



Indian Valley Community Services District

Providing services for our community health, well-being, and prosperity

REQUEST FOR PROPOSALS (RFP) – INFORMATION TECHNOLOGY SERVICES

Indian Valley Community Services District (IVCSD)

Issue Date: 1-28-2026

RFP Reference No.: 2

Proposal Due Date and Time: 2-17-2026 by 4 o'clock PM

1. Introduction

The Indian Valley Community Services District (IVCSD), located in Plumas County, California, is soliciting proposals from qualified **Information Technology (IT) firms** to provide comprehensive IT services. The District delivers essential services including **water, sewer, fire protection, lighting services, and parks and recreation** to the community and seeks a partner to support, enhance, and secure its technology environment.

2. District Background

IVCSD serves a diverse population and operates mission-critical infrastructure systems requiring reliable and secure IT solutions. The District's technology supports operational functions, communications, public safety systems, SCADA/industrial control interfaces, databases, office productivity, financial systems, and public interfaces.

Board of Directors

Wanda Carpenter | Joshua Dunnington | Roger Cherry | Andy Meyers | Dan Kearns
General Manager, Jamie Little

P.O. Box 160, Greenville CA 95947 | 127 Crescent Street, Suite#1, Greenville, CA. 95947
530-284-7224 | 530-375-7095 | office@indianvalleycsd.com

3. Objective

The objective of this RFP is to identify and select a qualified IT vendor to deliver services including but not limited to:

- Managed IT support (helpdesk, onsite support)
- Network administration and security
- Server and cloud infrastructure
- Cybersecurity & compliance
- Backup and disaster recovery
- SCADA support coordination
- Telecom and VOIP services
- IT strategy and planning

4. Scope of Services

Qualified vendors shall provide services in the following areas:

4.1 General IT Support

- Helpdesk support (remote and onsite)
- Desktop and laptop management
- Printer/device support

4.2 Network & Infrastructure

- LAN/WLAN design, support, and monitoring
- Firewall and secure remote access
- Internet connectivity and redundancy
- VPN configuration and support

4.3 Servers & Cloud Services

- Server administration (Windows/Linux)
- Virtualization

- Cloud migration and management (Azure, AWS, etc.)
- Active Directory / Identity management

4.4 Cybersecurity

- Risk assessments and security audits
- Endpoint detection & response
- Antivirus and patch management
- Security training for staff

4.5 Data Backup & Disaster Recovery

- Regular backups and restoration testing
- Business continuity planning
- Offsite/cloud backup solutions

4.6 Specialized Systems Support

- SCADA/Industrial control system coordination
- GIS and asset management support
- Integration with utility operations

4.7 Telecommunications

- VOIP phone system management
- Mobile device support

4.8 Strategic IT Consulting

- IT roadmap & budgeting
- Technology policy development
- Vendor and contract management

5. Proposal Requirements

Proposals must include the following:

5.1 Company Information

- Legal business name & address
- Contact person, phone, email
- Years in business
- Relevant licenses/certifications

5.2 Experience & References

- Similar public sector or utility district projects
- Client references with contact information

5.3 Technical Approach

- Description of services offered
- Approach to supporting mission-critical systems

5.4 Staff Qualifications

- Resumes of key personnel
- Certifications

5.5 Pricing

- Detailed cost proposal (hourly rates, retainer options, project pricing)
- Fee schedule for additional services

5.6 Service Level Agreements (SLAs)

- Response and resolution time commitments
- Guaranteed uptime targets (if applicable)

5.7 Insurance

Proof of insurance including:

- General liability
- Professional liability/errors & omissions
- Workers' Compensation (as required)

6. Evaluation Criteria

Proposals will be evaluated on:

Criteria	Weight
Technical expertise & experience	30%
Understanding of District needs	25%
References & past performance	15%
Pricing & value	20%
Proposed team qualifications	10%

The District reserves the right to interview finalists, waive informalities, and reject any or all proposals.

7. Submission Instructions

Deadline: _2-17-2026 by 4o'clock PM_____

Delivery Method (choose one or both):

- **Email:** ___jlittle@indianvalleycsd.com_____
- **Hard Copy:** ___127 Crescent St PO Box 160 Greenville CA 95947_____

Proposals must be received by the date/time above. Late proposals may not be considered.

8. Questions & Clarifications

All questions regarding this RFP must be submitted in writing to:

Contact:

Name: _____Jamie Little_____

Title: _____General Manager_____

Email: jlittle@indianvalleycsd.com_____

Phone: _530-284-7224 or 707-572-8581_____

Questions must be received by: ___2-13-2026_____

9. Terms & Conditions

- The District is not obligated to accept the lowest cost proposal.
- The District may negotiate final contract terms.
- All proposal contents become public records upon submission.

10. Sample Contract

A draft professional services agreement is attached (or available upon request) and will form the basis of the final contract.