



Request for Proposal (RFP)

Lower Tule River Irrigation District *MSP Services*



RFP ID: IT – 2023

July 2023

Prepared By: Lower Tule River Irrigation District

LOWER TULE RIVER AND PIXLEY IRRIGATION DISTRICT

RFP – MSP SERVICES

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Release Date to the Public:	July 21, 2023
Submission Deadline:	August 4, 2023
Question Submission Deadline:	July 28, 2023
Interviews:	July 26, 2023

District Background

The Lower Tule River Irrigation District (LTRID or District) was organized under the California Irrigation District Law (Division 11, California Water Code) in 1950. Formation to promote flood control of the Tule River and to secure a supplemental irrigation supply from the Central Valley Project to sustain and enhance the irrigated agriculture developed in the area.

LTRID, located in Tulare County, California, was formed to provide a reliable and high-quality supplemental surface water supply to its landowners who had previously met the water needs of their crops primarily by groundwater pumping. The District provides services to 104,00 acres within Tulare County, California. It is located in the Central San Joaquin Valley, approximately 60 miles southeast of the City of Fresno and about 45 miles northwest of Bakersfield. LTRID also administrates Pixley Irrigation District, Tea Pot Dome Water District and Vandalia Water District.

Project Lead Contact Information

The following individual(s) are the assigned contacts:

Contact: Henry Sanchez, Engineering Tech / IT (or)
John Michael Domondon, District Engineer

Address: 357 E. Olive Avenue,
Tipton, CA 93272

Phone: 559-686-4716 (office / Sanchez)
559-991-1709 (Domondon)

Fax: 559-686-0151

Email: hsanchez@ltrid.org
jdomondon@ltrid.org (cc)

Introduction

LTRID is issuing a Request for Proposals (RFP), based on the outcome of an RFQ selection process, for an I.T. Managed Service Provider (MSP). The MSP will take on networking, AWS cloud services, and maintaining/providing a secondary off-site VPN backup previously provided by 4-Creeks. The MSP should be able to work with co-managed on-premises personnel with Ninja or a similar cloud-based Remote Monitoring and Management service (RMM). Provide 24/7 support for AWS EC2 instances (3) Windows Server 2016 (datacenter), which includes LTRID's website, domain, Document management service, and reservoir reporting service (Truepoint). Server administration of users and computers through active directories, security groups, and policies to be co-managed as best suits LTRID's needs. MSP should be able to support future projects such as VoIP services, hardware upgrades, support, and services (warranty).

Project Goals

- Handoff current services provided by 4-Creeks
- Implement Cloud-based Remote Monitoring and Management Service (Ninja)
- Ability to Support Future Projects

Scope of Work

Backup and migrate EC2 instances from 4-Creeks AWS account to LTRID AWS account. Backup local SMB 2011 server. Take inventory of all IP addresses, change IP addressing schema created by LTRID, ensure everything works correctly with virtual machines, SCADA, and other third-party applications (hotspot ag) and firewall settings (Pfsense Community). Set up cloud-based Remote Monitoring and Management services. Take inventory of all devices and provide additional proposals with Microsoft Azure (cloud services) and Microsoft Intune (Mobile Device Management-MDM) and carve out bids for (34) Microsoft 365 licenses or individual license pricing for cost analysis of future upgrades.

Current Roadblocks and Barriers

- LTRID currently has and wishes to maintain the utilization of Google Workspace for email. LTRID utilizes Microsoft 365, but also utilizes Office products such as Word, Access, Excel, PowerPoint, etc., included with Office 2016 licenses. The continued use of these licenses increases the time and labor necessary for onboarding/offboarding and interoffice changes due to manual essential configuration.
- Several third-party applications and web services will need new IP schema to ensure their products and services run smoothly. Meetings and emails with the change-over process need to be effectively communicated.
- Changeover needs to happen outside business hours with little to no downtime. Proper planning and deployment are ideal.

General Instruction

Submission:

The contractor shall submit the proposal to hsanchez@ltrid.org and cc jdomondon@ltrid.org. The bid will be accepted until Friday, August 4th, 2023. Submissions may be withdrawn by providing notice before the RFP due date. All information submitted in the bid or in response to the request for information is subject to disclosure unless notified of Confidential Information Contained.

Questions:

Written questions or requests about this RFP's issued shall be directed in writing via e-mail to the Project Lead by July 28, 2019, by 4:30 p.m.

Addenda to this RFP, if any, including written answers to questions received before the Deadline for Submission of Questions, will be provided directly to the Contractor's email address on file. Each Contractor shall ascertain before submitting their Proposals that they have received all Addenda issued.

Submittal Requirements:

The following is a list of information the Contractor should include in their proposal.

Summary of Contractor Background

- Contractor's Name (s)
- Contractor's Address
- Contractor's Contact Information, Point of Contact (representative), and preferred method of communication.
- Brief description of the Contractor's company.
- Contractor's Federal Employee Identification Number (FEIN)
- Evidence of legal authority to conduct business in California.
- 24-hour emergency contact person and contact information for notice of emergency delivery.

Proposal Selection Criteria

Only those proposals received by the stated deadline will be considered. All submissions submitted by the deadline will be reviewed based on the information provided in the submitted bid.

The proposal received by the stipulated deadline must be in the correct format.

- Overall cost of the proposal
- Overall past performance by the Contractor.
- Past works/jobs/services the Contractor provides to the District (past working relationship with the District)

Lower Tule River Irrigation District shall reserve the right to cancel, suspend, and discontinue any contract within seven days of written notice to the Contractor. The cancellation, suspension, and termination date shall begin on the "mailed date," and effective cancellation, rest, and termination shall be finalized after seven days of the mailed date.

The LTRID reserves the right to reject bids and waive any informalities or irregularities in the bid procedure or bids.

The LTRID may hold the RPFs for at most forty-five (45) days from the date of the bid opening to review the bids and investigate any information requested per this RFP.

To establish an intent to bid, please find the following information in Attachment A: Contractor's Information and Intent to Bid.

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Schedule Of Services

Please include the table in your proposal. Please add a fee for each service, do not make any changes to the Services.

Service	Fee
Backup and Migrate AWS EC2 instances from 4-Creeks AWS account to LTRIDs AWS account.	
Implement new IP addressing schema provided by LTRID.	
Co-Manage AWS account (additional support for on-premises personnel)	
Add all LTRID devices to your RMM (Ninja One or similar), and create co-management login for on-premises personnel.	
Monitoring of servers and workstations to include but not limited to reporting of disk space, memory, CPU health	
Backup data from the off-site VPN appliance at 4-Creeks and migrate to your facility. Maintain connectivity for power-outage / disaster recovery.	
Backup firewall appliance (pfsense community), provide support / co-management of DNS filtering via annual checkup with on-premises personnel.	
Quote Mobile Device Management (MDM) for 34 devices	
Offsite backups-Replication of data for disaster recovery (up to 2TB of storage)	
Quote anti-virus and malware protection for 19 devices.	
Quarterly check-ins with on-premises personnel for future projects and/or support	
24/7 monitoring and emergency / after-hours support	