

Request for Proposals

IT Managed Services and IT Modernization



San Bernardino Valley Water Conservation District

Helping Nature Store Our Water

Filing Deadline:
4:00 PM PST on April 22, 2022

Attention:
Betsy Miller
(909) 793-2503
San Bernardino Valley Water Conservation District

Mailing Address/Street Address:
1630 West Redlands Boulevard, Suite A, Redlands, CA 92373

INTRODUCTION

General Information

The San Bernardino Valley Water Conservation District is requesting proposals from qualified firms for managed IT services as well as support evaluating and implementing key IT modernization efforts.

The San Bernardino Valley Water Conservation District (Conservation District) was established by the San Bernardino County Board of Supervisors on January 4, 1932, to improve the reliability of local water supplies through proactive groundwater recharge management. Nearly ninety years later, our mission to recharge the Bunker Hill Groundwater Basin in an environmentally and economically responsible manner continues.

There are no expressed or implied obligations for the District to reimburse responding firms for any expenses incurred in preparing their proposal in response to this request. Any inquiries concerning the request for proposals should be addressed to Daniel B. Cozad, General Manager dcozad@sbywcd.org.

To be considered, one (1) electronic copy of the proposal must be received via email and two (2) hard copies of the proposal must be received by the Conservation District by 4:00 PM on April 22, 2022. Please deliver proposals as follows:

Attention: Betsy Miller
San Bernardino Valley Water Conservation District
1630 West Redlands Boulevard, Suite A
Redlands, CA 92373
Email to bmiller@sbywcd.org

During the proposal evaluation process, the District reserves the right, where it may serve the District's best interest, to request additional information or clarifications from proposers, or to allow corrections of errors or omissions. At the discretion of the District, firms submitting proposals may be requested to make oral presentations as part of the evaluation process.

The District reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the firm of the conditions contained in this request for proposals, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the District and the firm selected.

The District anticipates executing a contract with the selected firm by approximately July 15, 2022, following approval of the upcoming fiscal year budget on July 1. The contract will be a one-year agreement with the option for annual renewals subject to the annual review by the District.

SCOPE OF WORK

Managed IT Services

Provide managed IT Services to the San Bernardino Valley Water Conservation District, as described below.

- 1) Seven full-time and five part-time employees located at 1630 West Redlands Boulevard, Suite A, Redlands, CA 92024; these employees work remotely 1-2 days/week
- 2) Three full-time employees located at 2181 Mentone Boulevard, Mentone, CA 92359; these employees do not work remotely but they utilize smartphones to access their Office365 accounts daily during field tasks that take them away from their office

Our current technical environment includes:

- Core Hardware [Servers, switches, firewalls, routers, etc.]
 - Main Windows Server 2022 - Dell
 - Second Windows SBS 2011 - Dell
 - Currently supporting Laserfiche which needs to be migrated to 2022 Dell server or moved to Laserfiche cloud services
 - Available for reconditioned/reloaded Hyper-V server
 - Third Windows Server 2022 VM (Hyper-V temporarily on main server) for RDP Gateway
 - Fourth Windows Server 2022 VM (Hyper-V temporarily on main server) for Laserfiche (needs to be migrated to 2022 Dell)
 - Fifth Windows Server 2022 VM (Hyper-V temporarily on main server) for VPN access
 - Untangle Appliance (firewall and other network filtering and security)
 - Main 24 port network switch
 - 24 port POE Phone switch
 - Miscellaneous 5-8 port switches in the office with multiple people in 1 location
 - 2 wireless access points
- Software Systems [Email platform, security programs, other software used.]
 - Office365
 - Untangle filters websites and other network traffic
- Connectivity [Internet information]
 - Frontier Fios
 - Frontier phone lines
- Remote Access / VPN
 - Fifth Windows Server 2022 (see above) VPN server PPTP
 - Two employees have VPNs for remote work
 - Third Windows Server 2022 (see above) RDP using HTTPS with certificates
- Applications [Note if on-premise or cloud-based]
 - Adobe Acrobat Pro (on-prem)
 - AES HydroWin 2016 (on-prem)
 - ArcGIS (on-prem and cloud licenses; moving to cloud licenses only in 2023)
 - AutoCAD suite (on-prem)
 - QuickBooks (on-prem)
- Backups, Antivirus and Remote Support Software

- Daily cloud backup on main server to backup all files as part of existing MSCP contract
- Roaming profiles on workstations sync with the main server and are part of the backup
- Windows Defender (built into Windows Pro) for Anti-Virus
- Workstations and other Devices
 - 6 standard office grade workstations for standard office work
 - 3 Engineer/GIS workstations for specialty office work
 - 2 Microsoft Surfaces with docking stations
 - 1 Laserfiche workstation
 - 1 Windows 10 Pro VM (Hyper-V temporarily on main server) RDP machine

The Conservation District seeks the following services as part of this RFP.

- Help Desk Support - The MSP should offer superior Help Desk support during normal business hours utilizing industry best practice processes and procedures.
- Patch Management Services & Preventative Maintenance – The MSP must provide management of critical security and system patches to all servers and systems on the network to ensure the Conservation District’s IT systems and resources are properly managed and maintained.
- Business Continuity and Disaster Recovery – The MSP must be able to support the Conservation District’s ability to recover based on the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) of approximately 24 hours. In addition, backup and redundancy should be used to support this need.
- Remote Backup – The MSP must execute a nightly backup plan for the critical servers, including a regularly-tested recovery process.
- Email System Management - the Conservation District’s requires the management and administration of the Conservation District’s Office365 email system for all users.
- On-Site Support – When needed, the MSP should have the ability to deploy onsite resources to assist in issues which cannot be resolved through remote access to in-house systems.
- Networking Support - The Conservation District requires proactive management and monitoring of our switches, firewalls, routers and Wi-Fi systems, and other networking equipment as identified by the Conservation District.
- Security Systems Monitoring – MSP must provide proactive monitoring and management of the Conservation District’s security systems, including firewalls, secure remote access, and any implementations of advanced security solutions the Conservation District may utilize.
- Warranty and Asset Inventory Management – The Conservation District expects the MSP to maintain a hardware and asset inventory that includes Desktops, Laptops, Servers, Printers/Scanners, Fax Machines, and notify the Conservation District of any potential service or warranty issues. The MSP must also assist with managing the lifecycle of the Conservation District’s devices and maintain an equipment inventory to ensure our systems are always current.
- Software Licensing Control – Oversight of automatic renewal of software applications and maintenance of appropriate documentation.
- Procurement Management – The MSP must assist with the selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.

- PC Deployment – Delivery and setup of machines on-site.
- Desktop and Laptop Support – MSPs must include their ability to support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning for new equipment as needed.
- Desktop Software Standardization and Software Licensing and Upgrades – MSP must have a process for identifying standardization and management of desktop images and ensuring that staff are using current products as well as current OS and browser versions.
- Lifecycle Management of Hardware Units – The MSP should have processes for end-of-life notification, replacement, and asset decommissioning/disposal in compliance with Conservation District policies.
- Break Fixes and Installation – The MSP should offer planned and on-call break/fix services, including emergency response to server issues.
- Install, Move, Add, Change (IMAC) – The Conservation District is looking for the MSP to help with any changes to the location, configuration of existing equipment or software, and installation of additional equipment or software as needed.
- Reporting – The MSP should provide relevant, streamlined reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.
- Technology Strategy Planning – The MSP will work with Conservation District management to develop a long-term strategic technology outline. This outline will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
- Account Management – The MSP must offer an internal escalation process in tandem with the Conservation District to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered.
- Onboarding and Offboarding Staff - The MSP must have process and procedure in place to onboard or offboard team members in a timely and efficient manner.
- Compliance – The MSP must use systems that comply with regulations as provided by relevant governing organizations as identified by regulatory or grant based requirements.
- End-User Security Awareness Training – The MSP should offer Security Awareness Training to teach the Conservation District's staff and employees about current threats, terms, standards, and compliance to help them avoid a security incident on a biennial basis.

IT Modernization Support

Evaluate the Conservation District's current IT systems and provide recommendations for modernization for review by Conservation District staff and/or Board of Directors. Specific areas have been identified below for review during the 2022-2023 fiscal year (July 1, 2022-June 30, 2023); additional areas identified for evaluation as the result of this process may be included in the budget for fiscal year 2023-2024. The proposal should include project management and technical engineering resources for these modernization areas.

- IT System Review and Modernization Recommendations – The MSP should review the existing IT system, meet with Conservation District staff to understand business needs,

and prepare recommendations for a modernized, standardized IT system that will support effective implementation of the Conservation District's mission.

- IT Policy Review – The MSP should review the Conservation District's existing IT policy and provide recommended updates tailored to the Conservation District's IT system and needs of staff, including best practices for accessing email, etc. from personal smartphones.
- Office365 Optimization – Review Conservation District staff's current use of Office365 and provide recommendations and/or training for staff to optimize workflow using the program's features and functions.
- Document Migration – Migrate the data on Conservation District's file server to Sharepoint under our existing Office365 account.
- Server Decommission/Migration – Review the configuration of the existing servers, prepare a plan for migration of Laserfiche to the 2022 Dell server, migrate this program to the new server during non-business hours, and provide recommendations for optimal use of the Conservation District's assets.
- Wi-Fi/Internet Optimization – Evaluate the current internet and Wi-Fi at both office locations and prepare a recommendation for upgrades, where feasible, including both the time and cost for each recommendation.
- Phone System Replacement – Evaluate the current phone system and prepare a recommendation to replace it with a VoIP system with desk and soft phones.
- Implement a Smart Boardroom – Evaluate the current Boardroom system and provide two recommendations for upgrades to a smart Boardroom that would allow full integration of in-person and on-line participants; one recommendation should be for a lower cost alternative and one recommendation should be for a higher cost alternative. The evaluation should include, but is not limited to, use of dual Owls, Shure Microflex Digital Wireless Conferencing Systems, or Cisco video conference room solutions. The recommendations should include these systems as well as all additional related IT equipment such as televisions, laptops, projectors, etc.

PROPOSAL REQUIREMENTS

Submittal Requirements

Inquiries

The Conservation District has endeavored to provide all information that is relevant to the proposal; however, we are happy to answer questions prior to the proposal due date. Inquiries concerning the request for proposal must be made to:

Daniel B. Cozad, General Manager
San Bernardino Valley Water Conservation District
1630 West Redlands Boulevard, Suite A
Redlands, CA 92373
dcozad@sbvwcd.org

Proposal Submission

To be considered, one (1) electronic copy of the proposal must be received via email and two (2) hard copies of the proposal must be received by the Conservation District by 4:00 PM on April 22, 2022. Please deliver proposals as follows:

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Proposal Contents

Responsive proposals will include the following sections:

Title Page

The title page should include the title of the request for proposals; the firm's name; the name, address and telephone number of the contact person; and the date of the proposal.

Table of Contents

Transmittal Letter

The letter of transmittal should include a brief statement of the proposer's understanding of the scope of work, a statement of why the firm believes itself to be qualified to perform the scope of work, and a statement that the proposal is a firm, irrevocable offer for 90 days, signed by a member of the firm authorized to commit the firm.

Detailed Proposal

The purpose of the technical proposal is to demonstrate the competence and capacity of the firm seeking to provide managed IT services and IT modernization support to the Conservation District. The technical proposal should demonstrate the ability of the firm to complete the Scope of Work in a manner satisfactory to the Conservation District, including relevant qualifications of both the firm and particular staff to be assigned to this project. The technical proposal should be prepared simply and economically, providing a straightforward, concise description of the proposer's capabilities and approach to satisfy the requirements of the Scope of Work. Examples of existing customers with IT needs similar to the Conservation District may be provided to demonstrate the ability of the firm to successfully execute the Scope of Work.

The proposal should include the monthly cost for the Managed IT Services task, as well as costs for the individual IT Modernization Support areas. The cost for each of the IT Modernization Support areas should include 1) a fixed cost for review/evaluation and preparation of recommendations, and 2) an estimated cost for associated purchases, where needed. For example, the Implement Smart Boardroom task should include a fixed cost for evaluating the current Board room IT system and preparing recommendations for upgrades, and separate cost ranges for the purchasing the equipment needed to implement the upgrades and associated labor for installation.

Proposal Evaluation Procedures

Review of Proposals

Proposals will be evaluated by District staff, with authority for certain contracts requiring review and approval by the District Board of Directors. The District reserves the right to retain all submitted proposals and may use any idea in a proposal regardless of whether that proposal is selected. The District may select one, or more, or none, of the proposing firms.

Evaluation Criteria

Proposals will be evaluated based on technical qualifications and price.

Oral Presentations

During the evaluation process, the Conservation District may, at its discretion, request any or all firms to make oral presentations. Such presentations will provide firms with an opportunity to answer any questions the Conservation District's staff may have on a firm's proposal.

Final Selection

The Conservation District anticipates selection of a firm by June 15, 2022. If needed, the contract would be presented to the Board of Directors on July 13, 2022.

Right to Reject Proposals

Submission of a proposal indicates acceptance by the firm of the conditions contained in this Request for Proposals unless clearly and specifically noted in the proposal submitted and confirmed in the agreement/contract between the Conservation District and the firm selected. The Conservation District reserves the right to reject any or all proposals, and to award to one, or more, or none, of the proposing firms.