

Santa Ana Watershed Project Authority



REQUEST FOR PROPOSALS INFORMATION TECHNOLOGY SERVICES

**PROPOSALS DUE BY
MONDAY, May 28th , 2018**

BY 4:00 P.M.

May 15th, 2018

The Santa Ana Watershed Project Authority (SAWPA) is inviting responses to this Request for Proposals (RFP) for Information Technology Consulting and Support Services. A detailed Request for Proposals outlining the submittal requirements and scope of services is attached for your reference and information.

Three (3) hard copies and one (1) electronic copy of Proposals must be submitted no later than 4:00 p.m. on Monday, May 28th, 2018, to Dean Unger, Information Services and Technology Manager, SAWPA, 11615 Sterling Avenue, Riverside CA 92503. Electronic copies should be submitted to dunger@sawpa.org.

In addition, the proposer shall submit three (3) hard copies of a Sealed Dollar Cost Proposal in a separate sealed envelope marked as follows:

SEALED DOLLAR COST PROPOSAL
For
Santa Ana Watershed Project Authority
For
IT CONSULTING AND SUPPORT SERVICES
May 28, 2018

Any questions regarding this Request for Proposals should be directed to Dean Unger, Information Services and Technology Services, at (951) 354-4224.

Thank you for your interest, and I look forward to receiving your submittal.

Dean Unger,
Information Services and Technology Manager

**REQUEST FOR
PROPOSALS
SAWPA
TABLE OF CONTENTS**

I. Introduction	
A. General Information	1
B. Background	1
II. Deadlines for Proposals	3
III. Submittal Requirements	4
IV. Scope of Services	5
A. General Conditions	5
B. Primary Services	6
C. Advisory Services	8
V. Desired Minimum Qualifications.....	8
VI. Licenses/Certifications/Special Requirements	9
VII. Compensation.....	9
VIII. Exhibits	
A. Firm Summary Sheet	10
B. Certification of Proposals	11
C. Contractor's Acknowledgement of Compliance with Insurance Requirements	12
D. Declaration of Political Contributions	13
E. Services and Costs sheet.....	14

REQUEST FOR PROPOSALS SAWPA IT CONSULTING AND SUPPORT SERVICES

GENERAL INFORMATION

SAWPA was first formed in 1968 as a planning agency, and reformed in 1972 with a mission to plan and build facilities to protect the water quality of the Santa Ana River Watershed. SAWPA is a Joint Powers Authority, classified as a Special District (government agency) in which it carries out functions useful to its member agencies. The agreement formalizing the current agency was signed in 1974 and went into effect in 1975.

SAWPA is located in Riverside, California, approximately in the geographic center of the watershed. The population in the Santa Ana River Watershed is one of the fastest-growing regions in the State. Since its formation, SAWPA has grown in capability to become one of California's leading regional water agencies. The watershed, and the State as a whole, are facing many challenges in ensuring that there is sufficient, high-quality water for the ever-growing population of the region. SAWPA works with planners, water experts, design and construction engineers, and other government agencies to identify issues and solutions, and then uses innovation to resolve many water-related problems.

SAWPA works with legislators to ensure there are useful laws regarding water resources, with funding sources to ensure the completion of necessary projects; with planners to ensure adequate water supply in the future; with regulators to ensure safe, clean water; and, with all other stakeholders, including the concerned public, to build collaborative, regional solutions to meet the area's water needs.

SAWPA is interested in contracting with an experienced information technology services firm for various systems support and maintenance, as well as ad hoc IT projects and execution. The required services and performance conditions are described in the Scope of Services.

BACKGROUND

SAWPA is technologically advanced and focused on utilizing efficient and cost-effective means to provide support and information to its staff and the watershed agencies. These efforts are supported from two locations, the main location at 11615 Sterling Avenue, Riverside California and a ¼ mile down the street at 11671 Sterling Avenue, Unit I, Riverside, California (BLOC). The Department of Information Systems and Technology is responsible for managing the Information Technology (IT) services at SAWPA as well as IT strategic planning and coordination between various departments. SAWPA's entire "hands-on" IT staffing consists of a network Analyst, GIS Manager, and a IS manager.

The systems infrastructure at SAWPA consists of 1 physical servers running Windows Server 2003, and 1 physical servers running Windows server 2008 and 4 physical servers that host 10 virtual servers and the VMware Horizon View VDI environment. A majority of the users are on Lenovo Desktop PC with Windows 7. Approximately four Lenovo laptops are shared and kept updated in anticipation of checking out for offsite meetings. The number of total users supported is approximately 24 and may grow during the length of the contract term.

Users at SAWPA have roaming profiles, are set up with static images in the virtual desktop environment, organized into groups based on software needs. All users are on Windows 7 and utilize multiple applications vital to ongoing operations. Many applications are server based with client access via the network. Essential applications include Microsoft Dynamics Great Plains financial software, Adobe products, OnBase, for document archiving, ESRI GIS software, Microsoft Office 365, and iPACS for Engineering.

SAWPA's network infrastructure connects the aforementioned systems internally via two switches and to the internet through a firewall. SAWPA has seven printers accessible throughout the network that are primarily Konica Minolta and HP. Three machines are multi-function printer/scanner/copiers, two desktop printers, and three others are localized desktop printers for departmental usage. In addition, an APC unit that provides battery backup and surge protection is also included in the network.

Other services required to be performed by SAWPA's IT service provider include domain services, backup services, security, VPN management and remote access setup. All software and applications provided by a third-party vendor (OnBase, Microsoft Dynamics Great Plains,) include a maintenance and support agreement; however, SAWPA's IT service provider will be required to support these vendors during occasional upgrades, migrations, integration and management projects.

SAWPA's service call history is 400 service requests annually and 3 to 4 special projects such as third party software upgrades, new equipment install support and special configuration support requests.

DEADLINES FOR PROPOSALS

Proposals will be accepted by the SAWPA until Monday, May 28, 2018 at 4:00 p.m. (Deadline). Proposals shall be addressed to:

Dean Unger
Information Services and Technology Services
SAWPA
11165 Sterling Avenue
Riverside, California 92503

Proposals delivered or received after the D, regardless of postmark or delivery date, will be rejected.

Technical questions regarding this Request for Proposals are to be directed to: Dean Unger, dunger@sawpa.org or (951) 354-4224. Emails shall contain the wording "RFP-IT Services Technical Question" in the subject line.

SAWPA will review all proposals to determine which best suits the needs of SAWPA. SAWPA reserves the right to reject all proposals for any reason. SAWPA also reserves the right to negotiate with the selected vendor to clarify details and achieve the best overall services for SAWPA.

Pre-Proposal Meeting Date: May 22nd
Time: 1:00 PM

SUBMITTAL REQUIREMENTS

Hard Copies and Electronic Copies:

1. Hard Copies: Three (3) hard copies of Proposals, as outlined below, shall be submitted no later than the Deadline.
2. Electronic Copies: One (1) electronic copy of all Proposals, as outlined below, shall be submitted no later than the Deadline to dunger@sawpa.org, with wording "RFP-IT Services Proposal" in the subject line.

Format: Proposals shall be 8-1/2" x 11" and organized in sections following the order specified under contents. Proposals shall be limited to 20 pages not including resumes

Contents:

- Proposals shall contain the following information:
 - A letter of transmittal signed by an individual authorized to bind the proposing entity.
 - A table of contents listing the material by section and by page number.
 - A list of current California clients, including their names and addresses in the State of California, for IT consulting and support services of approximately the same size and scope as SAWPA and performed within the last three (3) years.
 - General information about the proposing firm (i.e., location of office(s) directly supporting SAWPA, years in business, organization chart, number and position titles of staff, and any certifications or degrees).
 - Completed Summary Sheet providing the name, title, experience and qualifications of the personnel who will be assigned to the project. (Exhibit "A")
 - Detail your firm's experience with supporting a VMware and the qualifications of the personnel that will be assigned to SAWPA to support this environment.
 - Completed Certification of Proposals to the SAWPA. (Exhibit "B")
 - Provide a conceptual plan for services to SAWPA that you believe is appropriate for SAWPA. Indicate how the resources of your firm (e.g., number and type of personnel allocated by hours) will be allocated for this project.
 - Complete acknowledgement of compliance for insurance requirements as stipulated in the attached General Services Agreement and attach a copy of a valid insurance certificate for the firm's general liability, professional liability, and automobile insurance, and proof of adequate worker's compensation coverage for employees. (Exhibit "C").
 - Declaration of Political Contributions, signed under penalty of perjury, regarding disclosure of political contributions to SAWPA officials. (Exhibit "D")
 - Completed Table of Services and Costs. (Exhibit "E")
 - Amount of work, if any, that is to be subcontracted.
- Dollar Cost Proposal shall be submitted as follows and include the information set forth below:
 - Three (3) hard copies of the Dollar Cost Proposal, sealed in a separate envelope, shall be submitted with the Proposal.
 - One (1) electronic copy of the Dollar Cost Proposal shall be submitted along with the electronically submitted Proposal.

Dollar Cost Proposal shall include the following information:

- Identify supported locations separately (Main Building and the BLOC).
- Provide an orientation/onboarding plan and identify anticipated time/cost.
- Compensation schedule should reflect the title/position and hourly rate of each employee proposed to work at SAWPA.

SCOPE OF SERVICES

GENERAL CONDITIONS

The scope of services, as may be modified through negotiation and/or by written addendum issued by SAWPA, will be included in the Agreement. The term of the Agreement is expected to be a two-year term. SAWPA shall have the unilateral option, at its sole discretion, to renew this Agreement automatically for no more than two (2) additional one-year terms.

SAWPA's Information Technology (IT) environment encompassing the following:

- Systems infrastructure
 - Physical and Virtual Servers
 - VMWare Horizon View VDI Environment
 - Workstations
 - Devices
 - Applications
- Network infrastructure
 - Switches and Firewalls
 - Internet and Wi-Fi
- Other Infrastructure Services
 - Domain services
 - Email services
 - Backup and Replication services
 - Security
 - Remote access
 - WordPress services
 - Third party software and application support

Consultant will support SAWPA's systems infrastructure, network infrastructure, and other services at the primary location as well as at secondary location. The separate secondary location at the BLOC consisting of one printer and three laptops.

Proposals shall include, but not be limited to, the following services and materials:

- On-site support for an average of eight (8) hours, twice a week, or more as necessary (main location only).
- Unlimited Telephone and Email technical support during normal business hours (7:30 a.m. to 5:30 p.m., local time, Monday through Friday).
- After-hours support, including weekends for critical system upgrades that may conflict with operations during normal business hours.
- Process and system to report and track service requests.
- Provide an initial network security assessment with security recommendations
- Provide an initial systems analysis and recommendation report
- On-call support with response times according to the following schedule:
 - P1 Emergency 1 hour
 - *An emergency situation with a severe overall impact; defined as a loss of network, server, or email function.*
 - P2 High 2 hours
 - *A high priority incident has a moderate business impact or high personal impact such as a critical application not working or workstation hardware failure.*
 - P3 Medium 8 hours
 - *A medium priority incident has a lower business impact or moderate individual impact such as failing backups, printing issues or application instability. Incident may represent a service disruption or data loss if not addressed within service time frame.*
 - P4 Low 48-72 hours or at a time scheduled/agreed upon by SAWPA
 - *The incident has a low business or individual impact such as minor printer problems, application installations, or other tasks that can be scheduled for the most convenient time without creating a disruption.*
 - P5 Very Low 5 business days or at a time scheduled/requested by SAWPA
 - *Incident has no productivity or service level impact, however, the issues should be corrected. The incident may require information from the user, client, or hardware from a vendor.*

The duties listed below are intended only as illustrations of the various types of work that may be required. The omission of specific statements of duties does not exclude them from the scope if the work is similar, related to, or a logical assignment to the class.

PRIMARY SERVICES

Scope of Work includes systems administration functions for SAWPA's virtualized environment, including three physical servers, seven hosted virtual servers, approximately 30 static images hosted on the virtual desktop environment and desktops outside of the virtual environment. Other systems administration functions include system-level security procedures and protocols; establishment and maintenance of user accounts and the assignment of file permissions; installation, upgrades, configuring, testing, maintenance and support of operating system software in the current environment; review of performance logs and monitoring of system performance; troubleshooting and resolving system hardware, software and communications problems; performing configurations and adjustments to enhance database file capacity; performing automated and manual backup and restore processes.

All system files will be replicated and backed up on a daily basis. Backups are located in the cloud as well as a local drive. Consultant shall ensure that all backup processes are scheduled and performed successfully and that backup media is accessible and files can be restored.

Consultant should have the knowledge and ability to install, configure and upgrade vCenter Server and VMware, configure vSphere Networking and vSphere Storage, and administer VMs and vApps. Perform basic troubleshooting and alarm management for VMware hosts and VMs. Consultant will be required to plan, implement, manage and maintain complex vSphere deployments; configure, manage and analyze vSphere log files; execute VMware cmdlets and customize scripts using PowerCLI.

Consultant will provide workstation and applications support including installing thin clients, PC's, laptops, printers, peripherals, scanners, copiers, and office automation software; diagnosing and correcting desktop application problems; configuring static images and user profiles; and identifying and correcting end user hardware and software problems. On-site troubleshooting and support will be required for workstations and users as needed. Consultant, in conjunction with Financial Services, will also administer SAWPA's software licensing and hardware warranties.

Network administration functions include the maintenance of network functionality and the installation, upgrade, configuration, integration and troubleshooting of network devices and software; internet and intranet support; optimization of available hardware and software for peak network performance and functionality; firewall administration (Cisco) and network security including virus protection and spam filtering (Office 365). Consultant will also maintain SAWPA's wireless internet configurations.

Consultant will provide strategic planning and oversight of SAWPA's IT services and contribute to the development and implementation of long-term plans, goals and objectives to achieve SAWPA's technology priorities. Consultant will also recommend new or revised IT policies, procedures and standards given expertise and industry standards. Consultant will research and recommend solutions for technology needs, compatible with SAWPA's IT architecture, infrastructure and resource constraints, and solicit quotes for recommended products and vendors.

Consultant will evaluate SAWPA's hardware and software needs on a regular basis and recommend replacement of equipment and software as identified. Consultant will deploy, maintain and repair or coordinate the repair of hardware and devices.

Consultant will review the current power supply system and provide recommendations to ensure servers and data are protected against power surges and/or unscheduled power shut downs.

Consultant, in conjunction with Information Systems and Technology staff, will maintain the technology inventory database and ensure all new computer equipment is initialized and tagged.

Consultant will perform an annual Technology Audit and provide documentation to SAWPA IT staff. The Technology Audit document should include the current environment infrastructure, completed projects, and prioritized recommendations for subsequent periods. Consultant will provide a system to record and track service requests, generate historical reports and grant SAWPA access for review.

ADVISORY SERVICES

The following services should also be provided to SAWPA in addition to the primary services identified above.

Conduct a business process review to identify and evaluate current systems including operating systems and/or network software, hardware, methods and techniques to improve systems/network reliability and performance.

Review and recommend backup solutions to ensure reliability of data in the event of an emergency or other data loss.

Conduct quarterly governance meetings with identified SAWPA staff, compare recent trends and developments in the computing environment; and review networking and multiplatform communication technologies to improve user productivity.

Install, configure and test software packages; provide user support, conduct or coordinate user software training and provide instructions for hardware usage. Work with SAWPA IT staff to formulate technology solutions and ensure the effective safeguarding and sharing of enterprise data.

Plan and coordinate the migration to new technologies, if endorsed.

Provide back-end support and training for custom report generation using crystal reports software or an equivalent software.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of and experience with:

- Virtual desktop environments, including characteristics, architecture, implementation, maintenance, and administration.
- VMWare deployments, VMWare Networking, VMWare Storage and analysis of vSphere log files..
- Standard operating systems architectures, characteristics, commands and components applicable to environments used in SAWPA.
- Network architectures similar to the structure used in SAWPA, including theory and principles of design, integration, administration, topologies and protocols.
- Principles, practices and methods of systems/network administration and maintenance, including configuration, performance tuning and security.
- Principles, methods and techniques for layout, installation, configuration, integration and operation of network systems, equipment and devices.
- Internet/intranet technologies, including firewall configuration and applicable database programming languages.
- Principles and practices of systems analysis and design.
- Methods and techniques for performing connectivity testing, network analysis and troubleshooting, including use of diagnostic tools and equipment.
- Computer programming principles, techniques and procedures for business and technical system applications.
- Basic project planning, prioritization and scheduling techniques.
- WordPress Skills such as site conversion to HTTPS, site security and performance, SEO experience.
- Standard business and office software packages, including Windows 7, Windows 10, Windows 2007 Active Directory, Office 365, Office 2010 components, Office 2016, database applications, and Adobe products.

LICENSES/CERTIFICATES/SPECIAL REQUIREMENTS

Certifications held should include VCP, VCAP, Microsoft, Cisco or equivalent. Support staff should include personnel certified as a Network or Systems Engineer and/or Network or Systems Administrator.

COMPENSATION

SAWPA's payment terms are net thirty days from the date invoices are received by SAWPA.

Exhibit "A"

Firm Summary Sheet

Firm Name:

Firm Parent or Ownership:

Firm Address:

Firm Telephone Number: Firm Fax Number:

Firm Website:

Number of years in existence:

Management Contact (person responsible for direct contact with the SAWPA and services required for this Request for Proposals):

Name:

Title:

Telephone Number:

Fax:

Email:

Project Manager (Person responsible for day-to-day servicing of the account):

Name:

Title:

Telephone Number:

Fax:

Email:

Types of services provided by the firm:

Exhibit "B"

SAWPA

CERTIFICATION OF PROPOSALS

1. The undersigned hereby submits its proposal and, by doing so, agrees to furnish services to SAWPA in accordance with the Request for Proposals (RFP), dated May 28, 2018, and to be bound by the terms and conditions of the RFP.
2. This firm has carefully reviewed its proposal and understands and agrees that SAWPA is not responsible for any errors or omissions on the part of the proposer and that the proposer is responsible for them.
3. It is understood and agreed that SAWPA reserves the right to accept or reject any or all proposals and to waive any informality or irregularity in any proposal received by SAWPA.
4. The proposal includes all of the commentary, figures and data required by the Request for Proposals, dated May 28, 2018.
5. The proposal shall be valid for 90 days from May 28, 2018.

Name of Firm:

By:
(Authorized Signature)

Print Name:

Title:

Date:

Exhibit "C"

SAWPA

**CONTRACTOR'S ACKNOWLEDGEMENT OF COMPLIANCE
WITH INSURANCE REQUIREMENTS FOR INFORMATION TECHNOLOGY
CONSULTING AND SUPPORT SERVICES REQUEST FOR PROPOSALS**

Contractor agrees, acknowledges and is fully aware of the insurance requirements as specified in **Insurance Requirements** of the Request for Proposals for Information Technology Consulting and Support Services, and accepts all conditions and requirements as contained therein.

Name of Firm: _____

By: _____
(Authorized Signature)

Print Name: _____

Title: _____

Date: _____

This executed form must be submitted with the Certification of Proposals.

Exhibit "D"

SAWPA

DECLARATION OF POLITICAL CONTRIBUTIONS

Using the space provided below, please list any political contributions of money, in-kind services, or loans made to any member of SAWPA Council within the last twelve (12) months by the applicant and all of applicants, employees, including any employee(s) that applicant intends to assign to perform the work or services described in Agreement dated _____. If none, please state so:

To the best of my knowledge, I declare under penalty of perjury that the foregoing is true and was executed at:

City: _____

State: _____

Date: _____

Name of Business Print Name: _____

Signature: _____

Exhibit “E”

Services / Capabilities and Hourly Costs

Services	In-House Capable	Sub Contracted	Costs (Hourly)	Description	Additional Info
Network Administration / Server Maintenance and Notification / Scheduled Onsite Maintenance / 24 x 7 IT Tech Support / VMWare Support					
WordPress / Website Support					
OnBase Support					
Microsoft Dynamics Support					
Multi Media Tech Support					
Additional Services					
On Site Staff (16 Hours per Week Dedicated)					
Projects					
Network Security Audit					
Hardware / Software Audit					