

REQUEST FOR PROPOSALS
INFORMATION TECHNOLOGY MANAGED SERVICES

Project Overview

Riley Purgatory Bluff Creek Watershed District (RPBCWD, District) seeks proposals for a vendor to provide Information Technology (IT) managed services to RPBCWD over a period of two years beginning September 2021 and ending August 2023. Following the initial term, there is a possibility to renew the contract for an additional two-year term.

Organization Overview

The Riley Purgatory Bluff Creek Watershed District is a local unit of government charged with protecting, managing, and restoring Riley Creek, Bluff Creek, and Purgatory Creek, and encompasses the 50-mile area that drains into these creeks. Spanning Hennepin and Carver Counties, RPBCWD includes parts of seven cities - Bloomington, Chanhassen, Chaska, Deephaven, Eden Prairie, Minnetonka, and Shorewood. In addition to the three creeks, RPBCWD manages over a dozen lakes and numerous wetlands within this geography. Since 1969, the RPBCWD has collected and maintained extensive water resource data which have supported implementation of dozens of capital projects resulting in the conservation and restoration of land and water throughout the District. RPBCWD employs a dedicated professional staff of seven who specialize in natural resource planning, project development, water quality monitoring, permitting, and outreach.

RPBCWD does not employ a dedicated IT professional and seeks to rely on a managed service provider to manage and maintain the District's IT infrastructure and network.

Systems Overview

The District currently has the following systems and hardware:

Servers/Storage:

No server, instead Microsoft 365 cloud productivity software is utilized for data storage and team collaboration.

Devices:

9 Laptops: 3 iOS and 6 Windows 10
2 Desktops: 1 iOS and 1 Windows 10
7 iPads (6 with cellular service)
9 cellular smart phones: 7 Android and 2 Apple
1 Projector and an audio/PA system
1 Copier/Printer/Fax machine provided by an outside vendor
Wireless router through CenturyLink

Service Requirements

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

- Initial system inventory and assessment
- System security
 - o Incident management
 - o Vulnerability scanning and security policy guidance including password protection
 - o Spam filtering, phishing protection
 - o Antivirus software
- Spyware/malware monitoring, removal and cleaning
 - o Manage service packs and security patches
- System administration
 - o User administration
 - o Backup administration
 - o Exchange administration
- Equipment management, maintenance and replacement
 - o Procure, install, service, maintain and repair infrastructure and workstations.
 - o Develop replacement program for all infrastructure, components, and workstations
 - o Track replacement and provide replacement recommendations within 24 months of equipment end-of-life
 - o Assist with the development of centralized software licensing and maintenance tracking
- End-User support
 - o Provide ticketing and remote help desk support for end-users
 - o Provide on-site support on an as needed basis
- Reporting and documentation
 - o Thorough system and hardware configuration documentation
 - o Maintain records of system changes
 - o Quarterly reports of network and workstation update/patch status and performance
 - o Quarterly report summarizing all tickets including log of issues, communications, response and resolution
- Transparency and communication
 - o Quarterly meetings with RPBCWD main-point of contact to review tickets and flag broader IT issues and trends, review monthly report, and project status

- updates
 - o Quarterly meetings with RPBCWD leadership to discuss ticket response time and resolutions, and long-range IT planning
- Long-term planning
 - o Consultation and support for near and long-term planning including replacement program to keep systems operating at a high performance level
- Coordination
 - o 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.

Submittal Requirements

Proposals shall be submitted electronically to tjeffery@rpbcwd.org by 5:00 p.m. on July 2, 2021.

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 afterhours/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 initial assessment and provision of IT managed services, including:

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

Outline the IT hardware/software procurement and purchasing process

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 IT needs of the District, and describe how that knowledge will be leveraged to better serve RPBCWD

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/initiation of services
- 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 – 30%
2. Transparency and Communication - 20%
3. Qualifications and Experience – 25%
4. Schedule of Fees and Expenses – 25%

Interviews

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

Timeline

All dates are tentative Except proposal due date

Request for Proposals Released:	June 3, 2021
Proposals Due:	July 2, 2021 by 5:00pm
RPBCWD Board of Managers for Approval	August 4, 2021
Contract developed and executed:	August 18 -25, 2021

Questions should be sent to Terry Jeffery, tjeffery@rpbcwd.org or 952-807-6885