



Smart Workforce Center
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March 10, 2026
 Request for Proposal
 Smart Workforce Center

Independent Contractor/Vendor to Provide
 Information Technology Managed Services and Website Services

For the base period of July 1, 2026 – June 30, 2027
 with the option of 4 additional years

Request for Proposals (RFP) Issued	March 10, 2026
Contact Information	Email: gmarie@thesmartcenter.biz
Question Period	March 23, 2026 – March 27, 2026, 5:00 p.m. PST All questions must be submitted to: gmarie@thesmartcenter.biz
Proposals Due	April 10, 2026, 5:00 p.m. PST Submit electronically to gmarie@thesmartcenter.biz
Contract Negotiated and Awarded	May 15, 2026
Contract Begins	July 1, 2026

This Request for Proposals (RFP) and supporting documents are posted on Smart's Website: www.thesmartcenter.biz

General Information

A. Purpose

This Request for Proposal (RFP) is to contract with a vendor / independent contractor for Computer Network System Administration and Technical Support services for the various SMART and America's Job Centers of California offices in Shasta, Trinity, Siskiyou and Del Norte Counties for the 2026/2027 Fiscal Year. The RFP includes options for four additional years.

B. Who May Respond

Individuals or organizations (public or private) may respond to this RFP. Organizations who respond must identify a single individual who will have primary responsibility for the project.

C. Bidder's Conference

No formal bidder's conference will be held. However, proposers may direct questions to gmarie@thesmartcenter.biz for explanatory information on proposal requirements. Please reference "Network Administration RFP" in your inquiry.

D. Instructions on Proposal Submission

1. Closing Submission Date

Proposals must be received by email no later than 5 p.m. Friday, April 10, 2026. It is the responsibility of the proposer to ensure that the proposal is received on time. Late proposals will not be considered.

2. Inquiries

Inquiries concerning this RFP should be directed to Marie Granberry gmarie@thesmartcenter.biz. No phone calls will be accepted. Please reference "Network Administration RFP" in your inquiry.

3. Conditions of Proposal

All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the Proposer and will not be reimbursed by SMART.

4. Proposal Submission

One original proposal should be submitted in .pdf format by email to gmarie@thesmartcenter.biz no later than 5 p.m. Friday, April 10, 2026.

5. Right to Reject

SMART reserves the right to reject any and all proposals received in response to this RFP.

E. Notification of Award

It is expected that a decision selecting the successful bidder will be made by April 30, 2026.

It is expected that the IT contract shall be a one-year contract commencing July 1, 2026, with options for four additional one-year periods.

F. Lack of Competition

In the event of only one quote, (i.e. single vendor replies) following the distribution of this Request for Quote, Shasta County Private Industry Council, Inc. reserves the right to implement sole source purchasing procedures without a re-advertisement of the RFQ if the single quoted cost/price analysis is considered fair, reasonable, necessary, allowable and allocable.

G. Appeals Process

Any questions related to the selection decision should be addressed in writing to SMART Fiscal Officer, Marie Granberry, gmarie@thesmartcenter.biz, within 30 days of contract award for a response in accordance with SMART vendor selection grievance procedures.

H. Options

At the discretion of SMART, the IT contract may be extended for four additional one-year periods after the successful completion of the base year contract. Additional costs for the option periods will be agreed upon by SMART and the selected IT company. It is anticipated that the cost for the optional years will be based upon the same approximate cost as the initial contract year.

I. Background Information

Shasta County Private Industry Council, Inc. is a non-profit public benefit corporation, formed under Section 501(c)(3) of the Internal Revenue Code for the specific purpose of providing employment and training related services to businesses and job seekers. SMART provides services under the Workforce Innovation and Opportunity Act (WIOA) for residents of Shasta, Trinity, Siskiyou and Del Norte Counties. SMART's corporate office is located in Redding, California.

I. Specification Schedule

A. Scope

This project includes the following:

1. Administration, maintenance and security of SMART's computer network servicing the following sites:

Corporate Office & Shasta Business and Career Network, Redding, CA
Managed Network, 20 Users, 20 Windows 11 Laptops, 22 Windows 11 Desktops,
3 Physical Servers, 6 Windows 2019 Server VMs

Trinity Business and Career Network, Weaverville, CA (co-located with Shasta College) 1 User, 1 Windows 11 Laptop, 3 Windows 11 Desktops

Siskiyou Business and Career Network, Yreka, CA (co-located with Goodwill)
1 User, 1 Windows 11 Laptop

Siskiyou Business and Career Network, Weed, CA (co-located with College of the Siskiyous) 1 User, 1 Windows 11 Laptop, 3 Windows 11 Desktops

Del Norte Business and Career Network, Crescent City, CA
Managed Network, 3 Users, 3 Windows 11 Laptops, 8 Windows 11 Desktops, 1
Physical Windows Server 2019

Remote Equipment, (4 Laptops)
3 Users, 3 Windows 11 Laptops, 1 Windows 11 Desktop

1 Managed Cloud Phone System

2. Trouble shooting issues with and maintenance of firewalls, WAN connections using site to site VPN's standard VPN connections, computer hardware and software including servers, network connections, e-mail system, telephone system, printers, scanners, etc.
3. Evaluation, analysis and recommendation to management for purchase of new hardware and/or software. Analysis of current and future needs to ensure hardware and software will continue to be appropriate for staff and customer usage. Conduct annual software licensing review, reporting results and recommendations to management.
4. Providing staff technology assistance and new equipment orientation, as requested.
5. Travel to multiple sites located across four counties in northern California.

6. Travel and all travel related costs are the responsibility of the contractor. SMART does not reimburse for travel or other travel related costs.
7. Website hosting, design, maintenance and administration.
8. Email and SharePoint administration.
9. Provide off-site backups for all locations.
10. Research and procurement of hardware, software, communications systems and network related items.

Vendor will provide their own vehicle, tools and equipment in performance of all maintenance, training and administration of the SMART IT contract. Supplies and consumables which are dedicated to SMART projects may be purchased by the vendor and billed to SMART. Pre-approval is required for all purchases of billable supplies and consumables exceeding \$100/month. Supplies and consumables purchased by the vendor must be billed monthly and identified separately per item on the monthly invoice. SMART reserves the right to purchase items directly and supply to the vendor for use.

We are estimating a need of approximately 30-40 hours per month on site, at various locations throughout SMART's service area and an additional 40-50 hours per month telephone availability and remote support. Additional time and travel, outside normal business hours, may be necessary and is required in the event of a network, hardware and/or software failure. Down time should be at a minimum.

While the vendor awarded this contract is expected to be SMART's primary vendor used for system administration and technical support, there is not a promise of exclusive use. Thus, SMART reserves the right to purchase or contract with other vendors to provide computer systems administration and/or technical support at any of its locations at any time.

Due to the nature of SMART's business, there may be changes or additions to the above-mentioned scope of work. Significant changes and/or projects requiring additional time and labor by the Vendor/Contractor may be compensated at a rate to be negotiated on a per project basis.

Selected Vendor/Contractor must be able to provide certificates of professional liability insurance at time of contract award.

SMART reserves the right to terminate this contractual agreement at any time and discontinue use of vendor services, with or without notice to the vendor.

B. Payments

1. Contractual agreement will be for the 2026/2027 Fiscal Year with the option of an additional 4 years.
2. Monthly payments will be made by the tenth of each month. Supplies required to accomplish a project, which exceed \$100 per month, must be pre-approved by SMART prior to use on any SMART project(s).
3. Should SMART reject all or part of a project's work, an authorized SMART representative will notify the contractor in writing of such rejection, documenting reason for rejection.

II. **Proposal Contents**

The Proposal must include, at a minimum, the following elements:

A. General Description

The Proposer should describe its organization, size and structure. Indicate, if applicable, whether the firm is a small and/or minority-owned business.

B. Experience and Education (Training)

Proposer should describe in detail prior experience, including names, addresses and phone numbers of references regarding your work. Please detail relevant training / education and professional credentials / certifications.

C. Plan of Work

The Proposer should describe its understanding of the work to be performed, including project goals and objectives, timelines, procedures, and other pertinent information.

D. Price

The Proposal's estimated price for services, on a monthly basis, should be submitted as a separate attachment to the proposal. Proposer should include information indicating how the price was determined. For example, the Proposer may indicate the estimated number of hours by employee skill level (qualifications), hourly shop rate(s), and total estimated cost by employee level. Estimated price may include cost for anticipated travel (per trip), overnight lodging / per diem, supplies expected to be needed to complete the agreement, etc.

E. Time Frame

Although final scheduling will be agreed upon during the negotiation process, Proposer should indicate the anticipated number of shop hours to maintain the

project and proposed schedule. Include information regarding the ability to respond in a timely manner to emergency requests.

F. Drug Free Workplace

Certify the vendor operates a “Drug Free Workplace”.

III. Proposal Evaluation

A. Submission of Proposals

Proposers must submit one, signed proposal via email to gmarie@thesmartcenter.biz

B. Non-responsive Proposals

Proposals may be judged non-responsive and removed from further consideration if any of the following occur:

1. The proposal is not received on a timely basis in accordance with the terms of this RFP.
2. The proposal does not include all of the specified elements.
3. The proposal is not adequate to form a judgment by the reviewers that the proposed undertaking would comply with all of the standards specified in this RFP.

C. Evaluation

Evaluation of each proposal will be based on the following criteria:

1. Factors – 100 Maximum Points
 - a. Prior Experience/Education/Training
 - ◆ Prior experience administering and maintaining computer networks including analyzing systems and security (Please provide names, addresses and phone numbers of references): 0-20 points
 - ◆ Prior experience in providing technical support services to community employment centers or related businesses (Please provide names, addresses and phone numbers of references): 0-15 points
 - ◆ Education/training pertaining to administration of computer network systems: 0-5 points
 - b. Qualifications of vendor’s staff to be assigned, as determined by resumes and other information submitted: 0-15 points
 - c. Proposer’s Work Plan

- ◆ Adequate coverage/explanation: 0-10 points
- ◆ Scope of work: 0-10 points
- ◆ Realistic time estimates: 0-5 points

d. Price: 0-15 points

2. Review Process

SMART may, at its discretion, request presentations by or meetings with any/all Proposers, to clarify or negotiate modifications to the proposals. However, SMART reserves the right to make an award without further discussion of the proposals submitted. Therefore, proposals should be submitted initially on the most favorable terms the Proposer can provide, from both technical and price standpoints.

SMART anticipates awarding the contract to the Proposer with the highest total points.

SMART reserves the right to do a sole source procurement, without a secondary RFP process, if the number of Proposers is not adequate for a competitive procurement, assuming the sole source proposal is judged fair and reasonable.

3. Dispute Process

Any questions related to the selection decision should be addressed in writing to SMART Executive Director, Kristine ZuaZua kzuazua@thesmartcenter.biz, within 30 days of contract being awarded (i.e. May 31, 2026) for a response in accordance with SMART vendor selection grievance procedures.

Shasta County Private Industry Council, Inc.
Computer Network Administrator/Technical
Support Services Contract
Projected Timeline:

March 10, 2026	RFP Publicity Released/Advertised
April 10, 2026 at 5:00 PM	Proposals Due
April 11-25, 2026	Proposals Reviewed & Rated
May 15, 2026	Contract Negotiated & Awarded
July 1, 2026	Contract Implementation