



**SAN ANTONIO WATER COMPANY**  
**MEETING AGENDA**  
*for*  
**ADMINISTRATIVE & FINANCE COMMITTEE**  
November 22, 2022 @ 3pm  
By Virtual/Online or Teleconference Only

Please join my meeting from your computer, tablet or smartphone.

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**Access Code:** 938-910-813

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- Call to Order

1. Recognitions and Presentations:

2. Additions-Deletions to the Agenda:

3. Public Comments

This is the time for any shareholder or member of the public to address the committee members on any topic under the jurisdiction of the Company, which is on or not on the agenda. Please note, pursuant to the Brown Act the Committee is prohibited from taking actions on items not listed on the agenda. For any testimony, speakers are requested to keep their comments to no more than four (4) minutes, including the use of any visual aids, and to do so in a focused and orderly manner. Anyone wishing to speak is requested to voluntarily fill out and submit a speaker's form to the manager prior to speaking.

4. Approval of Committee Meeting Minutes

Regular Committee Minutes of September 27, 2022.

5. Administrative and Financial Issues:

- A. Information Technology Request for Proposals (RFP)  
Review and Provide Input on Information Technology (IT) RFP.

6. Closed Session: None

7. Committee Comments and Future Agenda Items:

- o This is the time for committee's comments and consideration on future agenda items relative to the interests and business of the company and its shareholders.

8. Adjournment:

*The next regular Administration and Finance Committee meeting will be held on January 25, 2023 at 3:00pm*

**NOTE:** All agenda report items and back-up materials are available for review and/or acquisition from the Company Office (139 N. Euclid Avenue, Upland, CA.) during regular office hours, Monday through Thursday [8:00 – 11:30 and 12:30 – 4:00] and alternating Fridays [8:00 – 11:30 and 12:30 – 3:00] and on the Company's website [www.sawaterco.com](http://www.sawaterco.com). The agenda is also available for review and copying at the Upland Public Library located at 460 N. Euclid Avenue.

**POSTING STATEMENT:** On November 18, 2022, a true and correct copy of this agenda was posted at the entry of the Water Company's office (139 N. Euclid Avenue), at the Upland Public Library at 460 N. Euclid Ave., and on the Water Company's website.

SAN ANTONIO WATER COMPANY  
ADMINISTRATION and FINANCE COMMITTEE (AFC)  
MINUTES

September 27, 2022

An open meeting of the Administration and Finance Committee (AFC) of the San Antonio Water Company (SAWCo) was held virtually and called to order at 3:03 p.m. on the above date as noticed. Committee Members present were Martha Goss, Bill Velto, and Rudy Zuniga. Also in attendance were, SAWCo's General Manager Brian Lee, Assistant General Manager Teri Layton, and Senior Administrative Specialist Kelly Mitchell. Mr. Lee presided.

1. Recognitions and Presentations: None.
2. Additions-Deletions to the Agenda: None.
3. Public Comments: None.
4. Approval of Committee Meeting Minutes: Director Zuniga moved and Director Velto seconded to approve the meeting minutes of July 26, 2022. Motion carried unanimously with Director Bob Cable absent.
5. Administrative and Financial Issues:
  - A. **Board Gift** – Mr. Lee advised this is an annual agenda item brought to the AFC for recommendation to the Board. For the past two years, the Board has provided an end of year bonus of \$1,500 to recognize and say thank you to SAWCo employees for their hard work throughout the year.

Director Velto inquired whether the gift is taxed. Mr. Lee replied the gift is run through payroll and therefore taxed.

Director Velto moved and Director Goss seconded to recommend the Board approve a \$1,500 Board Gift to SAWCo employees with part-time employees and those that have not completed a year of service to be prorated. Motion carried unanimously.

Mr. Lee thanked the Committee for the recommendation.

- B. **Major Activities Calendar 2023** – Mr. Lee presented the proposed schedule for 2023. A couple of areas Mr. Lee noted were the Thanksgiving and Christmas holiday schedules. He explained the holidays fell on either weekends or on a Friday when the company is closed. The adjustments made to accommodate these were explained to the Committee.

Director Zuniga moved and Director Velto seconded to recommend the Board approve the Major Activities Calendar for 2023. Motion carried unanimously.

Director Zuniga requested any luncheons that include both SAWCo staff and Board of Directors be scheduled for Mondays. Should they be scheduled for any other day of the week he will need to know well in advance to be available to attend.

6. Closed Session: None.
7. Committee Comments and Future Agenda Items: None.
8. Adjournment: Seeing no further business, the meeting was adjourned at 3:10 p.m.

September 27, 2022

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Assistant Secretary  
Brian Lee

Item Title: Information Technology Request for Proposals (RFP)

Purpose:

Review and Provide Input on Information Technology (IT) RFP.

Issue:

Company would like to receive Proposals from IT firms to ensure we are receiving the best value for our money.

Managers Recommendation:

Authorize staff to re-release the RFP

Background:

Inland Productivity has provided the Company's IT services for many years. Staff is satisfied with the services provided and has no issues with Inland Productivity. However, it is in the best interest of the Company to periodically issue RFPs to ensure we are getting the best service for our money. Inland Productivity is encouraged to submit a proposal.

Staff released the attached RFP for Information Technology Services to no less than six regional IT firms. Only one firm submitted a proposal. That proposal has not been reviewed by staff and is not included with this agenda item for the reasons discussed below.

Concerns raised by non-submitting firms include the reluctance to a 'time and material' contract. IT firms, it appears, prefer a retainer style contract. As described to staff, a retainer style contract provides flexibility to purchase needed software and hardware to maintain security of the IT infrastructure without the additional layer of approval required under a 'T&M' contract.

Staff would like to re-release the RFP, modified for retainer style contracts, to receive additional proposals. Staff would prefer at least three proposals for review.

Previous Actions:

Reviewed draft RFP at the July 2022 AFC Meeting

Impact on Budget:

Unknown.



# San Antonio Water Company

Incorporated October 25, 1882  
Serving the original Ontario Colony lands

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## A REQUEST FOR PROPOSALS

TO PROVIDE CONSULTING SERVICES TO THE SAN ANTONIO WATER COMPANY

PROJECT TITLE:

INFORMATION TECHNOLOGY SERVICES

RESPONSE DUE BEFORE 3:00 PM

On September 15, 2022

## Introduction

The San Antonio Water Company is soliciting proposals from qualified firms to provide general information technology services. The Company's seven-member Board is seeking proposals from qualified firms with a proven track record of IT service to a general business office environment. The initial term of the contract is anticipated to be three years.

## General Information

In 1882 Canadians George and William Chaffey purchased 8,000-acres of the Cucamonga Rancho, including the water rights, and established an irrigation colony which they named Ontario, in honor of their homeland. On October 25, 1882 they also established the San Antonio Water Company under the General Corporation Laws of the United States. Ranchero water rights established back in the 1700's were transferred to the Company to support the newly established irrigation colony. The brother's vision was to develop a mutual water company whose members shared equally in the locally available water supply.

The brothers sold irrigation colony land in 10-acre blocks, primarily intended for the booming citrus industry. Along with the land, the brothers sold shares in the Company, one share for each purchased acre. Each shareholder was entitled to a portion of available local water, distributed equally by the company amongst all the shareholders. The Company was responsible for distributing water on a non-profit basis to the shareholders.

Since 1882 the San Antonio Water Company has consistently provided water service to its shareholders. Although the local citrus industry has largely disappeared, the Company maintains delivery to current shareholders utilizing the same successful 'per share' distribution plan established over 135 years ago.

The Company does not import any water. Instead, we are dependent on our local San Antonio Canyon and Cucamonga Canyon watersheds and downstream groundwater basins.

Currently, our shareholders include most residents of the unincorporated area of San Antonio Heights, the Cities of Upland and Ontario, the Monte Vista Water District, local quarries and the proud heritage of remaining grove irrigators.

Annual shareholder water entitlements are established based on projected availability. For 2022 full water entitlement was established at 13,000 Acre Feet (AF).

The Company provides water through two separate systems: domestic and irrigation.

The domestic system receives most of its water through the San Antonio tunnel. The domestic water system provides service to the San Antonio Heights, also known as our Basic Service Area. Consisting primarily of large residential lots, the Heights is an unincorporated area of San Bernardino County approximately 2.6 square miles in size located immediately north of the City of Upland. The Company provides water to individual residential lots through 1,200 domestic meters.

The irrigation system primarily receives water from surface water diversions in the San Antonio Canyon. Additional irrigation water is supplied through seven wells located in three groundwater basins; Cucamonga Basin, Six Basins and Chino Basin.

The irrigation system provides service to the Company's 'extended' service area. Shareholders in the extended service area include municipal and private companies. A majority of the distributed irrigation water is treated by municipal shareholders and then delivered to their customers as domestic water. The remaining irrigation water is used for farming, landscaping and commercial use (quarry).

Currently, the Company is housed in two separate properties with IT products at both sites. The main office located at 139 North Euclid Avenue, Upland houses the Company's main file & records server (Windows virtual servers) and accounting servers (currently Tyler Tech Incode), seven desktop workstations (Windows and Mac), ADT building security system and VOIP system (OIT). The Field office is located at 170 South First Avenue, Upland and houses four desktop workstations (Windows), ADT building security system and VOIP phones (OIT). Additional IT support will be required for peripheral equipment and software including but not necessarily limited to desktop and network printers, laptops, iPads, iPhones, routers, switches, and VPN. Microsoft Office, Adobe Acrobat, and ArcGIS are the primary desktop/tablet software used.

The Company maintains a SCADA system under separate contract. The SCADA system does utilize some of the Company's network equipment for communication purposes. Consultant is expected to maintain equipment that is necessary for general IT services. Consultant is not expected to maintain equipment specific to the SCADA system.

## Project Scope of Services

### General Services

The Company desires a fully outsourced IT management consultant to provide proactive and regular IT management and support.

Services shall include:

- Prepare and maintain a network map and inventory spreadsheet of all identified IT equipment.
- Make recommendations for improved IT system performance.
- Coordinate with other consultants (e.g. SCADA consultant) and vendors (e.g. Dell) under supervision and authority of assigned Company representative.
- The Company is willing to consider purchasing hardware or software through consultant or under Company's own initiative.

## Frontend Support

Consultant is expected to perform basic support functions including:

- Installation of PC's, laptops, tablets, printers and software.
- Diagnose and correct desktop application problems in a timely manner.
- Configure laptops, desktops and tablets for applications.
- Identify and correct hardware and software problems.
- Perform advanced troubleshooting in a timely manner.
- Ensure appropriate software patches and security updates remain current.
- End user support that is timely, friendly, and professional. Emergency support shall be available 24/7/365. Routine support shall be available Monday through Friday from 8 am to 5 pm. Server Support

## Backend Support

Consultant is expected to perform basic support functions including:

- Manage necessary computer network and associated hardware, software, communications, and operating systems.
- Monitor server performance and ensure appropriate server software patches and security updates remain current.
- Manage backup and disaster recovery systems.
- Maintenance of virus/malware detection and spam reduction efforts.
- Installation of server hardware.

## Network Administration Support

Consultant is expected to perform basic support functions including:

- Manage network equipment including switches, firewalls, routers.
- Coordinate with VOIP Phone system and security system vendor regarding equipment and software issues.
- Monitor network performance and capacity management services.
- Conduct regular security audits.
- Installation of network hardware.

## Schedule

The Company anticipates the following timeline and key milestones for award of the project:

Proposal Due Date	August 15, 2022
Administrative and Finance Committee (AFC) Review	August 23, 2022

Interview	TBD – If necessary
Board of Director’s Approval	September 20,2022
Consultant’s Notification	September 20, 2022

## Proposal Requirements

The proposal shall not exceed 15 pages excluding resumes, cover letter, dividers, front, and back covers. Responses to this RFP shall be in the following order and shall include:

1. Executive Summary (2 pages maximum)

Summarize the contents of your firm’s proposal in a clear and concise manner.

2. Firm Description (3 pages maximum)

Describe the nature of your firm’s practice and your qualifications for providing IT services for the Company.

3. Identification of Prime Consultant (4 pages maximum per individual, excluded from proposal page maximum)

Provide a professional resume of the individual who will be designated to serve as primary contact as well as for others who you anticipate will be involved in providing IT services to the Company. For each person whom you propose to designate as prime, deputy or supporting consultant provide the following:

- Training and years of practice
- Years working as IT support.
- Knowledge of and experience with the various components and software utilized in a general office environment.

4. Identification of Primary Consultant Expertise (5 pages maximum)

Provide demonstrated expertise in the following areas as it relates to mutual water companies or public agencies:

5. Experience and Past Performance (3 pages max / 3 firms max)

Include a summary of experience and performance for similar agencies. Include the following information:

- Owner, contact name and phone number

- Agency size and description
- Agency budget
- Total term of relationship with Agency

6. Firm's Local Experience (1 page maximum)

Describe the firm's experience and knowledge with the County of San Bernardino. Include a commitment of availability to attendance at Company meetings.

7. Proposed Total Professional Fee and Fee Schedules Submitted Under Separate Sealed Cover

Compensation shall be shown as an hourly rate by description/type of service and by person as well as any costs that are chargeable under the terms of agreement.

All billings for IT services will be subject to audit and review at any time.

### Exceptions to this RFP

The Consultant shall certify that it takes no exceptions to this RFP including, but not limited to, the Professional Service Agreement (attached).

## Selection Process and Schedule

Key senior staff and select Company Directors will independently review and rank each proposal. Based on an aggregate of those reviews, the Company may enter directly into negotiations with the top ranked firm. Alternatively, interviews may be scheduled.

At this time, the Company contemplates the use of a Time-and-Material contract for the services requested. Negotiations will cover scope of work, contract terms and conditions, attendance requirements, and appropriateness of the proposed fee.

After negotiating a proposed agreement that is fair and reasonable the General Manager will present the contract to the Company's Board for authorization to execute a contract with the most responsive firm.

## Related Documents

Interested proposers should immediately contact the Company to register for inclusion on the project distribution list. Revisions or supplemental information to this RFP will be issued through addenda by email and posted on the Company's website. Proposers are responsible for receipt of any and all addenda.

## Submittal Requirements

One (1) executed original electronic copy in PDF marked "ORIGINAL" in red ink shall be delivered either by flash drive or email. Proposed Fee Estimate marked "FEE ESTIMATE – 2022 IT Services"

shall be submitted as a separate PDF from the proposal. Proposals will not be accepted in any other format. Proposals will not be accepted by fax or verbally. The proposal shall be signed by an individual, partner, officer or officers authorized to execute legal documents on behalf of the Firm.

The Response Proposal must be received no later than **3:00 p.m.** local time, on or before **September 15<sup>th</sup>, 2022** at the office of:

[blee@sawaterco.com](mailto:blee@sawaterco.com)

PROPOSAL – 2022 IT Services

San Antonio Canyon Water Company

139 North Euclid Avenue

Upland, CA 91786

Attn: Brian Lee

Failure to comply with the requirements of this RFP may result in disqualification. Questions regarding this RFP shall be submitted in writing to [blee@sawaterco.com](mailto:blee@sawaterco.com).