

Request for Qualifications – Information Technology Managed Services

Overview:

The intent of this proposal is to establish an Agreement with a qualified Proposer which will provide the Minnehaha Creek Watershed District (MCWD) with a proposal to provide Managed Services surrounding the MCWD's information technology infrastructure and operations. The MCWD Management and the Board of Managers are committed to improving the organization in regards to information technology operations and the components within the organizational environment to assure a solid foundation to support the current environment as well as future growth.

District Information Technology Managed Services Provider shall provide ongoing support and maintenance of the District's information technology (IT) system including:

- Proactive care and maintenance to provide stability, availability and reliability of the District IT systems;
- Data backup management with offsite replication;
- Server, network and workstation monitoring;
- Remote management and support tools;
- Customer service ticket tracking and reporting;
- Asset tracking and inventory;
- Anti-virus management;
- Hardware and Software patch management;
- Alignment of Provider and MCWD goals;
- Agreed upon service level agreements (SLA's)

Scope of Services

See attached Exhibit A.

Understanding of State, Regional and Local Government and Watershed Management

The District Information Technology Managed Services Provider will:

- 1) Maintain a current understanding of issues relative to District IT needs.
- 2) Demonstrate a current understanding of Data Practices Act (DPA) requirements applicable to MCWD relative to data storage and retrieval.
- 3) Be aware of state and regional opportunities and programs for partnerships related to information technology.
- 4) Possess a high professional regard among his/her peers.

District Policy Relating to Member Communities and Other Governmental Jurisdictions

It is the Policy of the District that District Consultants may not simultaneously represent governmental jurisdictions fully or partially located within the District without prior written approval from the District Administrator.

District Policy Related to Non-Discrimination

In performing the Services, CONSULTANT will ensure that no person is excluded from full employment rights or participation in or the benefits of any program, service or activity on the ground of race, color, creed, religion, age, sex, disability, marital status, sexual orientation, public assistance status or national origin; and no person who is protected by applicable federal or state laws, rules or regulations against discrimination otherwise will be subjected to discrimination.

Submittal Requirements (please limit your response to 5 pages or less):

1. A summary of your firm's experience and expertise to meet the requirements outlined in the Scope of Services.
2. The names and qualifications of consultants working for MCWD.
3. A list of other staff, their qualifications, and a description of the type of activities they will do on behalf of the MCWD.
4. A list of sub-consultants, their qualifications, and a description of the type of activities they will do on behalf of the MCWD.
5. The proposed fee structure including those charged by sub-consultants.

EXHIBIT A SCOPE OF SERVICES

District Information Technology Managed Services Provider provide services in accordance with the scope of services outlined below and as discussed with the Operations Manager for MCWD

1. Managed Services

Managed Services will include the following:

- a) Provide ongoing maintenance of MCWD's client and server computing environment.
- b) Provide technical assistance and support for the MCWD's network, computers, peripheral devices and servers.
- c) Provide a needs assessment including hardware and software technology recommendations to allow MCWD to accomplish tasks and goals.
- d) Provide onsite installation and maintenance of our Onsite Manager (OM). The OM will provide us with up to date information on the health of the environment and alert our team of techs of issues. Patches and updates will be deployed through the OM as scheduled with MCWD.
- e) Network security and virus protection appropriate for a computer network and system of similar capacity, complexity, accessibility and feasibility of reinstatement. Manage the installation of critical software and anti-virus definition updates.
- f) Provide system monitoring to MCWD through a remote monitoring service of the servers that MCWD places on the managed services plan. Remote monitoring will occur on a 24/7 basis.
- g) Provide Training as requested by the MCWD staff on the network hardware and software (limited to Microsoft software products).
- h) Provide emergency services include responding to a loss of computer, computing, or network service, including but not limited to a loss of server or email functionality.

2. Additional Services

Additional Services are defined as those services provided by District Information Technology Managed Services Provider beyond the scope of Managed Services, including but not limited to:

- a) Work on special IT projects of the MWCD.
- b) Temporary staffing of IT personnel at MWCD.
- c) Recommend purchase of new hardware or software and the cost of it.
- d) Phone system purchases and/or installations.
- e) Hourly IT work on site work outside the allotted number of IT hours per month included within the managed services program.
- f) Training for non-Microsoft Software applications or other general IT training of employees.