



ZONE 7 WATER AGENCY

REQUEST FOR PROPOSAL

RFP-2025-170

HELP DESK AND IT SERVICES

Release Project Date	June 22, 2026
Question Submission Deadline	July 10, 2026, 2:00pm
Question Response Deadline	July 17, 2026, 5:00pm
Response Submission Deadline	July 31, 2026, 2:00pm

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1. Introduction

Zone 7 Water Agency (hereinafter referred to as **"Zone 7"**) is requesting proposals from qualified and reliable consultants to provide **Help Desk, End User IT Support, and related professional IT infrastructure support services** for Agency staff and approved systems, in coordination with Zone 7 staff.

Proposals must be submitted through the E-Procurement Portal at <https://procurement.opengov.com/portal/zone7water>, no later than 2:00 pm on Friday, July 31, 2026.

Timeline

Below are the major events planned to occur during the selection process in order to determine a Consultant. Please note that the schedule is subject to change.

Release Project Date:	June 22, 2026
Question Submission Deadline:	July 10, 2026, 2:00pm
Question Response Deadline:	July 17, 2026, 5:00pm
Response Submission Deadline:	July 31, 2026, 2:00pm

2. Description of Agency

2.1. Organization, Purpose and Powers

The Agency is a dependent special district established under the Alameda County Flood Control and Water Conservation District Act (the "District Act"). The District Act (Act 20 of the Uncodified Acts of the California Water Code) was passed by the state Legislature in 1949. The Agency was established by a vote of the residents of the Livermore-Amador Valley (the "Livermore Valley") area in 1957, with its own independently elected board to provide local control of integrated water resources. The Agency is responsible for providing wholesale treated (drinking) and untreated (agricultural irrigation) water, flood control and groundwater management throughout eastern Alameda County.

The Agency is further authorized by the District Act to prevent interference with or diminution of, or to declare rights in the natural flow of any stream or surface or subterranean supply of waters used or useful for any purpose of the Agency and to prevent contamination, pollution or otherwise rendering unfit for beneficial use the surface or subsurface water used or useful in the Agency. The Agency has broad

powers to finance, construct and operate a system for the transportation, storage, treatment, and distribution of water. The Agency is also authorized to levy replenishment assessments upon the production of groundwater from all water-producing facilities, whether public or private, within the Agency's service area.

In 2003, the legislature passed Assembly Bill 1125 and gave the Agency Board full authority and autonomy to govern matters solely affecting the Agency independently of the Alameda County Board of Supervisors. The Alameda County Board of Supervisors, acting as the Board of Supervisors of the Alameda County Flood Control and Water Conservation District (the "District"), governs the other nine zones of the District. The other zones are operationally and financially independent from the Agency.

As the major water supply and flood control agency in eastern Alameda County, Zone 7 has an ongoing commitment to plan for existing and future needs, implement needed projects, maintain a high quality, reliable water delivery and flood control system, and provide a quality product and service to the community. Zone 7 operates and maintains several industrial facilities, including two surface water treatment facilities, PFAS treatment facilities, a reverse osmosis facility, several potable groundwater wells and groundwater treatment facilities, that require delivery, storage and use of hazardous chemicals and pose other industry-specific hazards. Zone 7 also maintains pump stations, transmission mains, flood control channels, and administrative facilities.

2.2. Service Area

The Agency's service area covers 425 square miles of eastern Alameda County and has an estimated population of 266,000 people. The Agency supplies treated drinking water to retailers serving residents and businesses in Pleasanton, Livermore, Dublin, and through a special agreement with the Dublin San Ramon Services District, the Dougherty Valley area in San Ramon. The Agency also supplies untreated irrigation water to local vineyards, farms, and golf courses, and provides both flood protection and groundwater management to all of eastern Alameda County.

3. Scope of Work

The Scope of Work and Services are intended to be a general guide, but also may outline a complete list of all work to be performed as required of this RFP.

The Proposer shall perform the following tasks and key services as required herein and outlined in this RFP: and Services are intended to be a general guide, but also may outline a complete list of all work to be performed as required of this RFP.

3.1. End User Help Desk Support Services

The vendor shall provide Tier 1 and Tier 2 help desk services for approximately 135 users and 150 Windows 11 workstations, including but not limited to:

- **Application Support**
Support for Microsoft 365 and all Zone 7 approved software applications.
- **Exchange / Email End User Support**
Support for user mailbox access, distribution list creation and maintenance, delegated access, send-on-behalf permissions, shared mailbox support, and general email troubleshooting.
- **Folder and Server Access Rights**
User permission assignments, folder access troubleshooting, server share mapping, and access validation.
- **Application Access Support**
Troubleshooting of common application issues using client-provided documentation, known issue guides, and established procedures.
- **Password Reset Services**
Reset and unlock support for:
 - Active Directory user accounts
 - server accounts
 - approved business applications
 - service account coordination as authorized
- **Printer Support**
User printer mapping, printer connectivity troubleshooting, print queue troubleshooting, and approved device setup.
- **Hardware Troubleshooting and Escalation Support**
Initial troubleshooting of end-user hardware issues including:
 - device identification
 - Dell service tag collection
 - device hostname collection
 - Dell hardware diagnostic collection
 - escalation support coordination with manufacturer warranty services

- **BitLocker Recovery Key Retrieval**
Recovery key retrieval and support through Sophos Central and other approved management systems.
- **Software Installation Services**
Installation, upgrade, and removal of software in accordance with the Zone 7 approved applications list and IT standards.
- **Client VPN Support**
VPN connectivity troubleshooting, user authentication support, MFA issues, client software troubleshooting, and access validation.
- **New User Account Creation and Onboarding**
User provisioning and onboarding support including:
 - Active Directory account creation
 - Microsoft 365 licensing and mailbox provisioning
 - group membership assignments
 - initial access setup
 - workstation login support
- **MFA Support and Troubleshooting**
Multi-factor authentication enrollment, reset, device migration, access troubleshooting, and end-user assistance.
- Remote Monitoring and Management of User Workstations - RMM
 - Workstation critical and security updates
 - Workstation third party updates
 - Workstation hardware/software inventory
 - Workstation services
 - Dell service tag collection

3.2. Infrastructure Support – Server

The selected consultant shall provide server infrastructure support services and serve as a **backup system engineering resource** for Zone 7 Water Agency's internal IT staff.

The vendor shall provide qualified personnel capable of supporting enterprise server, identity, virtualization, cloud-connected infrastructure, and backup environments.

Required Support Scope

The consultant shall provide support for, including but not limited to:

- physical and virtual Windows Server infrastructure
 - 23 Windows server 2022 virtual machines - vendor support active
 - 6 Physical windows server 2022 - vendor support active
 - 3 VMWare hosts - vendor support active
 - 1 VMWare VCenter server - vendor support active
- Active Directory services
- Domain Controller support - 4 domain controllers
- DNS and DHCP services
- Group Policy troubleshooting
- file and print services - 4 file servers
- server access and permissions
- server performance troubleshooting
- Microsoft 365 integration support
- hybrid identity support
- virtualization infrastructure support
- server patching support
- incident response and recovery assistance
- backup and disaster recovery systems

The vendor shall act as a backup systems engineering resource during:

- staff absences
- after-hours incidents
- maintenance windows

- emergency outages
- disaster recovery events
- escalation overflow

Remote Monitoring and Management of Servers - RMM

- Server critical and security updates
- Server hardware/software inventory
- Server services
- Dell service tag collection

Backup and Recovery Support – Veeam

Vendor shall provide operational and engineering support for Veeam Backup & Replication environments.

Support shall include, but not be limited to:

- job monitoring and troubleshooting
- failed backup investigation
- failed replication troubleshooting
- restore and recovery assistance
- VM-level restore support
- file-level restore support
- retention policy troubleshooting
- repository capacity monitoring
- backup storage troubleshooting
- license management assistance
- backup job optimization
- backup verification and health checks
- VMware integration troubleshooting
- vCenter connectivity troubleshooting

- certificate-related backup issues
- backup infrastructure upgrade support
- patching and version upgrade assistance
- disaster recovery testing support

Vendor shall demonstrate prior experience supporting Veeam in VMware environments.

Experience with backup retention management and automated deletion of expired backup chains is required.

Certification Requirements

Vendor personnel assigned to this scope item shall maintain current and relevant certifications.

Mandatory requirements include:

- Microsoft certifications relevant to:
 - Active Directory
 - Windows Server administration
 - Microsoft 365 administration
- VMware certified support

Strong preference shall be given to vendors with Veeam-certified engineers or demonstrated equivalent enterprise experience.

3.3. Infrastructure Support – Network Devices (Non-Security)

The selected consultant shall provide **infrastructure support services for non-security network devices** and shall serve as a **qualified backup resource to the Zone 7 Water Agency on-premises Network Engineer**.

Services shall include support, troubleshooting, maintenance assistance, and onsite response for enterprise network infrastructure equipment.

Required Support Scope

The consultant shall provide support for, including but not limited to:

- Cisco enterprise network devices, including switches, routers, and related infrastructure
- Layer 2 and Layer 3 troubleshooting

- VLAN configuration and verification
- interface diagnostics and port troubleshooting
- routing support including static and dynamic routing protocols
- hardware replacement coordination
- cable connectivity validation
- device reboot and recovery assistance
- console-based access and troubleshooting
- physical layer troubleshooting for onsite incidents

Cisco product support is a mandatory requirement.

Vendors must demonstrate experience supporting enterprise Cisco Systems network infrastructure.

Backup Support Role

The vendor shall act as a **backup technical resource** for the Agency's Network Engineer during:

- staff absences
- after-hours incidents
- emergency response events
- escalation overflow
- onsite hands-and-eyes support
- urgent infrastructure troubleshooting

The vendor shall be capable of following Agency-provided documentation, network standards, and escalation procedures.

Required Field Equipment

Vendor personnel responding onsite shall be equipped with the following minimum tools and equipment:

- Cisco console cable
- USB-to-console cable
- standard Ethernet patch cables

- laptop computer suitable for infrastructure troubleshooting
- laptop power cable / charger
- backup cellular hotspot for emergency connectivity
- terminal emulation software including PuTTY or equivalent approved software

Minimum Technical Capability Requirements

Vendor personnel assigned to this scope item shall demonstrate experience with:

- Cisco IOS / IOS-XE CLI troubleshooting
- switch stack troubleshooting
- routing diagnostics
- port status and interface troubleshooting
- DHCP and connectivity validation
- console recovery access
- configuration backup and restoration support

3.4. Transition and Onboarding

The scope of work includes transition and onboarding with an estimated Oct. 15 start, to be fully transitioned by January 1, 2027: Scope items include:

- Initial discovery and environment assessment activities.
- Knowledge transfer process with Zone 7 staff and incumbent service providers.
- Documentation review and validation procedures.
- Inventory and familiarization with supported systems, applications, and infrastructure.
- Establishment of support processes, ticketing procedures, escalation paths, and communication protocols.

4. Instructions to Proposers

4.1. Examination of Proposal Documents

By submitting a Proposal, the Proposer represents that it has thoroughly examined and become familiar with the work required under this RFP, and that it is capable of performing timely and quality work to the level of Zone 7's expectations and achievement of its objectives.

4.2. Addenda/Clarifications

Questions or comments regarding this RFP shall be submitted through the E-Procurement Portal, no later than **2:00 pm on Friday, July 10, 2026**. Responses from Zone 7 will be posted on the E-Procurement Portal (<https://procurement.opengov.com/portal/zone7water>).

4.3. Submission of Proposals

All Proposals shall be submitted through the E-Procurement Portal (<https://procurement.opengov.com/portal/zone7water>). Proposals must be received no later than **2:00 pm on Friday, July 31, 2026**. Proposals received after this time will not be accepted. The proposer shall submit the Proposal, a Cost Proposal (shown as a cost matrix) and firm's rates.

4.4. Proposal Documents Inclusion

At the sole discretion of Zone 7, the Proposal Documents may be deemed a part of the contract resulting from this RFP, if awarded.

4.5. Withdrawal of Proposals

A Proposer may withdraw its Proposal at any time before the expiration of the time for submission of Proposals as provided in this RFP.

4.6. Rights of Zone 7

This RFP does not commit Zone 7 to enter into a contract, nor does it obligate Zone 7 to pay for any costs incurred in the preparation and submission of Proposals or in anticipation of a contract.

Zone 7 may investigate the qualifications of any Proposer under consideration, require confirmation of information furnished by the Proposer, and require additional evidence of qualifications to perform the services described in this RFP.

Zone 7 reserves the right to:

- A. Reject any or all Proposals.
- B. Issue subsequent Requests for Proposals.
- C. Postpone opening for its own convenience.

- D. Remedy technical errors in the Request for Proposal process.
- E. Approve or disapprove the use of particular subcontractors.
- F. Negotiate with any, all, or none of the Proposers.
- G. Solicit best and final offers from all or some of the Proposers.
- H. Award a contract to one or more Proposers.
- I. Award a contract to a team created by Zone 7 from the Proposers and/or its subcontractors.
- J. Award a contract to a Proposer other than the one with the lowest rates.
- K. Waive informalities and irregularities in Proposals.

4.7. Contract Type

Selection of a firm or firms will result in a Standard Agreement for Professional Services to provide Help Desk and End User IT Support Services for Agency staff and approved systems. that will begin on the date it is signed by the Zone 7 General Manager, which is anticipated to be in October 15, 2026 and will conclude June 30, 2029. By submitting a Proposal to Zone 7 in response to this RFP, Proposer agrees that if selected by Zone 7 as the successful consultant, it will enter into this contract with Zone 7 containing the terms and conditions as set forth in the attached sample contract and insurance requirements (Attachment 1). No changes to the standard contract and insurance will be allowed. The total cost of services shall be proposed by each firm and is subject to negotiation between Zone 7 and the selected firm or firms. All services are to be billed Help Desk Services Monthly / Consulting time-and-materials basis.

5. Proposer's Minimum Qualifications

Proposer Minimum Qualifications

Proposers must meet the following minimum qualifications to be considered responsive. Failure to meet any of the requirements below may result in disqualification from further consideration.

Proposer must have a minimum of seven (5) years of experience providing enterprise IT support services.

The Proposer shall submit the required Certificate(s) of Insurance (if consultant has been selected).

The Proposer shall comply with applicable federal, state and local regulations concerning equal employment opportunity requirements.

The Proposer shall possess expert knowledge and extensive experience required by the scope of work and shall be familiar with local conditions relating to these services in Zone 7's service area, including, but not limited to, the following:

- The Proposer shall possess knowledge of regulations and ordinances regarding the subject of this RFP and shall be familiar with local conditions relating to these services in Alameda County.
- The Proposer is required to list the key individuals who will be assigned to the project, their qualifications and disciplines, and each individual's degree of commitment.

The Proposer shall provide a resume for each named key personnel that includes but is not limited to the following information:

- Name and proposed assignment (do not include home addresses or phone numbers)
Years of experience
- Education – degrees, schools and years obtained
- Professional registration(s)
- Experience directly related to proposed assignment
- At least three client references, including contact names, addresses and telephone numbers
- Description of projects of a similar nature worked on in the past 5 years

6. Proposal Format and Content

6.1. Format

Submittals shall be submitted through the E-Procurement Portal and should include the cost proposal. Please also submit a rate sheet within the Vendor Questionnaire portion of this RFP. The rate sheet must identify the title and corresponding hourly rates (for the duration of the contract) for all individuals performing the services. The rate information will not be used during the proposal's review.

6.2. Content

Proposal Content Requirements

To facilitate a uniform evaluation process, Proposers shall organize their proposals in the format and order specified below.

Failure to follow the required format may result in reduced evaluation scoring or a determination that the proposal is non-responsive.

1. Cover Letter

Provide a signed cover letter on company letterhead that includes:

- Legal business name of the Proposer
- Business address
- Primary contact name
- Title
- Telephone number
- Email address
- DIR Registration Number (if applicable)
- Acknowledgment of the ability to meet the requirements outlined in this RFP
- Signature of an authorized representative

2. Company Profile and Qualifications

Provide a summary of the firm that includes:

- Years in business
- Business structure (corporation, LLC, partnership, etc.)
- Primary office location
- Number of employees
- Relevant certifications and qualifications
- Technical capabilities and areas of expertise
- Experience supporting public agencies, utilities, or similar organizations
- Summary of comparable engagements

3. Technical Approach and Scope Response

Provide a detailed description of how the Proposer will deliver the services identified in the Scope of Work, including:

- Help Desk User Support

- Infrastructure Support – Network Devices
- Infrastructure Support – Server Systems
- Veeam backup support

The response shall include, at a minimum:

- Proposed staffing model
- Escalation procedures
- Response and resolution time objectives
- Remote support capabilities
- Onsite support capabilities
- Service delivery methodology
- Monitoring, ticketing, and management tools utilized

4. Staffing Plan and Certifications

Provide a staffing plan identifying personnel and resources proposed for this engagement, including:

- Project Manager / Account Manager
- Tier 1 Support Staff
- Tier 2 Support Staff
- Network Engineers
- Systems Engineers
- Backup and Disaster Recovery Specialists

Include relevant certifications, qualifications, and experience for assigned personnel.

5. Experience and References

Provide a minimum of three (3) client references for similar services performed within the past five (5) years.

For each reference, include:

- Organization name
- Contact name

- Title
- Telephone number
- Email address
- Description of services provided
- Duration of engagement

6. Pricing Proposal

Provide a detailed pricing proposal that includes:

- Hourly rates by resource type
- Fixed monthly managed service rates (if applicable)
- Fixed yearly managed service rates (if applicable)
- After-hours support rates
- Emergency response rates
- Onsite support rates
- Pricing for optional or supplemental services

All pricing shall be clearly identified and remain valid for the period specified in this RFP.

7. Transition and Onboarding

Describe the proposer's approach for transitioning services and onboarding the Agency. At a minimum, the response shall include:

- Initial discovery and environment assessment activities.
- Knowledge transfer process with Zone 7 staff and incumbent service providers.
- Documentation review and validation procedures.
- Expected timeline for onboarding and transition to operational support.
- Identification of any Zone 7 resources or participation required during onboarding.
- Approach for minimizing service disruption during the transition period.

Proposers should provide a brief implementation schedule with a tentative Oct. 15 start and to be fully transitioned by January 1, 2027, outlining key onboarding milestones and estimated timeframes.

8. Exceptions, Assumptions, and Deviations

Clearly identify and describe any exceptions, assumptions, exclusions, or deviations from the requirements of this RFP.

Failure to identify exceptions within the proposal shall be interpreted as acceptance of all RFP requirements.

9. Required Attachments

Attach the following supporting documentation:

- Professional certifications
- Certificates of insurance
- Sample Service Level Agreement (SLA) reports, if available
- Any additional supporting documentation relevant to the proposal

7. Evaluation and Selection, Bid Protest Procedure, and Award

Evaluation and selection will be based on a one-step process, with proposals receiving equal points toward a total maximum potential score of 100 points.

7.1. Evaluation Procedure

A Review Board, generally made up of Zone 7 staff, will review the proposals submitted, establish a list of finalists based on pre-established review criteria, interview the finalist firms if necessary, and select the successful proposer based on demonstrated competence and necessary qualifications. Negotiations of the contracts, the detailed scope of work, and the fee are not within the scope of the Review Board.

Members of the Review Board will review the Proposals to determine those firms to be invited for an in-person or virtual interview. Approximately 45 minutes will be allowed for each oral interview and questions and answers. The proposed Project Manager must lead the presentation before the Review Board. Proposers should also be aware that award might be made without interviews or further discussion.

7.2. Bid Protest Procedure

Protests must be in writing and served via email and overnight mail to: Attn: Purchasing Agent, 100 N. Canyons Pkwy, Livermore, CA 94551, within five (5) Working Days of the OpenGov award of the bid ("Bid Protest Deadline") and must comply with the following requirements.

1. General

Only a Bidder who has submitted a responsive Bid is eligible to submit a bid protest against another Bidder. Subcontractors are not eligible to submit bid protests. A Bidder may not rely on the bid protest submitted by another Bidder, but must timely pursue its own protest.

2. Protest Contents

The bid protest must contain a complete statement of the basis for the protest and all supporting documentation. Material submitted after the Bid Protest Deadline will not be considered. The protest must refer to the specific portion or portions of the Contract Documents upon which the protest is based. The protest must include the name, address, email address, and telephone number of the person representing the protesting Bidder if different from the protesting Bidder.

3. Service of Protest

A copy of the protest and all supporting documents must be concurrently transmitted by email and overnight mail, by or before the Bid Protest Deadline, to the protested Bidder or Bidders.

4. Response to Protest

The protested Bidder may submit a written response to the protest, provided the response is received by the Agency before 5:00 p.m., within two (2) Working Days after the Bid Protest Deadline or after actual receipt of the bid protest, whichever is sooner (the "Response Deadline"). The response must include all supporting documentation. Material submitted after the Response Deadline will not be considered. The response must include the name, address, email address, and telephone number of the person representing the protested Bidder if different from the protested Bidder.

5. Copy to Protesting Bidder

A copy of the response and all supporting documents must be concurrently transmitted by email and overnight mail, by or before the Response Deadline, to the protesting Bidder.

6. No Further Written Submissions will be Considered

The bid protest and any response from the protested Bidder are the only documents that will be considered by the Agency.

7. Mandatory Requirements

The procedure and time limits set forth in this section are mandatory. A Bidder's failure to comply with these procedures will constitute a waiver of any right to further pursue a bid protest, including the initiation of legal proceedings.

8. Response from Agency

A written response will be provided by the Agency. Unless the protest is thereafter withdrawn in writing, recommendation for award of the contract will be scheduled on the public agenda of the governing board of the Agency.

9. Right to Award

The Agency reserves the right to award the Contract to the Bidder it has determined to be the responsible Bidder submitting the lowest responsive Bid, and to issue a Notice To Proceed with the Work notwithstanding any pending or continuing challenge to its determination

7.3. Award

When the Review Board has completed its review, Proposers will be advised of the number one selection. A contract will then be negotiated with the selected firm for the extent of services to be rendered and for the method of compensation. Agreement awards in excess of \$50,000 require Zone 7 Board approval. Any award requiring Zone 7 Board approval is expected to be made at the September 2026 Board meeting.

Zone 7 intends to enter into an initial three (3) year contract with the Consultant from October 15, 2026, to June 30, 2029. The contract may be extended for up to two (2) additional years, at the sole discretion of Zone 7.

8. Evaluation Criteria

The following criteria will be used to evaluate written proposals that are submitted. Quality and experience will be weighted most heavily. All others will be weighted approximately the same.

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	Technical Qualifications and Experience Points will be awarded based on the proposer's demonstrated experience supporting enterprise IT environments, including: <ul style="list-style-type: none">• Microsoft 365• Active Directory and Windows Server• VMware vCenter• Veeam Backup & Replication• Cisco Systems infrastructure• help desk operations• RMM monitoring platforms	Points Based	25 <i>(25% of Total)</i>

2.	<p>Scope of Services Response / Technical Approach</p> <p>Points will be awarded based on completeness and quality of the technical response for all scope items.</p> <p>Evaluation will include:</p> <ul style="list-style-type: none"> • help desk methodology • network support approach • server support approach • backup and DR support • onsite response capabilities • escalation procedures 	Points Based	25 (25% of Total)
3.	<p>Staffing, Certifications, and Support Model</p> <p>Points will be awarded based on:</p> <ul style="list-style-type: none"> • qualifications of assigned staff • certifications • staffing depth • escalation resources • subcontractor oversight 	Points Based	15 (15% of Total)
4.	<p>Relevant Public Sector / Utility Experience</p> <p>Points will be awarded for demonstrated experience supporting:</p> <ul style="list-style-type: none"> • public agencies • water agencies • government entities • critical infrastructure organizations 	Points Based	10 (10% of Total)

5.	Service Levels, Monitoring, and Reporting Points will be awarded based on: <ul style="list-style-type: none"> • response times • resolution SLAs • RMM capabilities • reporting quality • ticketing and escalation workflows 	Points Based	10 <i>(10% of Total)</i>
6.	Cost Proposal Points will be awarded based on: <ul style="list-style-type: none"> • cost competitiveness • transparency of pricing • hourly rates • optional services pricing • overall value Lowest cost will not automatically receive maximum points.	Points Based	15 <i>(15% of Total)</i>

9. Compliance with Laws; Conflict of Interest

Consultant agrees to comply with all applicable federal and state laws, regulations and policies, as amended, including those regarding discrimination, unfair labor practices, collusion and conflicts of interest.

10. Public Records Act Requests

Zone 7 believes that the public interest is served by securing the best quality work at the lowest price. Accordingly, we request information about your company's qualifications, past experience and other similar items. Under California law, if requested to provide a copy of your proposal to a third party, we will do so in order to comply with the California Public Records Act.

If you believe that any information that you will be providing to Zone 7 is confidential or is subject to protection as a trade secret, please clearly mark that information as confidential in your submittal. You may highlight the confidential information in yellow

or otherwise mark it so that Zone 7 personnel clearly know that it is confidential or trade secret information.

Zone 7 will do its best not to disclose confidential or trade secret information that is clearly marked as such, but you should know that you bear the risk of marking the confidential/trade secret information sufficiently clearly so as to allow Zone 7 personnel to redact that information prior to providing it to a requestor. Zone 7 assumes no responsibility for any failure on your part to mark the information sufficiently clearly so as to allow our staff to redact the information at the appropriate time.

Prior to disclosing your proposal to a requestor, Zone 7 will provide you with reasonable notice of the request and a reasonable opportunity to seek a protective order from a court of competent jurisdiction. Zone 7 will not contest your request for a protective order but will also not contest a request for your response to the request for proposals. Zone 7 will comply with any order regarding disclosure from a court of competent jurisdiction.

11. Vendor Questionnaire

1. Please upload your technical Proposal*

*Response required

2. Pricing Proposal - Provide a detailed pricing proposal*

Each proposal must include a cost proposal that outlines the following:

- hourly rates by resource type
- fixed monthly managed services rates, if applicable
- after-hours support rates
- emergency response rates
- onsite support rates
- optional services pricing
- onboarding costs (Optional)

The cost proposal must be expressed on an hourly and annual basis. Total annual costs for years 1-3 must be provided, with estimated cost for optional years 4-5.

*Response required

3. Consultant agrees to comply with all applicable federal and state laws, regulations and policies, as amended, including those regarding discrimination, unfair labor practices, collusion and conflicts of interest.*

☐ Please confirm

*Response required

4. Exception and Deviation Form*

Please download the below documents, complete, and upload.

- [Exception & Deviation.pdf](#)

*Response required

5. Acknowledgment of Insurance Requirements*

Please download the below documents, complete, and upload.

- [Acknowledgment of Insurance...](#)

*Response required