

# REQUEST FOR PROPOSALS

## OUTSOURCED IT SERVICES

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## 1. Introduction

FIRST 5 Santa Clara County has published this Request for Proposals (RFP) to seek proposals from qualified vendors to provide comprehensive information technology (IT) outsourced services. Our goal is to enhance operational efficiency, ensure consistent system availability as needed, and provide scalable IT support aligned with business growth.

## 2. Company Overview

FIRST 5 Santa Clara County (“FIRST 5”) was established through a statewide voter-approved initiative in 1998 known as the California Children and Families Act (Proposition 10). Under Proposition 10, FIRST 5 receives and oversees distribution of a portion of state tobacco tax revenues for the purpose of supporting, promoting, and optimizing early childhood development through coordinated programs that emphasize family support, children’s growth and learning, and improving systems of care for children prenatal through five years. Our overarching goal is to be a catalyst to ensure that the developmental and health needs of young children and their families and caregivers are a priority in Santa Clara County.

FIRST 5 Santa Clara County is a local public entity that is independent of the County of Santa Clara. FIRST 5 is led by a nine-member Commission whose members have experience and expertise in county government, public health, social services, and early learning and care. A core responsibility of the Commission is to adopt and implement a strategic plan that guides the organization’s use of public funds to support and promote programs and services for young children, prenatal through five years, and their parents and caregivers. FIRST 5 is proud to engage as a funder, resource, and advocate, committed to serving the varied and critical needs of Santa Clara County’s families.

## 3. FIRST 5’S Current Technical Environment:

- Most Employees are working on a hybrid schedule, with some days in person at FIRST 5’s office at 4000 Moorpark Avenue, Ste 200, San Jose, CA 95117 and other days remotely
- Windows PC environment.
- Desktop software consists of Windows 11.
- VoIP phone systems.
- Print, scan, fax, and copy services are provided via leased and networked group devices, with maintenance and support provided by leasing vendor.
- Local and Remote Cloud Backups.

- External management of highest level of cloud and network support.
- Office 365 management.
- 2 Hyper V servers. One is idle and the other used for the badging system.
- FIRST 5'S infrastructure is in the Azure cloud.
- FIRST 5 employs Sentinel One.

## **4. Objectives**

The primary objectives of this outsourcing initiative include:

- Reducing operational IT costs.
- Ensuring and enhancing system reliability and security.
- Accessing specialized IT expertise.
- Supporting scalability and future growth.
- Ensuring and maintaining compliance with relevant legal, administrative, and technical requirements.
- Creating a reliable and satisfactory partnership that includes low turnover of contracted IT staff.

## **5. Scope of Services**

Vendors should respond to how they would provide the following services:

- IT Helpdesk Support, including response time.
- Onboarding and offboarding employees.
- Maintenance of IT Policies and Procedures Manual.
- On-site technician Mondays to Thursdays from 9 am to 12 pm.
- Network Administration.
- Server and Infrastructure Management.
- Cloud Services Management.
- Cybersecurity Monitoring and Compliance.
- Software and Hardware Procurement.
- Disaster Recovery and Backup Services.

- IT Strategy and Consulting.

## 6. Proposal Requirements

Please include the following in your proposal:

- Company profile and years in business.
- Relevant experience and client references.
- Description of services provided.
- Service Level Agreements (SLAs).
- Staffing model and key personnel bios.
- Security protocols and data protection practices.
- Pricing structure (fixed, per-user, per-hour, etc.).
- Transition and onboarding plan.
- Sample contract and terms.

## 7. Evaluation Criteria

Proposals will be evaluated based on the following:

- Experience and qualifications (20%).
- Service and partnership quality and approach (30%).
- Pricing (25%).
- Security and compliance measures (15%).
- References and past performance (10%).

## 8. Timeline

**Proposals are due on Friday, April 17, 2026 at 5:00 p.m. Pacific Time.**

*Questions and Answers.* FIRST 5 may, in its sole discretion, decide to respond to questions that proposer(s) pose pursuant to Section 10 of this RFP by posting written responses available to all proposers on our website. All questions should be emailed to [ITRFP@first5kids.org](mailto:ITRFP@first5kids.org) by **Wednesday, April 8, 2026, at 5:00 p.m. Pacific Time.** FIRST 5 currently anticipates posting any such written responses by Friday, April 10, 2026.

*Evaluation Process.* FIRST 5 may, in its sole discretion, decide to conduct interviews of none, one, some, or all vendors that submit proposals in response to this RFP. FIRST 5 currently anticipates that if it conducts interviews, it will do so during the week of April 27 to May 1, 2026.

*Service Commencement: May 1, 2026.* FIRST 5 currently anticipates that it will select a vendor or vendors, execute an agreement with that vendor or those vendors, and commence services with that vendor or those vendors in April 2026; and FIRST 5 further currently anticipates providing for a transition period in and after April 2026.

## 9. Submission Instructions

Submit proposals via email to:

**[ITRFP@first5kids.org](mailto:ITRFP@first5kids.org)**

Subject line: "Proposal for IT Outsourcing Services – FIRST 5 Santa Clara County"

All proposals must be submitted in PDF format by Day, Date.

## 10. Questions

Direct all questions to:

**[ITRFP@first5kids.org](mailto:ITRFP@first5kids.org)**

**No phone calls. please.**

## 11. Appeals Process

Applicants that are not selected for funding may request an appeal. Appeals are limited to procedural errors, missing documentation submitted on time, or improprieties in the review process specified by the entity submitting the appeal. Appeals may not be used to submit new information or revise the original proposal.

- Applicants must submit their appeal in writing within **five (5) business days** of receiving their notification.
- FIRST 5 will decide all appeals, and intends to communicate its final appeal decisions within **three (3) business days** of FIRST 5's receipt of an appeal.
- All appeal decisions are final.

## Terms and Conditions

FIRST 5 reserves the right and sole discretion to determine whether to reject a proposal based on the proposal's failure to follow the specified format, and/or to treat a proposal as non-responsive and ineligible for consideration based on its failure to conform to the requirements of this RFP.

*Evaluation.* FIRST 5 will evaluate responses to this RFP based upon the submissions, and reserves the right to conduct interviews if and to the extent FIRST 5 determines it is necessary or advisable to do so.

FIRST 5 will issue an award or awards in response to this RFP on the basis of the proposal or proposals that best fit FIRST 5's requirements and the purposes and intent of the funding.

*Award Process.* FIRST 5 may direct negotiations with proposer(s) with the highest ranked proposal(s), may direct negotiations with multiple proposers, and/or may request best and final offers. The discussions may include price and conditions attendant to price. Each Proposer agrees that its proposal shall and does constitute a firm offer that it is bound to, and that FIRST 5 shall have the option for at least year after the closing of the solicitation to accept that firm offer.

FIRST 5 always reserves the right to terminate or suspend negotiations and may begin negotiations with other proposer(s). This process may continue until execution of one or more contract(s) acceptable to FIRST 5 or rejection of all proposals. No proposer shall have any rights against FIRST 5 arising from or related to such negotiations, suspensions, or terminations thereof.

If and to the extent FIRST 5 issues to any proposer any notice, including any of intent to recommend funding for the Proposer's proposal, that notice shall not create rights, interests, or claims of entitlement in the proposer(s).

*Incurring Costs.* This RFP does not commit FIRST 5 to award, nor does it commit FIRST 5 to pay any cost incurred in the submission of any proposal, or in making necessary studies or designs for the preparation thereof, nor procure or contract for services or supplies. Further, no reimbursable cost may be incurred in anticipation of a contract award.

*Claims Against FIRST 5.* Neither a proposer nor its organization or any of its representatives shall have any claims whatsoever against FIRST 5 or any of its respective officials, agents, or employees arising out of or relating to this RFP or these RFP procedures.

*California Public Records Act (CPRA).* All proposals become the property of FIRST 5, which is a public agency subject to the disclosure requirements of the California Public Records Act (CPRA). If proposer's proprietary information is contained in documents submitted to FIRST 5, and proposer claims that such information falls within one or more CPRA exemptions, proposer must clearly mark such information "CONFIDENTIAL AND PROPRIETARY," and identify the specific lines containing the information. In the event of a request for such information, FIRST 5 will make reasonable efforts to provide notice to proposer prior to disclosure. If proposer contends that any documents are exempt from the CPRA and wishes to prevent disclosure, it is required to obtain a protective order, injunctive relief, or other appropriate remedy from a court of law in Santa Clara County before FIRST 5's deadline for responding to the CPRA request. If proposer fails to clearly mark information submitted with the response as CONFIDENTIAL AND PROPRIETARY and/or fails to seek or obtain such remedy prior to FIRST 5's deadline for responding to the CPRA request, such failure shall constitute a waiver of the proposer's right to object to disclosure of the information, and FIRST 5 may disclose the requested information to the requester without incurring or owing any penalty or liability to the proposer.

By submitting a proposal, proposer further agrees that it shall defend, indemnify and hold FIRST 5 harmless against any claim, action, litigation, damage or injury (including but not limited to all judgments, costs, fees, and attorney's fees) that may result from partial or complete denial of access to, or non-disclosure or redaction of, documents arising from any representation, action, or inaction by the proposer.

*Confidentiality.* All data and information obtained from FIRST 5 by the proposers and their agents in this RFP process, including reports, recommendations, specifications and data, shall be treated by the proposer and its agents as confidential. The proposers and its agents shall not disclose or communicate this information to a third party or use it in advertising, publicity, propaganda, marketing, or in another job or jobs, unless prior written consent is obtained from an authorized representative of FIRST 5. Generally, each proposal and all documentation, including financial information, submitted by a proposer to FIRST 5 is to be treated as confidential by a proposer. Notwithstanding the foregoing, the proposal and all documentation are subject to the California Public Records Act, as described immediately above.

*Reservations.*

FIRST 5 reserves the right to do any of the following at any time in its sole discretion:

- Reduce, increase, amend, and/or rescind this RFP.
- Request clarification or additional documentation from any proposer.
- Reject any or all proposal(s);
- Waive or correct any minor defect, irregularity or error in a proposal or the RFP process;
- Cancel or terminate the RFP process, even after review of proposals, and, at its option, issue a new RFP;
- Procure any equipment or services specified in this RFP by any other means;
- Modify the selection process, the specifications or requirements for materials or services, or the contents or format requirements for proposals;
- Extend a deadline specified in this RFP, including deadlines for accepting proposals;
- Accept proposals through sources or modes other than those required by this RFP and beyond the due date and time, at its sole discretion.
- Negotiate with any or none of the proposers;
- Modify in the final agreement any terms and/or conditions described in this RFP;
- Terminate failed negotiations with a proposer without liability, and negotiate with other proposers;
- Disqualify any proposer on the basis of a real or apparent conflict of interest or evidence of collusion evaluated by FIRST 5;
- Eliminate, reject or disqualify a proposal of any proposer that is not a responsible proposer or fails to submit a responsive offer as determined solely by FIRST 5; and/or
- Accept all or a portion of any proposal.

**END OF REQUEST FOR PROPOSAL**