenses, service accounts, asset lists, and system documentation from the existing provider without avoidable disruption.

Discover and inventory desktops, laptops, servers, mobile devices, printers, network equipment, software, and supported locations. Review network security, backup arrangements, domain and Active Directory policies, licensing, and equipment condition. Provide a prioritized findings report and obtain District approval before implementing material changes.

Task 2 – Network and Server Administration

Administer and maintain physical and virtual servers, operating systems, Active Directory, domain services, user permissions, file access, and remote access. Monitor system health, availability, capacity and performance and address alerts proactively.

Maintain WAN connections, routers, firewalls, switches, wired networks, Wi-Fi, and VPN connections. Review firewall rules and network segmentation, including separation of public or guest Wi-Fi from District systems. Coordinate outages and troubleshooting with internet carriers and other service providers.

Task 3 – Endpoint and End User Support

Provide remote and on-site troubleshooting for desktops, laptops, approved applications, printers, scanners, and copiers. Deploy and maintain remote monitoring and management tools, endpoint protection, operating system updates and supported third-party software patches. Schedule changes to minimize disruption and document failed updates and corrective action.

Provide user onboarding and offboarding, including account creation, permissions, application access, equipment setup, and timely access removal upon District

authorization. Maintain secure remote support procedures and provide staff guidance on common technology issues.

Task 4 – Cybersecurity and PCI Support

Provide endpoint and cloud security administration, firewall protection, threat detection and monitoring, and incident escalation. Describe the proposed endpoint detection and response tools, monitoring coverage, alert triage, containment procedures, and coordination with District management following a suspected security incident.

Review access controls, multifactor authentication, encryption, and email protection; recommend and implement approved improvements. Assist with security policies, staff security awareness and documentation of identified risks and corrective actions.

Assist the District with applicable Payment Card Industry Data Security Standard (PCI DSS) requirements, including identifying relevant payment systems, reviewing network separation and access controls, coordinating required scans or assessments with qualified providers, supporting questionnaire completion, and documenting remediation. Identify included assistance, specialist services, and additional fees. A proposer's own PCI assessment does not establish the District's compliance.

Task 5 – Backup and Disaster Recovery

Administer and monitor local and off-site backups, investigate failed jobs, and restore data when needed. Assess the existing backup arrangement and recommend retention, security, and recovery improvements. Document systems covered, backup frequency, retention, storage capacity, recovery priorities and proposed recovery time and recovery point objectives for District approval.

Develop and maintain recovery procedures, periodically test restoration, and report results and corrective actions. Identify any gaps in server, application, or Microsoft 365 coverage. Price Microsoft 365 SaaS backup and expanded recovery services separately when not included in the base service.

Task 6 – Microsoft 365 and Application Support

Administer the District's Microsoft 365 environment, email, users, licenses, and approved collaboration tools. Review license assignments and renewals and recommend cost-effective changes. Coordinate with third-party application vendors, including recreation and reservation software providers, to resolve connectivity, access, and integration issues; distinguish vendor application responsibilities from contractor responsibilities.

Provide separately priced options for email/information archiving, secure file sharing, enhanced email encryption, and data loss prevention where appropriate. Configure retention and access settings only as directed by the District.

Task 7 – Communications and Security Systems

Support the existing VoIP telephone system and coordinate with the telephone vendor or carrier on extensions, configuration, connectivity, and service issues. Provide technology and network support for connected security cameras and related devices, coordinating specialized repairs with the appropriate vendor. Identify the limits of support and any additional licensing or equipment costs.

Task 8 – Optional Mobile Device Management

Provide separate pricing for management of District-authorized phones and tablets, including enrollment, inventory, security settings, updates, application deployment and authorized lost-device lock or wipe. Describe supported platforms and safeguards for personal information if employee-owned devices are proposed for enrollment. Migration to District-issued mobile devices requires separate District approval.

Task 9 – Technology Planning and Special Projects

Provide technology planning, lifecycle recommendations and assistance with procurement, deployment, replacement and secure retirement of equipment and software. Identify included consulting and advanced engineering hours, rollover provisions, and rates for additional work.

Upon separate authorization, evaluate and implement server/cloud or Microsoft 365/SharePoint migrations, telephone system replacement, public Wi-Fi portal improvements, and other infrastructure projects. Provide a written scope, cost, schedule, dependencies, migration, and rollback plan before work begins. Identify hosting options, data location, security assurances, and ongoing costs; the District is not committed to a particular hosting provider or migration.

Task 10 – Documentation and Service Reporting

Maintain current asset and license inventories, network diagrams, configurations, support contacts, change records, backup procedures, and secure credential records. Ensure the District has access to its administrative accounts and documentation and provide an orderly transfer of District data and records at contract end.

Provide a ticketing system with email and portal submission, status tracking, and escalation. Meet regularly with District staff and provide monthly reports summarizing tickets, response performance, monitoring alerts, patches, backup and recovery results, security issues, license changes, and recommended actions.

OTHER REQUIREMENTS

Provide routine end-user, network, and server support from 8:30 AM to 5:00 PM Pacific Time, Monday through Friday, with after-hours emergency support available on evenings, weekends, and nationally recognized holidays. Describe 24-hour monitoring and emergency coverage separately from routine help desk staffing.

The District prefers an initial human response within 24 hours for general support requests and as soon as possible for business system/network outages and other mutually agreed emergencies. Proposers shall state guaranteed response targets by priority, coverage hours, escalation procedures, on-site dispatch targets, and update frequency. Distinguish acknowledgment, initial response, restoration, and final resolution; identify after-hours and on-site charges and any service limits.

Clearly distinguish recurring managed services from time-and-materials work, advanced support hour allowances, licenses, equipment, onboarding, additional locations, and optional services. Obtain District authorization before incurring costs outside the agreed scope.

SCHEDULE

Responses to the RFP must be submitted to the CPCSD as outlined in this section. Times for all dates are close of business (5:00 PM)

Release RFP	November 13, 2026
System Environment review and questions deadline	December 4, 2026
Questions and answers emailed to all submitting	December 11, 2026
Proposal due date	December 22, 2026
Review and scoring of submittals	January 7, 2027
Interviews w/finalists (If Required)	T.B.D.
Award of contract (Estimated)	January 20, 2027

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

PROPOSAL REQUIREMENTS AND FORMAT

If interested in this RFP, please notify Mark Hornstra by email at generalmanager@cameronpark.org to be added to the notification list for addenda. Proposers are responsible for reviewing all issued addenda.

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: Mark Hornstra, General Manager
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: Insurance Requirements, Proof of Insurance
Part 4: Reference Review

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. Responding Firm Information, Experience, and Qualifications

1) Information about the consultant firm(s) including:
    i) Organization type (corporation, LLC, etc.):
    ii) Organizational structure(s):
    iii) Location of principal office(s):
    iv) Years in business:
    v) Number of employees:
    vi) Key personnel and roles:

2) 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.
3) Outline of responsibilities/roles of firm/entity personnel with respect to providing the services requested.
4) Experience/resumes of assigned personnel including certifications.
5) Location of resources assigned to project and availability for on-site work activities.
6) Qualifications of the Firm/Entity(s):
7) Provide three (3) references for public agencies or private businesses of similar size and scope for which the firm has provided comparable IT services. For each reference, briefly describe the services provided and identify any significant differences from the District's requested Scope of Work. Include the reference contact information and contract details required under Part 4 | Reference Review.
8) List of additional Information Technology services provided (i.e., web design, application development, etc.):

B. 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. Provide a task-by-task scope response and identify all exceptions, covered quantities, tools, staffing, onboarding deliverables, support commitments, and optional services. Cost proposals shall itemize recurring and one-time charges, licensing, per-user/device/site charges, included support hours, overage rates and after-hours or on-site fees. State assumptions and quantity adjustment methods.

C. Cost Proposal – Provide on a Separate Attachment

1) The District desires a fixed fee schedule for specific managed service offerings provided.
2) Where appropriate, a time and materials fee-based cost may be proposed.

3) Include hourly billable rates of all personnel who could be assigned to the project.
4) 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.

PRICING FORMAT

Pricing should be transparent and allow the District to evaluate total cost under the current approximate environment. Proposers should not rely solely on a single bundled total.

Service / Item	**Unit Basis**	**Annual Recurring Cost**	**One-Time Cost**
Managed help desk / endpoint support	[Per user/device/site/etc.]	$	$
Server / Tier 2 system administration	[Per user/device/site/etc.]	$	$
Managed WAN / firewall / network services	[Per user/device/site/etc.]	$	$
Backup and disaster recovery	[Per user/device/site/etc.]	$	$
Additional site/location support	[Per user/device/site/etc.]	$	$
Optional - Mobile device management	[Per user/device/site/etc.]	$	$
Microsoft 365 licensing and administration	[Per user/device/site/etc.]	$	$
Security monitoring / SIEM / SOC	[Per user/device/site/etc.]	$	$
Phishing/security awareness training	[Per user/device/site/etc.]	$	$
Microsoft 365 / SaaS backup	[Per user/device/site/etc.]	$	$
Information archiving / retention	[Per user/device/site/etc.]	$	$
Telephone/PBX support or hosted service	[Per user/device/site/etc.]	$	$
Included Tier 3 / consulting hours	[Per user/device/site/etc.]	$	$

Additional Tier 2/Tier 3 hourly rates	[Per user/device/site/etc.]	$	$
Onboarding / transition	[Per user/device/site/etc.]	$	$
On-site support / travel, if any	[Per user/device/site/etc.]	$	$
Other required or optional services	[Per user/device/site/etc.]	$	$

Proposers shall identify any annual escalation, minimum commitment, license pass-through, hardware-as-a-service requirement, contract term requirement, or other pricing condition.

D. Professional Services Agreement

The District will enter into an agreement with selected firm for the tasks are outlined in the Scope of Work. See Exhibit A for the District's Professional Services Agreement.

E. Non-Collusion Declaration and Levine Act Statement

All responding firms must complete the Non-Collusion Declaration, Exhibit B, and a Levine Act Statement, Exhibit C, as part of their proposal.

PART 3: INSURANCE REQUIREMENTS

Contractor will provide proof of insurance for a minimum of $2 million in liability coverage listing the Cameron Park Community Services District as the additionally insured, as well as an endorsement.

1) General Liability: $2,000,000 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 – $4,000,000.
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 4: 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 (Actual Contract amount, or Not to Exceed amount acceptable)
- Services Provided
- Last date of service for that organization:

EVALUATION CRITERIA

The District intends to select the proposal that provides the best overall value and most effectively meets District needs. Evaluation may include, but is not limited to:

- Total cost and clarity of pricing
- Responsiveness and completeness of the proposal
- Demonstrated understanding of the District's environment and scope
- Experience and qualifications, particularly with public agencies and organizations of similar size
- Quality, responsiveness, and depth of helpdesk, network, systems, and cybersecurity support
- Service levels, local/on-site capabilities, and escalation resources
- Cybersecurity practices and demonstrated security maturity
- Onboarding and transition approach
- Client references and demonstrated service quality
- Contract terms, exceptions, and overall risk to the District

The District may conduct interviews, request demonstrations, seek clarification, negotiate scope and pricing, and request a best and final offer before making a recommendation for award.

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 Mark Hornstra, General Manager. Questions concerning the scope of work and selection process shall be submitted in writing to generalmanager@cameronpark.org by the deadline established in the final RFP schedule.

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. PROFESSIONAL SERVICES AGREEMENT

All Proposers must provide acceptance of, or proposed modifications of the Districts Professional Services Agreement. Our insurance requirement must be included in the Professional 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
- Existence of any lawsuit, unresolved contractual claim, or dispute between proponent and the CPCSD