

**SOUTHEAST LOS ANGELES COUNTY (SELACO)
WORKFORCE DEVELOPMENT BOARD (WDB)**

10900 E. 183RD STREET, SUITE 350

CERRITOS, CA 90703

(562) 402-9336

Request for Quote (RFQ)

for

Information Technology Support Services

PY 2026-2029

I. Introduction

The Southeast Los Angeles County Workforce Development Board (SELACO WDB) is requesting quotes (RFQ) from qualified, experienced companies to provide Information Technology (IT) services that will supplement and support our in-house IT staff. The selected vendor will provide technical expertise, overflow support, and coverage for specialized tasks and after-hours emergencies. The in-house IT team will continue to manage the day-to-day IT operations, and the vendor will work in coordination with internal staff to ensure seamless service delivery.

II. Background Information

The SELACO WDB is a private non-profit agency established in 1983 under a joint powers agreement between the Cities of Artesia, Bellflower, Cerritos, Downey, Hawaiian Gardens, Lakewood, Norwalk, and Paramount. We specialize in business solutions for employers seeking a trained workforce and the resources to access upskill training for existing and new employees. SELACO WDB also provides career solutions for job seekers to gain the skills necessary to secure long-term employment.

SELACO WDB's IT infrastructure includes Cisco switches, routers, firewalls, and Access Points, an Intel-based Server running Windows Server 2012 hosting VM, Virtual DHCP, Virtual Print Server. 74 Dell workstations (Intel Based) running Windows 11 Pro/Enterprise, 46 Dell laptops (Intel Based) running Windows 11 Home/Pro. These workstations connect via Ethernet. A fiber optic internet connection is provided by Frontier Communications. The organization's website is hosted by HostGator.

III. Scope of Services

SELACO WDB is seeking proposals from qualified, knowledgeable, and experienced companies to provide IT services to support our in-house IT staff. Companies are encouraged to submit comprehensive proposals offering high-quality service. The contractor must provide a full range of IT services including on-site, off-site, and on-call support for emergencies during or after business hours.

Services will be performed at:

10900 E. 183rd Street, Suites 350 & 392, Cerritos, CA 90703.

Business hours: Monday–Friday, 8:00 AM to 5:00 PM

A. Initial Assessment

- Review existing inventory and assess infrastructure for efficiency, capacity, speed, and processes.

- Submit an assessment report within 30 days of contract execution with recommendations for improvement.

B. Server Management Services

- Manage servers and associated hardware/software to ensure performance, availability, reliability, and security.
- Monitor performance, manage configurations, perform updates, and respond to repair/maintenance needs.

C. Workstation Support Services

- Provide support and maintenance for approximately 110 workstations.
- Install, configure, and update software as needed.
- Troubleshoot hardware and software issues.

D. Network Maintenance Services

- Maintain and support all network equipment, including switches, firewalls, routers, and security devices.
- Perform proactive monitoring, configuration changes, and install patches/upgrades.
- Maintain detailed network documentation.

E. Email Services

- Manage SELACO WDB's email system and domain name maintenance.
- Add, remove, or modify user accounts as requested.
- Ensure uninterrupted operation and adequate mailbox storage.

F. Security and Backup Efforts

- Ensure antivirus protection and firewall setup.
- Respond to security breaches and notify in-house IT staff immediately.
- Evaluate current backup systems and make recommendations.
- Configure and maintain secure remote access.

IV. Submittal Requirements

Limit proposals to **10 pages** (single spaced, 12 pt. font, 1-inch margins). Include the following:

A. Cover Letter

1. Company/Individual name, address, and contact information
2. Summary of services and qualifications
3. Statement of proposal validity for 90 days

B. Background Information

1. Years in business
2. Total and current number of clients
3. Number of non-profit clients
4. Key staff assigned, including bios and roles
5. Office location(s)

C. Statement of Work

1. Address each scope of service section (A-F)
2. Additional services that may benefit SELACO WDB

D. Pricing

1. Annual fees and hourly rates
2. Pricing structure
3. Additional charges (e.g., travel expenses)

E. References

- Provide three references, preferably similar organizations, including:
 - Name, title, contact info
 - Description of services provided
 - Duration of service

V. Evaluation Process and Criteria

A. Process

All quotes will be evaluated in detail. Presentations may be requested. The Governing

Board will select the contractor. SELACO WDB reserves the right to negotiate with one or more quoters but only one contract will be awarded.

B. Criteria (Total: 100 points)

1. Organization size and structure (0–5 points)
2. Qualifications of staff (0–20 points)
3. Experience and references (0–20 points)
4. Understanding of the work (0–25 points)
5. Cost (0–30 points)

VI. Notification of Award

A contractor will be selected upon board approval. All quoters will be notified.

VII. Right of Rejection

SELACO WDB reserves the right to reject any or all quotes.

VIII. Appeal Procedures

Appeals must be filed within 15 calendar days of notification. Valid appeals must be based on:

1. A contradiction of applicable laws/regulations
2. Omission of timely, relevant material during board consideration

Appeals must be submitted in writing to:

SELACO WDB

Attn: Yolanda Castro, Executive Director
10900 E. 183rd Street, Suite 350
Cerritos, CA 90703

A final written response will be issued within 14 working days after board approval.

IX. Submission of Proposal

Quotes must be received via email **by 3:00 PM on September 5, 2025**. Late submissions will not be accepted.

Email to: sandra.michel@selaco.com

Subject line: Response to RFQ for Information Technology Support Services

Faxed submissions will not be accepted.

X. Questions and Clarifications

Submit questions via email by 9/5/2025 to:

- **Technical:** Jefferson Cardona (jefferson.cardona@selaco.com)
- **Administrative:** Sandra Michel (sandra.michel@selaco.com)

Responses will be shared with all quoters.

XI. Timeline

- Finalize and Update Scope of Work (SOW) – **7/22/2025**
- Vendor Outreach and RFQ Distribution – **8/6/2025**
- Vendor Quotes Period – **8/6/2025 - 9/5/2025**
- Quotes Review and Evaluation - **9/8/2025-9/19/2025**
- Provider Selection and State Submission – **9/25/2025**
- Contract Finalization and Onboarding – **10/1/2025**

XII. Sole Source Provision

If only one proposal is received in response to this RFQ, the Southeast Los Angeles County Workforce Development Board (SELACO WDB) reserves the right to enter into a sole source agreement with the respondent. This determination shall be made in accordance with SELACO WDB's procurement policy and applicable federal, state, and local regulations.

XIII. Term of Contract

The contract resulting from this RFQ will be awarded for an initial period beginning **October 1, 2025**, and ending **June 30, 2026**. Based on satisfactory performance, continued need, and availability of funding, the contract may be renewed annually for up to three additional program years, not to exceed **June 30, 2029**.

Continuation of the contract is contingent upon:

- Satisfactory performance, as determined by SELACO WDB
- Compliance with the scope of work and contractual requirements
- Continued availability of funds
- Approval by the SELACO WDB Governing Board