



North of the River
Recreation & Park District

REQUEST FOR PROPOSALS

Information Technology Services & Support

North of the River Recreation & Park District

Issue Date: Monday, April 6, 2026

Submission Deadline: Thursday, April 30, 2026 at 10:00am PST

Contact: Jasmin LoBasso, MBA, MLIS
Director of Community Relations
jlobasso@norrecreation.org

Introduction & Background

North of the River Recreation and Park District (NOR) is seeking to request proposals for Information Technology Services and Support. NOR's current information technology services community centers and recreational facilities, operations and maintenance facilities, and administrative support.

NOR is a special district in Bakersfield, CA serving approximately 152,000 residents. NOR plans and provides a wide variety of park and recreation programs, facilities, and services for all ages. It offers classes, sports programs, and after-school activities for children, as well as senior activities, and maintains over 270 acres of developed parkland across its 215-square-mile service area. Funding sources include property taxes, program fees, grants, and developer fees. The mission of NOR is to provide recreation programs and park facilities for the benefit of the community.

The ideal vendor will be an appropriate and qualified professional vendor that will provide technical support, assistance, hardware and software management, troubleshooting, system maintenance, and training as needed. The successful vendor will be expected to organize a local "help desk" presence to handle service calls efficiently and to ensure there is no significant computer and system downtime during normal working hours.

Overview

North of the River Recreation and Park District provides comprehensive events, services, facilities, and outreach to the City's residents and the surrounding region, including:

- I. Over 395 recreational classes annually
- II. Low and no cost senior programming
- III. Over a dozen special events annually
- IV. Three recreation centers
- V. Indoor and outdoor rental facilities
- VI. One Senior Center
- VII. One Aquatic Facility
- VIII. One Skate Park
- IX. Lighted and unlighted sports fields, indoor and outdoor basketball courts, tennis courts, and two dedicated pickleball courts
- X. 25 parks available year-round for drop-in recreation

Divisions

North of the River Recreation and Park District is comprised of the following operational and budgetary Divisions: Administration, Finance, Recreation, Operations & Maintenance, Community Relations, and Planning & Construction. Creative and Technical Services within Community Relations oversees the IT functions for NOR with assistance from a contracted provider.

Staff

As of February 2026, North of the River Recreation and Park District employs 86 regular salaried positions and 166 part-time positions. Part-time employment fluctuates based on recreational offerings, the largest proportion of employment being the summer months. The average number of employees paid in February 2026 was 250.

User Environment

NOR has 69 active computer users that work on-site at NOR locations via desktop workstations or through Office 365. NOR has 16 active LogMeIn users that access computers remotely, as well as 1 VPN. NOR utilizes Microsoft 365 for email, file storage, and collaboration tools, with currently 28.86 GB of MS SharePoint data. Licenses for Microsoft 365 users include:

- 15 Exchange Online (Plan 1)
- 1 Microsoft 365 Apps for Business
- 62 Microsoft 365 Business Standard
- 1 Microsoft Entra ID P1
- 2 Microsoft Fabric
- 46 Microsoft Power Automate Free

- 68 Office 365 F3
- 1 PowerBI Pro

There are 7 on-site locations, including the RiverLakes Ranch Admin Complex and Community Center, Greenacres Community Center, Fruitvale-Norris Maintenance Yard, Greenacres Maintenance Yard, Polo Maintenance Yard, Rasmussen Senior Center, and the Riverview Community Center.

The District is a PC environment, all desktops and laptops are Windows and utilize Microsoft 365, and most of the software and hardware the District utilizes is up to date, with most systems brought up to Windows 11. Desktops and laptops are a combination of 12 District-owned and 53 Hardware as a Service (HaaS). The HaaS devices are presently managed through the current IT services provider with 22 units with completed terms and 31 units currently within 3-year and 4-year terms expiring as far out as January 2029. All units are non-transferable.

Mobile devices are managed by District staff via JAMF and not managed by the current IT services provider. These are District-owned devices, including 39 iPads, 6 incoming iPads, and 21 iPhones.

Network Environment

All NOR facilities have Cat6A cabling, having been installed at RiverLakes Ranch Admin Complex and Community Center in 2017 and for all other sites in 2020. The WiFi system is running on a Ubiquiti UniFi wireless system. The majority of access points in the WiFi system are UniFi AC Pros, which support dual-band WiFi (2.4GHz and 5GHz) on the 802.11ac (WiFi 5) standard. The wireless network is password protected and primarily used for internal use only.

NOR utilizes a Voice over Internet Protocol (VoIP) phone system for internal and external communications and is integrated with the District's network infrastructure. There are a total of 63 active phone lines and 6 fax lines. All phone inventory, including 4 units (Yealink T54W), 39 units (Yealink T46S), and 8 units (Yealink T42S) are presently owned, provided, and managed through the current IT services provider and are non-transferable.

Server Environment

NOR servers are located at the RiverLakes Ranch Admin Complex at 3825 Riverlakes Drive, Bakersfield. There are 4 servers total, including 2 virtual and 2 physical:

- Virtual Server #1 (32GB Memory, 10 @ 2.10GHz Processors, 6.4TB Available Space)
- Virtual Server #2 (6.7GB Memory, 4 @ 2.10GHz Processors, 11.2TB Available Space)
- Physical Server #1 (64GB Memory, 32 @ 2.10GHz Processors, 2.2TB Available Space)

- Physical Server #2 (64GB Memory, 32 @ 2.10GHz Processors, 2.6TB Available Space)

All physical servers are critical and are in a server room within a controlled environment. The servers are currently backed up first to a local appliance and then the data on that local appliance is backed up to the cloud using an enterprise cloud backup solution. Backups are maintained on a 60-minute backup interval, with hourly backups retained for 14 days, daily snapshots retained for 30 days, weekly snapshots retained for 10 weeks, and monthly snapshots retained for 6 months. There is currently 1.69TB of data annually backed up.

This does not include third-party vendor servers. Third-party vendors are responsible for their system's specific backup solution or recovery.

Third-Party Systems

Existing third-party solutions that NOR utilizes, including but not limited to, are Microsoft Office 365, NeoGov, Cartegraph, Black Mountain Software, RecTrac / WebTrac, and Fiery. Example additional services NOR subscribes to or utilizes are Adobe, ArcGIS, AutoCAD, CloudBadging, Clover Go, DAKTrac, DJI GO, EmBark Safety CONNECT, GoDaddy, LogMeIn, Musco Lighting, Persimmony, Reach Media, and Simple In/Out.

Budget

The District's operating budget is comprised of the General Fund and Special Assessment Funds. The Operating Budget for FY 2025-2026 projects revenues of \$18.80 million, with \$10.0 million from Property Taxes and Assessments, \$0.67 million from Operating Grants, \$1.17 million from Program Revenues, and \$6.82 million from other and miscellaneous revenues. The operational expenditures for next fiscal year are \$18.55 million, with \$11.44 million for salaries, wages, and benefits, \$5.48 million for supplies and services, and \$1.64 million for major maintenance and equipment. Within operational expenditures, the District's IT support services come from the Print Shop & Technology budget, which is comprised of the General Fund.

Defined Terms

Addenda - Additional changes to the Proposal Document: changes to Proposal Documents are not final until/unless they are addressed in a formal written addendum.

Applicant - The person or entity who submitted a Proposal in response to the Request for Proposal.

Contract - Formal and legally binding agreement entered into between the District and the awarded Proposer.

Contract Document - Those documents that comprise a contract, conditions of the contract (general, supplementary, and other conditions), plans and/or drawings, specifications, all Addenda, modifications, and changes thereto, together with any other items stipulated as being specifically included.

Contractor - The Proposer to whom the District makes an award.

End-of-Life (EOL) / End-of-Support (EOS): Hardware or software that the manufacturer or publisher has designated as discontinued or no longer supported through security updates, patches, bug fixes, or technical assistance.

Owner – North of the River Recreation and Park District, its staff and responsible party. Also referred to as “NOR” and “District” within this document.

Project - Provide continued IT support services and equipment for NOR’s computer and network work environment.

Proposal Document - Those documents that comprise the specifications, proposer information sheet, attachments, all Addenda, modifications, and changes thereto, together with any other items stipulated as being specifically included.

Proposer/Consultant/Proponent - Person or entity who will submit Proposal Documents to the District to provide consultant services.

Reasonable Efforts – Actions consistent with promptly acknowledging reported problems and assessing their impact, communicating clearly and frequently with the District, using standard diagnostic tools and methods to determine root causes, implementing corrective actions or workarounds when feasible, and escalating issues that cannot be resolved within standard procedures to higher-level support, District approval, or appropriate vendors. For actions pertaining to cybersecurity, those consistent with industry-recognized best practices as defined by the NIST Cybersecurity Framework (CSF).

Request for Proposal (“RFP” and “Proposal”) - Document posted by the District to elicit proposals from potential contractors to provide services.

Work - The furnishing of all supervision, labor, materials, transportation, tools, equipment, and any incidentals required to complete the work in accordance to the Contract and the carrying out of any duties and obligations imposed on Contractor by the Contract.

Scope of Services

The scope of services for this project will include the following components:

Managed IT Support

Remote helpdesk support and vendor coordination for NOR's IT systems between the hours of 8:00am to 5:00pm, Monday through Friday, excluding public holidays. The Consultant shall respond to NOR's troubleshooting tickets with an escalation framework of no more than 4 hours from notification of issue and work with NOR to identify, document, and resolve issues or develop appropriate solutions. When necessary to rectify issues, the Consultant will provide on-site support.

The Consultant shall provide routine system maintenance, including operating system and application patching and updates for supported devices and systems. Regular patching shall be performed after normal business hours to minimize disruption to District operations. At a minimum, it shall include monthly patching for operating systems and core applications, and weekly updates for commonly updated software such as web browsers and security-related applications.

The Consultant shall provide up to 6 hours per month of after-hours maintenance to perform routine patching and system updates. In the event of a critical vulnerability or security incident requiring immediate action, the Consultant shall make reasonable efforts to perform emergency patching outside normal business hours, with up to 15 hours of emergency response included annually.

Hardware as a Service (HaaS)

Provide and manage select hardware through a Hardware as a Service (HaaS) model, including procurement, deployment, configuration, maintenance, and lifecycle replacement of supported devices. Equipment will remain under vendor management and be maintained in accordance with manufacturer recommendations to ensure reliable performance security.

Hardware and System Support

Provide support for all hardware and systems both owned and leased (HaaS), provided that replaceable parts are readily available and all software is genuine, properly licensed, and supported by the vendor. The Consultant will ensure that supported systems are kept up to date with vendor-recommended updates, patches, and firmware as part of ongoing maintenance. The Consultant will monitor manufacturer lifecycle announcements and notify the District of hardware or software approaching EOL or EOS status. The Consultant will provide recommendations for replacement, upgrade, or mitigation to maintain system security and reliability.

Monitoring and Cybersecurity

Provide ongoing monitoring and cybersecurity oversight of critical systems and devices. The Consultant will provide access to monitoring reports and document critical alerts, scans, and event resolutions for NOR. Reasonable efforts will be made to identify and address any issues detected in a timely manner. The Consultant shall conduct periodic cybersecurity penetration testing to assess vulnerabilities within its network and systems, and such testing shall be conducted by a qualified independent third-party provider at the expense of the Consultant.

Malware and Email Security

Provide licensed antivirus, antimalware (including ransomware protection), and antispyware protection for supported systems and email services. If damages occur as a result of a virus, malware, or malicious email that was not detected or quarantined by the protection systems, the Consultant will make reasonable efforts for recovery.

Identity and Access Security

Implement and maintain identity and access security measures for supported systems, including Multi-Factor Authentication (MFA) where available and appropriate. The Consultant will assist NOR in managing secure user authentication practices and responding to account security incidents.

Backup, Disaster Recovery, and Network Security

Provide backup of NOR server(s) every 60 minutes both onsite and offsite. Offsite backups shall include immutable backup storage, preventing modification or deletion of backup data for a defined retention period to protect against ransomware or malicious activity. The Consultant will provide email continuity in the event email services become inaccessible due to service disruption or equipment failure. Firewall configuration, monitoring, and updates will also be managed to protect NOR's network from unauthorized access and external threats, including specific blocking configurations and monitoring of threats from foreign countries.

Phone Support System

Provide administration, hardware, monitoring, and technical support for the NOR phone system using a vendor supported platform and related VoIP infrastructure. Services include system configuration, extension and user management, troubleshooting, software updates, and coordination with telecommunications providers to maintain service available. Reasonable efforts will be made to restore service in the event of disruption.

Microsoft 365 and Email Services

Provide administration, monitoring, and support for NOR's Microsoft email and cloud infrastructure, including Microsoft 365. Services include user account management, mailbox configuration, security settings, troubleshooting, coordination with Microsoft

support, and backup of cloud-based data to protect against accidental deletion or service disruptions. The Consultant will assist with implementation and administration of available email security features, including spam filtering, phishing protection, and email encryption where appropriate. The Consultant will make reasonable efforts to maintain reliable email and collaboration services, as well as assist with recovery of backed-up data if needed.

Software Systems Integration and Support

Provide technical support and assist with IT-related integration and configuration of NOR's operational software systems. This includes coordination with third-party vendors and platforms such as NeoGov, OpenGov, AutoCad, ArcGIS, Land F/X, and other business applications to help ensure systems work effectively together from an IT perspective. The Consultant is not required to provide full expertise on third-party software functionality.

Software and Subscription Management

The Consultant will assist NOR with administration, monitoring, and management of select software subscriptions (Adobe, Microsoft), including license tracking, renewals, and coordination with vendors. This support is limited to subscription and access management; the Consultant is not required to provide expertise on the software's internal functionality.

Wi-Fi Network Support

Provide administration, configuration, and monitoring of NOR's Wi-Fi network, including all access points, SSIDs, and security settings. This includes any specialized network devices, including a unique router at Polo Community Park. The Consultant will assist with troubleshooting connectivity issues, maintaining secure network access, and applying vendor-recommended updates and patches to Wi-Fi infrastructure, making reasonable efforts to ensure reliable service.

Digital Records Retention and Data Management Review

The Consultant shall review the District's existing records retention policy and evaluate its applicability to digital records, including files stored on servers, cloud platforms, and email. While the District maintains a records retention policy, the Consultant shall assess current practices and recommend updates or procedures specific to digital file management. The Consultant shall provide guidance on establishing a practical digital records retention and purging framework, including recommendations for lifecycle management, version control, and reducing unnecessary duplicate files while ensuring that records requiring permanent retention are preserved. Recommendations should support efficient data storage, compliance with applicable retention requirements, and responsible long-term management of NOR's digital records.

Reporting and Communication

The Consultant shall provide regular reporting and communication to keep the District informed of system performance, maintenance activities, and any issues affecting NOR's IT environment. At a minimum, a monthly summary report shall be provided detailing helpdesk activity, system monitoring alerts, patching and update status, security events, backup status, and any significant incidents or resolutions. The Consultant shall also provide updates on ongoing work, system maintenance, and security monitoring activities to demonstrate services performed and maintain transparency. The Consultant shall meet with District staff on a mutually agreed basis to review system performance, discuss upcoming technological needs, and provide recommendations for improvements, upgrades, or risk mitigation. Additional reporting or meetings may be requested by the District as needed.

Project Approach

Draft a Proposed Information Technology Support Services Approach

Consultant shall describe their approach to providing comprehensive managed IT support services for NOR. The proposal shall demonstrate the Consultant's ability to provide reliable, secure, and responsible support for the District's technology infrastructure and operational systems. The proposal shall include how the Consultant delivers remote helpdesk support, troubleshooting, hardware and systems maintenance, network monitoring and cybersecurity oversight, malware, ransomware, email security protection, identity and access security, backup and disaster recovery services, firewall and network security management, phone system administration and VoIP infrastructure support, Microsoft 365 and email system management, integration support for third-party operational software systems, software subscription and license management, and Wi-Fi network administration and monitoring.

System Monitoring, Cybersecurity, and Reliability

Consultant shall describe the monitoring tools, cybersecurity practices, and proactive maintenance strategies used to protect client systems and ensure reliable operations. This section should address methods for detecting and responding to system alerts, cybersecurity threats, network vulnerabilities, and service disruptions. Consultant shall also describe their approach to maintaining system security, including antivirus and antimalware protection, spam filtering, and access security practices, firewall management, and implementation of multi-factor authentication.

Reporting, Communication, and Service Management

Consultant shall describe how they will communicate with District staff, track support requests, and report on system performance. The proposal shall include information regarding helpdesk ticketing systems and request tracking, response and resolution time expectations, an escalation framework for issues, system monitoring reports and security

alerts, regular status updates or service review meetings, and documentation and maintenance records.

Submittal Information

RFP Proposal Timeline: The following is NOR’s tentative schedule for the selection of a Consultant (all times PST):

RFP Proponents Electronically Notified	4/6/2026
Deadline for Submitting Questions	4/16/2026 5:00pm
Deadline for Submitting Proposals via Email	4/30/2026 10:00 am
Deadline of Receipt of Hard Copy Proposals	5/1/2026 10:00 am
Panel Review of Proposals (Tentative)	5/4/2026
Interview of Top Proponents (Tentative)	Week of 5/4/2026
Notice of Intent to Award Sent to Proponents (Tentative)	Week of 5/11/2026
Board Approval and Award (Tentative)	6/15/2026
Begin Services (Tentative)	7/1/2026

Oral Interview

Those Applicants considered most qualified to provide the required services may be requested to participate in an oral interview at NOR’s discretion. Applicants will be notified in writing of the time and place for the interview. It is expected that key members of the engagement team (owner, partner, manager, senior personnel, and project manager) will be present for the presentation/interview process. Failure to appear for the oral interview will be cause to disqualify the firm from further consideration.

Instruction for Submission of Proposal

It is the Proponent’s sole responsibility to contact NOR’s bid management to resolve any technical issues related to electronic bidding, including uploading/downloading documents, submitting an electronic bid/proposal via email to Bids@norrecreation.org

Submittal of Proposal and Fee Schedule

It is the responsibility of the Proponent to ensure the proposal is delivered on time. Any proposal received after the deadline will be disqualified and will not be considered. **Emailed proposals** shall be submitted in PDF format to bids@norrecreation.org and must be received no later than **April 30, 2026 at 10:00am PST**. Any proposal emailed by the due date will be considered received by the bid date; only proposals emailed to the above mentioned email address will be considered. Email submittal does not exclude the submission of the hard copy documents listed. Any Proponent’s hard copy materials not

received by this time will be evaluated as such in the Responsiveness category of Selection Criteria. **One (1)** original copy with wet signature and **five (5)** copies of the proposal and fee schedule must be submitted in hardcopy format and in a sealed envelope marked “**IT Support Services**” to the following address no later than **May 1, 2026 at 10:00am PST:**

Via U.S. Mail

North of the River
Recreation & Park District
Attn: Community Relations
3825 Riverlakes Drive
Bakersfield, CA 93312

Walk In Delivery/Courier Service

North of the River
Recreation & Park District
Attn: Community Relations
3825 Riverlakes Drive
Bakersfield, CA 93312

Examination of the Content of the RFP

By submitting a proposal, the Proponent represents that it has thoroughly examined and become familiar with the contents of the RFP and that it is capable of performing quality work to achieve NOR’s objectives. The submission of a signed proposal shall be considered an agreement to all the terms, conditions, and specifications provided in the RFP.

Exceptions

If the Proponent suggests alternatives or states exceptions to any term or condition in the Agreement, or to any provision or recurrent of the RFP, such alternative or exception shall be clearly stated and identified in the submitted proposal. Otherwise, the successful Proponent will be expected to sign the Agreement upon award of the contract. Any alternative proposed must satisfy all minimum qualifications specified in the RFP. NOR expressly reserves the right, in its sole discretion, to (1) reject a proposal containing any exception or alternatives as non-conforming, or (2) accept any proposal alternative or exception and to award a contract based thereon if determined to be in the best interest of NOR.

Proposal Signature

The original copy of the proposal must include a wet signature by an official authorized to bind the firm.

Questions

Any questions, interpretations, or clarifications about any portion of this RFP must be requested in writing (by the deadline indicated in the RFP Proposal Timeline) via NOR’s bid administration email. All written questions will be answered in writing and conveyed to all proposers in writing via NOR’s website at <http://www.norfun.org/bid-opportunities> . Oral explanations or instructions shall not be provided by NOR and will not bind NOR.

Proposal Withdrawal

Proponent agrees that failure on its part to list all cost components related to the service will not be accepted by NOR as an acceptable justification to re-quote the proposal. Proponent acknowledges that the original proposal and costs provided stand. However, Proponent has the option of withdrawing a proposal at any time until a final Contract is awarded. Any withdrawn proposals will not be considered for re-submittal.

Proposal Content

Qualifications and Experience:

Proponent shall:

1. Provide an overview of the firm's approach toward accomplishing and meeting the deliverables as outlined in Scope of Services.
2. Provide the number of years the firm has provided the services outlined in the RFP for organizations of similar size or within the public sector.
3. Provide the name of the principal or project manager in the firm who will have direct and continued responsibility for the account. This person will be the NOR staff contact on all matters dealing with the ongoing services and will handle the day-to-day activities.
4. Provide a resume and qualifications for all staff/employees/consultants assigned to the project (identified in this RFP) along with a clear indication of their responsibilities with the firm for providing services.
5. Provide at least three (3) references that have received similar services from the Proponent. Proponent shall provide company name, contact name, and phone number for each reference.
6. Identify any services that will be outsourced to a sub-contractor/sub-consultant. The Proponent will be responsible for verifying the experience, qualifications and validity of all licenses, permits, and copyrights for any outsourced work to sub-contractors. The Proponent is also responsible for paying its employees and any sub-contractors the Proponent hires.
7. Proponent shall identify, obtain, and provide any and all applicable licenses, permits, reports, certifications, and documents required to complete the project and perform the services.
9. Provide a list of any litigation, including personal and property, involving Proponent's firm in the last five (5) years.

Technical Implementation and Transition Plan

The selected Consultant shall work with District staff to transition services in an organized and secure manner. Consultant shall describe their approach and provide a proposed work

plan for a migration to their organization, including information on the key activities, timeline for implementation of proposal, information and resource requirements from NOR, deliverables, and milestones or checkpoints. Consultant shall provide a description of their organization and how it is positioned to provide the services requested, with a history of experience on providing similar services to complex clients, especially those provided to local government.

Price

Proponent shall provide a financial proposal conveying the overall cost of services, how individual services are priced, and a comprehensive list of recommended add-on services with their individual cost. The proposal shall be broken down into either a bullet-point list or table.

Pricing Model

Consultant shall provide a clear and detailed pricing model(s) that you typically employ for delivering the services outlined in the Scope of Work. This may include per-user, per-device, per-server, or a flat monthly managed service pricing. If multiple pricing options are available, each option should be clearly described.

Managed Services Costs

Consultant shall provide a breakdown of the monthly or reoccurring costs of the following services: remote helpdesk and technical support, hardware and systems support and maintenance, network monitoring and cybersecurity oversight, antivirus, antimalware, ransomware protection, spam filtering, identity and access security, backup and disaster recovery services, firewall management, network security monitoring, Microsoft 365 administration and email services, phone system administration and VoIP support, Wi-Fi network monitoring and management, and software license administration and vendor coordination. Consultant shall clearly indicate which services are *included* in base managed services pricing and which services are billed *separately*.

Project and Non-Recurring Costs

Consultant shall identify pricing for project-based or non-recurring services that fall outside the scope of standard managed IT support. These services may include technology upgrades, infrastructure improvements, system migrations, or other initiatives that require additional planning or implementation beyond routine support activities. At a minimum, consultant shall provide pricing structures for examples of common project-based work and IT projects.

Optional or Value-Added Services

Consultant may include and describe pricing for any optional services that may benefit NOR but are not included in the standard managed services package. These may include additional support services, enhanced monitoring tools, advanced cybersecurity services,

training, or other technology-related services that could enhance the District's IT environment.

Optional Infrastructure Modernization

While Infrastructure as a Service (IaaS) solutions are not included in the Scope, the District currently maintains on-premises server infrastructure that may require replacement or modernization in the near future. Proponents may optionally provide high-level recommendations and estimated cost ranges for potential infrastructure solutions that could support the District's future technology needs. This may include options such as on-premises server replacement, virtualization strategies, hybrid infrastructure models, or cloud-hosted infrastructure solutions. Any such recommendations shall be considered informational and value-added only and will not be required as part of the base proposal.

Selection Criteria

NOR will establish a proposal Selection Panel whose members must have no conflict of interest with any Proponent. Individual Selection Panel members will review and evaluate the proposals and qualifications of all responsive Proponents. The Selection Panel may comprise NOR staff and/or other people with related expertise.

The Selection Panel will consider the following factors (and other reasonable, objective, and accountable factors) which are listed here without implication of priority:

1. **Responsiveness**: The Proponent's ability to effectively meet the Scope of Services and all the requirements stipulated in the RFP.
2. **Qualifications and Experience**: The Proponent's experience, expertise, and overall capability to perform the Scope of Services and all the requirements stipulated in the RFP.
3. **Technical Approach and Timeline**: The Proponent's proposed methodology for delivering the Scope of Services and all the requirements and deliverables stipulated in the RFP effectively within a reasonable timeline.
4. **Cybersecurity and Risk Management**: The Proponent's demonstrated ability to protect and manage the District's technology environment through proactive security measures, including monitoring tools, endpoint protection, incident response procedures, security practices, and backup and disaster recovery response approach.
5. **Price**: The overall reasonableness, transparency, and cost effectiveness of the proposed pricing structure for the Scope of Services and all the requirements stipulated in the RFP.
6. **Special District Preference**: A five percent (5%) preference will be given to consultants with favorable special district experience in the determination for award of this contract.
7. **Local Preference**: A five percent (5%) preference will be given to consultants based within the District's boundaries for award of this contract.

Contract Award

A final Contract will be awarded to the best qualified individual or firm submitting the proposal deemed most advantageous to the District. While cost will be an important consideration, it will not be the sole determining factor. NOR reserves the right to select the Proponent whose qualifications, experience, and overall proposal best meet the District's needs and provide the greatest overall value.

- NOR reserves the right to accept or reject any or all responses and proposals received in response to this RFP, to waive minor irregularities, to negotiate with any qualified source, or cancel in whole or in part this RFP if it is in the best interest of the District to do so, and to take all proposals under advisement for a period of ninety (90) days. If a Contract cannot be negotiated, NOR reserves the right to negotiate with any other finalist.
- Subsequent to contract negotiations, prospective Proponents may be required to submit revisions to their proposal.
- This RFP does not commit the District to award a Contract, to pay any cost incurred in preparation of a proposal, or to procure or contract for supplies or services.
- The District reserves the right to select a Proponent to perform all the work identified in the RFP, or only selected portions based on price and other factors.
- NOR may, at its sole discretion, award the contract in whole, or in part, to one or more Proponents.
- All companies submitting a proposal should note that the execution of any contract pursuant to this RFP is dependent upon the recommendation of the Selection Panel and may be subject to the approval of North of the River Recreation and Park District's Board of Directors.

Protest Procedures

Pursuant to Section 00 27 00 Bid Protest Procedure of North of the River Recreation and Park District's Specifications for Procurement and Contracting, any actual or prospective bidder, proposer, or contractor (collectively "bidder") who believes he or she has been aggrieved in connection with the solicitation or award of a contract pursuant to this Chapter may protest, in writing, to the District, within two (2) business days after posting of the award recommendation (posted as "Award Pending" via the District's website at the location where bids or proposals are submitted). The protest shall be deemed filed only when it is actually received by the Bid Administrator.

Conditions & Legal Requirements

Collusion

Any evidence of agreement or collusion among Proponents, acting illegally to restrain freedom of competition by agreement to propose a fixed price, or otherwise, will render the proposal of such Proponents void.

Law Compliance

Selected Proponent is required to comply with all existing State and Federal labor laws. Selected Proponent is also responsible for complying with all OSHA and any other applicable standards and requirements. If Proponent out-sources any work or job to a sub-contractor, it will be the Proponent's responsibility to ensure that all sub-contractors meet the requirements as stated in this RFP and Contract award.