

DATE: November 18, 2019

TO: RMC Governing Board

FROM: Mark Stanley, Executive Officer

SUBJECT: Item 17. Consideration of a resolution authorizing the San Gabriel and Lower Los Angeles Rivers and Mountains Conservancy to approve a Professional Service Contracts for Informational Technological (IT) Services and Support, including Cyber Security

PROGRAM AREA: All

PROJECT TYPE: All

JURISDICTION: All

PROJECT MANAGER: Salian Garcia

RECOMMENDATION: That the Governing Board approve a professional services contract for Informational Technological (IT) Services and Support, including Cyber Security, to Cyber Specialists, Inc.

PROJECT DESCRIPTION:

Exhibit A – Request for Quotation (RFQ)

Exhibit B – Cyber Specialists, Inc Proposal Response to RFQ

The RMC released a Request for Quotation (RFQ) for Information Technological (IT) Services and Support, including Cyber Security under the Small Business/Disabled Veteran Business Enterprise (SB/DVBE) Option [GC §14838.5(a) and (b)]. The requested professional services included, but not limited to, assisting in the design, configuration and on-going maintenance/service of existing onsite network and GIS servers, and support to the RMC's and its joint powers authorities' local area network infrastructure; providing troubleshooting support of the server, LAN network or other IT systems onsite or remotely; and, identifying and assisting in the procurement and management of hardware and software needs and upgrades, per State and agency contracting and procurement policies. The IT consultant would also provide web-based backup services as well as security management services and application infrastructure management, assuring the RMC meets information security and privacy program compliance and reporting to California Department of Technology. The firm with the most responsive (meeting the minimum requirements of the RFP and submitting all required documents) proposal would be awarded a two-year retainer agreement with an option to extend the agreement at two one-year intervals.

BACKGROUND: The RMC has historically outsourced its information technological (IT) services, with its latest contract with Cyber Specialists, Inc. terminating on September 30, 2019 as all options to extend had been exhausted. Subsequently, the RMC released the RFQ for these services on August 20, 2019 in order to maintain IT services and support without service interruption. Staff advertised the solicitation on its website and social networking pages.

SB/DVBE firms were directly solicited through an email notification utilizing a vendor list of 20 IT consulting firms in Los Angeles County generated from the State's procurement website, CaleProcure. By the proposal submission deadline of September 20, 2019, staff received one proposal. In an effort to promote competitiveness and allow SB/DVBE firms additional time to submit proposals, the RMC extended the proposal submission deadline to October 11, 2019. Staff also directly solicited to an additional 16 IT consulting firms. Despite the extension and outreach, the RMC did not receive any new proposals during the amended solicitation period. Although Staff did receive several calls from IT servicing firms stating that they did receive the solicitation and were interested, the primary reason they ultimately did not submit proposals is the firms did not have sufficient staff or time to support the IT needs of the RMC.

Though the sole proposal was from its current IT services contractor, the RMC recommends continuing its relationship with Cyber Specialists, Inc. and enter into a new retainer agreement for a two-year term, with an option to extend two additional years, with a not-to-exceed \$70,000 contract value per year, padded for any out-of-hours rate, travel expenses, and other relevant expenditures outside of the standard monthly services. The consultant has provided consistent and reliable IT services and support to the RMC due to their extensive knowledge, technical expertise, cost effectiveness, and availability to respond to emergencies immediately. Cyber Specialists, Inc. is experienced, highly qualified and has local and extensive public agency knowledge with clients including the Santa Monica Mountains Conservancy, Mountains Recreation Conservation Authority, and the Baldwin Hills Conservancy.

FISCAL INFORMATION: Funding for this contract is allocated from the RMC Support Budget in the amount of \$70,000 per Fiscal Year 2019/20 until June 30, 2023 or when the contract is terminated, whichever comes first.

LEGISLATIVE AUTHORITY AND RMC ADOPTED POLICIES/AUTHORITIES: The Rivers and Mountains Conservancy (RMC) statute of the Public Resources Code Division 22.8 provides in part that:

Section 32602: There is in the Resources Agency, the San Gabriel and Lower Los Angeles Rivers and Mountains Conservancy, which is created as a state agency for the following purposes:

- (a) To acquire and manage public lands within the Lower Los Angeles River and San Gabriel River watersheds, and to provide open-space, low-impact recreational and educational uses, water conservation, watershed improvement, wildlife and habitat restoration and protection, and watershed improvement within the territory.
- (b) To preserve the San Gabriel River and the Lower Los Angeles River consistent with existing and adopted river and flood control projects for the protection of life and property.
- (c) To acquire open-space lands within the territory of the conservancy.

Section 32604: The conservancy shall do all of the following:

- (a) Establish policies and priorities for the conservancy regarding the San Gabriel River and the Lower Los Angeles River, and their watersheds, and conduct any necessary planning activities, in accordance with the purposes set forth in Section 32602.
- (b) Approve conservancy funded projects that advance the policies and priorities set forth in Section 32602.
- (d) To provide for the public's enjoyment and enhancement of recreational and educational experiences on public lands in the San Gabriel Watershed and Lower Los Angeles River, and the San Gabriel Mountains in a manner consistent with the protection of lands and resources in those watersheds.

Section 32614: The conservancy may do all of the following:

- (b) Enter into contracts with any public agency, private entity, or person necessary for the proper discharge of the conservancy's duties and enter into a joint powers agreement with a public agency, in furtherance of the purposes set forth in Section 32602.
- (e) Enter into any other agreement with any public agency, private entity, or person necessary for the proper discharge of the conservancy's duties for the purposes set forth in Section 32602.
- (f) Recruit and coordinate volunteers and experts to conduct interpretive and recreational programs and assist with construction projects and the maintenance of parkway facilities.

Request for Quotation (RFQ)
State of California
San Gabriel & Lower Los Angeles Rivers and Mountains Conservancy (RMC)

CONSULTANT SERVICES RETAINER
INFORMATIONAL TECHNOLOGICAL (IT) SERVICES AND SUPPORT,
INCLUDING CYBER SECURITY

Provide professional services as required for retained services. Interested consultants/firms may view the RFQ on the Rivers and Mountains Conservancy website at <http://www.rmc.ca.gov>.

All technical questions should be directed to Salian Garcia, Staff Services Manager, (626) 815-1019 x110 or sgarcia@rmc.ca.gov.

Other questions related to the agency may be directed to Mark Stanley, Executive Officer, (626) 815-1019 or mstanley@rmc.ca.gov.

Proposals must be submitted by the deadline at the location and/or email addresses below:

Submittal Deadline: **Friday, September 20, 2019 at 3:00 PM**

Address for Submission: Rivers and Mountains Conservancy
Attn: Salian Garcia
100 N. Old San Gabriel Canyon Road
Azusa, CA 91702

Email: sgarcia@rmc.ca.gov, cc: Jennifer Fierro jfierro@rmc.ca.gov

Phone: (626) 815-1019

Request for Quotation (RFQ)
State of California
San Gabriel & Lower Los Angeles Rivers and Mountains Conservancy (RMC)

The San Gabriel & Lower Los Angeles Rivers and Mountains Conservancy (RMC) is requesting Quotations from individual consultants and firms, pursuant to Government Code §4525 et seq.

CONSULTANT SERVICES RETAINER
INFORMATIONAL TECHNOLOGICAL (IT) SERVICES AND SUPPORT, INCLUDING CYBER SECURITY

I. PROJECT DESCRIPTION - RETAINER AGREEMENT

This solicitation is to establish a retainer agreement with a qualified consultant and/or firm to be used on as-needed basis by the RMC. Successful consultants/firms may be awarded multi-year agreements on a fixed rate basis, and task orders to the Retainer Agreement Contract for specific projects will be prepared on an as needed basis. The scope of services and total fee for individual task orders will be negotiated utilizing the rates specified in the Retainer Agreement. The RMC does not guarantee that any work will be made under the agreements during the contract period to the selected firms(s).

II. SCOPE OF SERVICES

The successful firm shall provide professional consulting services, including:

- Information technology (IT) services for the Rivers and Mountains Conservancy (RMC) and its joint powers authorities, as requested and directed by the Executive Officer or the Officer's designee. The primary office in Azusa, CA has a total of three servers, including a server dedicated to geographic information systems (GIS), Wi-Fi accessibility, Cloud services, and fifteen users. The secondary office, located in Long Beach, CA, may require IT services on an as-needed basis.
- Among the services to be provided by the IT Consultant will include, but are not limited to, the following:
 - Assist in the design, configuration and on-going maintenance/service of existing onsite network and GIS servers.
 - Assist in the service, configuration and monthly maintenance of the RMC's local area network (LAN) infrastructure.
 - Train and coordinate with the RMC's Information Technology and Security managers in the use and maintenance of computer equipment, software, and other related equipment (i.e. peripheral, printers).
 - Assist and/or provide troubleshooting support of the server, LAN network or other IT systems, as necessary.
 - Provide training and support to RMC and its joint powers authorities' staff, including but not limited to technical assistance with Microsoft Office Suite, Adobe Suite and GIS software.

- Provide existing and new user system set-up, training and user technical support
- Provide a broad range of IT management and consulting services involving infrastructure management, applications, systems integration, and remote desktop services.

- Identify and assist in the procurement and management of hardware and software needs and upgrades, per State and agency contracting and procurement policies.

- Security Management Services and Application Infrastructure Management, including: Network Security Services, Network Security Audit, Network Security Policy and Procedure, Internet Firewall, Intrusion Detection Trusted Operating System, E-Mail Virus Protection, Vulnerability Testing.
 - Assist and coordinate with RMC's Information Technology and Security managers with information security and privacy program compliance and reporting to California Department of Technology

- Software Services will include: licensing of software products, life cycle management, procurement, compliance and reporting and application design development and maintenance.

- The IT Consultant will provide services for a web-based backup service.

The Rivers and Mountains Conservancy is a State agency whose mission is to preserve open space and habitat in order to provide for low-impact recreation and educational uses, wildlife habitat restoration and protection, and watershed improvements. The contractor will work under the direction of the Executive Officer and managers of the RMC, and with the respective representatives from the RMC joint powers authorities, including the Watershed Conservation Authority, and the California Department of Information Technology (as necessary).

III. MINIMUM REQUIREMENTS

Firms that are interested in providing professional services for this contracting opportunity shall submit the following information in 8.5" x 11" format (11-point font or greater) with each of the numbered sections collated in a separate tab. Firms shall ensure that their written responses indicate how they meet the Selection Criteria listed below.

Submit one set of the following:

1. Letter of Interest that includes the Federal Identification Number (if applicable) of the firm as well as the person authorized to negotiate and sign all agreements. A completed STD 204 Vendor Data Record should be submitted with an original signature. The current version of the form is available [here](#).
2. A resume of the consultant/firm and for any proposed sub-contractors. The resume should include each individual's proposed project assignment and responsibilities, their specific professional experience related to this assignment, and their current work assignment(s) and projected completion dates.
3. Written statement of the consultant's/firm's qualifications that is responsive to the selection criteria below. Consultants/firms shall respond in writing indicating how they believe their qualifications fulfill the requirements of these criteria. **Firms must respond to each numbered criterion with complete and organized responses.**
4. Additional Required Documents:
 - a. Current Statement of Information (can be obtained on the California Secretary of State's website [here](#)). If operating under a fictitious business name, provide all supporting documentation (i.e. fictitious business name statement certified by the appropriate county clerk).
 - b. If applicable, proof of current certification from the DGS Office of Small Business and Disabled Veteran Business Enterprise Services (OSDS). This information can be obtained [here](#).
 - c. Completed and signed California Civil Rights Laws Attachment, available [here](#).
 - d. The Bidder's Declaration Form (GSPD-05-105, which can be found [here](#)). This form documents subcontracted services.
 - e. Disabled Veteran Business Enterprise Declarations Form (STD 843, which can be found [here](#)). *This form documents compliance with requirements set forth in the Military and Veterans Code and is required to be completed for **each** Disabled Veteran Business Enterprise.*

The State encourages Small Businesses and Disabled Veteran Business Enterprises to apply. If you feel you (if an individual), your company or your subcontractor qualifies as either, you may go [here](#) for more information or call OSDS at (916) 375-4940 for further information.

IV. SUBMISSION INFORMATION AND DEADLINE

Documents shall be received no later than **Friday, September 20, 2019 at 3:00 PM**

Documents shall be submitted to:

Rivers and Mountains Conservancy
Attn: Salian Garcia
100 N. Old San Gabriel Canyon Road
Azusa, CA 91702

Proposals may also be submitted via email no later than the date and time above to sgarcia@rmc.ca.gov, with carbon copy to Jennifer Fierro, RMC Secretary, jfierro@rmc.ca.gov.

V. SELECTION CRITERIA

1. Provide a detailed description for completing the services requested and identified in Section II Scope of Work (25 points)
2. Service Level Agreement, which includes hourly rates, outside business hours rate, onsite response time, remote support, emergency calls and any travel charges. Include a total cost for your contracted services on an annual basis (25 points)
3. Level of consultant/firm experience and qualifications with similar projects and organizations (15 points)
4. Professional experience and training of key personnel – list staff education, certification and training (15 points)
5. Firm's workload and demonstrated ability to meet schedules (10 points)
6. Location of firm office(s) for project coordination and services (10 points)

VI. CONTRACT ADMINISTRATIVE PROCESS

Responsive submittals will be evaluated and scored based upon the above selection criteria for those consultants who have complied with the minimum qualification requirements. Scores will be averaged and ranked. Typically, up to three consultants with the highest scores will be selected for the "short list." These consultants may be invited for an interview and may be asked to make an oral presentation on their qualifications and experience to the RMC.

Final selection will be based on the identification of the highest benefit to the RMC and the State of California in providing the requested services. The State does not guarantee the amount of services being requested.

The State reserves the right to terminate the selection proceedings at any time.

See [Public Contract Code § 6106.5 \(e\)](#) for further requirements pertaining to sub-consultants.

VII. PREVAILING WAGES

Pursuant to [Labor Code Section § 1774](#), the Contractor and any subcontractors, regardless of tier, shall pay not less than the specified prevailing wage rates to all workers employed in the execution of the Contract.

Copies of the prevailing rate of per diem wages are on file at the Department of General Services, which shall be made available to all interested parties. Additionally, these prevailing wage rates are available on the DIR website [here](#).

This project is subject to compliance monitoring and enforcement by the Department of General Services.

VIII. QUESTIONS

All project and contract related questions and questions regarding the submission of RFQs should be directed to Salian Garcia, Staff Services Manager at (626) 815-1019 x110 or sgarcia@rmc.ca.gov.

END OF DOCUMENT



IT MANAGED SERVICES PROPOSAL

FOR SALIAN GARCIA | RIVERS AND MOUNTAINS CONSERVANCY

PROVIDED BY:

SIMON MAGUIRE | CYBER SPECIALISTS, INC.

DATE: SEPT 20TH, 2019



PROPOSAL

To provide proposal for Monthly ongoing IT Service and Support to the Rivers and Mountains Conservancy.

Cyber Specialists, Inc. would like to propose the following ongoing monthly IT support, service and maintenance agreement: Scope includes equipment for both Rivers and Mountains Conservancy, and Watershed Conservation Authority.

Monthly Managed Service Plan Includes: (Scope of work)

- Inclusive, Computer Support, Consulting and Network Admin.
- Patch Management, Windows Update and 3rd Party Software updates.
- Cybersecurity Monitoring & Protection Services.
- Onsite and Online Data Backup Service (unlimited data)
- Server Monitoring Services.
- Computer and Server Maintenance.
- Antivirus Software Subscription & Monitoring.
- Email System Administration.
- Professional IT Consulting.
- Technology Procurement Recommendations and Strategy Planning.
- Vendor management.
- Hardware/Software Inventory Management.
- Tablet/Smartphone Email Configuration and Support.
- VPN Configuration, Support and Management

Managed IT Services:	\$3150.00/Month
Managed Server Services:	\$150.00/Month, Per Server
Online Data Backup:	\$150.00/Month, Per Server

Cybersecurity Monitoring and Protection Services:	
Cybersecurity Services:	\$65.00/Month, Per PC (Currently 19 Computers)

Additional Hours:	Upon approval: \$175 per Hour.
Out-of-Hours Rate:	\$225 per hour. (Sat- Sun and Observed Holidays)
Travel Expenses:	\$150 per onsite visit.
Additional Staff/PCs:	\$165 Per month



SERVICE RESPONSE LEVEL AGREEMENT

1. All service requests will be responded to within same day.
2. Onsite Service Request response will be within 24 hours.
3. Remote Support Request response will be same day.
4. Emergency Support Calls: Immediate Escalation.
5. Standard Business Hours: 9:00 am to 5:00pm, Mon – Fri, Not including Holidays.

Support Helpdesk

All Support and service requests shall be made to:

Helpdesk Telephone: (323) 620-3000

Helpdesk Email Support: helpdesk@cyberspecialists.com

Scope of Work

Includes work submitted in proposal. All Agency computer equipment, servers, laptops and networking equipment, computer systems and software, consulting and support services.

Does not include Copier or Plotter hardware support. Does not include Data/telephone cabling support. Data cabling support can be provided at additional rates. Does not include Telephone system support. This can be provided by at additional rates.

Billing

All completed work will be billed monthly and detailed invoice provided.

Payment is due on receipt.

Payments may be made in advance. Credit cards are accepted.

Termination:

Either party, may terminate or suspend this agreement, for any reason, with a written notice of 30 days or unless agreed by both parties sooner.

Term:

Agreement term is 24 months from date of contract commencement.

November 18, 2019 – Item 17

RESOLUTION 2019-39

CONSIDERATION OF A RESOLUTION AUTHORIZING THE SAN GABRIEL AND LOWER LOS ANGELES RIVERS AND MOUNTAINS CONSERVANCY TO APPROVE A PROFESSIONAL SERVICES CONTRACT FOR INFORMATIONAL TECHNOLOGICAL (IT) SERVICES AND SUPPORT, INCLUDING CYBER SECURITY

WHEREAS, The legislature has found and declared that the San Gabriel River and its tributaries, the Lower Los Angeles River and its tributaries, and the San Gabriel Mountains, Puente Hills, and San Jose Hills constitute a unique and important open space, environmental, anthropological, cultural, scientific, educational, recreational, scenic, and wildlife resource that should be held in trust to be preserved and enhanced for the enjoyment of, and appreciation by, present and future generations; and

WHEREAS, the RMC approves its support and operational budget for IT Services and Support every fiscal year; and

WHEREAS, the RMC released a Request for Qualifications for Informational Technological Services (IT) Services and Support; and

WHEREAS, the RMC accepts the proposal from Cyber Specialists, Inc. to provide professional services for IT Services and Support; and

WHEREAS, this action is exempt from the environmental impact report requirements of the California Environmental Quality Act (CEQA); and NOW

Therefore, be it resolved that the RMC hereby:

1. FINDS that this action is consistent with the San Gabriel and Lower Los Angeles Rivers and Mountains Conservancy Act and is necessary to carry out the purposes and objectives of Division 22.8 of the Public Resources Code.
2. FINDS that the actions contemplated by this resolution are exempt from the environmental impact report requirements of the California Environmental Quality Act.
3. ADOPTS the staff report dated November 18, 2019.
4. AUTHORIZES the RMC to approve an Informational Technological Services and Support contract to Cyber Specialists, Inc. for a two-year term, with an option to extend two additional years and a not-to-exceed \$70,000 contract value per year.

~ End of Resolution ~

Resolution No. 2019-39

Motion _____ Second: _____

Ayes: _____ Nays: _____ Abstentions: _____

Passed and Adopted by the Board of the
SAN GABRIEL AND LOWER LOS ANGELES RIVERS AND MOUNTAINS
CONSERVANCY on November 18, 2019.

Frank Colonna, Chair

ATTEST: _____
David Edsall, Jr.
Deputy Attorney General