



# IT SERVICES RFP

SAWPA

# RECOMMENDATION

- It is recommended that the Commission direct staff to release a Request for Proposals (RFP) for Information Technology (IT) Services.

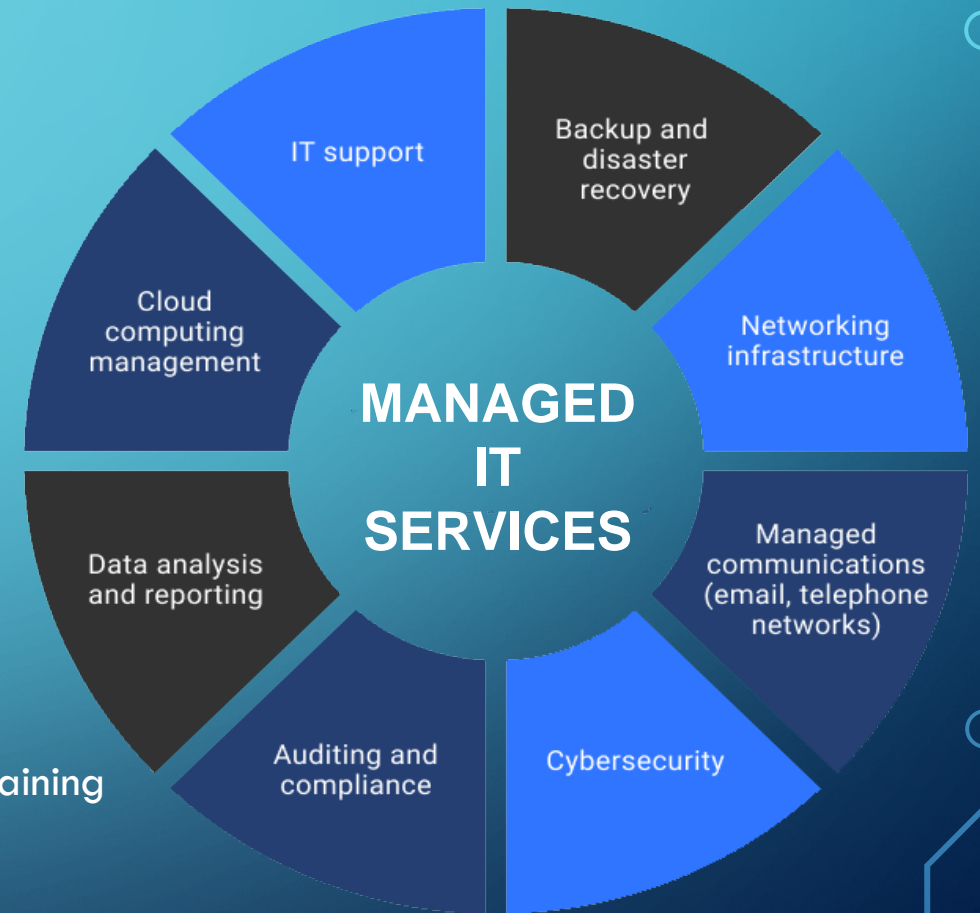
# BACKGROUND

- A Managed Service Provider (MSP) has been used since 2004 to augment the Internal SAWPA IT staff
- Roles of the MSP are:
  - Provide higher level IT situations (server failure, network architecture, etc.)
  - Address overflow for daily support issues.
- Accent Computing Solutions has provided these services since 2009 (RFPs were issued in 2009, 2014 and 2018)
- The current RFP process will allow SAWPA to evaluate changing costs in meeting IT service needs



# CURRENT SUPPORT MODEL

- **SAWPA Staff**
  - User Issue Triage
  - Desktop Support
  - Vendor/Contract Management
  - Network security – VPN / Multifactor Authentication (MFA)
  - Security
- **Managed Service Provider (MSP)**
  - Desktop Support Overflow
  - Server Management – Updates / Notifications
    - On Premise or Cloud
  - Network Security – Cybersecurity monitoring, User Security Training
  - Email / Internet Filtering and monitor
  - Reporting
  - Disaster Recovery planning services



# DESIRED MINIMUM QUALIFICATIONS KNOWLEDGE OF AND EXPERIENCE WITH: (HIGHLIGHTS)

- **Virtual desktop environments**, including characteristics, architecture, implementation, maintenance, and administration.
- **VMWare deployments**, VMWare Networking, VMWare Storage and analysis of vSphere log files.
- Office 365 environments, including characteristics, architecture, implementation, maintenance, and administration.
- **Watchguard / MFA** certifications – Network Security Essentials, Secure Wi-Fi Essentials and Multi-Factor Authentication Essentials
- **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.

# VENDOR VALUE-ADD SERVICES EXPERIENCE AND ASSOCIATED CHARGES

- Technology Roadmap
- Solution design
- Network and email system monitoring
- Remote backup
- On-demand Technology Training
- Managed Cyber Security
- Procurement management
- Technical support, including remote user support
- Reporting and communication
- IT policy review and development
- Implementation planning and guidance
- On-site implementation of business applications



# CERTIFICATES

- VCP, VCAP, Microsoft, Cisco or equivalent. Support staff should include personnel certified as a Network or Systems Engineer and/or Network or Systems Administrator.
- Watchguard Partner / Watchguard Certificates - Network Security Essentials, Secure Wi-Fi Essentials and Multi-Factor Authentication Essentials
- A Microsoft Gold-Certified partner.
- VmWare Partner

# IT SERVICES RFP AND VENDOR SELECTION





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# Santa Ana Weather Modification Pilot – Validation Support

Mark Norton, Water Resources & Planning Mgr.  
Santa Ana Watershed Project Authority  
Item No. 6.A



# Recommendation

Staff recommends that the SAWPA Commission approve General Services Agreement and Task Order No. DRI378-01 with Board of Regents of the Nevada System of Higher Education on behalf of the Desert Research Institute (DRI) for an amount not to exceed \$155,000 for the independent validation of the Santa Ana River Watershed Weather Modification Pilot Project.



# Procurement of Cloud Seeding Validation Services

- Validation efforts are specialized and are research-oriented nature
  - Four research organizations were identified that have weather modification validation capabilities
- The four organizations that provided proposals are:
  - Desert Research Institute, Reno, NV
  - Utah Climate Center, Utah State University, Logan, UT
  - NCAR Research Applications Laboratory, Boulder, CO
  - Scripps Institution of Oceanography at UC San Diego CA
- Desert Research Institute proposal was considered most responsive and cost effective for Santa Ana Watershed weather modification pilot
- DRI proposal was reviewed and discussed in detail with SAWPA member agency planning staff



# Desert Research Institute Reno, NV



- Research institution part of the Nevada System for Higher Education
- Staff of 400+ scientists conduct research on 300 projects
- Research topics include:
  - Global climate change
  - Water quality and availability
  - Air quality
  - Sustainability of desert lands
  - Life in extreme environments



# Validation Plan for SAWPA seeding pilot

- Discussion of the proposal tasks were provided to the SAWPA Commission on August 16, 2022 by Frank McDonough, Research Meteorologist of Desert Research Institute
- Scope entails the following tasks:
  - Task 1 – Score the seeding program. Review all of the storms crossing the area during operational winter and assess the cloud seeding operations
  - Task 2. Targeting assessment using snow chemistry
  - Task 3. Calculating the seeding snow water equivalent or rainfall increases for each of the seeded storms
  - Task 4. Precipitation, Full Seasonal Target-Control Evaluations
  - Task 5. Streamflow Analysis Target-Control Evaluation
- Includes Annual Reports and Presentations after each winter season analysis





# Santa Ana River Watershed Weather Modification – Pilot Validation

- Nov. 2023 seeding start has been discussed with Desert Research Institute (DRI)
- No additional costs are anticipated from the initial DRI \$155,000 estimate
- Additional time can be used for preparation of validation tasks
- Task 2 Snow Chemistry will involve sampling in winter year 22-23 and winter year 23-24.



# Proposed Edits to General Services Agreement

- Suggested revised text to General Services Agreement is shown in track change mode and attached to Commission memo.
- SAWPA's counsel has reviewed these requested edits and considered acceptable.



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