REQUEST FOR PROPOSALS

Managed IT Support Services

Northern California Child Development, Inc.

220 Sycamore St.

Red Bluff, CA, 96080

530-529-1500

Date Issued: Feb. 2, 2026

Date/Time Responses Due: March 2, 2026, 5pm

I. REQUEST FOR PROPOSALS (RFP)

Northern California Child Development, Inc. (“NCCDI”) is requesting proposals from qualified Consultants to provide Managed IT Support Services. Proposals must address the requirements of this Request for Proposals (RFP). For your proposal to be considered, email the complete proposal in PDF format to jtorres@nccdi.com_ and submit one (1) copy of the same proposal in a sealed envelope marked “Proposal for Managed IT Support Services” to:

NCCDI
ATTN: Jennifer Torres
220 Sycamore St. Suite 200
Red Bluff, CA, 96080
530-529-1500 x. 1139

Sealed proposals may be submitted in person, via U.S. Mail, or by express courier at the address above. Fax submittals will not be accepted.

Any questions regarding the RFP should be directed in writing to Jennifer Torres at jtorres@nccdi.com.

II. GENERAL INFORMATION

Overview

The mission of Northern California Child Development, Inc. is to enrich children's lives, empower families, and engage our community. As the sole federal grantee for Head Start and Early Head Start in Tehama County, NCCDI has built a strong record of leveraging resources to enhance all programs for children and families for over 60 years. NCCDI also holds two state contracts through the state of California, California State Preschool Program and General Childcare, which allows NCCDI to supplement and provide extended early learning and care services throughout Tehama County. Through NCCDI’s Early Learning and Care program services, strong community partnerships and consultant services, NCCDI offers 250 families with children ages zero to five years and pregnant women health services, nutritional services, disabilities services, mental health services, parenting education, and transportation services.

Also, NCCDI operates a low-cost Community Counseling Program. The program is supervised by the Executive Director and a contracted Licensed Mental Health Consultant. The Consultant is responsible for Mental Health Interns who provide individual, family, and group counseling to members of the community. Priority for these services is to families

enrolled in our Head Start and Early Head Start program and services are provided at no charge.

NCCDI is inviting proposals from experienced IT consultants to provide ongoing, consistent and comprehensive Managed IT Support Services and consulting, as well as periodic projects. The required services and performance conditions are described in Section III (Scope of Services). The most qualified Consultant will have the knowledge, expertise, staff, and availability to provide the required services in a growing and dynamic small-to-medium-sized organization with a variety of IT needs.

NCCDI's IT staffing model includes both internal and external resources. While day-to-day IT support is provided by an in-house IT Specialist, specialized functions—including network administration, system administration, application development and maintenance, data administration, and project-based implementation and support—have historically been outsourced.

The selected Consultant will enter into a 36-month Professional Services Agreement with the NCCDI, commencing on May 14, 2026, and ending on May 14, 2029, with the potential to renew the agreement thereafter.

NCCDI IT Infrastructure and Locations

NCCDI employs approximately 125 full-time and 10 part-time staff, with roughly all of them being supported computer users in our Microsoft Entra hybrid tenant.

In general, the information technology at NCCDI consists of 3 on premise servers which run a total of 3 Azure servers using VMware. All of these servers reside at the Main Office. Across all locations, we currently have a total of approximately one hundred thirty (130) workstations (including desktops, laptops, and iPads) included in this support contract.

Additionally, we have approximately 5-10 managed switches, 10 firewalls, 1 wireless controller, and 10-15 wireless access points located at our various facilities.

Our data backup and disaster recovery solution currently consist of the following on-site and off-site components/strategies: Onsite servers are backed up to a BDR server with offsite replication to cloud location. These are snapshots with the ability to be spun up in 30 minutes to an hour.

Our primary line-of-business applications include but are not limited to: Microsoft Office 365, ChildPlus, ADP WFN, and Blackbaud Financial Edge. NCCDI maintains support contracts with the software vendors for these applications. We presently utilize Sentinel One and Webroot anti-virus software but are open to a variety of anti-virus solutions.

Consultants should have all relevant knowledge (preferably verifiable with manufacturer's certifications), experience, and ability to install, configure, upgrade, repair, and/or integrate all hardware and software listed, as well as a broad scope of knowledge to integrate a variety of other solutions which may be advantageous to NCCDI as we expand both geographically and in the scope of our mission.

NCCDI requires IT support services and consulting at the following locations:

1) Main Office: 220 Sycamore St, Red Bluff, CA, 96080
2) Happy Trails: 645 Antelope Blvd. #19, Red Bluff, CA 96080
3) Tehama Center: 650 3rd St., Tehama, CA 96090
4) Maywood Center: 651 Edith Ave., Corning, CA 96021
5) Room to Bloom: 1050 Kimball Rd., Red Bluff, CA 96080
6) West Street Center: 1472 South St. Bldg. K-5, Corning, CA 96021
7) Corning Center: 617 Fig Lane, Corning, CA 96021
8) Lotus Center: 10 Damon Ave., Red Bluff, CA 96080

III. SCOPE OF SERVICES

The selected Consultant will manage NCCDI's IT environment at all locations listed in Section II. Overall, the Consultant's scope of services includes, but is not limited, to the following:

A. Support Services

1. Systems Infrastructure support for:
   - Physical and virtual servers
   - Workstations, laptops, and mobile devices
   - Tablets / mobile devices
   - Server software, operating system, and applications
   - Hardware related issues (e.g., servers, workstations, tablets, mobile devices, etc.)

2. Network Administration

- Remote and mobile access
- Internet and Wi-Fi support
- Switches and firewalls
- Network printers, copiers, and other devices (in conjunction with contracted managed print services vendor)
- Cloud backup and disaster recovery services
- Virus protection / security software management

3. Remote Monitoring and Management
    - Management of weekly Microsoft OS updates and security patching, to be performed outside normal business hours.
    - 24/7/365 systems monitoring and alerting on all servers and workstations
        - Server/firewall availability
        - Internet up/down
        - Backups successful/unsuccessful
        - Anti-Virus software update successful/unsuccessful
        - Predictive hardware failure indications (system utilization, temperature, etc)

4. Maintain Server, Operating System Software, and Other Applications
    - Installation, configuration, testing, updates, and upgrades of server and operating system software, applications, and related hardware.
    - Operating system and application upgrades and patching (servers and computers)
    - Review performance logs and monitor system performance
    - Troubleshoot

5. Strategic IT Management / (v)CIO Services
    - Network Assessment and remediation recommendations
    - Strategic IT Planning
    - Attendance at monthly management meeting, as needed
    - Development of short and long-term IT budgets
    - IT Policies and Procedures
    - Monthly written reports on network status, open/closed service tickets, etc.
    - Assistance with selection and implementation of technology and vendors
    - Business technology advice and guidance
    - Maintenance of IT assets inventory (software, hardware, etc.)
    - Management of all warranties, licensing and vendor support plans to keep everything current
    - IT Project planning and management

The duties listed in the Scope of Services are intended only as illustrations of the various types of work that may be required. The omission of specific statements of duties does not exclude them from the Scope of Services if the work is similar, related to, or is a logical assignment to any of the services above.

IV. PROPOSAL REQUIREMENTS

For your proposal to be considered, email the complete proposal to jtorres@nccdi.com and submit one (1) copy of the same proposal in a sealed envelope marked “Proposal for Managed IT Support Services” to 220 Sycamore St. Suite 200, Red Bluff, CA 96080 by March 2, 2026, at 4:00 P.M.

The proposal shall be based on the required Scope of Services and shall include, but not be limited to, the following information:

A. Consultant’s Background

1. General information about Consultant (i.e. location of office(s), how many years specifically in the business of providing Managed IT Support services, relevant technical certifications and/or IT education and experience of technical staff, third-party IT industry recognition/awards, etc.

2. Name, title, experience and qualifications of the personnel that will be assigned to perform the Scope of Services. Describe your familiarity and experience working MPLS network.

3. Describe your experience working with remote desktop services (thin clients).

4. Describe your experience with Microsoft Azure and Microsoft nonprofit licensing.

5. A list of some past and current clients for Managed IT Support services of similar size/scope as NCCDI, preferably nonprofit organizations and/or educational institutes.

B. Description of Proposed Support Plan

1. Provide a conceptual plan for meeting the Scope of Services, in a manner that you believe is appropriate for NCCDI. Plan shall include descriptions of proposer’s services that are included in the quoted pricing, specifically pertaining to:
    - IT Management, Planning, Budgeting, Oversight, Communication, etc.
    - Remote Monitoring and Management Services
    - Remote Help Desk Support Services

- On-Site Support Services
- Out-of-Scope Work / “Projects”

2. Provide a statement describing the estimated degree/percentage of work that is to be subcontracted, if any.

C. Cost Proposal

1. Consultants will provide a quote for a total monthly cost for providing the services required in the Scope of Work, as described in the consultant’s work plan.

2. A current hourly rate sheet for out-of-scope work and projects.

3. A description of any travel costs (time, mileage, meals/per diem/hotels, etc.) for providing all support, that are not included in the quoted monthly price.

D. References

Consultants will provide at least three (3) references within 60-mile radius of NCCDI, to include:

- Organization name
- Address
- Contact name and title
- Contact phone number
- Contact’s business email address
- Rough dollar amount of contract
- What services are provided
- How long have these services been provided.

G. Additional Information

Provide any additional information you believe will be helpful to assist in the review of your proposal. Include any attachments, exhibits, or reports which may help us gain an understanding of your firm’s ability to provide IT support services and consulting to NCCDI.

V. CONSULTANT SELECTION PROCESS / SCHEDULE

All proposals will be reviewed by a Selection Committee comprised of NCCDI Staff. The various significant criteria that will be considered in the evaluation of proposals are summarized below. NCCDI's final selection will not be dictated on any single factor or criteria, including price. The relative importance of those factors involves judgment on the part of the Selection Committee and will include both objective and subjective analysis. A consultant may be eliminated from consideration for failure to comply with any of the requirements, depending upon the critical nature of such requirements.

1. Meaningful experience providing IT consulting and support services
2. Cost
3. Compliance with Scope of Services
4. Responsiveness and thoroughness of proposal
5. Experience with Antivirus/Cloud services
6. Personnel proposed to work on the project and the qualifications of those individuals,
reference checks, verification of certification (if applicable), and ability to satisfy insurance requirements
7. Any other factors determined by NCCDI to be relevant to the performance of the required services.

NCCDI reserves the right to request clarification of additional information from any Consultant at any time. After evaluating the proposals and discussing them further with the finalists, NCCDI reserves the right to further negotiate the proposed work and/or method and amount of compensation.

The Agreement will be awarded to the Consultant who NCCDI feels meets all of the requirements, offers the required services, offers a reasonable total cost for those services, has excellent and relevant references, and who—for a variety of other factors—whose proposal is believed to best serve the interests of NCCDI.

Following is the anticipated schedule for the Consultant selection process:

Release of RFP	02/2/2026
Vendor Questions Due	02/16/2026
Answers to Vendor Questions to be released	02/20/2026
Proposals Due before 5p.m.	03/02/2026
Proposal Evaluation Period	03/03/2026 – 03/10/2026
Submission to Board for Approval of Contract	03/24/2026
Vendor Selected & Notified	03/31/2026

Contract Start Date	05/14/2026

VI. RIGHT TO REJECT ALL PROPOSALS

NCCDI reserves the right to reject any or all proposals submitted, and no representation is made hereby that any contract will be awarded pursuant to this RFP. Receipt of a proposal by the NCCDI does not constitute a contract with NCCDI. All costs incurred in the preparation of the proposal and subsequent material, including a proposal, in the submission of additional information, and/or in any other aspect of a proposal prior to the award of a written contract will be borne by the proposer. NCCDI will provide only the staff assistance and documentation specifically referred to herein and will not be responsible for any cost or obligation of any kind, which may be incurred by a proposer. All quotes, inquiries, responses, correspondence, proposals, reports, charts, displays, schedules, exhibits, and other documentation or other information submitted to NCCDI in response to this RFP will become the property of NCCDI.

NCCDI retains the right to abandon the proposal process at any time prior to the actual execution of a contract with no financial or other responsibility in the event of such abandonment. NCCDI reserves the right to negotiate all final terms and conditions of any agreement entered into.

VI. INSURANCE REQUIREMENTS

The Consultant will provide insurance certificates naming Northern California Child Development, Inc., and each of its officers, and employees, as additional insureds for General Liability and Automobile Liability; the proposer must provide Workers Compensation insurance in the amounts required by California law and Professional Liability Insurance coverage, no less than the following amount: Errors and Omissions in the amount of $1,000,000 per occurrence.