REQUEST FOR PROPOSALS
INFORMATION TECHNOLOGY MANAGED SERVICES

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 March 2025 and ending February 2027. 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 up to 29 who specialize in natural resource planning, project development, land conservation, land use policy, water quality monitoring, permitting, and outreach.

MCWD does not have a dedicated IT professional on staff and instead relies on a managed service provider to manage and maintain the District's IT infrastructure and network. Currently, the District is undertaking a comprehensive update of its IT systems to better align and streamline workflows across the organization. This initiative aims to eliminate technology silos, enabling the seamless capture, storage, analysis, and visualization of data from various organizational workflows. At its core, the update is designed to harness data from all areas of the District to generate actionable insights that support informed decision-making and operational efficiency. By implementing integrated technology solutions, the District is positioning itself to achieve its vision of becoming a data-driven organization.

As part of this update, the District plans to identify and implement new platforms for project resource management, stakeholder relationship management, and financial software. These efforts will be directed by external IT firms operating under separate contracts. The IT managed services provider will play a key role in supporting this process by collaborating with the selected software vendors to configure server infrastructure and ensure seamless 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
- Installed in 2020, Replacement planned for 2025-2027

            HP MSA 2050 SAN
- 10.2TB capacity (approximately 5TB currently utilized)
- Installed 2020, replacement planned for 2025-2027

            Synology NAS (Veeam local backup repository)
- 8 bays, currently utilized with (4) 6TB WD Gold Enterprise-class SATAHDD
- Installed 2020, replacement planned for 2025-2027

Devices:

35 (approximately) user laptops/desktops
- Most workstations are HP, running Windows 10 and a few on Windows 11

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:

SonicWall NSA 2650 firewall
- VPN access through SonicWall Global VPN Client (GVC)
- Installed 2021, replacement planned for 2026

2 Aruba 2540F 10G switches (purchased in 2019)
- Serve as switches for server farm
- Installed 2020, replacement planned for 2026

3 Cisco SG250 POE switches
- Owned and managed through separate vendor contract with TDS
- Connected to user workstations and phones (phones owned and managed through contract with TDS)

1 Ubiquiti USW-24 POE switch
- Serves as switch for wireless network
- Installed 2021, replacement planned for 2026

5 Ubiquiti UniFi UAP-AC-PRO access points and Ubiquiti UniFi Cloud Key G2 monitoring appliance
- Maintains guest and secure wireless connections
- Installed 2021, replacement planned for 2026

Comcast fiber internet
- 200 mbs download/200 mbs upload

Systems:

VMWare 6.7

Windows Server 2012 R2
- 1 VM running legacy permitting database, isolated for external traffic in 2024

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

- o Domain controller
- o File server
- o Application server
  - ▪ Aurora Keyscan
  - ▪ Sage 50

ESET Endpoint Antivirus (provided by current IT MSP)

Service Requirements

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

- **Systems monitoring and emergency response**
  - o 24/7 monitoring of servers and critical network infrastructure
  - o Remote and on-site response to critical server or infrastructure failures
- **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 Firewall administration
  - o Server administration
  - o Network administration
  - o Backup administration
  - o Microsoft 365 administration
- **Equipment management, maintenance and replacement**
  - o Procure, install, service, maintain and repair infrastructure and workstations (including on-site setup of workstations with computers, monitors, docking stations and necessary accessories)
  - 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 a scheduled and/or as needed basis
- **Reporting and documentation**
  - o Thorough system and hardware configuration documentation
  - o Maintain records of system changes
  - o Monthly reports of server, network, and workstation update/patch status and performance
  - o Monthly report summarizing all tickets including log of issues, communications, response and resolution
- **Transparency and communication**
  - o Monthly meetings with MCWD point of contact to review tickets and flag broader IT issues and trends, review monthly report, and project status updates

- o Quarterly meetings with MCWD 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 officeadministrator@minnehahacreek.org by 4:00 p.m. on January 24, 2025. 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

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

Contractual Agreement
Enclosed with this RFP is the form of contract that Consultant and MCWD will execute. The MCWD may agree to non-substantive document revisions, but Consultant's proposal should be based on the contract form. The proposal should identify any terms of the form of contract that are unacceptable. The MCWD will negotiate a term where it can preserve the substantive intent of the term but reserves the right to reject a proposal that is conditioned on a material alteration of the contract form.

Review Criteria
Proposals will be reviewed based on the following criteria:
1. Service Delivery
2. Transparency and Communication
3. Qualifications and Experience
4. Schedule of Fees and Expenses

Interviews
MCWD may ask 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.	
Action	**Date**
Request for Proposals Released	December 20, 2024
Written Questions Due*	January 14, 2025 by 4:00 pm
Answers Available on Website	January 17, 2025

Proposals Due	January 24, 2025 by 4:00pm
Staff Review	January 27 to 29, 2025
Interviews (if needed)	February 3 and 4, 2025
Staff recommends selected IT MSP vendor to MCWD Board of Managers Approval	February 13, 2025
Contract developed and executed	February 14 to 28, 2025

*Questions should be sent to Tessa Vacek at: tvacek@minnehahacreek.org, 952-641-4503.

The District will handle submittals in accordance with §13.591, subdivision 3(b), of the Minnesota Data Practices Act.