Smart Workforce Center
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October 28, 2026
Request for Quote
Smart Workforce Center

Independent Contractor/Vendor to Provide Information Technology Managed Services

For the base period of January 1, 2027 – December 31, 2027

Request for Quotes (RFQ) Issued	October 28, 2026
Contact Information	Email: gmarie@thesmartcenter.biz
Question Period	October 28, 2026 – November 5, 2026 5:00 p.m. PST All questions must be submitted to: gmarie@thesmartcenter.biz
Quotes Due	November 27, 2026, 5:00 p.m. PST Submit electronically to gmarie@thesmartcenter.biz
Vendor Selected Date	December 4, 2026
Contract Begins	January 1, 2027

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

General Information

A. Purpose

This Request for Quote (RFQ) is to obtain competitive quotes from vendors / independent contractors 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. The initial contract term will be January 1, 2027 through December 31, 2027, with two additional one-year renewal periods, subject to the contract's renewal and termination provisions.

B. Who May Respond

Individuals or organizations (public or private) may respond to this RFQ.

C. Bidder's Conference

No formal bidder's conference will be held. Respondents may direct questions to gmarie@thesmartcenter.biz for clarification of the RFQ requirements. Please reference "Managed Information Technology Services RFQ" in your inquiry.

D. Instructions on Quote Submission

1. Closing Submission Date

   Quotes must be received by email no later than 5 p.m. Friday, November 27, 2026. It is the respondent's responsibility to ensure the quote is received on time. Late quotes will not be considered.

2. Inquiries

   Inquiries concerning this RFQ should be directed to Marie Granberry at gmarie@thesmartcenter.biz. No phone calls will be accepted. Please reference "Managed Information Technology Services RFQ" in your inquiry.

3. Conditions of Quote

   All costs incurred in preparing a quote in response to this RFQ are the responsibility of the respondent and will not be reimbursed by SMART.

4. Quote Submission

   One signed quote should be submitted in pdf format by email to gmarie@thesmartcenter.biz no later than 5 p.m. Friday, November 27, 2026. The quote must include the pricing and supporting information requested in this RFQ.

5. Right to Reject

   SMART reserves the right to reject any or all quotes received in response to this RFQ.

E. Notification of Award

It is expected that a decision selecting the successful bidder will be made by Friday December 4, 2026.

It is expected that the initial contract term will be January 1, 2027 through December 31, 2027, with two additional one-year renewal periods, subject to the contract's renewal and termination provisions.

F. Lack of Competition

If only one quote is received following distribution of this RFQ, Smart will document the outreach and review the quote for price reasonableness and the respondent's ability to perform. Smart may proceed only if permitted under its applicable procurement procedures and after any required approvals; receipt of a single quote does not automatically guarantee an award.

G. Appeals Process

Any protest of the selection decision must be submitted in writing to Kristine Zua Zua, Interim Executive Director at kzuazua@thesmartcenter.biz within ten (10) business days following notice of award. The protest must identify the basis for the protest and include supporting information. SMART will review and respond in accordance with SMART's vendor selection and protest procedures.

H. Renewal Options

The initial contract term will be January 1, 2027 through December 31, 2027, with two additional one-year renewal periods, subject to the contract's renewal and termination provisions.

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 of Work

This project includes the following:

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

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

   Trinity Job Center, Weaverville, CA (co-located with Shasta College) 1 User, 1 Windows 11 Laptop, 3 Windows 11 Desktops

   Siskiyou Job Center, Yreka, CA (co-located with Goodwill)
   1 User, 1 Windows 11 Laptop

   Siskiyou Job Center, Yreka, CA (co-located with College of the Siskiyous) 1 User, 1 Windows 11 Laptop, 3 Windows 11 Desktops

   Del Norte Job Center, Crescent City, CA
   Managed Network, 3 Users, 3 Windows 11 Laptops, 8 Windows 11 Desktops, 1 Physical Windows Server 2019

   Remote Equipment
   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 10–20 hours per month on site at various locations throughout SMART's service area, plus telephone availability and remote support. Please separately identify the anticipated hours for on-site support and the hours of telephone availability and remote support. Describe normal support hours, target response times for urgent and routine issues, and availability for after-hours or emergency support. Identify any limitations or additional charges. 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 <u>not</u> 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. The initial contact term will be January 1, 2027 through December 31, 2027, with two additional one-year renewal periods, subject to the contact's renewal and termination provisions.

2. Invoices must be received by the 1st of each month.

3. Monthly payments will be made by the tenth of each month.

4. 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. Quote Requirements

The quote must include, at a minimum, the following information:

A. General Description

Provide the business name, address, primary contact, and name of the person who will be responsible for delivering the services.

B. Education, Experience, and Qualifications

The respondent must demonstrate that the business and the individual(s) who will perform the services have the relevant experience, knowledge, and technical skills necessary to provide the IT managed services described in this RFQ.

Requested Response Format:

Please provide a brief written summary or résumé for the business and/or the individual(s) who will perform the services, addressing the following:

Relevant Experience: Describe the respondent's relevant IT experience, including the types of IT systems supported, responsibilities performed, and length of experience.

Technical Qualifications: Describe applicable technical skills, training, education, and certifications, if any, that relate to the services requested in this RFQ.

Service Capabilities: Briefly explain how the respondent's experience and qualifications demonstrate the ability to perform the required services, including network administration, hardware and software support, server and cloud services, cybersecurity, data backup, and user support, as applicable to the scope of work.

Experience may be demonstrated through the respondent's business history and/or the qualifications and work history of the individual(s) who will perform the services.

Respondents may provide professional references, if available. SMART may consider references as one factor in evaluating professional experience and capability. A newer business may demonstrate its qualifications through the relevant experience, work history, and technical qualifications of the individual(s) who will perform the services, including experience gained while working for other organizations. References are not the sole basis for determining capability.

Smart will use the information provided to determine whether the respondent meets the minimum experience and technical qualification requirements to perform the requested services. Among respondents determined to be qualified and capable of meeting the requirements of this RFQ, selection will be based on the evaluation criteria stated in this document.

C. Plan of Work

Briefly describe how the respondent will provide the services listed in the Scope of Work, including service coverage, on-site and remote support, telephone availability, normal support hours, target response times for urgent and routine issues, after-hours or emergency support, and any limitations or additional charges.

D. Price

Provide a clear price quote for the required services, including the monthly price and total annual price for the base year; pricing for the two subsequent auto renewal periods; any one-time transition or setup charges; hourly rates for work outside the included scope; and any additional fees or pass-through costs. Identify what is included in the monthly price and any assumptions or exclusions. All travel costs required to perform the services must be included in the quoted price and will not be reimbursed separately.

E. Time Frame

State the anticipated service schedule, normal support hours, anticipated on-site support hours, telephone availability and remote support, expected response times for urgent and routine issues, and availability for after-hours or emergency support. Identify any limitations or additional charges.

F. Drug Free Workplace

Certify that the vendor operates a “Drug Free Workplace”.

G. G. Security, Confidentiality, and Transition

The vendor must protect SMART’s confidential information and data, safeguard systems and access credentials, and promptly notify SMART of any suspected or confirmed security incident affecting SMART systems or information.
SMART will retain ownership and administrative access to its accounts, domains, data, systems, licenses, and credentials. The vendor must document and provide

relevant access credentials and system information to SMART upon request and at the end of the contract, return SMART data and records, transfer access and credentials, and reasonably cooperate with transition to SMART or a successor provider. These requirements will be incorporated into the final service agreement.

III. Quote Review and Selection

A. Submission of Quotes

Respondents must submit one signed quote via email to: gmarie@thesmartcenter.biz

B. Incomplete or Non-responsive Quotes

Quotes may be removed from consideration if any of the following occur:

1. The quote is not received by the deadline stated in this RFQ.

2. The quote omits required pricing or other requested information and the omission prevents a fair comparison of quotes.

3. The respondent does not demonstrate the ability to provide the required services or does not meet the stated requirements.

C. Evaluation

Smart will determine whether each respondent meets the requirements of this RFQ and demonstrates the experience, technical qualifications, and service capabilities necessary to perform the required services. Among respondents determined to be qualified and capable of meeting the requirements, Smart intends to select the respondent offering the lowest evaluated total cost for the base year and renewal periods, including applicable fees and additional costs disclosed in the quote.

1. Quote Comparison

   a. Relevant Experience and Ability to Perform

      - Relevant experience administering and maintaining computer networks, including systems analysis and security. Experience may be demonstrated by the business or the personnel assigned to the contract.
      - Ability to provide technical support services to Smart's offices and meet the service requirements described in this RFQ.
      - Relevant training, education, certifications, and technical qualifications of the personnel who will perform the work.

   b. Ability to provide the required coverage, support schedule, emergency response, and service scope.

   c. Price

- Monthly and annual price for the required services.
- Total evaluated cost for the base year and renewal period, including required fees and disclosed additional costs.
- Clarity of pricing, assumptions, exclusions, and rates for work outside the included scope.

2. Review Process

SMART may request clarifications from respondents to understand a quote or confirm information submitted. Any clarification process will be applied consistently and will not give a respondent an unfair advantage. Respondents should submit their most competitive pricing and complete information with the initial quote.

SMART anticipates awarding the contract to the respondent whose quote meets the stated requirements and provides the lowest evaluated total cost.

If competition is inadequate, Smart will document the steps taken and follow its applicable procurement procedures before considering any noncompetitive action. A single quote does not automatically result in a sole-source award.

3. Dispute Process

Any protest of the selection decision must be submitted in writing to Kristine Zua Zua, Interim Executive Director at kzuazua@thesmartcenter.biz within ten (10) business days following notice of award. The protest must identify the basis for the protest and include supporting information. SMART will review and respond in accordance with SMART's vendor selection and protest procedures.

Shasta County Private Industry Council, Inc.
Information Technology Managed Services Contract
Projected Timeline:

October 28, 2026	RFQ Publicity Released/Advertised
November 27, 2026 at 5:00 PM	Quotes Due
December 4, 2026	Vendor selected
January 1, 2027	Contract Implementation