



## Request for Proposal

### IT Managed Service & Help Desk Consultant

Minnesota Housing Partnership (MHP)

#### I. OVERVIEW

MHP is seeking bid proposals from IT consultants to 1) provide support for the organization's current and ongoing structure and security and 2) analyze and improve current environment.

#### II. INTRODUCTION

A trusted expert and leading advocate, Minnesota Housing Partnership has played a key role in advancing affordable housing and community development for more than three decades.

We are a team of community developers, researchers, communicators, and policy advocates who:

- Strengthen the ability of organizations to build and preserve housing and community assets.
- Provide original research and education resources to generate public support of vital communities and affordable housing.
- Drive efforts to secure the policies and funding needed at the regional, state, and federal levels to advance local housing and community development.

#### III. STATEMENT OF NEED

MHP is seeking responses from consultant firms with expertise in providing technologically current and secure IT support for a small 21-person non-profit organization with both PC and Mac environment.

#### IV. NATURE OF THE PROJECT

MHP seeks a firm to remotely monitor in-house network, assist with SharePoint file storage issues and provide IT Helpdesk support. In addition, we expect to move server functions to the Cloud and are in the needs assessment phase for a new database.

#### V. RFP OBJECTIVE

MHP is seeking RFPs for two areas of IT support:

1. **Network Administration & IT Security** – We are looking for an external vendor to manage all aspects of our current network environment, including equipment maintenance, backups, monitoring, and troubleshooting. This partner would be responsible for maintaining the reliability and security of our network, and in addition to administrating systems, would advise MHP on security practices that should be followed by staff.
2. **IT Helpdesk Support** – We are also looking for on-call support to resolve basic IT issues and user questions.



## Environment Overview

MHP operates remotely but maintains an office location at 2446 University Avenue W, St. Paul, MN 55114. The organization is moving to a smaller office in the building on June 1, 2022. All our network hardware is currently on-site, though we are hoping to turn off our server within the year. MHP currently has 18 employees, of which over half frequently travel to the state Capitol, across greater Minnesota or nationally throughout the year, often to small rural communities where internet access is unpredictable.

Key systems/software/services:

- **Server & Domain**
  - **Active Directory**—We have an Active Directory domain managed through a local Windows 2016 server; all MHP computers (with the exception of Macbooks) are connected to the domain.
  - **File Shares** – We have reduced, but not closed all file shares on a local server; permissions are managed by security groups in AD, and access to shares is only available on-site, or when connected to VPN.
- **OS & Software**
  - **Windows 10, Big Sur** – All staff laptops & desktops are running on Windows 10, with the exception of a couple older workstations and backup laptops potentially on Windows 7. Five MacBook laptops are on Big Sur.
  - **Office 365**—I believe all computers do have or should have desktop applications for Office 365 Business Premium.
  - **Other Key Software**—Adobe Acrobat Pro DC, Unanet ERP (for accounting and project tracking), Databank (cloud-based database/CRM), Viscosity (VPN), ARC Gis, Adobe Creative Cloud.
- **Cloud Services**
  - **Office 365 Business Premium** – our email hosting (Exchange) and cloud file sharing (SharePoint) is done through Office 365. All staff have an account, as do some external vendors/collaborators.
- **Website** – Hosted & managed by a third party.
- **Network Overview**
  - **ISP** – Comcast. We use Comcast VoiceEdge (VoIP) for internet, fax, and phone lines. We have ~20 desk phones and one conference phone from Comcast.
  - **WiFi** -- We have two password-protected WiFi networks; a staff & a guest network.
  - **Printer**—We lease an office printer; maintenance/troubleshooting is managed by a third party.
  - **Alarm System** – Alarm system leased from third party; equipment and line are 3+ years old in the existing suite.
  - **Network Hardware** – All of our network hardware is on-site; we have a dedicated server closet, and our hardware (server, firewall, router, etc.) is >4 years old.
  - **Anti-virus** – All MHP devices have BitDefender anti-virus; centrally managed.
  - **Backups** – Current provider is doing backups with a NAZ device backed up to the cloud. We also have an add-on to Microsoft for 100% backups of email and SharePoint.
  - **Licenses**- We own our Windows licenses and have subscription licenses for our Office, and most other software.



Equipment + VM Detail:

Item (Quant)	Specs / Size	OS	Notes
Physical Server (1)	Dell - PowerEdge T430 / Intel Xeon E5503 - 16 gigs ram - 1.8 TB / Physical Disks 4 x 1 TB (2.5)	VMware ESXi 5.1.0	Virtual Disk 0 / Size Total 1862 GB
Switch (1)	SecureStack C3 48 port Gig POE linked (C3G124-48P)		
Access Point (1)	UniFi AC Pro AP		
Router/Firewall (1)			
NAS (1)			
Laptops (~15)	Misc. Brands—mostly Dell	Windows 10	Some laptops are insured, but not all. We have no special support contracts with the manufacturer.
Laptops (~ 5)	Macbook	Mac OS	
Misc. User Devices	1 mini iPad, 2 full size iPads, a couple “travel laptops”, a Verizon hot spot		
VM #1	C: 80 gig, E: 500 gig (file server), F: 500 gig (User)	Windows Server 2016	Roles: Primary Domain Controller, DHCP, DNS, File Server
VM #2	250 Gig	Ubuntu	Roles: Confluence Server (AD)
VM #3	80 gig	Window Server 2016	Roles: QB Server

VI. SCOPE OF WORK

Please provide a quote in your response for Network Administration and for general IT Helpdesk support (breakout costs for assessment & ongoing support), as detailed here:



## Network Administration

### 1. **Assessment**

- a. *Review our existing hardware/systems/accounts.* Make recommendations for any upgrades needed to maintain functioning, reliable infrastructure.
- b. *Review existing IT Network documentation.* Identify & make suggestions for any areas where our documentation is incomplete.
- c. *Review current Disaster Recovery plan, and existing IT security & equipment policies.* Identify any areas of concern & make suggestions for changes, to be in line with industry best practice.

### 2. **Administration** – Provide ongoing support for all aspects of Network security, management, and administration:

- a. **Network Equipment** – Fully manage network equipment (including switches, firewalls, routers, cabling, server, etc.) This includes equipment configuration, maintenance, repair & replacement. Maintenance includes regular analysis, routine configuration changes, and installation of patches/upgrades. It also includes network performance, capacity management services, troubleshooting, and maintaining accurate and complete documentation of systems and processes.
- b. **Workstations & Laptops** – Ensure all MHP machines are running latest OS and driver updates, and are properly configured with AV, VPN, and AD/AZURE domain. Manage new equipment configuration, and secure disposition of old equipment. Troubleshoot and resolve issues with AV, VPN, AD, or equipment.
- c. **Active Directory/AZURE** – Administration of AD/change to AZURE environment, including user accounts, security groups, and all other settings.
- d. **Local Server** – Manage reliability of local server until its demise, and all services installed on it, including AD, print drivers, .bat scripts, QB and other software installations.
- e. **Security** – Administrate AV, firewall, and all other security-related services and settings. Perform security audits and notify MHP personnel immediately of suspected breaches of security or intrusion detection. Provide timely all-hours support in the event of a security incident.
- f. **Backups & Disaster Recovery** – Maintain regular backups of both server files & network environment, in multiple locations, including an off-site backup. Provide full disaster recovery planning and support, for the timely recovery of essential systems/data in the event of an emergency.
- g. **Troubleshooting** – Troubleshoot any issues with equipment or network, coordinating as necessary with other vendors (ISP, Alarm System, etc.).
- h. **Documentation** – Maintain complete & accurate documentation of all network equipment, administrative accounts, policies, and processes.

IT Helpdesk Support – Manage/maintain non-network related IT accounts and documentation; be on-call on a limited basis (~ 5-10 hours/week) to respond to tickets and general user questions about technology. Be available to work extra hours as needed.

1. Maintain complete inventory of all IT equipment, users, accounts, and licenses
2. Manage software installation, license delegation & tracking, & equipment configuration



3. Administrate key IT software/services, including:
  - Office 365 Business Premium environment
  - Anti-Virus software/Cybersecurity
  - Phone & Video Conference lines
  - Database and ERP software
  - Misc. cloud-based accounts/services (Survey Monkey, Zoom, Creately, ARC Gis, etc.)
4. On-call Helpdesk support for user questions related to hardware (computers, printers, phones), software, and network. Troubleshoot & resolve issues in a timely fashion, documenting work in ticketing system. Route issues as appropriate to other vendors (Network Admin, Comcast, etc.) and act as point-of-contact.
5. On-call resources for general IT questions; be able to guide users to use software, accounts, etc., correctly; direct them to existing MHP documentation and IT policies.
6. Software Support- MHP will be “owner” of internal software (Unanet, Databank, ARC Gis, etc.) but Helpdesk Support should be able to do basic troubleshooting and answer user questions about any software/cloud applications that MHP uses.

## VII. PROPOSAL REQUIREMENTS

Proposals for search consultant services must include the following:

- An overview of your firm’s experience in providing IT support.
- Your qualifications, including specific experience with governmental agencies and not-for-profit entities; specifically, (if any) affordable housing organizations;
- Biographical sketches/background of the principal(s) and staff who are assigned to this project, keeping in mind that we value equity and inclusion, and want to see diversity in your staff;
- A suggested process and timeline to reach the desired implementation, **no later than 7/15/2022**;
- Your suggested process for communicating and working with MHP Operations Team;
- The proposed fee schedule and payment provisions requested;
- A list of client references;
- Proof of liability insurance;
- Any guarantees offered by your firm.

## VIII. RESPONSE REQUIREMENTS

Responses and all related materials must be received **no later than 5:00 p.m. on April 19**. Responses may be sent to: Deb Peterson, Finance and HR Officer at [accounting@mhponline.org](mailto:accounting@mhponline.org)

## IX. QUESTIONS/ADDITIONAL INFORMATION

All questions and/or requests for additional information must be made via e-mail at [accounting@mhponline.org](mailto:accounting@mhponline.org).