

MEETING DATE: January 28, 2016

TITLE: Authorization to enter into a contract with Imagine IT for Managed Service Provider services.

RESOLUTION NUMBER: 16-005

PREPARED BY: David Mandt

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TELEPHONE: 952-641-4503

REVIEWED BY: Administrator Counsel Program Mgr. (Name): _____
 Board Committee Engineer Other

WORKSHOP ACTION:

<input checked="" type="checkbox"/> Advance to Board mtg. Consent Agenda.	<input type="checkbox"/> Advance to Board meeting for discussion prior to action.
<input type="checkbox"/> Refer to a future workshop (date): _____	<input type="checkbox"/> Refer to taskforce or committee (date): _____
<input type="checkbox"/> Return to staff for additional work.	<input type="checkbox"/> No further action requested.
<input type="checkbox"/> Other (specify): _____	

PURPOSE or ACTION REQUESTED:

Authorize the District Administrator to enter into a new two-year contract with Imagine IT, on advice and consent of counsel as to form and execution, for information technology managed services.

PROJECT TIMELINE:

Administrator Erdahl informed the Board of Managers that, consistent with the biennial solicitation requirement in Minn. Stat. § 103B.227, subd. 5, Staff would initiate the RFP process (September 24, 2015 Board meeting) for Managed Service Providers in 2015.

Staff created a needs analysis of the District’s information technology program, creating a scope of services that would ensure the stability of the existing infrastructure while advancing and improving as needed, the District’s information technology goals.

MCWD’s established solicitation process was followed.

Recommendation to the Board for approval January 14, 2016.

Anticipated transition from the current managed service provider to Imagine IT, February 2016.

PROJECT/PROGRAM COST:

Budgeted expense in the general operations budget.

PAST BOARD ACTION:

N/A

SUMMARY:

After a careful analysis of the District’s current and future information technology needs, the Minnehaha Creek Watershed launched its biennial request for proposals for the managed service provider contract October 8, 2015. The District received several proposals that were evaluated and ranked for quality of service,

experience, service hours, cost, communication style, strategic planning and project management capabilities. A three member staff team interviewed five of the proposing companies over the course of two weeks, performing site visits with the two finalists. Following the site visits, staff met to discuss both companies and unanimously recommend Imagine IT as the preferred vendor to manage the District's IT for the next 2-years.

RESOLUTION

RESOLUTION NUMBER: 16-005

TITLE: Authorization to enter into a contract with Imagine IT for Managed Service Provider Services.

- WHEREAS,** In accordance to Minn. Stat. § 103B.227 Subdivision 5, the contract for Information Technology managed services underwent a comprehensive request for proposal process;
- WHEREAS,** Staff created a needs analysis of the District's information technology program, creating a scope of services that would ensure the stability of the existing infrastructure while advancing the District's information technology goals;
- WHEREAS,** The RFQ for Managed Service Provider was noticed on October in the paper, posted to the website and sent out to local vendors on October 8, 2015;
- WHEREAS,** Staff received the proposals on November 5, 2015 with interviews and site visits conducted in November and early December of 2015;
- WHEREAS,** District Staff are recommending approval of a two year contract with Imagine IT as the District Managed Service Provider;

NOW, THEREFORE, BE IT RESOLVED that the Minnehaha Creek Watershed District Board of Managers Authorizes the District Administrator to enter a 2-year contract for information technology managed services, including system backup, with Imagine IT at a cost not to exceed \$4,300 in one-time expenditures and \$4,000 per month, on advice and consent of District Counsel.

NOW, THEREFORE, BE IT FURTHER RESOLVED that the Board of Managers authorizes the administrator to amend the agreement, on advice and consent of counsel, to add additional services as necessary at a cost not to exceed 10 percent of the total contract amount.

Resolution Number 16-005 was moved by Manager _____, seconded by Manager _____.
Motion to adopt the resolution ___ ayes, ___ nays, ___ abstentions. Date: _____.

Secretary Date: _____

MINNEHAHA CREEK



WATERSHED DISTRICT

QUALITY OF WATER

QUALITY OF LIFE

**REQUEST FOR QUALIFICATIONS
FOR
MANAGED SERVICE PROVIDER
SERVICES**

**FOR THE
MINNEHAHA CREEK
WATERSHED DISTRICT**

15320 Minnetonka Blvd.
Minnetonka, MN 55345

Minnehaha Creek Watershed District

Request for Qualifications – Managed Service Provider

1. INTENT

The Minnehaha Creek Watershed District (MCWD) is pursuing a partnership with an information technology organization or organizations who can support the District's information technology. The intent of this proposal is to establish an Agreement with a qualified Managed Service Provider (MSP) and the MCWD to manage and improve the district's Information Technology including but not limited to internal infrastructure, maintaining environmental stability, managing day-to-day operations, coordinating technology interconnectedness, identifying current or potential problems, suggesting efficient solutions and assisting in the growth of the Organization in regards to information technology.

The MCWD is similar to many small and medium businesses (SMB), dealing with the various pressures of a continuously changing and growing organization, while striving to better serve its cities, citizens and stakeholders. Established in 1967, the MCWD is a local unit of government, governed by a seven member volunteer Board appointed by Hennepin and Carver Counties, charged with the preservation, protection, management and improvement of surface and ground water.

The basic technology requirements for the MCWD include reliable PC's that will run business applications quickly and efficiently, the right software tools for employees' job functions, a technology network that improves internal as well as external communications, resource sharing and promotes collaboration with staff, Board of Managers and the MCWD's constituents. A strong MSP candidate will thoroughly understand the District's environment, including the integration of all components of the District's infrastructure, be able to develop and understand existing relationships with other partner consultants and assist in troubleshooting various components of the District's system.

Scope of Services

Services for a monthly fee will provide general, ongoing support to maintain a stable environment, provide customer support and maintain functionality of the network, hardware and software. A support list of MSP Duties is provided below:

- Perform an initial assessment, reviewing all information related to assets, system architecture and current processes, and make recommendations for improved system performance.
- Respect the District's budget by providing scheduled and predictable information technology improvements, notifying the District of any changes in costs in advance wherever possible.

- Maintain a reliable network environment
- Work with client to schedule upgrades to equipment as necessary
- Understanding of roles of District technology partners
- Understanding District application(s) and their connectivity
- Maintain and test overall backup and restore capabilities
- Provide regular system back-ups and if/when necessary, disaster recovery
- Provide and keep current network security
- Manage District hardware and software, including upgrading, tracking licenses, installation and performance
- Remote accessibility
- Strategic planning
- Provide support services/help desk, including after hours and weekends
- Project management capabilities
- Understand and backup Archiving system and its connectivity within the organization
- Understanding of District Audio/Video system components and role of partners
- Provide regular reports

Additional Services:

Upon written request of the District Administrator or his/her designee, the MSP shall provide additional services for an agreed upon fee schedule.

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 all team members that will work on the account. Please include responsibility and succession planning strategy to ensure continuity of provide coverage with agents that are knowledgeable to the District Environment
- 3) Complete Key Software Checklist, Attachment 1
- 4) Ability to meet contractual requirements of District Contractors, including insurance levels, see attachment 3. Please indicate if you can meet the requirements
- 5) A list of other staff, their qualifications, and a description of the type of activities they will do on behalf of the MCWD
- 6) The proposed fee structure of your firm in supporting the need of the MCWD listed in the Scope of Services and additional services, see Attachment 2

- 7) Describe experience working with similar organizations to the MCWD and provide a list of three (3) reference accounts, the work you performed for each and contacts (name, title, contact information).
- 8) Please provide a summary of your firm's practice for communication with the client in the following areas:
 - a. Routine meetings: please define frequency, purpose and outcome follow up
 - b. Reporting on health of the environment, both frequency and type of reports including how it is shared with the client
 - c. Annual report/testing
 - d. Strategic planning for the organization
 - e. Project management
- 9) Please provide a summary of your firm's ongoing support menu including help desk hours, ticketing system, ratio of calls received and answered, response times and after hours support

10) DEADLINE FOR RESPONSES AND DELIVERY LOCATION

Responses to the RFP must be *received* by the MCWD no later than 4:30pm on November 5, 2015. Proposals can be mailed, delivered or emailed to:

Lars Erdahl, Administrator
Minnehaha Creek Watershed District
15320 Minnetonka Blvd.
Minnetonka, MN 55345

lerdahl@minnehahacreek.org

QUESTIONS OR REQUESTS FOR INFORMATION

Please direct all questions or requests for information to either David Mandt or Jennifer Scharlow via email at supportservices@minnehahacreek.org. Responses to questions and/or requests will be provided through 4:30pm on November 2, 2015.

Attachments Provided by District:

- District Network Map
- District key software checklist
- Proposed Fees Summary
- Consultant Agreement

- District Consultants
- Existing Computer Inventory

MCWD KEY SOFTWARE CHECKLIST: PLEASE CHECK BOX FOR THOSE ITEMS YOU ARE FAMILIAR WITH

ATTACHMENT 1

1. PRIMARY INFRASTRUCTURE

- Microsoft Windows Server Environment: Virtual Host Machine
- Network Backup, throughout the workday plus 90 day revolving storage and external drive.
- Watchguard Firewall
- TDS Voip Phone System
- Cisco Guest and secure wireless systems
- Avante Server
- Exchange Server

2. DESKTOP

- Microsoft Office Suite, editions 7 through 10.
- Microsoft 365.
- Microsoft Exchange.
- Laserfiche Document Management System.
- ESRI Geographic Information Systems Mapping Tool: Both desktop and Amazon Cloud tools.
- Adobe Suite.
- Skype

3. MOBILE: TABLETS, SMARTPHONES AND SPECIALIZED HARDWARE.

- Smartphone, Android and Apple
- iPads.
- Field Data Loggers, connected to the office via Verizon wireless connection.
- 2 in 1 tablets.
- VPN or Remote Desktop for external users.
- Absolute MDM
- Mondopad

- Credit Card Reader
- Crestron and Marantz Recorder and Receiver (two systems)

4. INTERCONNECTED TO ENVIRONMENT

- Drupal content Management System for Web Site, Hosted Externally.
- Keyscan Alarm System.
- Multi-Purpose Copier Scanner, printer and fax.
- Interactive Map: hosted on Amazon with internal network access and web site connectivity
- Peachtree Accounting software
- Revel Communication Platform
- Audio and Video remote desktop to editing suite computer

Attachment 2 - Fee Schedule

Update the tables below with your firm's responses.

1. Identify items/components that are included in basic fees and what items/components have specific one-time costs.
2. Define costs/fees
3. Insert comments as appropriate

Item	Included in Node Charge	Pricing	Qty	Extended Monthly	Non reoccurring Charge (NCR)	Comments
Primary Workstations			31			
Secondary Workstations			6			
Limited Workstations			16			
Smart Phones			15			
Tablets			15			
Traditional on-site Servers			2- one to be decommissioned			
Virtual Servers			6			
Cisco Wireless			4 routers			
Firewall			1			
VPN			1			
Locations			1			
Manage Licenses/Certificates and renewals						
Strategic Planning						
Business Meeting to review reports						
Onsite Tech						
Onsite Support						
User Support						
Live Help Desk: Standard business hours						
Holiday and Weekend rate						

Emergency Services						
Provide support for traveling users (VPN)						
Provide Username Password						
Support Projector/TV connectivity						
Provide printer connectivity						
Provide support for LOB applications including but not limited to:						
Microsoft Office						
Microsoft Visio						
Microsoft Sharepoint						
Microsoft Outlook						
Internet Browsers (multiple)						
Adobe						
ESRI GIS						
Telemetry						
VPN/Remote Access						
Peachtree Accounting						
Vaddio Editing Suite						
Ability to remote control user desktop						
Tickets via email/phone/online						
Provide portal with real-time ticket status						
Manage Interactions and integrations with outside consultants						
TDS (Voip Network)						
Metro Sale (printer)						
Web site (cloud based)						
Databases						
Verizon						

GIS						
Tablets and Smartphones						
Laserfiche						
Absolute MDM						
Conference/Board Room AV						
Credit Card System						
Alarm System						
Workstation Management						
Activation and setup of new users/hardware						
Inventory all workstations						
Develop standard images for all workstations						
Migrate local data						
Reimage of managed workstations						
Virus protection						
Security protection						
Patch Management						
Provide Field Technicians for issues that cannot be resolved remotely						
Backup local user data, including e-mail						
Manage warranty claims for workstations						
Best effort to repair workstations out of warranty						
Monitor Network Connectivity for all locations						
Provide Monthly Reports						
Provide logged VPN or Remote Access						

Backup of network components regularly						
Managed Wireless						
Maintain Guest Network						
Maintain Secure Network						
Provide configuration backup and change management						
Server Management						
Re-image all managed servers						
Manage a fully redundant active directory domain						
Provide Certificate Administration						
Provide Security						
Provide Login Scripting as needed						
Provide Group Policy Administration						
24x 7 monitoring						
Manage warranties						
Best efforts to repair servers out of warranty						
Maintain spare server inventory for temporary use in DR plan						
Mobile Device Management						
Provide user support as needed to ensure connectivity						
Work with carriers as needed						
Manage/Renew Certificates and Licenses						

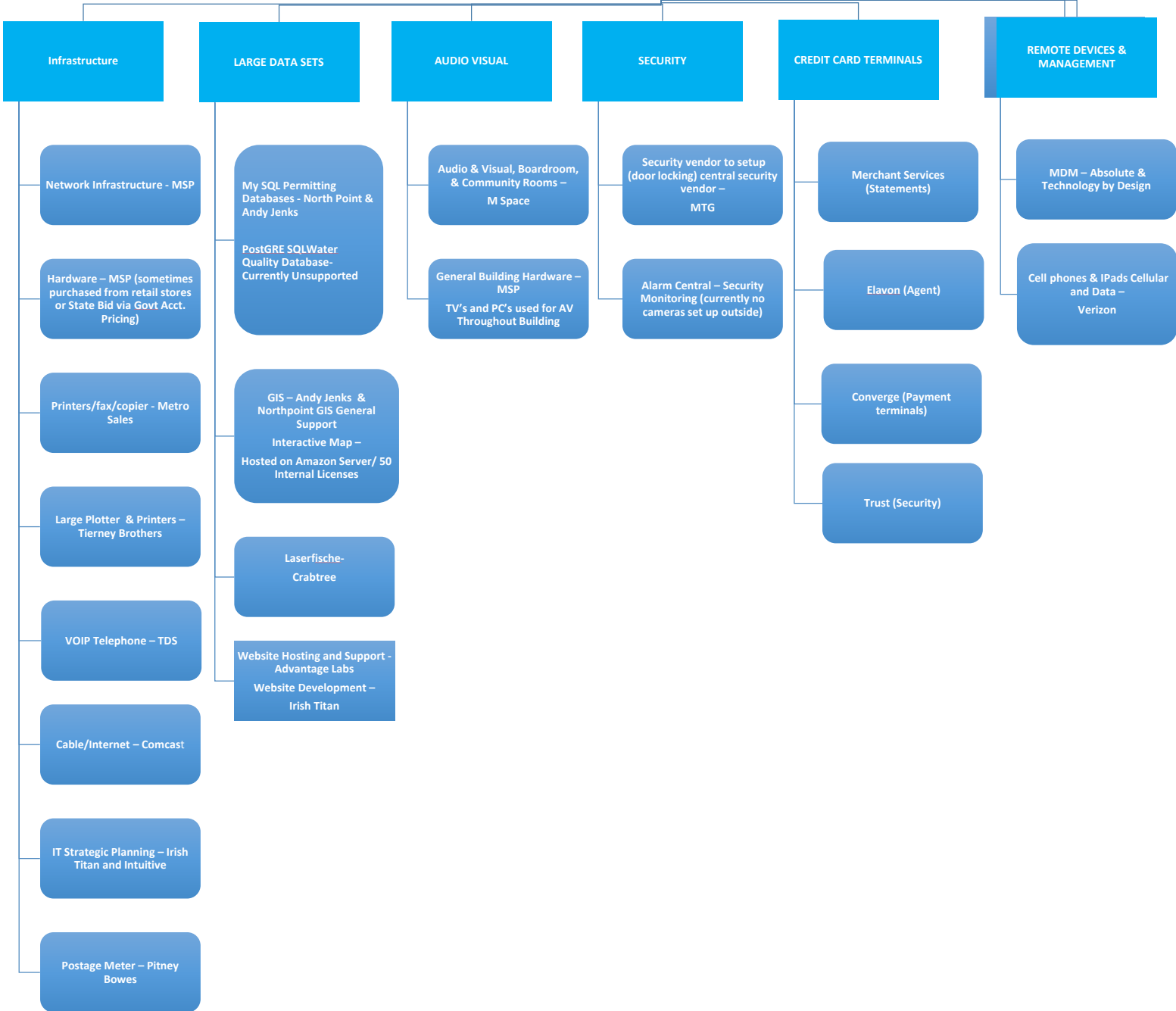
Inventory Report

Primary Workstation	Erdahl	Latitude E5440	Microsoft Windows 7 Professional x64
Primary Workstation	Mandt	Latitude E5440	Microsoft Windows 7 Professional x64
Primary Workstation	Scharlow	Latitude E5440	Microsoft Windows 7 Professional x64
Primary Workstation	Lizee	HP Compaq Pro 4300 SFF PC	Microsoft Windows 7 Professional x64
Primary Workstation	Smith	OptiPlex 390	Microsoft Windows 7 Professional
Primary Workstation	Zerby	OptiPlex 3010	Microsoft Windows 7 Professional x64
Primary Workstation	Dawson	OptiPlex 390	Microsoft Windows 7 Professional
Primary Workstation	Fieldseth	33476UU	Microsoft Windows 8.1 Pro x64
Primary Workstation	Bjorkland	10B00005US	Microsoft Windows 7 Professional x64
Primary Workstation	Christianson	33476UU	Microsoft Windows 8 Pro x64
Primary Workstation	Dooley	Latitude E5430 non- vPro	Microsoft Windows 7 Professional x64
Primary Workstation	Kreatz	0958B2U	Microsoft Windows 7 Professional x64
Primary Workstation	Mamayek	Latitude E5440	Microsoft Windows 7 Professional x64
Primary Workstation	Lochner	Latitude E5430 non- vPro	Microsoft Windows 7 Professional x64
Primary Workstation	Fellows	0958b2u	Microsoft Windows 7 Professional x64
Primary Workstation	Eidem	Latitude 3440	Microsoft Windows 7 Professional x64
Primary Workstation	Sylvia	33476UU	Microsoft Windows 8 Pro x64
Primary Workstation	Dietrich	OptiPlex 3010	Microsoft Windows 7 Professional x64
Primary Workstation	Quinn	OptiPlex 3010	Microsoft Windows 7 Professional x64
Primary Workstation	E. Brown	33472HU	Microsoft Windows 8 Pro x64
Primary Workstation	Sampedro	10B00005US	Microsoft Windows 7 Professional x64
Primary Workstation	Eason	OptiPlex 3010	Microsoft Windows 7 Professional x64
Primary Workstation	Chastain Davis	OptiPlex 3010	Microsoft Windows 7 Professional x64
Primary Workstation	Wisker	Latitude E5440	Microsoft Windows 7 Professional x64
Primary Workstation	Hayman	Latitude E5440	Microsoft Windows 7 Professional x64

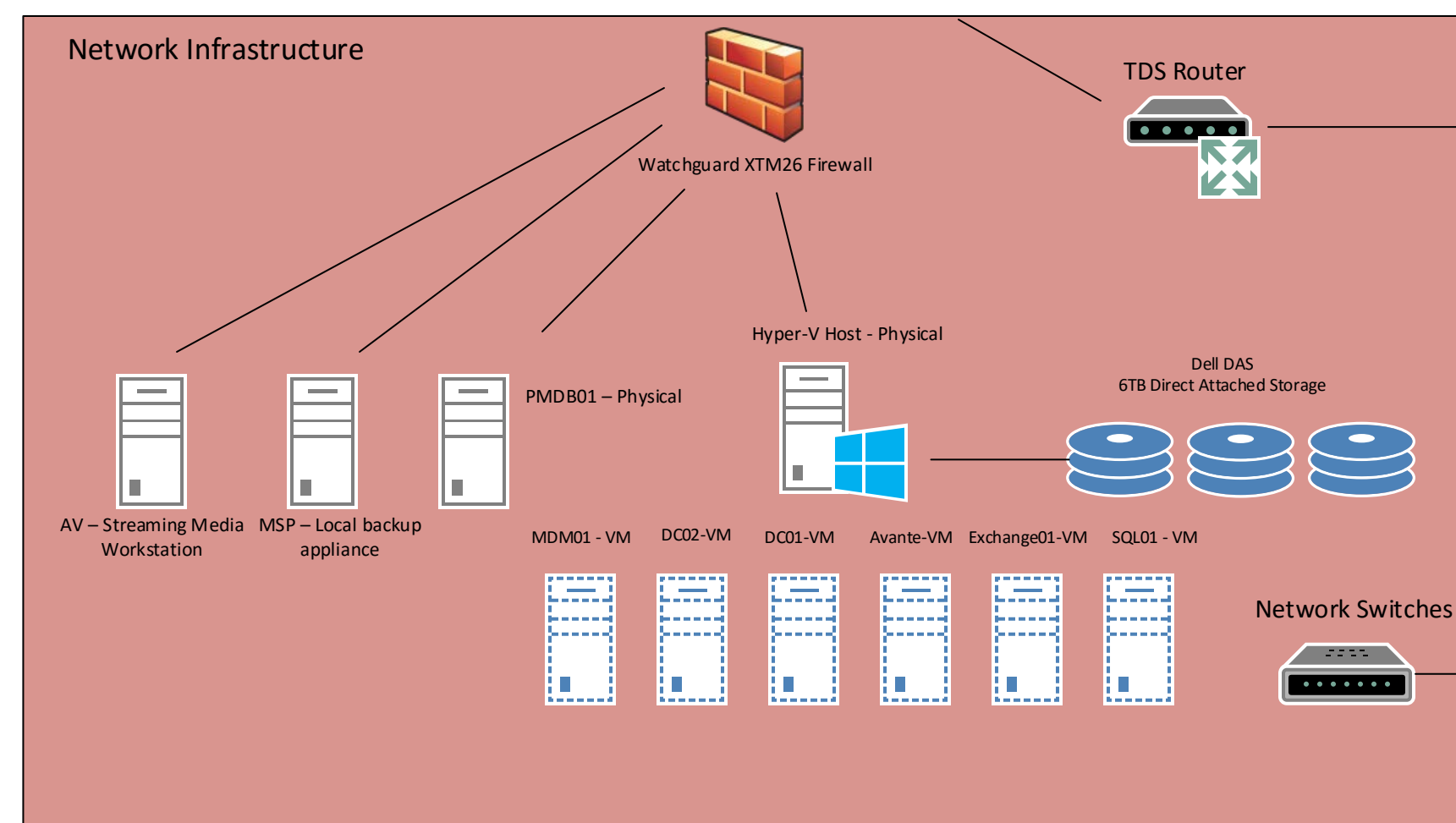
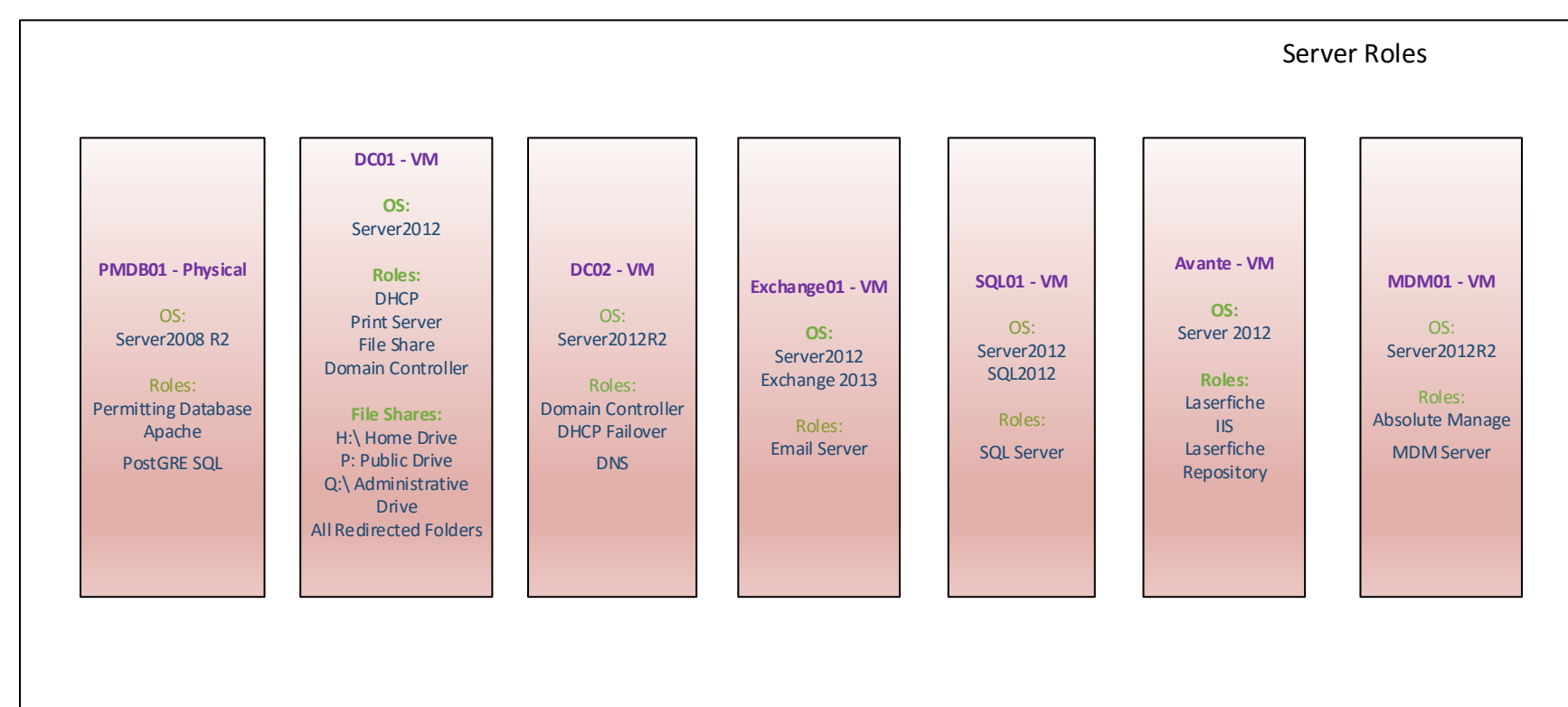
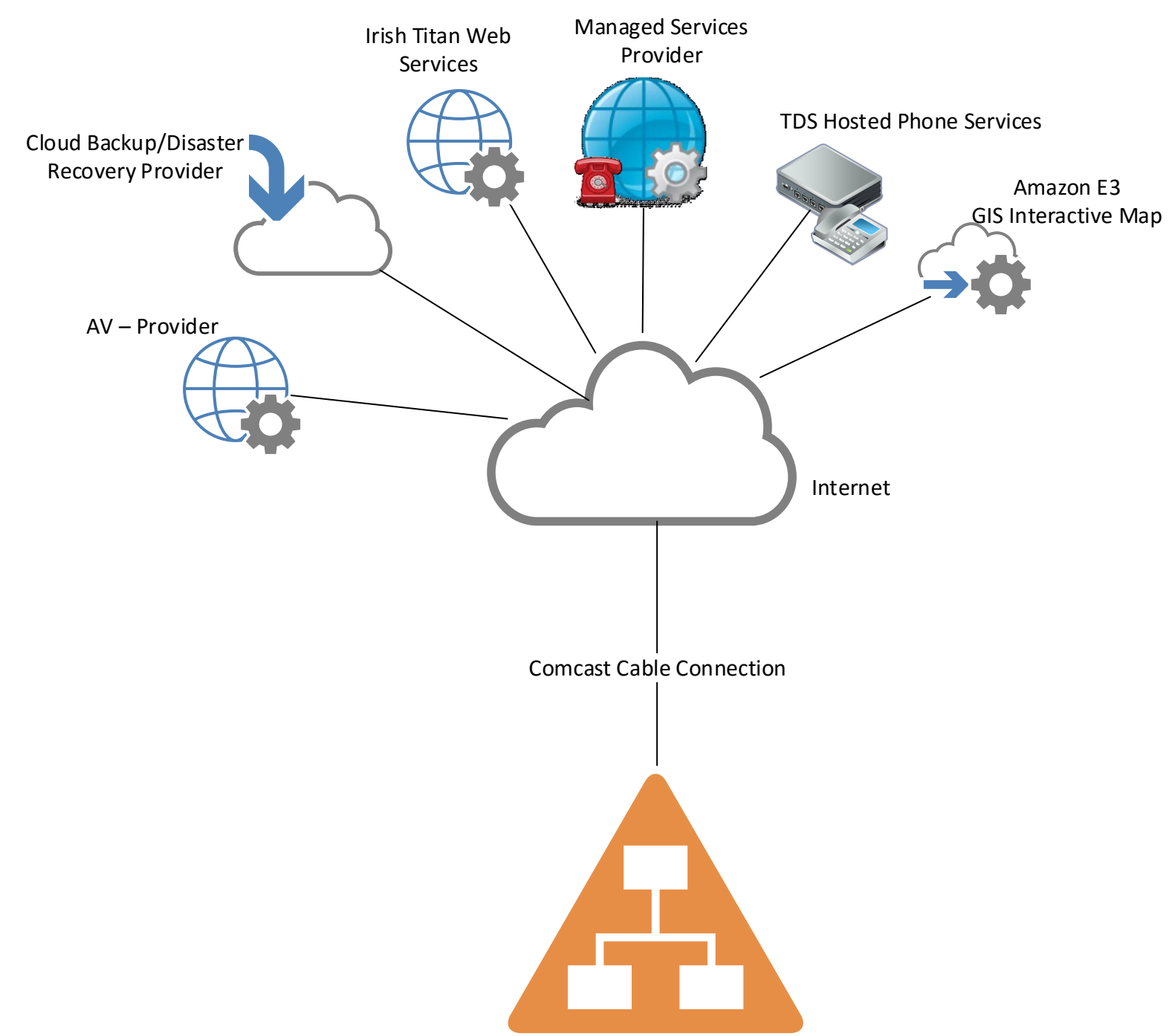
Primary Workstation	Clark	Latitude E5430 non-vPro	Microsoft Windows 7 Professional x64
Primary Workstation	Christopher	Latitude E5430 non-vPro	Microsoft Windows 7 Professional x64
Primary Workstation	Domycich	Latitude 3440	Microsoft Windows 7 Professional x64
Primary Workstation	Schaufler	Latitude E5430 non-vPro	Microsoft Windows 7 Professional x64
Primary Workstation	A. Brown	Latitude E5440	Microsoft Windows 7 Professional x64
Primary Workstation	Cook	33476UU	Microsoft Windows 8 Pro x64
Secondary Workstation	Board Laptop	Latitude E5430 non-vPro	Microsoft Windows 7 Professional x64
Secondary Workstation	Credit Card Machine	10B00005US	Microsoft Windows 7 Professional x64
Secondary Workstation	GIS	OptiPlex 960	Microsoft Windows 7 Professional x64
Secondary Workstation	Finance Machine	OptiPlex 390	Microsoft Windows 7 Professional
Secondary Workstation	Toughbook-WQ	CF-53JALZY1M	Microsoft Windows 7 Professional x64
Secondary Workstation	Lobby TV	4004h1u	Microsoft Windows 7 Professional x64
Limited Workstation	Vacant AIS Machine	10B00005US	Microsoft Windows 7 Professional x64
Limited Workstation	Toshiba #1	Satellite L15W-B	Microsoft Windows 10 Pro x64
Limited Workstation	MINNEHAHACREEK\WQSTN	0958B2U	Microsoft Windows 7 Professional x64
Limited Workstation	Tom D Twist	33476UU	Microsoft Windows 8 Pro x64
Limited Workstation	spare-nb\user	Latitude E6410	Microsoft Windows 7 Professional x64
Limited Workstation	MINNEHAHACREEK\tborn	0958B2U	Microsoft Windows 7 Professional x64
Limited Workstation	Toshiba#2	Satellite L15W-B	Microsoft Windows 10 Pro x64
Limited Workstation	Editing Suite	30AH000YUS	Microsoft Windows 7 Professional x64
Limited Workstation	Twist #2	33472HU	Microsoft Windows 8 Pro x64
Limited Workstation	Fratkin	0958B2U	Microsoft Windows 7 Professional x64
Limited Workstation	Vacant	0958B2U	Microsoft Windows 7 Professional x64
Limited Workstation	Swanson	10B00005US	Microsoft Windows 7 Professional x64
Limited Workstation	Vacant	10B00005US	Microsoft Windows 7 Professional x64

Limited Workstation	Quiet Room	Aspire U5-620	Microsoft Windows 8.1 Pro with Media Center x64
Limited Workstation	Quiet Room #2	Aspire U5-620	Microsoft Windows 8.1 Pro with Media Center x64
Limited Workstation	Mondopad-Big Island	INF-MCENTER	Microsoft Windows 7 Professional x64

MCWD IT Consultants



Minnehaha Creek Watershed District



Rack Layout

