



**Victor Valley Community College District  
REQUEST FOR QUALIFICATIONS  
Information Technology Managed Services**

**Issue Date: 3/13/2026**

**Statements of Qualifications (SOQs) Due Date: 4/22/26 by 4:00 p.m.**

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FROM THE TIME THIS RFQ IS ISSUED UNTIL AWARD NOTIFICATION IS MADE, ALL CONTACT WITH VICTOR VALLEY COMMUNITY COLLEGE DISTRICT REGARDING THIS RFQ MUST BE MADE THROUGH THE VICTOR VALLEY COMMUNITY COLLEGE DISTRICT RFQ COORDINATOR. NO OTHER PERSON/ VICTOR VALLEY COMMUNITY COLLEGE DISTRICT EMPLOYEE IS EMPOWERED TO MAKE BINDING STATEMENTS REGARDING THIS RFQ. VIOLATION OF THIS PROVISION MAY LEAD TO DISQUALIFICATION FROM THE BIDDING PROCESS AT VICTOR VALLEY COMMUNITY COLLEGE DISTRICT'S DISCRETION

**PART I - INTRODUCTION**

**A. PURPOSE**

Victor Valley Community College District (VVCCD) is seeking Statements of Qualifications (SOQs) for a qualified Provider that will provide advisory services and leadership of Victor Valley Community College District's Information Technology Department as well as Victor Valley Community College District IT personnel, that includes the planning, execution oversight, management, support, maintenance, and future upgrades of Victor Valley Community College District's current information technology infrastructure and application systems. These services span generic and specialized applications and infrastructure in order to meet the academic, administrative and strategic needs of the institution. Victor Valley Community College District requires and anticipates services related to this RFQ to be delivered onsite at the VVCCD campus in Victorville, California. This document provides instructions for submitting Statements of Qualifications (SOQs), and the procedure and criteria by which the Provider will be selected.

## B. BACKGROUND

Victor Valley Community College District (VVCCD) has served its communities for over 60 years. VVCCD is the primary source of training for many of the highest demand industries in the High Desert and the most accessible path for local students to pursue degree programs.

VVCCD was created by a vote of the public in 1960, when voters enthusiastically approved the creation of a new community college district to educate local students. The first classes at the college were held in 1961 on the campus of Victor Valley High School and included a small student body of only 500 students and a 15-member faculty and staff. Construction began in 1963 on the present campus, which encompasses 253 acres.

In 1965, the new Victor Valley Community College campus opened its doors to students. Throughout the years VVCCD's educational programs have expanded based on vital and evolving curricula. Many new facilities have been added to accommodate a consistent growth in student body. A campus that once served 500 students, now serves nearly 14,000 full-time equivalent students (FTES) each year.

In 2008, a general obligation bond proposition Measure JJ of the Victor Valley Community College was approved by more than fifty-five percent of voters in the District. The Election of 2008 authorized the District to issue up to \$297,500,000 of general obligation bonds to upgrade, expand, and construct school facilities. The Regional Public Safety Training Center, Student Services One Stop Center, Educational Events Center and Stadium projects were completed using these bond funds.

Additional information about the VVCCD is available through the College's web site at <http://www.vvc.edu>

## C. GENERAL TERMS AND CONDITIONS

By submitting a response to this RFQ, Respondents agrees to the following terms and conditions:

1. **Statements of Qualifications (SOQs) Due Date:** SOQs must be sealed and received by either mail or personal delivery by **4/22/26 by 4:00 p.m.** SOQs received after the specified time will not be considered. SOQs shall be plainly marked on the outside of the envelope/box with **"Information Technology Managed Services"** and with the name of firm submitting the proposal. It is the sole responsibility of the Proposer to assure that its SOQ is received by Victor Valley Community College District prior to the time specified. One (1) original and four (4) identical copies should be submitted to the following address:

Victor Valley Community College District  
Attn: Estela Wansten, Executive Assistant

Administrative Services  
18422 Bear Valley Road Bldg. 10  
Victorville, CA 92395

- 2. Respondents Questions or Clarifications.** If any Respondents contemplating submitting a proposal is in doubt as to the true meaning of any part of this RFQ, it may submit to Victor Valley Community College District a written - **Request for Information (RFI)** thereof. Any interpretation will be made only by an addendum. Failure on the part of the prospective proposal responder to receive a written RFI before the submission deadline will not be grounds for withdrawal of proposal. Respondents will acknowledge receipt of each addendum issued by stating so in its proposal. No oral explanation or instruction of any kind or nature whatsoever given before the award of a contract to a vendor shall be binding. All inquiries regarding this proposal must be submitted via email to:

Estela Wansten, Executive Assistant  
Administrative Services  
Email: [Estela.Wansten@vvc.edu](mailto:Estela.Wansten@vvc.edu)

Inquiries regarding the proposal will be accepted up to and including 3/27/26 at 5:00 p.m. local time. Responses to RFIs will be distributed as an addendum to this RFQ to all Respondents who submit RFIs.

- 3. Proposal Amendments.** Victor Valley Community College District reserves the right to amend this RFQ without altering the timing requirements indicated. Any changes or addenda to this RFQ will be communicated in writing to all Respondents as quickly as possible.
- 4. Proposal Rejection.** Victor Valley Community College District reserves the right to reject any Respondent's response for any reason. Victor Valley Community College District is under no obligation to award any Respondent the business and may elect to reject all responses and pursue actions outside of this RFQ process.
- 5. Respondents Expenses.** Respondents are solely responsible for any expenses incurred by it for proposal preparation and submission. This includes attendance at personal interviews or other meetings.
- 6. Instruction and Format Requirements.** All Statements of Qualifications (SOQs) should adhere to the instruction and format requirements outlined in this RFQ and in all written supplements and amendments (such as summary of Questions and Answers), issued by Victor Valley Community College District.
- 7. Criteria for Award Consideration.** Respondents shall take careful note that only materials offered in the proposal, information provided through interviews (if any), and

internal Departmental information of previous contract history will be criteria for award consideration. The proposal shall be signed by a person authorized to legally bind the Respondent and shall contain a statement that the proposal and the pricing contained therein will remain valid for a period of 90 days from the proposal due date.

- 8. **Final Contract Documents.** If Victor Valley Community College District awards this project to a Respondent, this RFQ and the selected Respondent’s proposal, including all appendices or attachments, will become part of the final contract.
  
- 9. **Freedom of Information Act.** The content of all Statements of Qualifications (SOQs) including correspondence, addenda, memoranda, working papers and other mediums which discloses any aspect of the RFQ process shall be considered public information when the award decision is announced. This includes all Statements of Qualifications (SOQs) received in response to this RFQ, both the selected proposal(s) and the proposal(s) not selected, and the information in those Statements of Qualifications (SOQs) that a Respondent may consider proprietary in nature. Therefore, Victor Valley Community College District makes no representation it can or will maintain the confidentiality of such information. The act of submitting a proposal to Victor Valley Community College District shall be construed as understanding and acceptance of this public information disclosure requirement.

10. **Anticipated Timeline.** Listed below are dates and times of actions related to this RFQ:

Action	Date
RFQ Issued	Friday - 03/13/26
Deadline for Respondent Questions or Clarifications	Friday - 03/27/26 by 5:00 p.m.
Victor Valley Community College District Response to Respondent Questions or Clarifications	Friday - 04/03/26 by 5:00 p.m.
Statement of Qualifications Due	Wednesday - 04/22/26 by 4:00 p.m.
Statements of Qualifications (SOQs) Evaluations/Possible Interviews and Presentations/Contract Negotiations	04/23/26 - 05/29/26
Award Notification	Wednesday – 06/10/26

## **PART II SCOPE OF SERVICES**

### **A. REQUIRED SERVICES & EXPECTATIONS**

The District seeks Statements of Qualifications (SOQs) from experienced managed services providers with demonstrated expertise in enterprise ERP environments, including but not limited to Ellucian Colleague SaaS. Providers must demonstrate the ability to operate within, optimize, and enhance a SaaS-based ERP environment while remaining vendor neutral and aligned with the District's long-term technology strategy.

The District encourages responses from firms that bring a customer experience driven managed services model, innovative service delivery frameworks, and demonstrated ability to operate within higher education environments while introducing best practices from other sectors.

This RFQ is not a request for pricing.

The District is seeking a multi-year contract with a managed services provider beginning September 1, 2026.

### **B. RESPONDENT REQUIREMENTS**

Respondents must have a minimum of five (5) years of experience providing Information Technology Services (IT) managed services.

Respondents must show experience in managing and supporting multi-location IT infrastructures (if applicable) in higher education. Experience with California community colleges or similar institutions (preferred).

Respondents should clearly describe their qualifications and experience for providing fully managed IT services in coordination with VVC's internal Information Technology department.

Respondents must show experience in implementing the management of Information Technology Services including:

1. Core IT Managed Services
  - a. Service desk / help desk support (Tier 1, Tier 2, and Tier 3)
  - b. End-user device support for faculty, staff, and administrators
  - c. Server, storage, and infrastructure management (on-premises and cloud)
  - d. Network monitoring and management (LAN, WAN, Wi-Fi)
  - e. Identity and access management (IAM)
  - f. Backup, disaster recovery, and business continuity support
2. Cybersecurity and Compliance

- a. Continuous security monitoring and incident response
  - b. Vulnerability management and patching
  - c. Endpoint protection, email security, and threat detection
  - d. Support for compliance with FERPA, HIPAA, and relevant California regulations
  - e. Support for cybersecurity, audits, and risk assessments
3. Cloud and Enterprise Systems Support
- a. Microsoft 365 administration
  - b. Support for enterprise and student systems (e.g., ERP, SIS, HR, Finance)
  - c. Application hosting and system administration
  - d. Coordination with third-party SaaS and technology vendors
4. Strategic and Advisory Services
- a. IT strategic planning and technology road-mapping
  - b. Technology lifecycle and asset management
  - c. Budget planning and cost optimization
  - d. Project management support
  - e. Staff augmentation and co-managed IT services
  - f.

Respondents must be qualified to do business in the State of California.

### **C. STATEMENTS OF QUALIFICATIONS (SOQS) FORMAT**

To ensure a uniform review process and obtain the maximum degree of compatibility, it is required that Statements of Qualifications (SOQs) be organized in the manner specified below. SOQs should be concise, well organized, and include the following sections:

#### **1. Firm Profile**

Legal name, address, and year established  
 Ownership structure  
 Primary office location(s)  
 Overview of services offered

#### **2. Relevant Experience**

Description of recent and relevant IT managed services engagements  
 Emphasis on higher education, California community colleges, and/or public agencies  
 Brief case studies demonstrating comparable work

#### **3. Key Personnel**

Organizational chart for the proposed service team  
 Roles and responsibilities  
 Resumes or brief biographies of key personnel

#### **4. Service Delivery Model**

Description of the managed services approach

Service levels, response times, and escalation procedures  
Communication and reporting structure with VVC staff

**5. Cybersecurity**

Overview of cybersecurity framework and monitoring tools  
Incident response and escalation process

**6. References**

At least three (3) client references - Include organization name, contact person, phone number, email, and description of services provided

**D. EVALUATION CRITERIA**

SOQs will be evaluated based on the following criteria:

- Demonstrated qualifications and relevant experience
- Understanding of California community college IT environments
- Quality and feasibility of the service delivery model
- Cybersecurity capabilities and compliance support
- Qualifications of proposed personnel
- Past performance and client references

**E. EVALUATIONS/INTERVIEWS/PRESENTATIONS/CONTRACT NEGOTIATIONS**

The District reserves the right to reject any or all SOQs.

Submission of an SOQ does not obligate the District to award a contract.

The Victor Valley Community College District intends to review all Statements of Qualifications received and may select one or more firms deemed most qualified to participate in interviews and/or presentations. Following this process, the District may enter into contract negotiations with one or more selected firms. The District reserves the right to discontinue the selection process at any time or to make no award.

The Victor Valley Community College District will not provide debriefings to respondents that are not selected for interviews, presentations, or contract negotiations.

**APPENDIX A: Current IT Organizational Structure**

**The Respondent is not required to follow this organizational chart. It is only included as a reference.**

	*Chief Information Officer	
	Administrative Specialist	
*Director, Application Services		*Director, Technical Services
(2) Principal Software Engineer		(4) Information Systems Analyst
(1) Sr. Information Systems Program Analyst		(5) Information Systems Specialist
(2) Information Systems Analyst		

\*Indicates Ellucian Managed Services Employees