

**REQUEST FOR Qualifications
FOR
Information Technology Support Services
(IT Services)**

Issued April 30, 2026

SUMMARY OF IMPORTANT DATES

(The dates below are subject to the terms of this RFQ document.)

May 15, 2026, 4:00 p.m., Pacific Time, written questions and comments are due.

May 30, 2026, 4:00 p.m., Pacific Time, Contractor Responses are due.

The contract with the selected Service Provider is targeted to commence July 1, 2026 with insurance to be effective on that same date.

Issued by



San Diego Geographic Information Source
5500 Overland Ave., Suite 310, San Diego, CA 92123

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Request for Qualifications

1.0 INTRODUCTION

The San Diego Geographic Information Source (“SanGIS”) is issuing this Request for Qualifications (“RFQ”) for Information Technology Support Services (“IT services”). Submittal packages containing the RFQ are available from:

Tod Chee, Program Manager
5500 Overland Ave, Suite 310
San Diego, CA 92123

Phone: (858) 874-7000
Fax: (858) 874-7002
Internet: tchee@sangis.org

1.1 Questions and Comments

Questions and comments regarding this RFQ must be submitted in writing to the person identified in RFQ Section 1.0 (“SanGIS Program Manager”) and received at said mailing and/or e-mail address no later than 4:00 p.m., Pacific Time, on April 1, 2026. All questions received in writing will be answered in writing and e-mailed by April 8, 2026.

Only responses from the SanGIS Program Manager are valid. No other sources of response are considered valid. Contact with other employees and agents of SanGIS are expressly prohibited without prior written consent from the SanGIS Program Manager. Contractors or their agents directly contacting other employees or agents of SanGIS during any part of the RFQ process, prior to the award of a contract, if any, risk elimination of their Response from further consideration. “Agent” is meant to include members of the Board of Directors and members of the Management Committee.

1.2 Response Due Date and Packaging

Response to this RFQ marked "Information Technology Services Qualifications" (the "Response") must be sent to the SanGIS Program Manager and received no later than 4:00 p.m., Pacific Time, on May 30, 2026. Responses received after said date and time will not be considered and will be returned unopened to the Contractor.

2.0 BACKGROUND

2.1 San Diego Geographic Information Source (“SanGIS”)

The San Diego Geographic Information Source was formed as a Joint Powers Authority (“JPA”) of the City of San Diego (“the City”) and the County of San Diego (“the County”) in 1997. SanGIS is responsible for maintaining a regional geographic information system (“GIS”) landbase, a GIS data warehouse, and for providing public access to the GIS data. The JPA allows the City and the County to combine resources to meet common objectives to reduce duplication of efforts, maximize use of resources, provide for an efficient method of sharing information and provide timely updated data to the public. SanGIS is governed by a Board of Directors appointed by the City and the County.

2.2 Objective

SanGIS currently procures IT services through a local Service Provider. The current vendor has provided these services for more than three years and is currently in the final extension year of the agreement. The provider supports management and maintenance of all aspects of the IT infrastructure including:

- Server administration
- System administration
- Internet administration
- Desktop administration
- Network administration
- Backup system administration
- Desktop application support
- Desktop, server, and network security

The primary objective of this RFQ is to evaluate qualifications and pricing and award a services contract in accord with accepted public agency best practices to a qualified Service Provider to furnish the services described in RFQ Section 4.0 herein. The proposed term of the contract is five years.

Note that the RFQ does **not** include application support beyond standard desktop software installation and patches and assisting application support staff with troubleshooting end user problems.

3.0 GENERAL INSTRUCTIONS

3.1 Context of Certain Words

Whenever the verb “must” is used in this RFQ, the context means the statement represents a mandatory requirement; whenever the verb “should” is used, the context means the requirement represents an optional or desirable requirement. The terms that follow “such as” are illustrative only and do not represent absolute requirements.

3.2 Contractor’s Negotiator

The Contractor’s Response must list the name, title, mailing address, voice telephone number and e-mail address of the Contractor’s authorized negotiator. The authorized negotiator must be empowered to make binding commitments for Contractor.

3.3 Response Validation Period

By submission of the Response, the Contractor must represent its express agreement that the Response shall be valid for at least one hundred eighty (180) calendar days from the Response due date listed in RFQ Section 1.2.

3.4 Confidentiality and Ownership of Responses

All Responses and associated materials become the property of SanGIS and are subject to public disclosure. The content of all sealed Responses and associated materials will be held confidential, until

the award of the contract is made, at which point they are subject to public disclosure to the full extent public agencies are permitted under California law.

3.5 Response Acceptance or Rejection

SanGIS reserves the right to reject any or all Responses, to accept or reject any or all the items in the Response, to waive any informality in the Responses received and to award the services contract, in whole or in part, if it is deemed to be in the best interest of SanGIS. SanGIS reserves the right to negotiate with any Contractor after Responses are opened and evaluated, if such action is deemed to be in the best interest of SanGIS.

In addition to the factors mentioned above, SanGIS is committed to ensuring that all qualified contractors have an opportunity to participate in fair competition for the award of the services contract. Contractors are cautioned to review all terms, conditions and specifications of this RFQ carefully prior to submission of a Response. This procurement may be awarded on the basis of evaluation of Contractors' responses, which includes qualification of Contractors as received. Therefore, each Response should be submitted to SanGIS in the most favorable terms from both a price and qualification standpoint.

All Responses and other material submitted become the property of SanGIS and may be returned only at SanGIS' option. SanGIS reserves the right to use any non-proprietary or non-patented ideas including, but not limited to, business processes, technical approach, solution or methodology and project management or modularity presented in any Response to the RFQ. Selection or rejection of the Response shall not affect this right.

3.6 Contract Considerations

The services contract for the IT support services will be with SanGIS and must be approved by the SanGIS Board of Directors which meets bi-monthly. The selected Contractor will be expected to enter into an Agreement with SanGIS. SanGIS synopsis of key contract provisions are summarized in Exhibit B. Particular attention should be paid to the insurance, bonding and indemnification requirements set forth therein.

If a Contractor wishes to object to the specified insurance coverage levels, required bonding or change to any other provision of the specific contract provisions, the provision and the proposed alternative language and objection must be submitted together with their proposal for consideration in Section 7 of the response. Submission of a proposal without having requested changes or exceptions by the deadline shall be deemed acceptance of the standard agreement's terms and conditions.

3.7 Endorsements

SanGIS employees are prohibited from making endorsements, either implied or direct, of commercial products or services without the prior written approval of SanGIS' Management Committee.

4.0 GOAL, REQUIREMENTS AND GENERALIZED SCOPE OF SERVICES

4.1 Request for Qualifications Goal

The goal of this RFQ is to engage an IT Service Provider to furnish services in the following areas:

- **Server administration** on Windows and Linux based platforms both on-premises and cloud, including, but not limited to, server monitoring, change management, problem identification, isolation, and resolution; operating system updates and patches; server hardware installation, replacement, upgrades; user access administration, maintenance and monitoring; assistance with application software installation and updates; detailed documentation; and other tasks that would normally be considered regular and common server administration duties and industry best practices.
- **Systems administration** including, but not limited to, email administration including user account management and access, creating and deleting accounts; FTP access administration; VPN access administration; active directory and domain monitoring, maintenance, updates, and administration; web site updates, access control, monitoring and maintenance; problem identification, isolation, and resolution; email access setup and desk-side support; email system monitoring and maintenance; detailed documentation; and other tasks that would normally be considered regular and common system administration duties and industry best practices.
- **Internet administration** including, but not limited to, problem identification, isolation, and resolution; monitoring and maintenance; configuration; access controls and security; domain name maintenance; web site monitoring, web site changes and data uploads; detailed documentation; and other tasks that would normally be considered regular and common internet administration duties and industry best practices.
- **Desktop administration** including, but not limited to, workstation hardware installation, replacement, upgrades; workstation configuration and image management; desktop software installation and upgrades; hardware problem identification, isolation and resolution; user access control documentation; and other tasks that would normally be considered regular and common desktop administration duties and industry best practices.
- **Network administration** of firewall, routers and switches including, but not limited to, equipment installation, configuration, removal, and updates; network monitoring and problem identification, isolation, and resolution; software upgrades and patches; domain administration; access control and monitoring; network monitoring and maintenance; detailed documentation; and other tasks that would normally be considered regular and common desktop administration duties and industry best practices.
- **Backup system administration** including, but not limited to, data backup, imaging, system configuration and monitoring; backup system upgrades including hardware installation/replacement; data recovery; problem identification, isolation, and resolution; detailed documentation; and other tasks that would normally be considered regular and common backup system administration duties and industry best practices.
NOTE: Backup system administration includes backup power system (UPS) management.
- **Desktop system support** including, but not limited to, desktop operating system and standard software installation, upgrades, patches; problem identification, isolation and resolution; monitoring and maintenance; detailed documentation; and other tasks that would normally be considered regular and common desktop system support duties and industry best practices.
- **Desktop, server, and network security** including, but not limited to, anti-virus software installation, upgrades, patches; maintenance and monitoring; problem identification, isolation and resolution; virus profile/definition updates; user access control; user name and password administration; detailed documentation; and other tasks that would normally be considered regular and common security administration duties and industry best practices.
- **Mobile device management, and security** including, but not limited to, MDM platform administration, device groups, configuration policies, and security patches; Device provisioning

& lifecycle management including security settings, required applications, network profiles, and device inventory; Security policy enforcement and compliance with organizational regulatory requirements; Application management and app catalogs; Compliance monitoring and reporting; Support and incident response, MDM enrollment, app deployment, connectivity problems, remote lock/wipe; and other tasks that would normally be considered regular and common MDM administration duties and industry best practices.

- **General management assistance** including, but not limited to, evaluation of and recommendations for upgrades, changes, patches, and policies and procedures; hardware and software inventory management; hardware and software maintenance contract monitoring and support; recommendations for, and assistance with implementation of best practices; development of infrastructure upgrade and replacement plans; hardware specification, quotes, and orders; review, update, edit, and/or create detailed documentation related to the IT infrastructure.

The listing above, and the services that follow, is not an exhaustive list, but show a sample of the proposed services.

4.2 Generalized Scope of Services

The Contractor's Response must describe the proposed scope of services as required by RFQ Section 6. The Contractor must, at a minimum, provide for the following:

- All services described in Section 4.1. Additional services may be requested if available from the Contractor such as web page development, application support, or program development. Additional services, if available, should be described in Section 5 of the Contractor's Response.
- Contractor should be headquartered in, or have significant operational presence in, the San Diego region. The Contractor must have the ability to provide onsite presence during normal business hours with qualified personnel within four hours of being requested for support, system monitoring and maintenance, management directed tasks, updates and other necessary operational items. The Contractor may offer more immediate response than the minimum four hours required and may propose regular on-site staffing or remote presence if operationally feasible. The Contractor's Response must state the number of hours for staff to arrive on-site once requested and if regular on-site staffing or remote presence is proposed.
- Qualified individuals capable of providing the services described during SanGIS' normal business hours. A single individual may provide services in more than one area provided they have qualifications in that area. The Contractor's Response must include resumes of the key personnel expected to be assigned to SanGIS support including primary and backup technical staff.
- Ability to provide support during non-business hours (nights and weekends) when needed for critical problem resolution, updates and maintenance that must be performed after hours, testing and other operations that cannot be performed during business hours. The Contractor's Response must include a statement as to their ability to provide support after normal working hours.

The Contractor will be expected to meet and maintain the minimum service levels for network and server availability, systems availability, and service request response times shown below. All critical SanGIS infrastructure (servers, workstations, network equipment) is covered by a current maintenance contract or warranty. All maintenance contracts provide next business day response. SanGIS also maintains a limited number of replacement drives, backup monitors, and workstations to help mitigate

impacts of equipment failure. Servers generally include dual power supplies and redundant uninterruptible power supplies (UPS). The SanGIS network and server equipment room is protected by a building power UPS unit providing up to 8 hours of backup power and a dry-chemical fire suppression system.

- **Database and Application Servers** – 98.5% or better availability of the hardware during the hours of 7:00 AM and 5:00 PM, Monday through Friday excluding approved, scheduled maintenance and scheduled holidays, as measured on a monthly basis. Servers are expected to be at 97% or better availability outside of this window.
- **Backup and Network File Servers** – 98.5% or better availability of the hardware during the hours of 7:00 AM and 5:00 PM, Monday through Friday excluding approved, scheduled maintenance and scheduled holidays, as measured on a monthly basis. Servers are expected to be at 97% or better availability outside of this window.
- **Network Switches, Routers, and Firewalls** – 98.5% or better availability of the hardware during the hours of 7:00 AM and 5:00 PM, Monday through Friday excluding approved, scheduled maintenance and scheduled holidays, as measured on a monthly basis. Network hardware availability is expected to be at 97% or better outside of this window.
- **Reports on Server and Network Availability** – Reports on availability, by server or network component, must be reported to SanGIS management no less often than the end of each calendar quarter in a format agreed to by SanGIS and the selected Service Provider.
- **Service Call Response Time** – The Contractor will state in their Response the Service Call Response Time that they will be able to provide for all requests for service including network, server, desktop, and other support requests. SanGIS will monitor the amount of time at which 90%, 95% and 100% of calls are responded to. The Contractor’s Response should include proposed times at these levels. “Response Time” is defined as the time for the assigned technician to respond to the initial caller to identify the issue requiring attention and to provide an estimated time of resolution.
- **Time to Dispatch** – The Contractor must state in their Response the amount of time in which a qualified technician will be dispatched to SanGIS to resolve service requests requiring an on-site presence. Responses should include times for critical computing infrastructure problems, critical network problems, and normal desktop service requests. The “Time to Dispatch” is defined as the time between when a service call is responded to and the time the technician arrives on site at SanGIS. Note that the time to dispatch begins at the end of the initial Service Call Response.

4.3 Basis for IT Services

The following information is provided for use in preparing the Response. The Contractor is also referred to *Exhibit A - Current SanGIS Infrastructure* for additional information describing the SanGIS IT environment.

SanGIS IT infrastructure supports 14 full and part time employees and currently consists of the following components:

- Network switches – 2
- Network routers – 3
- Network firewall – 2
- Desktop workstations – 18
- Large format plotters-shared – 1

- Small format printers-shared – 1
- Network connected copier – 1
- Database and/or application servers – 6
- Backup and network file servers – 2
- Cloud servers - 1
- UPS units – 5

This infrastructure is used to support, in part, the following systems:

- Local area and backbone network for GIS editing and data publication
- VPN/remote access by certain SanGIS staff and contractors
- FTP access by SanGIS JPA member users to push and pull production data
- Geospatial database access by JPA member users (via dedicated point-to-point T1 lines)
- Online forum via internet connection for JPA member user inquiry and response
- GIS Services publication (via Amazon Web Services EC2)

The following operating systems, monitoring tools, and utilities are in use on SanGIS hardware:

- Windows Server 2020 or newer server operating systems
- Windows 10 and Windows 11 desktop operating systems
- Ubuntu LINUX 14.04 or newer server operating systems
- Windows Active Directory (AD) domain services
- LINUX FTP server running vsftpd
- Paessler corp IT infrastructure monitoring application
- Postfix mail server
- StorageCraft virtual tape backup system
- Cisco IOS for network equipment

Some critical IT systems are not hosted on SanGIS in-house infrastructure. These systems are:

- Email (20 accounts) through Microsoft 365
- SanGIS internet site hosted through ArcGIS Hub
- Five point-to-point (T1) connections from AT&T
- Internet connection (through Spectrum)
- Amazon Web Services EC2 instance

Application support is not included in this RFQ. However, the selected Service Provider will be expected to install applications and application upgrades and patches on workstations, and to assist application support staff in problem resolution as it relates to IT infrastructure. The following is a list of application software currently in use at SanGIS that the selected Service Provider may be requested to install, patch or upgrade:

- Microsoft SQL Server 2016 and above relational database management system desktop client (RDBMS)
- ESRI ArcGIS 11.5 and above, ArcGIS Pro 3.1 and above GIS editing and mapping software
- Microsoft Internet Explorer 11.0 and above
- Microsoft 365 (includes Outlook, Word, Excel, PowerPoint, Access, OneNote, Publisher)
- Microsoft Office Project 2013 and above
- Microsoft Visio 2013 and above
- Adobe Acrobat Standard Edition version 11 and newer

5.0 RESPONSE SUBMISSION

5.1 Responses Due

By submitting a Response, Contractor agrees to provide all services specified in the RFQ and related addenda, at the times and prices indicated, pursuant to all requirements and specifications as contained herein.

Responses must be received via email or standard mail no later than the date and time prescribed in RFQ Section 1.2 and as shown on the cover of this solicitation. Responses may be sent as follows:

E-Mail:

tchee@sangis.org

Postal Delivery:

San Diego Geographic Information Source
Attn: Tod Chee, Program Manager
5500 Overland Ave., Suite 310
San Diego, California 92123

The outside of the Response packaging shall plainly identify the subject of the Response as prescribed in RFQ Section 1.2 and the name and address of the Contractor. Responses received after the above deadline will be returned unopened to Contractor.

5.2 Submission Directions

Responses must be clear and succinct. All parts, pages, figures and tables should be numbered and clearly labeled. Any hard-copy documents comprising the Response must be printed **on 8½"-11" paper, single sided**. All submitted Responses will be evaluated on the completeness and quality of the content. Only those Contractors that provide complete information as required will be evaluated. The Contractor's ability to follow these instructions demonstrates attention to detail and comprehension of SanGIS' requirements.

5.3 Response

The entire Response must be received at the place and on or before the time and date prescribed in this RFQ. The Response must consist of one (1) complete original response with completed copies of all forms or required certifications. Additionally, Contractor should ensure that all documents are clearly identified with their business name and address.

5.4 Conflict of Interest

A Contractor submitting a Response thereby certifies that:

- No officer, agent or employee of SanGIS who has a pecuniary interest in this RFQ has participated in the Response preparation, submission or contract negotiations on the part of SanGIS

- The Response is made in good faith without fraud, collusion or connection of any kind with any other Contractor responding to this RFQ
- The Contractor is competing solely in its own behalf without connection with, or obligation to, any undisclosed person or firm

6.0 RESPONSE FORMATTING

Contractor must provide all information requested in this RFQ. In order to facilitate the analysis and evaluation of Responses to this RFQ, Contractor must prepare their Response in accordance with the instructions outlined herein. Portions of the Response may be fill-in-the-blank forms.

The Response must be divided into two (2) separately assembled and packaged volumes: Volume 1 – Services Response and Volume 2 – Price Proposal and Confidential – Proprietary Information

The Response **must** be organized and presented as follows:

Volume No. 1 (Must not include any price information)

	<i>Title Page</i>
	<i>Table of Contents</i>
Section 1.0:	<i>Executive Summary</i>
Section 2.0:	<i>Company Description and Experience</i>
Section 3.0:	<i>Client References (Completed Forms 1)</i>
Section 4.0:	<i>Exceptions to the RFQ</i>
Section 5.0:	<i>Proposed Scope of Services (Completed Form 2)</i>
Section 6.0:	<i>Key Assumptions and Dependencies</i>
Section 7.0:	<i>Service Provider Contracts and Other Documents</i>

Volume No. 2 (Bound and packaged separately from Volume 1)

Section 8.0:	<i>Price Proposal (Completed Form 3)</i>
Section 9.0:	<i>Confidential – Proprietary Information (See RFQ Section 3.4)</i>

6.1 Instructions for Response Sections

Instructions for formatting the Response are contained in the following sub-sections of this RFQ.

6.1.1 Section 1, Executive Summary

Section 1 of the Response should be limited to a brief (1-2 pages) narrative highlighting the Contractor's qualifications. The Executive Summary should be written to communicate to an executive-level audience; it should outline the Contractor's commitment to serving the interests of SanGIS, the breadth and scope of the IT services available from the provider, the recommended approach, and the value-added capabilities provided by the Contractor. SanGIS is looking for specifics with respect to why and how the Contractor will be able to achieve the goal and objectives as described in this RFQ. The Executive Summary should also present the high-level sequence of events and proposed milestone criteria for the transition of the proposed IT services.

Contractor must identify the names of not-for-profit or public agency clients, if any, that are using their IT services.

Contractor must list the name, address, e-mail address, voice telephone number and facsimile telephone number of the Contractor's authorized negotiator.

Contractor must conclude Section 1 of the Response with the signature of a duly authorized officer of the Contractor's company empowered with the right to contractually commit the Contractor and subcontractor(s), consultant(s) or team member(s), if applicable.

6.1.2 Section 2, Company Description and Experience

Contractor must describe the company's background including, but not limited to, the following:

1. How long the company has been in business.
2. A description of the company size, organization structure, and staffed local presence.
3. The company's EIN.
4. Disclosure of any business changes that are currently in process, pending or anticipated within twelve months of the Response date including acquisitions, law suits, mergers, buy-outs, etc.
5. Memberships in professional or trade associations.
6. Resumes of key employees including company principals and proposed technical staff.

6.1.3 Section 3, Client References (Completed Forms 1)

Contractor **must** provide at least three (3) recent (within five [5] years) client references that have utilized their IT services. It's preferred at least one (1) of the client references should be a not-for-profit or government agency. Contractor must submit references only for fully implemented engagements. The completed Forms 1 must be printed and inserted in Section 3 of the Response.

6.1.4 Section 4, Exceptions to the RFQ

Contractor must supply all information requested in this RFQ. Contractor may take exception to certain requirements in this RFQ, including the exhibits and forms attached hereto. All exceptions must be clearly identified in Section 4 of the Response and must include a section or page reference to the subject of the exception, the scope of the exception, the ramifications of the exception for SanGIS, and any proposed equitable alternative that is fair to both parties, including suggested replacement language. SanGIS, at its sole discretion, may reject any exception or specification within a Contractor's Response.

If no exceptions are taken, Contractor must include a statement in Section 4 of the Response that it understands this requirement, that its Response complies, and that it does not intend to introduce new exceptions during negotiations except by direct consequence of other negotiation considerations. Failure on the part of Contractor to list exceptions as instructed above will be interpreted as no exceptions taken.

6.1.5 Section 5, Proposed Scope of Services (Completed Form 2)

Contractor must provide its proposed scope of services by completing Form 2. The completed Form 2 must be printed and inserted at the beginning of Section 5 of the Response. Contractor is required to use the format provided in Form 2 and add explanatory details, if necessary, in the column labeled "Other Information" in Form 2.

6.1.6 Section 6, Key Assumptions and Dependencies

SanGIS will rely upon representations made in the Response. The Contractor must therefore identify key assumptions and dependencies on which it has based its Response. The impact on price, schedule or proposed service levels of any of the Contractor's assumptions must be clearly specified. If no impacts are specified, SanGIS will assume there are none.

6.1.7 Section 7, Service Provider Contracts and Other Documents

To establish a complete and competitive Response, Contractor must include any objections to the specified insurance coverage levels, required bonding or change to any other provision of the specific contract provisions along with proposed changes.

To establish a complete and competitive Response, Contractor should, at its option, include in Response Section 7 copies of other documents it deems pertinent.

6.1.8 Section 8, Price Proposal (Complete Form 3)

Contractors must submit a proposal for a total solution price of the proposed term of the contract (five years) using only Form 3 of this RFQ and not Contractor's own pricing format. Contractor must not use "TBD" (to be determined) or other similar annotations in the cells for price entries. A response such as "TBD" will be interpreted as non-responsive and may eliminate the Response from further consideration. The Contractor may propose either a fixed-price annual cost or a time and materials solution. Price proposals will be evaluated based on the proposed annual cost of services.

8.1 Overview – Contractor must provide in narrative form an explanation of the comprehensive price proposal for the IT services as well as any and all assumptions. The narrative must state whether the Contractor is proposing a fixed price or a time and materials solution.

8.2 Services Pricing – The completed Form 3 must be printed and inserted in this Sub-Section of Section 8 of the Response

7.0 OPTIONAL INTERVIEW

SanGIS, at its option, will incorporate an interview as part of the selection process. Not all Contractors that submit a Response may be offered an opportunity to participate in interview. Contractors must be prepared to receive a short notice of the need to be available for the interview, which may be held in San Diego but could be conducted via teleconference. Professionalism of any presentations made during the interview will be considered as part of the evaluation and selection process.