



8/25/2025

You are invited to review and respond to the First 5 California Small Business Request for Quotes for Certified Small Businesses and Micro Businesses titled:

RFQ NO CFF 7752
Information Technology (IT) Technical and Support Services

In submitting your quote, you must comply with the instructions found herein.

Pursuant to the Small Business Procurement Contract Act, Government Code § 14835 - 14843, and Military and Veterans Code section 999 et seq, all departments must offer procurement opportunities to California certified small businesses (SB), microbusinesses (MB), and disabled veteran business enterprise (DVBE) for agreements with an estimated value of greater than \$5,000.00, but not more than \$249,999.99, whenever possible.

This Request for Quotes (RFQ) requires bidders who are **Small Business** certified through the Department of General Services.

Note that all agreements entered into with First 5 California (F5CA) will incorporate by reference the General Provisions (GTC 02/2025) for Information Technology, General Provision, Non-Cloud Goods and Services. These may be viewed and downloaded at [IT General Provision for Non-Cloud Goods and Services, DGS PD 403-ITGP.](#)

Failure to comply with any of the requirements set forth in this RFQ may result in rejection of your submission. Bidders submitting a quote in response to this RFQ recognize that time is of the essence. All interested parties are advised of the following and are expected to adhere to the dates and times found in the Key Action Dates table. All dates may be adjusted by F5CA as conditions indicate at F5CA's sole discretion. The services required are defined in paragraph 1.2 Description of Services on page 3 of this document.

KEY ACTION DATES

Release Date of RFQ:	8/25/2025
Questions Due Date:	8/29/2025 by 12:00 p.m. (Noon), Pacific Time
Question Response Due Date:	9/5/2025 (via e-mail)
Quote Due Date:	9/12/2025 by 12:00 p.m. (Noon), Pacific Time
Optional Interviews:	Week of 9/15/2025
Term:	10/15/2025 through 10/13/2027
Cost:	Not to exceed \$249,999.99
Contracts and Procurement Contact:	Erlynn Cardenas-Jackson Director of Contracts and Procurement Office First 5 California Phone: (916) 263-1092/ Fax: (916) 263-1360 E-mail: RFP@first5.ca.gov .

To obtain a print copy of the solicitation, contact the Contracts and Procurement Contact listed above.

OVERVIEW OF SB/DVBE RFQ REQUIREMENTS

1. GENERAL INFORMATION

1.1 Purpose

The purpose of this RFQ is to procure services from a Certified Small Business for F5CA to achieve the statutory mandates and objectives of the California Children & Families Act (Act) as enacted by the voters in 1998, including, “an integrated and comprehensive statewide program of promoting, supporting, and improving early childhood development that enhances the intellectual, social, emotional, and physical development of children in California,” taking into consideration the specific policy goals of the Commission, the anticipated monetary and other resources available to the Commission, and the complementary plans and objectives of the 58 county commissions. The specific tasks and deliverables associated with this RFQ are included in Section 1.2, Description of Services. The RFQ and the accepted quote will be made a part of the resulting agreement.

F5CA reserves the right to cancel or modify this RFQ in its sole discretion up until the award is granted. F5CA has the discretion to waive non-material defects with any of the offers. Additionally, F5CA is not responsible for any preparation costs incurred by parties for responding to this RFQ.

1.2 Description of Services

F5CA seeks to enter into an agreement with responsible and responsive contractor who possesses the skills, qualifications, and experience to augment, assess, develop, plan, and implement information technology (IT) technical and support services.

F5CA, a small commission founded in 1998, is funded by tax revenue from the enactment of the California Children and Families Act (the Act). F5CA is affected by declining administrative resources, declining revenues, and the lingering effects of personnel recruitment as a result of the COVID-19 pandemic. F5CA relies on contracted support services to ensure critical IT infrastructure is supported to maintain business operations. Until F5CA can fill its position vacancies, F5CA needs temporary technical staffing support to provide day-to-day administration, operation, maintenance, and oversight of its technology infrastructure.

A full description of the Scope of Work is located please refer to Attachment C, Exhibit A, Scope of Work.

Quotes shall include budget detail in the following format:

Staff Classification	Hr. Rate	Est. Hrs.	FY 23/24 \$ Total	Est. Hrs.	FY 24/25 \$ Total	Total
Subtotal						
Total						

1.3 Anticipated Deliverables Timetable – Sample Table

Deliverable No.	Deliverable	Due
1.	Progress Report	Weekly as requested by F5CA
2.		
3.		
4.		
5.		
6.		

Unless otherwise instructed, all goods shall be delivered to:
First 5 California
Attn: Richard Flores
2389 Gateway Oaks Drive, Suite 260
Sacramento, CA 95833

2. CONTRACTOR QUESTIONS

The bidder shall notify F5CA immediately if clarification is needed regarding the RFQ. Interested bidders shall submit inquiry(s) in writing and transmit it to F5CA as instructed below. Bidder offers are submitted at bidder's own risk.

2.1 What to Include in an Inquiry

- RFQ name, name of bidder, telephone number, e-mail address, and RFQ number.
- A description of the subject or issue in question or discrepancy found.
- RFQ page number or other information useful in identifying the specific problem or issue in question.
- Remedy sought, if any.

Question Submission

F5CA will accept written questions and inquiries only, submitted by e-mail to the Contracts and Procurement Contact named in the Key Action Dates table. Written questions and inquiries must include the contact person's name, bidder's name, complete address, and must reference RFQ No. 7752. These must be received no later than the Question Due Date indicated in the Key Action Dates table. At its sole discretion, F5CA may contact an inquirer to seek clarification of any question or inquiry received.

Written responses to all questions and inquiries will be collectively compiled and emailed as an Addendum to all email addresses which the original solicitation was sent. Refer to the RFQ's Key Action Dates table for dates and times. It is the responsibility of the bidder to inquire about an expected Addendum if the Addendum is not received, bidder may contact the Contracts and Procurement Contact named in the Key Action Dates table.

3. OFFER REQUIREMENTS OVERVIEW

3.1 Quote Requirements

Quote requirements are contained in Section 1.2 Description of Services found on page 3 of this document and are described in detail.

To assist bidders interested in this RFQ, a checklist of required submission materials is provided in Attachment A, RFQ Checklist.

4. RFQ REQUIREMENTS DETAIL

Quote must contain all information required in this RFQ and must conform to the format described.

4.1 Administrative Requirements

- Bidder(s) shall respond to this RFQ within the timelines specified in the Key Action Dates.
- Bidder(s) shall submit one PDF (portable document format) copy of the quote and required attachments to the Contracts and Procurement Contact.
- Bidder(s) shall ensure the quote includes all required submission materials as described in Attachment A, RFQ Checklist.
- Bidder(s) shall include a copy of a valid Small Business Certification issued by DGS.
- Bidder(s) shall include a signed Payee Data Record form STD. 204 available at [STD 204 - Payee Data Record](#).

- Bidder(s) shall include a signed Payee Data Supplement form STD. 205 available at [STD 205 - Payee Data Record Supplement \(ca.gov\)](#).
- Bidder(s) shall include a completed Bidder Declaration, Exhibit B, available at [GSPD-05-105 Bidder Declaration](#).
- Signed Contract Certification Clause, CCC 1005, available at [Contract Certification Clause](#)
- Signed Darfur Contracting Act Certification, available at [Darfur Contracting Act Certification](#)
- Unruh Civil Rights Certification, available at [California Civil Rights Laws Attachment](#)
- Iran Contract Act Certification, available at [Iran Contract Act Certification](#)

Minimum Qualifications

- Quotes must be received by F5CA by the Quote Due Date listed in the Key Action Dates table.
- Quotes must include a copy of a valid Small Business Certification.

Submission of Quotes

Quotes will be accepted electronically by F5CA by 9/12/2025 by 12:00 p.m., Pacific Time at the email address below, or as that date may be modified by any formal amendment.

Electronic submission must be sent to RFP@first5.ca.gov. The Subject Line must indicate the RFQ number.

Quotes received by F5CA after deadline for submittal of written quotes will not be considered. Bidders may verify receipt of their submission by contacting Erlynn Cardenas-Jackson at (916) 263-1092 or RFP@first5.ca.gov.

If the quote is made under a fictitious name or business title, the actual legal name of the bidder must be provided.

All quotes shall include the documents identified in the RFQ; see Attachment A, RFQ Checklist. Quotes not including the proper “required attachments” shall be deemed non-responsive. A non-responsive quote is one that does not meet or deviates from the quote requirements.

All documents requiring a signature shall be signed by an individual who is legally authorized to contractually bind the awarded bidder.

Pursuant to Government Code (GC) Section 14838.7, F5CA must receive at least two comparable price quotes from a certified SB or MB before it can make a contract award. Therefore, at F5CA’s sole discretion, if only one quote is received

during the timeframe for receipt of price quotes may be extended up to one month in order to receive the minimum number of quotes required by the GC. All prospective bidders will be notified via email of any extensions. Notice will be sent to all email addresses that received the original solicitation.

A submitted quote must include the performance of all the services described herein. Any attempt to modify the quotation document to deviate from the work specifications will not be considered and will cause a price quotation to be rejected.

A quote may be rejected if it is conditional, incomplete, or if it contains any alterations of form or other irregularities of any kind. F5CA may reject any price quote on the basis that it is not responsive or not from a responsible bidder. F5CA may waive any immaterial deviation in a quote. F5CA's waiver of an immaterial defect shall in no way modify the RFQ document or excuse the bidder from full compliance with all requirements if awarded the Purchase Order.

Costs for developing the submission, quotation, and in anticipation of award of the agreement are entirely the responsibility of the bidder and shall not be charged to F5CA.

A bidder may modify the submitted quote after its submission by first withdrawing the original quote and then by resubmitting a new quote prior to the Quote Due Date. The bidder's modifications offered in any other manner, oral or written, will not be considered.

A bidder may withdraw a quote by, prior to the Quote Due Date, submitting a written withdrawal request to F5CA, signed by the bidder or an authorized agent. A bidder may thereafter submit a new quote prior to the price quote submittal deadline.

A submitted quote may not be withdrawn without cause subsequent to the Quote Due Date.

F5CA may modify the RFQ prior to the Quote Due Date by the issuance of an addendum sent to all parties who received an RFQ package.

F5CA reserves the right to reject in its sole discretion all quotes.

Bidders are cautioned not to rely on F5CA during its evaluation process to discover and report to the bidder any defects and errors in the bidder's submitted documents. Before submitting their documents, bidders should carefully proof the submittal for errors and full adherence to the RFQ requirements.

F5CA does not accept alternate terms and conditions language from a bidder. A quote with such language will be considered non-responsive and will be rejected.

General Provisions (GTC 02/2025) for Information Technology, General Provision, Non-Cloud Goods and Services are not negotiable. These may be viewed and downloaded at [IT General Provision for Non-Cloud Goods and Services, DGS PD 403-ITGP](#).

Review of Quotes for Award

Responses to this RFQ will first be reviewed for responsiveness to the requirements of:

- Adherence to the Quote Due Date. If a response is not timely submitted, it will be rejected.
- Submittal of a valid SB certification. If valid certification is not submitted, the quote will be rejected.
- Further review is subject to the department's use of the following Best Value Determination Worksheet.
- Award of an agreement resulting from this RFQ will be based on a "best value" method that includes cost as a factor.
- F5CA reserves the right to negotiate with the highest bidder for their best and final offer after evaluations are complete and may, at its discretion, reject negotiations with that bidder and proceed to the next highest bidder if negotiations are unsuccessful.

FOR AGENCY USE ONLY
SAMPLE BEST VALUE DETERMINATION WORKSHEET

Offer: _____

Date: _____

Minimum Qualifications (Pass/Fail)

The bidder must receive a score of "Pass" for each requirement listed below in order for the offer to be considered responsive and proceed to onto Parts II and III.

Requirement	Pass/Fail
1. Offer Received by Submission Deadline	
2. Valid Small Business Certification Submitted	

Part II – Bid Quote Worksheet

	Quote #1	Quote #2	Quote #3
Supplier Name			
Supplier Address, City, Zip			
Contact Person			
Phone Number			

Document the following for consideration:

	Quote #1	Quote #2	Quote #3
Date Quote Received			
Date Quote Expires			
Discount Offered			
Warranty Period			
Delivery Date			
	Quote #1	Quote #2	Quote #3
<input type="checkbox"/> FOB Destination, Freight Prepaid	\$	\$	\$

Price of freight included in cost of commodity – no additional freight charges added by vendor. State does not own goods during shipment.

<input type="checkbox"/>	FOB Destination, Freight Prepay and Add	\$	\$	\$
<i>Seller prepays freight and adds cost to the invoice. State accepts responsibility for freight upon delivery. Cost of freight must be noted and added in price extension. All freight costs over 100 lbs. and over \$500 are subject to pre-approval by the Department of General Services Transportation Management Unit..</i>				

State accepts ownership responsibility for merchandise at the Seller's dock and pays freight charges. This is not a suggested method, and is subject to pre-approval by the Department of General Services Transportation Management Unit. Cost of freight must be noted and added in price extension.

SUBTOTAL	\$	\$	\$
TOTAL QUOTE <i>Tax is not an evaluation item, tax is calculated in Fi\$Cal</i>	\$	\$	\$

ATTACHMENT A RFQ CHECKLIST

Ensure the following items are included with your offer:

Item/Requirement	Provided
1. Submitted quote containing information as outlined in the RFQ	<input type="checkbox"/>
2. A copy of offeror's current SB certification from DGS	<input type="checkbox"/>
3. Completed copy of RFQ Checklist, Attachment A	
4. Signed Payee Data Record form STD. 204 http://www.documents.dgs.ca.gov/dgs/fmc/pdf/STD204.pdf	<input type="checkbox"/>
5. Payee Data Supplement form STD. 205 https://www.documents.dgs.ca.gov/dgs/fmc/pdf/std205.pdf	<input type="checkbox"/>
6. Bidder Declaration Form, Attachment B https://www.documents.dgs.ca.gov/dgs/fmc/gs/pd/gspd05-105.pdf	<input type="checkbox"/>
7. Signed Contractor Certification Clauses https://www.dgs.ca.gov/-/media/Divisions/OLS/Resources/CCC-1005.pdf	<input type="checkbox"/>
8. Darfur Contracting Act Certification https://www.dgs.ca.gov/-/media/CBAFDC111B6C43B09496B8391E11F394.ashx	<input type="checkbox"/>
9. Unruh Civil Rights Certification California Civil Rights Laws Attachment	<input type="checkbox"/>
10. Iran Contracting Act Certification Iran Contract Act Certification	<input type="checkbox"/>

ATTACHMENT B

State of California—Department of General Services, Procurement Division GSPD-05—
105 (REV 08/09)

Solicitation Number_____

BIDDER DECLARATION

1. Prime bidder information (**Review attached Bidder Declaration Instructions prior to completion of this form**):

a. Identify current California certification(s) (MB, SB, SB/NVSA, DVBE): _____ or **None** _____

b. Will subcontractors be used for this contract? **Yes** _____ **No** _____ (If yes, indicate the distinct element of work your firm will perform in this contract e.g., list the proposed products produced by your firm. State if your firm owns the transportation vehicles that will deliver the products to the State. Identify which solicited services your firm will perform, etc.). Use additional sheets, as necessary.

c. If you are a California certified DVBE:

(1) Are you a broker or agent? **Yes** _____ **No** _____

(2) If the contract includes equipment rental, does your company own at least 51% of the equipment provided in this contract (quantity and value)? **Yes** _____ **No** _____ **N/A** _____

2. If no subcontractors will be used, skip to certification below. Otherwise, list all subcontractors for this contract. (Attach additional pages if necessary):

Subcontractor Name, Contact Person, Phone Number & Fax Number	Subcontractor Address & Email Address	CA Certification (MB, SB, NVSA, DVBE)	Work performed or goods provided for this contract	Corresponding % of bid price	Good Standing?	51% Rental?

CERTIFICATION: By signing the bid response, I certify under penalty of perjury that the information provided is true and correct.

Printed Name

Signature

Date Signed

Page _____ of _____

BIDDER DECLARATION Instructions

All prime bidders (the firm submitting the bid) must complete the Bidder Declaration.

1.a. Identify all current certifications issued by the State of California. If the prime bidder has no California certification(s), check the line labeled "None" and proceed to Item #2. If the prime bidder possesses one or more of the following certifications, enter the applicable certification(s) on the line:

- Microbusiness (MB)
- Small Business (SB)
- Nonprofit Veteran Service Agency (NVSA)
- Disabled Veteran Business Enterprise (DVBE)

1.b. Mark either "Yes" or "No" to identify whether subcontractors will be used for the contract. If the response is "No", proceed to Item #1.c. If "Yes", enter on the line the distinct element of work contained in the contract to be performed or the goods to be provided by the prime bidder. Do not include goods or services to be provided by subcontractors.

Bidders certified as MB, SB, NVSA, and/or DVBE must provide a commercially useful function as defined in Military and Veterans Code Section 999(e)(2)(A) for DVBEs and Government Code Section 14837(d)(4)(A) for small/microbusinesses.

Bids must propose that certified bidders provide a commercially useful function for the resulting contract or the bid will be deemed non-responsive and rejected by the State. For questions regarding the solicitation, contact the procurement official identified in the solicitation.

Note: A subcontractor is any person, firm, corporation, or organization contracting to perform part of the prime's contract.

1.c. This item is only to be completed by businesses certified by California as a DVBE.

(1) Declare whether the prime bidder is a broker or agent by marking either "Yes" or "No".

The Military and Veterans Code Section 999.2 (b) defines "broker" or "agent" as a certified DVBE contractor or subcontractor that does not have title, possession, control, and risk of loss of materials, supplies, services, or equipment provided to an awarding department, unless one or more of the disabled veteran owners has at least 51-percent ownership of the quantity and value of the materials, supplies, services, and of each piece of equipment provided under the contract.

(2) If bidding rental equipment, mark either "Yes" or "No" to identify if the prime bidder owns at least 51% of the equipment provided (quantity and value). If **not** bidding rental equipment, mark "N/A" for "not applicable."

2. If no subcontractors are proposed, do not complete the table. Read the certification at the bottom of the form and complete "Page ____ of ____" on the form.

If subcontractors will be used, complete the table listing all subcontractors. If necessary, attach additional pages and complete the "Page ____ of ____" accordingly.

2. (continued) Column Labels

Subcontractor Name, Contact Person, Phone Number & Fax Number—List each element for all subcontractors.

Subcontractor Address & Email Address—Enter the address and if available, an Email address.

CA Certification (MB, SB, NVSA, DVBE)—If the subcontractor possesses a current State of California certification(s), verify on the OSDC website (www.eprocure.pd.dgs.cagov).

Work performed or goods provided for this contract—Identify the distinct element of work contained in the contract to be performed or the goods to be provided by each subcontractor. Certified subcontractors must provide a commercially useful function for the contract. (See paragraph 1.b above for code citations regarding the definition of commercially useful function.) If a certified subcontractor is further subcontracting a greater portion of the work or goods provided for the resulting contract than would be expected by normal industry practices, attach a separate sheet of paper explaining the situation.

Corresponding % of bid price—Enter the corresponding percentage of the total bid price for the goods and/or services to be provided by each subcontractor. **Do not enter a dollar amount**.

Good Standing?—Provide a response for each subcontractor listed. Enter either "Yes" or "No" to indicate that the prime bidder has verified that the subcontractor(s) is in good standing for all of the following:

- Possesses valid license(s) for any license(s) or permits required by the solicitation or by law
- If a corporation, the company is qualified to do business in California and designated by the State of California Secretary of State to be in good standing
- Possesses valid State of California certification(s) if claiming MB, SB, NVSA, and/or DVBE status

51% Rental?—This pertains to the applicability of rental equipment. Based on the following parameters, enter either "N/A" (not applicable), "Yes" or "No" for each subcontractor listed.

Enter "N/A" if the:

- Subcontractor is NOT a DVBE (regardless of whether or not rental equipment is provided by the subcontractor) or
- Subcontractor is NOT providing rental equipment (regardless of whether or not subcontractor is a DVBE)

Enter "Yes" if the subcontractor is a California certified DVBE providing rental equipment and the subcontractor owns at least 51% of the rental equipment (quantity and value) it will be providing for the contract.

Enter "No" if the subcontractor is a California certified DVBE providing rental equipment but the subcontractor does NOT own at least 51% of the rental equipment (quantity and value) it will be providing.

3. Read the certification at the bottom of the page. An individual that is authorized to bind the firm contractually is to print their name, sign and date the form. Complete the "Page ____ of ____" accordingly.

ATTACHMENT C

[INSERT CONSULTANT]

Agreement No. CFF 7752

Page 1 of 7

EXHIBIT A SCOPE OF WORK (Standard Agreement)

A. Background

1. Authority

California Health and Safety Code (HSC) section 130105(d)(1) authorizes expenditure of funds from the California Children and Families Trust Fund to meet the intent of the act as outlined in HSC 130100 to promote, support and improve the early development of children prenatal to five years of age.

2. Purpose of Agreement

First 5 California (F5CA) seeks to enter into an agreement with responsible and responsive contractor who possess the skills, qualifications, and experience to augment, assess, develop, plan, and implement information technology (IT) technical and support services.

3. Background

F5CA, a small commission founded in 1998, is funded by tax revenue from the enactment of the California Children and Families Act (the Act). F5CA is affected by declining administrative resources, declining revenues, and the lingering effects of personnel recruitment as a result of the COVID-19 pandemic. F5CA relies on contracted support services to ensure critical IT infrastructure is supported to maintain business operations. Until F5CA can fill its position vacancies, F5CA needs temporary technical staffing support to provide day-to-day administration, operation, maintenance, and oversight of its technology infrastructure.

B. Period of Performance

1. Term of Contract

Upon Execution by First 5 California and for a term of 36 months thereafter.

2. Work Authorization

The Contractor shall not be authorized to deliver or commence performance of services as described in this Agreement outside the performance period set forth in the Agreement. Any delivery or performance of services commenced outside the performance period set forth in the Agreement shall be considered voluntary on the part of the Contractor.

ATTACHMENT C

[INSERT CONSULTANT]

Agreement No. CFF 7752

Page 1 of 7

EXHIBIT A
SCOPE OF WORK
(Standard Agreement)

F5CA is not authorized to reimburse the Contractor for expenditures incurred outside the approved performance period of the approved Agreement.

C. Work Location

Work will be performed at the primary office location of the Contractor and at F5CA Headquarters, 2389 Gateway Oaks Drive, Suite 260, Sacramento, CA., 95833 or 2399 Gateway Oaks Drive, Suite 120, Sacramento, CA 95833.

The Contractor's assigned personnel working at the State facility shall work a minimum of 25 hours with a maximum of 30 hours per week being allowed without prior approval from F5CA's Contract Manager. The Contractor shall be provided with 24/7 access to be able to perform the duties of this agreement. Work shall be conducted during normal business workdays between the hours of 8:00 a.m. and 5:30 p.m., Pacific Time, Monday through Friday except for State holidays. The specific hours and days to be worked will be negotiated between the Contractor and the Contract Manager.

There may be some instances that the Contractor personnel shall need to adjust their time whereas to work outside of the standard 8:00 am to 5:30 p.m. hours or on the weekends. Such nonstandard working hours shall be proposed and approved by the Contract Manager, in writing, prior to being authorized.

D. Project Representatives

The Project Representatives during the term of this Agreement will be:

Contract Manager	Contract Manager
First 5 California	Contractor
Name	Name:
Division/Office	Title:
Phone: (916) 263-XXXX	Phone:
Fax: (916) 263-1360	Fax:
Email: XXXX@ccfc.ca.gov	Email:

Direct all fiscal inquiries to:

Invoice Coordinator	Invoice Coordinator
First 5 California	Contractor
Name	Name:

ATTACHMENT C

[INSERT CONSULTANT]

Agreement No. CFF 7752

Page 1 of 7

EXHIBIT A
SCOPE OF WORK
(Standard Agreement)

Division/Office	Title:
Phone: (916) 263-XXXX	Phone:
Fax: (916) 263-1360	Fax:
Email: XXXX@ccfc.ca.gov	Email:

The parties must notify each other in writing within ten (10) business days of any change in Project Representatives.

E. Work to be Performed

As consideration for the compensation provided to the Contractor under this Agreement, the Contractor agrees to perform all services detailed in this Exhibit and fulfill all responsibilities in this Agreement.

Task Highlights

Task	Description
1	Daily system/network/desktop administration Duties
2	Plan, identify, and perform tasks related to all IT assets
3	Communication and reporting, quality assurance, and health and safety tasks

Task Detail

The Contractor shall be responsible for the performance of work as set forth herein and for the deliverables as specified in section F, Schedule of Deliverables. The Contractor shall promptly notify the First 5 California contract manager of events or proposed changes that could affect the scope, budget, or schedule of work to be performed under this Agreement.

The Contractor shall be responsible for the following tasks:

Task 1: Daily System/Network/Desktop Administration Duties

Work to be accomplished by the Contractor personnel under this agreement consists of the following on a daily work week basis:

- 1.1 Planning, analysis, troubleshooting, integration, installation, operations, maintenance, documentation, and administration services for all

ATTACHMENT C

[INSERT CONSULTANT]

Agreement No. CFF 7752

Page 1 of 7

EXHIBIT A SCOPE OF WORK (Standard Agreement)

networking, server, security, associated services, and LAN devices and cloud-based services encompassing the entirety of F5CA's network.

- 1.2. Analyze and assess equipment and performance degradation, including determination of hardware, software, and/or other technical changes necessary to meet operational requirements.
- 1.3. Provide support services to maintain operational data storage and retrieval applications.
- 1.4. Maintain backup and disaster recovery systems and processes.
- 1.5. Document standard operating procedures for the servers and peripherals.
- 1.6. Perform hardware/software testing, installation, and maintenance of servers and desktop/laptop devices as needed.
- 1.7. Collect and maintain information on software and hardware issues related to backend operations for use in status reports.
- 1.8. Perform network-based detection of viruses and unauthorized software and facilities to counter/eliminate/control.
- 1.9. Manage and administer user identifications; passwords; and physical security keys.
- 1.10. Identify expiring software and hardware agreements and provide notification to F5CA Contracts and Procurement Office Chief regarding the details of what is required for purchase.
- 1.11. Provide end-user support to F5CA staff and external customers as needed on hardware, software, and application issues.
- 1.12. Knowledge transfer with any civil service IT staff F5CA may hire during the term of this agreement.

ATTACHMENT C

[INSERT CONSULTANT]

Agreement No. CFF 7752

Page 1 of 7

EXHIBIT A SCOPE OF WORK (Standard Agreement)

Task 2: Coordinate and perform the relocation of all IT assets as part of F5CA's planned relocation of its headquarters.

- 2.1 Identify all equipment that is suitable for relocation, and which equipment is outdated and no longer planned for use.
- 2.2 Work with the Administration and Governance Office to surplus any property that is not planned for relocation.
- 2.3 Identify any equipment needed for the relocation to support both the back-end IT infrastructure or end-users. This may include, but is not limited to, server racks, unique power requirements, printers, and A/V equipment.
- 2.4 Develop a plan that will be presented to the Contract manager for review and approval of the steps needed to move the IT infrastructure to the new location.
 - 2.4.1 The plan shall include any equipment needed (such as moving carts), F5CA staff involvement, system downtime, and total length of time for setup and relocate all IT assets once the new office space is available for entry.
- 2.5 Have sufficient staff available on-site for key portions of the move to ensure timely relocation
- 2.6 Develop communications for the Contract Manager's review that will provide staff with information pertaining to any new technologies available in the new location and how to take advantage of them.
- 2.7 Continuously monitor the IT infrastructure post migration to ensure that all services are operating efficiently and securely.
- 2.8 Communicate any issues or unidentified needs that may arise and offer available solutions to the Contract manager.

EXHIBIT A
SCOPE OF WORK
(Standard Agreement)

Task 3: Communication and Reporting, Quality Assurance, and Health and Safety

The Contractor is expected to comply with the following: Communication and Reporting:

The Contractor will provide progress updates to F5CA on a weekly basis. F5CA Project Representative will be the primary point of contact for the Contractor and will be available to provide support and answer questions throughout the project.

Quality Assurance:

The Contractor will conduct thorough testing and validation of the hybrid environment to ensure that it meets the scope of work's objectives and quality standards. The F5CA will have the opportunity to review and approve all deliverables before they are considered final.

Health and Safety:

The Contractor is responsible for ensuring that all work is conducted in a safe and healthy manner. The Contractor shall comply with all applicable health and safety regulations and standards.

The Contractor shall obtain and understand the State of California's policies on Information Security as detailed and facilitated by California Department of Technology (CDT). Information may be found by accessing the CDT's webpage: <https://cdt.ca.gov/security/>.

The Contractor is expected to lead and perform the following:

First 5 California will be responsible for the following:

1. Provide approvals to the Contractor in a timely manner regarding key tasks and deliverables, including, but not limited to, the selection of the format, content, and design of the printed material, and the selection of alternate deliverables.
2. Provide the Contractor access to First 5 California staff and management as required to complete the tasks and activities for the project.
3. Approve the Contractor's work plans, deliverables, and invoices in a timely manner and consistent with state policies and procedures.

ATTACHMENT C

[INSERT CONSULTANT]

Agreement No. CFF 7752

Page 1 of 7

EXHIBIT A
SCOPE OF WORK
(Standard Agreement)

4. Provide the Contractor with First 5 California background documents and information as needed for research purposes.
5. Approve delays in deliverable due dates on or before stated due date within the approved period of performance of this Agreement.
6. Advise the Contractor of any deficiency and notify the Contractor of satisfactory corrective action to be implemented within a specified timeframe.
7. Reimburse the Contractor in accordance with terms of the Agreement.

F. Schedule of Deliverables

Task No.	Description	Deliverable Due Date
1	As agreed upon, in writing, by F5CA and the Contractor	
2	As agreed upon, in writing, by F5CA and the Contractor	
3	As agreed upon, in writing, by F5CA and the Contractor	