VENTURA REGIONAL SANITATION DISTRICT

4105 West Gonzales Road, Oxnard, California 93036

REQUEST FOR PROPOSALS

For

INFORMATION TECHNOLOGY SERVICES

Proposal Issue Date

August 3, 2026

Proposal Submittal Due Date

By 8:00AM Pacific Time on September 14, 2026

Documents available online at

https://www.vrsd.com/

VENTURA REGIONAL SANITATION DISTRICT

REQUEST FOR PROPOSALS

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Ventura Regional Sanitation District
Information Technology Services
Request for Proposal

1. INTRODUCTION

1.1. General Information

The Ventura Regional Sanitation District (District) is requesting proposals from experienced firms to provide professional services for Information Technology (IT) Operations Support. The District desires to partner with a technology solution provider to assist with the planning, designing, implementing and maintaining of its information technology assets.

You are being asked to submit a proposal electronically via email with the attached specifications outlined in Section 4, and within the terms and conditions herein set forth. Please review them carefully.

To be considered, an electronic proposal must be received no later than 8:00AM Pacific Time on Monday, September 14, 2026.

Electronic proposals must be emailed to TinaRivera@vrsd.com with Subject Line of "IT Request for Proposal".

Proposals received after the above date and time will not be considered.

The purpose of this document is to provide general and specific information for use by Vendor(s) in submitting a proposal to supply the District with information technology goods and services as listed above**.** We will select a qualified Vendor(s) with whom we will develop a mutually beneficial contractual relationship. Our decision to award will be based on our determination of the proposal that offers the best overall benefit to the District, taking into account pricing, maintenance and support, and any value-added services and other factors specified herein. The District reserves the right to reject any or all proposals.

During the evaluation process, the District reserves the right, where it may serve the District's best interest, to request additional information or clarifications from proposers, or to allow corrections of errors or omissions. At the discretion of the District, firms submitting proposals may be requested to make oral presentations as part of the evaluation process.

The District reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the firm of the conditions contained in this request for proposals, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the District and the firm selected.

1.2. About the District

The District is an enterprise public waste management agency organized in July 1970 under the California County Sanitation District Act (Health & Safety Code Section 4700 et seq.). It covers about 1,600 square miles and serves approximately 90% of Ventura County.

District Governing Body

The governing board of the District consists of eight members appointed by eight of the ten cities within Ventura County (cities of Moorpark and Simi Valley not represented) and one member appointed by a committee of the Ventura County Special Districts Association. The unincorporated County areas are not represented on the District Board of Directors because of the County's regulatory role relative to the District's solid waste activities. The Board regularly meets on the first and third Thursday of each month.

District Services

The District employs approximately thirty-nine (39) full-time employees as of June 2026 and is capable of providing a full range of services, which include integrated water conveyance systems maintenance, wastewater treatment services, and landfill disposal services to participating cities, special districts, residents, as well as public and private entities, within Ventura County.

The District operates strictly on an enterprise basis, thus exclusively receiving all of its funding sources from fees charged for services. It has two office/site locations: (1) 4105 W. Gonzales Road, Oxnard, CA, which houses administrative offices; and the Water/ Wastewater division and (2) Landfill operation at 3500 Toland Road, Santa Paula.

IT Services History

The District has staffed its information technology program with contract services for many years with a firm who provided overall network and workstation administration and front-line support services. The District also maintains contracts with Tyler Technologies and Waste Works for support of the District's ERP and scale house software, respectively. The District's network consists of nine (9) physical and virtual servers and approximately thirty (30) workstations or laptops spread over the two office/site locations and employees' home offices.

The District currently utilizes an Structured Query Language (SQL) based platform. All systems run the Microsoft Windows operating system. There are a variety of printers, scanners and copiers used. The District currently utilizes mobile devices and laptops for various users.

1.3. Accuracy of RFP and Related Documents

The District assumes no responsibility for conclusions or interpretations derived from technical and background information presented in the RFP, or otherwise distributed or made available during the procurement process. In addition, the District will not be bound by or be responsible for any explanation, interpretation or conclusions of this RFP or any documents provided by the District other than those given in writing by the District through the issuance of addenda. In no event may a Service Provider rely on any oral statement by the District or its agents, advisors or consultants.

1.4. District Rights and Options

The District, at its sole discretion, reserves the following rights:

a) To supplement, amend, substitute or otherwise modify the RFP at any time;
b) To cancel this RFP with or without the substitution of another RFP;
c) To reject any or all proposals produced in response to this RFP;
d) To take any action affecting this RFP, this RFP process, or the Services or facilities subject to the RFP that would be in the best interests of the District;
e) To issue additional requests for information, and/or;
f) To require one or more Service Providers to supplement, clarify or provide additional information in order for the District to evaluate the responses submitted.

1.5. Expense of Submittal Preparation

The District accepts no liability for the cost and expenses incurred by the Service Providers in response to this RFP, including preparing requests for clarification. Each Service Provider that prepares an electronic Response shall do so at its own expense and with the express understanding that they cannot make any claims whatsoever for reimbursement from the District for the costs and expenses associated with the electronic Response.

1.6. Confidentiality

Upon receipt at the District, your electronic Response is considered a public record. Your electronic Response will be reviewed by District staff and members of the general public who submit public records request.

In submitting an electronic Response, each Service Provider agrees that the District may reveal trade secret materials contained in such electronic Response to all District staff and officials involved in the selection process, and to any outside consultant or other third parties who serve on an Evaluation Committee or who are hired by the District to assist in development of specifications.

1.7. Equal Opportunity

The District has an equal opportunity purchasing policy. The District seeks to ensure that all segments of the business community have access to supplying the goods and services needed by District programs. The District provides opportunities for all businesses and does not discriminate against any Proposer regardless of race, color, religion, age, sex, national origin or disability.

1.8. Clarification of Ambiguities

Any Proposer believing that there is any ambiguity, inconsistency or error in this RFP shall promptly notify the District as outlined in Section 2.2, in writing of such apparent discrepancy. Failure to notify will constitute a waiver of claim of ambiguity, inconsistency or error.

1.9. Availability of Funds

This RFP is conditional upon the availability of enterprise funds which are appropriated or allocated for payment of the proposed services procurement. If, during any stage of this RFP process, funds are not allocated and available for the proposed services

procurement, the RFP process will be canceled. The District will notify all known vendors at the earliest possible time if this occurs. The District is under no obligation to compensate a vendor for any expenses incurred as a result of the RFP process.

1.10. Term of Agreement

The District anticipates entering into a long-term agreement [up to five (5) years] with firm pricing subject to some form of inflationary adjustments within that period.

2. DESCRIPTION OF RFP PROCESS

This section contains information, which shall govern the procurement process for this project.

2.1. Schedule and Process

The following chart shows the schedule of events to prepare your organization's response. The key events and deadlines for this process are as follows, some of which are set forth in more detail in the sections that follow:

Date	Activity
August 3, 2026	RFP Issued
September 7, 2026	Deadline for RFP Questions
September 9, 2026	Addendum Issued & Posted on Website (responses to questions) if applicable
September 14, 2026	Proposals Due by 8:00a.m.
September 2026	Evaluation committee/ Presentations (if needed)
September/October	Contract Awarded

2.2. Interpretation and Addenda

If the Proposer needs to submit changes or addenda, such shall be submitted in writing, signed by an official representative of the responder, cross-referenced clearly to the relevant bid section, electronically, prior to the RFP Submission deadline. Such changes or addenda shall meet all requirements for the RFP. If the Proposer chooses to withdraw their RFP response; the withdrawal notice shall be in writing and received prior to the RFP opening.

No significant interpretation or clarification of the meaning of any part of this RFP will be made orally to any Proposer. Proposer must request such interpretations or clarification in writing to the District. Requests for information or clarification of this RFP must be made in writing electronically to the e-mail address listed below. Questions should reference the RFP page and topic number.

- E-mail: TinaRivera@vrsd.com

The deadline to submit your questions is by September 7, 2026. Any electronically written responses issued by the District to questions and requests for information will be provided to all Proposers that have requested an RFP. Any and all such interpretations

and supplemental instructions will be made in the form of electronically written addenda(s) and shall become a part of this RFP.

2.3. Submission of Responses

Proposals signed by an authorized company official shall be submitted electronically no later than 8:00AM Pacific Time, September 14, 2026 to TinaRivera@vrsd.com.

When received, Responses and supporting materials, as well as correspondence relating to this RFP, shall become the property of the District.

2.4. Pre-Proposal Meeting

A pre-proposal meeting is not planned at this time. The District reserves the right to hold such a meeting, should it be determined to be necessary and will make the date, time, and location of such a meeting available. If a pre-proposal meeting is held, it will not be a mandatory meeting; however, the District will not be responsible for providing respondents who are not present with any information provided at this meeting, unless it results in a material change in the requested information contained within this RFP.

2.5. Acceptance and Rejection of Proposals

The District reserves the right to:

a) Award a proposal received on the basis of individual items, or on the entire list of items;
b) Reject any or all proposals, or any part thereof;
c) Waive any informality in the proposals.

The contract for this entire project will be awarded to the respondent deemed the best overall proposal as determined by the evaluation criteria and process outlined in Section 2.7 of this RFP as a lump-sum award. The District reserves the following rights (in addition to those accorded to the District by policy and statutory laws):

d) The right to negotiate with one or more Proposers to arrive at a final selection;
e) The right to negotiate all Proposal elements to ensure the best possible consideration is afforded to all parties concerned (this includes the right to approve or disapprove subcontractors proposed after the award);
f) The right to reject any, and all Proposals, to consider alternatives, to waive any minor irregularities and technicalities, and to re-solicit Proposals;
g) The right to award the contract to a Proposer who submits the best overall Proposal.

The decision of the District shall be final. The waiver of an immaterial defect shall in no way modify the RFP documents or excuse vendors from full compliance with its specifications if the vendor is awarded the contract.

2.6. Preliminary Review of Proposals

Proposals which fail to meet the following standards of completeness will be considered **"NON-QUALIFIED"** and will **NOT** be reviewed:

a) Timely submission of the proposal (on or before deadline for submission);
b) Signed Cover Sheet and Execution of Proposal Documentation;
c) All designated attachments;
d) Other requirements provided herein.

2.7. Evaluation of Proposals

All qualified proposals will be reviewed and evaluated. At any time during the review, the District may request additional information from the Proposer. Such additional information request and Proposer's response must be in writing. Information may be requested from sources other than the submitted proposal to evaluate the Proposer.

Evaluation will include, but will not be limited to:

a) Strength and stability of the Proposer to provide the requested goods and/or services;
b) Ability to meet the project timeline;
c) Overall responsiveness, viability and completeness, as well as the likelihood that, in the District's opinion and at the District's discretion, the bid best meets or exceeds the District's specifications;
d) Scope of goods/services being proposed;
e) Information in the executive summary;
f) Personnel qualifications;
g) Distinguishing characteristics;
h) Cost of proposed goods/services;
i) Any other facts considered relevant by the District;
j) Experience with similar projects of comparable size and scope.

3. SCOPE OF SERVICES REQUESTED

The anticipated services will include but are not limited to the following:

Task 1 - Administer and maintain District's computers and networks

This task is to maintain the network infrastructure and ensure that the infrastructure is kept in a state that provides maximum availability, sustainability and reliability for District staff to perform their job duties that involve utilizing the District's IT assets.

Specific activities include:

a) Microsoft server security patch planning, updates and documentation
b) Workstation security patch planning, updates and documentation
c) IT Change control planning, execution and documentation
d) LAN/WAN/vLAN switch and router configuration and troubleshooting
e) Monitoring server, workstation and network performance metrics
f) Advanced network, server and workstation troubleshooting and issue resolution
g) Root cause analysis
h) Backup and restore monitoring, testing, capacity planning
i) Review, update and test the IT disaster recovery plan
j) Anti-Virus monitoring, updates and threat remediation
k) Monthly status report and periodic meetings with District management
l) Security planning, monitoring and education including penetration and perimeter security testing.
m) Perform annual IT review and audit

Task 2 – IT Operations Support

Provide front-line support to end-users during business hours and in emergency situations. IT staff support can be provided remotely if infrastructure is in place to allow end-user assistance. On-site support may also be provided as needed.

Specific activities include:

a) Workstation/printer/voice support
b) IT Operations metrics monitoring/documentation
c) Network issue troubleshooting and resolution
d) Escalation of business system software issues to appropriate vendors
e) District staff IT support and basic training

Task 3 – Special Projects

On an as needed basis assist the District with special IT related projects.
Specific activities include:

a) Periodic software updates/upgrades
b) Infrastructure replacements and updates
c) New technology
d) Strategic planning and other IT consulting related services.

Task 4 – Other Requirements

Provide regular and advanced end-user, network and server support during work hours and availability of after-hours support when required. Work hours are defined as the hours between 7:00AM Pacific Time and 5:30AM Pacific Time, Monday through Friday. After-hours support is defined as hours other than those defined as work hours and includes nationally recognized holidays.

Service Level – The District requires the following initial response times.

- End-user & general support requests 2 hours
- Business system/network outages 30 minutes
- Other emergencies (mutually agreed upon) 1 hour
- After hour requests 1 hour

4. RESPONSE FORMAT

The District desires all responses to be identical in format in order to facilitate comparison. While the District's format may represent a departure from the Proposer's preference, the District requests adherence to the format. All Responses are to be in the format described below:

A. Title Page
B. Table of Contents
C. Section 1 Executive Summary;
D. Section 2 Company Profile'
E. Section 3 Client Profiles;
F. Section 4 System Functionality;
G. Section 5 Implementation Training, Maintenance;
H. Section 6 Budget;
I. Execution of Proposal (provided at the end of this RFP); and,

J. Other information the Service Provider wishes to communicate to the District.

Overview of Response Content

A. Title Page

Title page shall provide the RFP's subject; the Proposer's name, email address, and telephone numbers of the executive that the District should contact with further questions for clarification about the Services.

B. Table of Contents

C. Section 1 – Executive Summary

Provide a signed letter briefly stating an overview of the proposed solutions, including cost summary, project approach, benefits of solution, a statement why the Proposer believes itself to be best qualified to perform the task, and a statement that the proposal is a firm and irrevocable offer for 90 days.

D. Section 2 – Company Profile

Include the following information:

- Provide the name and headquarters address of your firm;
- Indicate the legal form of the business;
- State the total number of employees for the corporation and the number of employees whose primary responsibility is to provide IT support;
- Identify other major products or services your firm offers; and
- Indicate the total number of your company's IT systems installed and currently in use in the public sector as well as the private sector.

E. Section 3 – Client Profiles

The District is requesting information about clients who have similar services. List public sector clients whose requirements are similar to the District's requirements. Please include the following information for a minimum of three (3) clients.

- Provide the name and address of each referenced client;
- List the name of the client's project manager, their telephone number, and e- mail address; and
- Provide a description of the services provided.

F. Section 4 – System Functionality

The purpose of this section is for the Proposer to identify specifically how the services proposed will meet the needs of the District. Proposal may include flow charts, diagrams and other visual representations. Please do not substitute printed brochures in response to specific questions.

G. Section 5 – Implementation, Training, Maintenance

Provide the following information:

- Describe the anticipated transition process and schedule;
- Describe the new systems or equipment required; and
- Describe the maintenance program and any other options.

H. Section 6 – Budget
Provide a description of all costs, including transitional, training and all other required services.

- Cost projections need to be listed in the following breakdowns:
- Cost of complete project (software, installation, training and hardware).
- Cost of software, installation and training only. (The District reserves the right to purchase the required hardware directly through other sources.)
- Listing of rates for all other services offered

The District anticipates entering into a long-term agreement [up to five (5) years] with firm pricing subject to some form of inflationary adjustments within that period. Please indicate the length of time the rates proposed will apply and how those rates would be adjusted after the expiration of the proposed rates but within the five (5) year agreement term.

I. Section 7 – Execution of Proposal Documentation
The execution of proposal documentation is found on the last two pages of this RFP. All respondents must complete and sign the Vendor Attestation and submit it with proposal. Failure to include a completed, signed execution of proposal may result in the proposal being excluded from consideration.

I. Section 8 – Other Information
Service Provider includes other information it wishes to communicate to the District.

5. AWARD OF PROPOSAL

District staff will ultimately forward a formal recommendation of award to the District Board of Directors who have the final award approval. Any contract resulting from this RFP shall be awarded to the Proposer(s) that submits the best overall proposal as determined by the District Government in accordance with the District's Procurement Policy. The District may negotiate with any Proposer(s) in order to obtain a final contract that best meets the needs of the District.

The District shall have a period of thirty (30) days after the opening of the bids in which to award the contract. Contracts shall be awarded to the person or entity that submits the best overall proposal as determined by the awarding authority.

All proposal information from all Proposers, except that specifically meeting the trade secret requirements set forth in this RFP, become public record upon contract. It is the District's policy to advise all bidders as to whom the award was given and at what amount once the contract has been awarded.

6. APPENDICES

6.1 Execution of Proposal
Proposer must complete and sign Execution of Proposal form refer to Section 4.I.7.Section.

6.1 Sample Professional Services Agreement
Proposer must be willing to execute the District's standard Professional Services Agreement. Sample included as Attachment A – Sample Professional Services Agreement.

EXECUTION OF PROPOSAL

(**Submittal #**)

Agreement

By signing this proposal, the Proposer agrees to the following items. Initial each line item below for acceptance.

#	Item	Initial Below
1	This proposal is signed by an authorized representative of the firm.	
2	Proposer has read and understands the conditions set forth in this RFP and agrees to them with no exceptions.	
3	The Proposer understands the scope and requirements of this RFP and has included all labor costs, direct and indirect, in the proposed cost.	
4	The cost and availability of all equipment, materials, and supplies, if needed, associated with performing the services described herein have been determined and included in the proposed cost.	
5	Proposer will be responsible for all warranty issues related to goods and services provided during the factory warranty period if applicable.	

Authorization

In compliance with this RFP, and subject to all conditions herein, the undersigned offers and agrees, if this proposal is accepted within ninety (90) days from the RFP due date, to furnish the goods or services as stated in this RFP.

#	Item	Provide Information
1	Company Name	
2	Address	
3	City, State, Zip	
4	Telephone Number	
5	E-mail Address	
6	Federal Identification Number	

VENDOR ATTESTATION

BY _____ TITLE _____

(Signature) COMPANY _____

_____DATE _____

(Typed or printed name)

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ACCEPTANCE OF PROPOSAL

Ventura Regional Sanitation District

BY: _____TITLE: _____

DATE: _____

THE EXECUTION OF PROPOSAL DOCUMENT MUST BE SIGNED AND INCLUDED IN THE PROPOSAL.