

REQUEST FOR PROPOSALS INFORMATION TECHNOLOGY MANAGED SERVICES

Project Overview

Minnehaha Creek Watershed District (MCWD, District) seeks proposals for a vendor to provide Information Technology (IT) managed services to MCWD over a period of two years beginning February 2021 and ending January 2023. Following the initial term, there is a possibility to renew the contract for an additional two year term.

Organization Overview

The Minnehaha Creek Watershed District is a local unit of government responsible for managing water resources within the 178 square miles, from Victoria, Medina to Minneapolis. MCWD is charged with protecting all waters that drain and flow over Minnehaha Falls and into the Mississippi River, which includes Six Mile Creek, Painter Creek, Lake Minnetonka, the Minneapolis chain of lakes, and Minnehaha Creek. Over the past 50 years, the MCWD has collected and maintained extensive water and natural resource data which have supported implementation of over 70 capital projects resulting in the conservation and restoration of over 700 acres of land. MCWD employs a dedicated professional staff of 25 who specialize in natural resource planning, project development, land conservation, land use policy, water quality monitoring, permitting, and outreach.

MCWD does not employ a dedicated IT professional and relies on a managed service provider to manage and maintain the District's IT infrastructure and network. The District is currently undergoing a comprehensive IT systems update to align and streamline workflows throughout the organization. The District seeks to eliminate technology silos in order to capture, store, analyze and visualize data from the varied workflows across the organization. At its core, this comprehensive update aims to leverage data from all corners of the District – deriving actionable insights, informing the work and decision making of MCWD. The implementation of connected technology solutions positions the District to pursue its goal of being a data-driven organization.

At this point, the District has implemented ArcGIS Enterprise and is currently implementing a new permitting solution (Novotx ElementsXS). In 2021, the District is planning to continue selecting and implementing new platforms for asset management, customer relationship management and project resource management. This work is guided by an external IT firm, under a separate contract. The IT managed service provider is expected to support this work by coordinating with selected software vendors to configure server infrastructure and to provide network access.

Systems Overview

The District currently has the following systems and hardware:

Servers/Storage:

2 HP DL380 Gen 10 hosts (configured for High Availability on vSphere 6.7)

- 10GB HBA and Dual 14 Core CPUs with 192GB RAM

HP MSA 2050 SAN

- 10.2TB capacity (approximately 5TB currently utilized)

Synology NAS (Veeam local backup repository)

- 8 bays, currently utilized with (4) 6TB WD Gold Enterprise-class SATAHDD

Devices:

33 (approximately) user Laptops/Desktops

- Most workstations are HP, running Windows 10

10 iPads

- through Verizon Wireless (not managed through current MSP contract)

3 printers

- 1 additional copier/printer under lease through a maintenance agreement with an outside vendor

Networking:

WatchGuard Firewall M200

- VPN through WatchGuard mobile with SSL, currently utilized by all staff for remote work due to Covid-19
- End of life: end of 2022

2 Aruba 2540F 10G switches (purchased in 2019)

- Serve as switches for server farm

3 Cisco SG250 POE switches

- Owned and managed through separate vendor contract with TDS (expires March 7, 2021)
- Connected to user workstations and phones (phones owned and managed through contract with TDS)

5 Cisco WAP321 access points

- Maintains guest and secure wireless connections

Comcast internet

- 300 mbs download/25 mbs upload

Systems:

VMWare 6.7

Windows Server 2012 R2

- 3 legacy VMs, which will be retired in 2021/2022
 - Microsoft Exchange 2013, to be replaced by migrating to Microsoft 365 in 2021
 - 1 domain controller, replicated to a VM running Windows Server 2016
 - 1 running legacy permitting database, to be replaced in 2021

Windows Server 2016

- 10 VMs running Windows Server 2016, including:
 - SQL Server 2017
 - Enterprise geodatabase (GIS)
 - KISTERS WISKI database and API
 - Laserfishe
 - FTP Server
 - Veeam
 - NAS on-site as local repository, backup to Cloud Connect partner OffsiteDataSync
 - ERSI ArcGIS Enterprise
 - Novotox ElementsXS
 - Domain controller
 - File server
 - Application server
 - Aurora Keyscan
 - Sage 50

Trend Micro security (current MSP is reseller, under maintenance until 02/28/2021)
Securance spam filter (managed through current MSP)

Service Requirements

The District is seeking full service IT managed service provider. This should include:

- ***Systems monitoring and emergency response***
 - 24/7 monitoring of servers and critical network infrastructure
 - Remote and/or on-site response to critical server or infrastructure failures
- ***System security***
 - Incident management
 - Vulnerability scanning and security policy guidance including password protection
 - Spam filtering, phishing protection
 - Antivirus software
 - Spyware/malware monitoring, removal and cleaning
 - Manage service packs and security patches
- ***System administration***
 - User administration
 - Firewall administration
 - Server administration
 - Network administration
 - Backup administration
 - Exchange administration
- ***Equipment management, maintenance and replacement***
 - Procure, install, service, maintain and repair infrastructure and workstations
 - Develop replacement program for all infrastructure, components and workstations
 - Track replacement and provide replacement recommendations within 24 months of equipment end-of-life
 - Assist with the development of centralized software licensing and maintenance tracking
- ***End-User support***
 - Provide ticketing and remote help desk support for end-users
 - Provide on-site support on a scheduled and/or as needed basis
- ***Reporting and documentation***
 - Thorough system and hardware configuration documentation
 - Maintain records of system changes
 - Monthly reports of server, network, and workstation update/patch status and performance
 - Monthly report summarizing all tickets including log of issues, communications, response and resolution
- ***Transparency and communication***
 - Bi-monthly (twice monthly) meetings with MCWD main-point of contact to review tickets and flag broader IT issues and trends, review monthly report, and project status updates
 - Quarterly meetings with MCWD leadership to discuss ticket response time and resolutions, and long range IT planning
- ***Long-term planning***
 - Consultation and support for near and long-term planning including replacement program to keep systems operating at a high performance level

- **Coordination**
 - Coordination with 3rd-party vendors for updates, repairs, and server access

In addition the IT managed services provider may be asked to provide services and consultation on special projects (i.e. Office 365 migration).

Submittal Requirements

Proposals shall be submitted electronically to admin@minnehahacreek.org by 4:00 p.m. on Friday December 18, 2020. Proposals should respond to the following:

1. Qualifications and Experience:

Provide a company profile, including

- Background/history
- Number of staff and clients
- Office locations and hours of operations
- General industry experience
- Specific experience working with government entities, specific to the rules and regulations surrounding government agencies (i.e. Data Practices Act, records retention requirements, etc.)

Provide an overview of qualifications for staff expected to support the District, including

- Job title and duties
- Relevant experience
- Certifications

Provide a list of references, with names and contact information,

- A minimum of 3 references are required, with government agency references preferred

2. Service Delivery:

Provide a description of ticketing and helpdesk process for both routine requests and after-hours/emergency requests, including

- System used
- Request process
- Escalation process
- Support hours
- Response times

Describe the approach and strategies for;

- Evaluating the District's infrastructure, network and policies and recommending changes to align with industry best practices
- Securing District data
- Ensuring stable and secure systems and infrastructure, and the systems used to monitor and report

Provide a plan and details for on-going coordination with the District on long-term IT planning, including

- Communication methods
- Deliverables

Provide a work plan for the transition and migration of IT managed services from the District's current vendor, including

- Timing/phasing
- Key milestones
- Communication and decision points
- Risks and mitigation strategies
- Resources needed from MCWD (information, data, staff time)

Outline the IT hardware/software procurement and purchasing process, including

- Preferred vendors/manufacturers/brands for equipment, software, etc.

Describe the proposed approach towards system and infrastructure documentation and how records of change will be maintained and shared with the District

Describe any additional recommendations, which

- May reduce overall IT spending for the District
- May increase service levels for the District
- Additional services and associated costs that may be of interest to the District

3. Transparency and Communication:

Describe the proposed approach for gaining a better understanding of the organizational vision and mission, as well as the IT strategy of the District, and describe how that knowledge will be leveraged to better serve MCWD

Describe the proposed approach for communicating and reporting to the District, including

- Helpdesk requests and resolutions
- Overall health and operation of systems
- Recommended work, replacements, and updates
- Long-term needs, upgrades, and replacements
- Planned/scheduled down times
- Special project plans and status updates

4. Schedule of Fees and Expenses:

Provide a schedule of fees associated with the proposed contract for services, including,

- Costs for transition/migration of services
- Ongoing monthly fees and services that are included
- Hourly rates for services for special projects, outside the services provided through the monthly fee

Review Criteria

Proposals will be reviewed based on the following criteria:

1. Service Delivery – 25%
2. Transparency and Communication - 30%
3. Qualifications and Experience – 20%
4. Schedule of Fees and Expenses – 25%

Interviews

MCWD will ask qualified respondents to complete an oral interview to facilitate discussion and to allow firms to expand to on their written responses.

Timeline

<i>All dates are tentative Except proposal due date</i>	
Action	Date
Request for Proposals Released	November 20, 2020
Proposals Due	December 18, 2020 by 4:00pm
Staff Review	December 21 to 23, 2020
Interviews	January 4 to 6, 2021
Staff recommends selected MSP vendor to MCWD Board of Managers Approval	January 14, 2021
Contract developed and executed	January 15 to January 28, 2021

Questions should be sent to Alex Steele at: asteele@minnehahacreek.org, 952-641-4581.