

REQUEST FOR PROPOSAL

INFORMATION TECHNOLOGY SERVICES

MINNESOTA SPORTS FACILITIES AUTHORITY AT U.S. BANK STADIUM
MINNEAPOLIS, MINNESOTA

January 18, 2019

A. Opportunity

Reliable, robust and efficient Information Technology (IT) operations are a critical success factor for the Minnesota Sports Facilities Authority (“Authority”). The Authority and SMG, the Stadium Operator, maintain a state-of-the art IT infrastructure throughout U.S. Bank Stadium. The Authority communications and computing environment rely on this infrastructure for connectivity for telecommunications services and Internet services.

SMG is contracted to manage the overall building network infrastructure, which includes core switches, data center servers, IDF switches, firewalls, IPT and IPTV systems, WiFi controllers and access points and overall connectivity to the internet via multiple 10 gig lines pooled via BGP. SMG provides the Authority with network support and monitoring, WiFi, telephone programming and IPTV/AV support. SMG also coordinates network security reviews with DHS, the FBI and PCI-related entities as required to maintain compliance for credit card processing and as the host of “tier one” major events such as the Super Bowl and Final Four.

Internal Authority IT operations; including desktop computing, on site servers, firewall security and cloud services, are supported through contracted services with outside providers. To that end, the Authority has prepared this Request for Proposal (“RFP”) for IT Services. The Authority is seeking responses from world-class providers with a proven track record to support its computing environment as defined in this document.

Services are to be provided to the Authority offices and the data center at U.S. Bank Stadium, as well as any proposed off-site Data Center/Cloud Services location(s). The Specification Documents identifying and indicating the scope of the project are incorporated in this RFP as **Exhibit 1**. The Specifications Documents meet the required standards established by the Authority, and its Stadium IT Partners. The transition of services must be completed by June 30, 2019 (the “Required Completion Date”).

B. Intent and Process of the Request for Proposal

This RFP is focused on the selection of an IT Service Proposer who will provide the best value to the Authority with IT Services.

Proposers shall have experience providing IT services similar to those described in this RFP. It is the desire of the Authority to consider as part of its selection criteria the commitment of the Proposer to exert good faith efforts to ensure equitable opportunities for Minority Owned Business Enterprises (“MBE”), Women Owned Business Enterprises (“WBE”) and Veteran Owned Business Enterprises (“VBE”) to participate in the project. The successful Proposer or Proposers must also demonstrate the ability to exert good faith efforts to work with organizations to include MBE, WBE and VBE workforce participation during the planning, design, transition management, and implementation of the project. MBEs, WBEs and VBEs that are interested in acting as the Proposers for the project are encouraged to respond to the RFP.

C. Scope of the Project Requirements

Please see Exhibit 1 for project requirements.

D. Requested Qualifications

The Authority reserves the right and discretion to determine the qualifications and capability of the Proposers to perform the work and services detailed in this RFP. It is the request and intent of the Authority that Proposers responding to the RFP have the following qualifications.

- Experience history providing IT Services similar to this project.
- Ability to provide locally based on-site services in a timely, professional, complete and cost-effective manner.
- Qualified local technical, operational and support resources
- ADA & State IT Standards: Proposer must fully comply with ADA and Rehabilitation Act requirements. In 1998, Congress amended the Rehabilitation Act of 1973 to require Federal agencies to make their electronic and information technology (EIT) accessible to people with disabilities. The law (29 U.S.C § 794 (d)) applies to the development, procurement, maintenance, or use of electronic and information technology. Under Section 508, agencies must give disabled employees and members of the public access to information comparable to the access available to others. Proposer’s information technology security policies, practices and configurations are subject to review by and approval of the Authority, SMG, and State of Minnesota technology personnel.

E. RFP Timeline

Advertise and Issue Request for Proposal	January 18, 2019
Questions Due	January 30, 2019
Proposals Due	February 26, 2019 by 5PM (Central Time)
Interviews and Final Negotiations	March 15 - 29, 2019
Transition Completion	June 30, 2019

By submitting a Proposal, the Proposer affirms that this timeline can be met.

F. Proposer Qualifications

The following items shall be included in the Proposal's executive summary:

- Proposer's name and address of IT Operations Center that would have responsibility for coordinating and monitoring services. Identify the business form of Proposer. If the proposed form of entity is a joint venture, please identify each joint venture participant and their respective percentage of participation. Provide a summary, on one page or less, describing why the Proposer is the most qualified to be the Provider.
- Proposer agrees that if it is proposing any services including installation work, it shall obtain worker's compensation and employer's liability insurance, business automobile liability insurance, and any other insurance required by applicable law or regulation. Proposer also agrees that it shall maintain commercial general liability and excess liability insurance in commercially reasonable amounts, professional liability, and cyber liability insurance that proposer shall provide upon request a certificate of insurance evidencing such coverage and additional insured status as requested. The Authority may terminate this purchase if it determines in its sole discretion that the proposer's insurance coverage is not adequate for this project.
- It is the Authority's preference that Proposer has experience in supporting Windows 10 Pro, Apple IOS 10.14, Microsoft Office Suite 2016, Microsoft Dynamics GP 2015, Hyland/OnBase 16 Document Management Software, Archive1/Barracuda Advanced Discovery version 7.3.1.5032 or higher.
- Exhibit 1 – Scope and Specification Documents. The Authority will complete the Scope and Specification Documents.
- Exhibit 2 – Proposal Scope of Services and Pricing Information. There are two pages for this Exhibit. The first page is for the Proposer to define the scope of professional

services that will be provided to the Authority. The second page is for the Proposer to describe the equipment, materials, and labor that will be provided to the Authority.

- Exhibit 3 – Virtual Server Details
- Exhibit 4 - Equity Plan Targeted Business Commitment and Information Form. Proposer must complete the Targeted Business Commitment and Information Form.
- Exhibit 5 – Equity Report. Proposer must complete this form at the completion of the project for all workforce services.
- Exhibit 6 - Authority – Current State Logical
- Exhibit 7 – Professional Services Agreement. Proposer should indicate any proposed changes to the terms provided by the Authority by including a red-lined version of the proposed changes.

G. Proposals

Proposals are due by February 26, 2019. One electronic copy and three bound copies of each proposal shall be enclosed in a sealed envelope addressed to:

Minnesota Sports Facilities Authority
Attention: James Farstad
1005 4th Street South
Minneapolis, Minnesota 55415

The electronic copy shall be sent via email to the following parties:

James Farstad: james.farstad@msfa.com

Elizabeth Proeitz: elizabeth.proeitz@msfa.com

Questions or Inquiries. All questions must be submitted via email by January 30, 2019 to:

James Farstad at james.farstad@msfa.com

Elizabeth Proeitz: elizabeth.proeitz@msfa.com

H. "Best Value" Selection

It is anticipated that best value contracting, as described in the Procurement Policy and Minn. Stat. § 16C.28, subd. 1, para. (a), clause (2), and para. (c), will be used for many projects. It may also be used for obtaining professional services as determined by the Executive Director. Once a project has been approved for which best value procurement is appropriate and any design work or other necessary preliminary professional services have been completed, the Contract Manager shall develop a draft Request for Proposals ("RFP"). The draft RFP shall set forth the evaluation criteria that will be used to evaluate proposals along with the relative weight of price and other selection criteria. Each RFP shall also contain a draft contract for the project. Templates for use in preparing the RFP and draft contracts are included in Exhibit A to this policy. Pursuant to Minn. Stat, § 16C.28, subd. 1b, best value criteria may include, but are not limited to:

- (1) the quality of the vendor's or contractor's performance on previous projects;
- (2) the timeliness of the vendor's or contractor's performance on previous projects;
- (3) the level of customer satisfaction with the vendor's or contractor's performance on previous projects;
- (4) the vendor's or contractor's record of performing previous projects on budget and ability to minimize cost overruns;
- (5) the vendor's or contractor's ability to minimize change orders;
- (6) the vendor's or contractor's ability to prepare appropriate project plans;
- (7) the vendor's or contractor's technical capacities;
- (8) the individual qualifications of the vendor's or contractor's key personnel; or
- (9) the vendor's or contractor's ability to assess and minimize risks.

I. Minnesota Government Data Practices

All Proposals are eventually subject to the Minnesota Government Data Practices Act, Minn. Statutes, Chapter 13, but the Act prohibits disclosure of any information derived from Proposals submitted by competing Proposers, and the content of all Proposals is nonpublic data under Chapter 13 until such time as notice to award a contract to the successful Proposer is given by the Authority. Proposers shall note with their Proposal any data in their Proposal that they consider proprietary information or otherwise private and confidential.

EXHIBIT 1
IT Services Specification

Included in the Scope of this Project, the Proposer must provide all of the following services:

1. Microsoft Exchange
 - a. Microsoft Exchange and Archive Infrastructure
 - b. Backup Systems – both on-premise and IaaS based
 - c. Manage Exchange Server and Active Directory for Email services for Authority Staff
 - d. Due to the nature of the business, Authority Staff will need to be able to continue receiving Emails without any Storage limit and be able to retain emails based on Data Retention Policy of the State of Minnesota
 - e. Proposer must also provide email spam and virus filtering
 - f. Proposer shall be able to blacklist / whitelist senders by domain, email address, IP address etc.
 - g. Proposer's spam filtering service shall provide end-user quarantine management and automatic digest delivery

_____ **Please initial to confirm that all of the above listed Microsoft Exchange Services are included in the proposal's price.**

Please note any exceptions to the above listed services:

2. Virtual Machine Environment
 - a. The ability to create, maintain, monitor and manage Virtual machines in a safe and secure environment
 - b. Proposer shall be able to meet any requirement to increase Disk space, RAM or CPU in the Virtual Server environment immediately
 - c. Proposer shall bill and invoice the Authority only for the actual disk space storage, CPU and RAM and not on any pre-determined cost options
 - d. It is the Authority's preference that the Proposer's virtual machine environment be hosted by a Minnesota-based facility, be SOC attested, and use dedicated enterprise-grade hardware in a true IaaS environment
 - e. Proposer's virtual machine environment must be highly available, highly secure and include financially-backed Service Level Agreements

- f. Proposer must be able to provide a multitude of migration services including P2V, V2V, etc.

_____ Please initial to confirm that all of the above listed Virtual Machine Environment Services are included in the proposal's price.

Please note any exceptions to the above listed services:

3. Monitoring Services

- a. Server Monitoring, Patching and Regular Maintenance
 - i. Proposer shall come up with regular daily / weekly / monthly patching cycle of all Servers and Workstations
 - ii. Any Server patching shall be coordinated with the Authority's Director of Finance to make sure patching does not disrupt any existing functionalities
 - iii. All Server patching shall happen on weekends and non-regular work hours
 - iv. All Server patching to be monitored for any issues or non-recovery from updates immediately. Troubleshooting resources must be available for quick escalation to ensure no disruption to Staff work during regular work hours
 - v. All Server patching schedules are to be published with sufficient notice for Staff to perform activities around the same
 - vi. Any emergency Operating System patches, firmware upgrades are to be scheduled immediately, in coordination with the Staff
- b. Compliance Management
 - i. Data Retention Systems Management
 - a) Provide troubleshooting and maintenance of the archiving and data retention systems
 - b) Collaborate with operators to resolve issues related to search and production activities
 - c) Design custom searches for non-conforming requests
 - d) Manage the software support relationship with relevant third-party Proposers including Archive1/Barracuda Advanced Discovery version 7.3.1.5032 or higher
 - ii. Data Practices Consulting
 - a) Advise the Authority on data practices program effectiveness and long-term architecture

- b) Work with the Authority to formulate appropriate response to new and changing retention requirements
 - c) Assist in formulating responses to public records and other production requests
 - d) Provide review and validation of responses to requests
- c. Network Operations Center (NOC) (24x7 Monitoring)
 - i. Proposer shall have ITIL®-based, SLA-backed, managed, monitoring infrastructure to monitor, alert, act on any issue that may happen in the Authority infrastructure
 - ii. The Proposer's monitoring personnel must be available 24x7x365 and must follow a pre-defined Incident Management process
 - iii. It is the Authority preference that NOC staff be based in the State of Minnesota and calls, tickets, or issues must not be subcontracted, offshored, or outsourced outside of Minnesota.
 - iv. NOC Staff shall be trained and able to perform Service Desk roles and responsibilities during non-work hours
 - v. The Authority Staff must be able to call one standard phone number that gets rolled back to NOC during Service Desk non-work hours
 - vi. An Information Technology Service Management (ITSM) solution managed by the Proposer must be used as the framework of an Infrastructure and Application monitoring solution
- d. Infrastructure Management
 - i. Coordinate LANs, WANs, network segments, Internet, and intranet systems with the Authority and SMG
 - ii. Maintain system efficiency
 - iii. Ensure design of MSFA IT Environment allows all components to work properly together
 - iv. Make recommendations for future upgrades
 - v. Maintain device and system security - implement an information security policy based on industry acceptable standards and frameworks.
 - vi. Analyze and isolate issues
 - vii. Maintain integrity of the network, server deployment, and security
 - viii. Coordinate network address assignments with the Authority and SMG
 - ix. Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers
 - x. Maintain network servers such as file servers, VPN gateways
 - xi. Administer servers, desktop/laptop computers, printers, firewalls
 - xii. Provide support for mobile devices, smartphones, software deployment, security updates and patches
 - xiii. Maintain, monitor and manage Document Management System Data Center/Cloud Services

- xiv. Proposer shall provide recommendations that will inform future network and systems architecture

_____ Please initial to confirm that all of the above listed Monitoring Services are included in the proposal's price.

Please note any exceptions to the above listed services:

4. Local Server Backup

- a. Proposer shall have the ability to backup local servers to a storage environment in the Proposer's location, outside of the Authority's facility
- b. Backups must be stored in a SOC attested facility

_____ Please initial to confirm that all of the above listed Local Server Backup Services are included in the proposal's price.

Please note any exceptions to the above listed services:

5. Labor

- a. Service Desk
 - i. 24x7x365 Service Desk that Authority Staff will be able to call, email, or submit an online ticket at any time of the day for any and all IT related issues
 - ii. It is the Authority's preference that the Service Desk be based in the State of Minnesota and calls, tickets, or issues must not be subcontracted, offshored, or outsourced outside of Minnesota.
 - iii. Service Desk shall have the local technical expertise to understand the Authority's current System Architecture, Network Design, Configuration and Workstation details to be able to immediately provide assistance to Staff

- iv. Service Desk must have clear lines of communication and a defined workflow to escalate issue tickets to an internal/external subject matter expert (SME) 24x7
 - v. Proposer must provide detailed reporting on key performance indicators (KPIs) on a monthly basis or as-needed basis
 - vi. It is the Authority's preference that Proposer has experience in supporting Windows 10 Pro, Apple IOS 10.14, Microsoft Office Suite 2016, Microsoft Dynamics GP 2015, Hyland/OnBase 16 Document Management Software, Archive1/Barracuda Advanced Discovery version 7.3.1.5032 or higher.
- b. On-site Engineer
- i. Every week, an On-site Engineer shall visit the Authority office and be available to troubleshoot, resolve any IT issues.
 - ii. During the on-site visit, Engineer shall:
 - a) check event logs for any abnormal server events
 - b) verify antivirus on servers and workstations
 - c) verify patching on servers and workstations
 - d) verify incident management and monitoring tools are accurate
 - e) check drive space in Servers
 - f) troubleshoot and resolve any printer, workstation, phone, email and network issues
 - iii. Coordinate with SMG for any Network or VLAN changes that impact the environment
 - iv. Be available for ad-hoc calls for any Service request or any urgent troubleshooting needs and respond on-site immediately if needed on a 24x7x365 basis
 - v. Proposer's On-Site Engineers will be required to gain an intimate knowledge of the Authority's IT needs and work to become trusted resources, operating as a seamless extension of the Authority
 - vi. It is the Authority's preference that Proposer has experience in supporting Windows 10 Pro, Apple IOS 10.14, Microsoft Office Suite 2016, Microsoft Dynamics GP 2015, Hyland/OnBase 16 Document Management Software, Archive1/Barracuda Advanced Discovery version 7.3.1.5032 or higher.

_____ Please initial to confirm that all of the above listed Labor Services are included in the proposal's price.

Please note any exceptions to the above listed services:

6. Firewall

- a. Proposer shall maintain and monitor a dedicated Cisco context firewall to the Authority environment
- b. 24x7 monitoring and incident management must be performed for the 2 Firewalls in the Stadium Data Center, along with Servers
- c. Configuration backup shall be done for the Firewall so that it can be restored and recovered quickly in the event of any failure

_____ Please initial to confirm that all of the above listed Local Server Backup Services are included in the proposal's price.

Please note any exceptions to the above listed services:

7. A fully detailed Configuration Manual, Disaster Recovery Plan and Recovery SLA for the complete scope of services, and updates will be made as changes occur.

_____ Please initial to confirm that all of the above listed services are included in the proposal's price.

Please note any exceptions to the above listed services:

8. Project Management

- a. Identify, document, plan and execute any special Technology project for the Authority
- b. Coordinate with all Stakeholders involved to identify, document and resolve any potential risks or dependencies
- c. Communicate on a regular basis with all Stakeholders about project progress

_____ Please initial to confirm that all of the above listed Project Management Services are included in the proposal's price.

Please note any exceptions to the above listed services:

9. Transition Management Plan

- a. Proposer must provide a detailed transition project plan that includes tasks, duration and timeline, and assigned resources with the submission of proposal.
- b. Proposer must provide a detailed transition testing plan for hardware, software, network, and data center services with the submission of proposal.
- c. Proposer must provide the name and a detailed profile of the project manager responsible for the transition plan with the submission of proposal.

Exhibit 2

Proposal Scope of Services and Pricing Information

Detail Proposed Scope and Pricing for the following services:

- Microsoft Exchange
- Virtual Machine Environment
- Monitoring Services
- "Black Box" Services
- Desktop Services
- Optional Services

Microsoft Exchange

ITEM	Quantity*	Unit Price	Total Monthly Cost	Total Annual Cost
Monthly Virtual Server	3			
Monthly Vitrual Server CPU	7			
Monthly Virtual Server RAM per GB	34			
Monthly Virtual Server Production Storage per GB	975			
Monthly SPLA Windows Server Standard License per CPU	7			
Monthly SPLA Exch Srv SAL Fee	119			
Monthly Spam & Virus Filtering Plus Phishing Simulation & Education; msfa.com	28			
Monthly Spam & Virus Filtering Plus Phishing Simulation & Education; msfc.com	32			
Monthly Firewall Contex	1			
		Subtotal		

*Quantities are subject to change.

Virtual Machine Environment

Interface	Quantity*	Unit Price	Monthly Total Cost	Total Annual Cost
Monthly Virtual Server 1 CPU-1GB RAM-100GB Production Storage	6			
Monthly Virtual Server Additional CPU	38			
Monthly Virtual Server Additional RAM per GB	40			
Monthly Virtual Server Production Storage per GB	125			
Monthly Virtual Server and SAN I/O	197.98			
Monthly Virtual Server and SAN Snapshot Storage per GB	365.56			
Monthly Virtual Server Snapshot Frequency	775			
Monthly Virtual Bandwidth per Mbps – Usage Based	0.009			
Monthly SPLA Windows Server Standard License per CPU	44			
PROD-OBSQL01: Monthly SPLA SQL Server Standard Core Edition	3			
TEST-OBSQL01: Monthly SPLA SQL Server Standard Core Edition	2			
Monthly Firewall Context	1			
Monthly Patch Management	6			
Monthly Server Monitoring	6			
Monthly Server Anti-Virus	6			
Monthly Dedicated CIFS Share - Includes initial 5GB of Disk Space	2			
Monthly Additional CIFS Storage per GB	560			
Monthly NetApp MultiStore	1			
Monthly Virtual Server Backup Tape Management	1			
Monthly Virtual Server Backup Tapes per Month	2			
		Subtotal		

*Quantities are subject to change.

Monitoring Services

ITEM	Quantity*	Unit Price	Total Monthly Cost	Total Annual Cost
Monthly Server Monitoring	5			
Monthly Patch Management	5			
Monthly Server Anti-Virus Monitoring	5			
Monthly Workstation Monitoring	13			
Monthly ESXi Host Monitoring; MSFA-ESXI01	1			
Monthly Firewall Monitoring & Configuration Backup; msfa900-fw01	1			
Monthly Switch Monitoring & Configuration Backup; msfa900-sw01; Switch Stack	2			
		Subtotal		

* Quantities are subject to change.

Local Server Backup - "Black Box" Service

ITEM	Quantity*	Unit Price	Total Monthly Cost	Total Annual Cost
Monthly Black Box Server Rental	1			
Monthly Black Box License Fee	2			
Monthly Black Box Offsite Replication	2			
		Subtotal		

*Quantities are subject to change

Exhibit 3

Virtual Server Details

MSFA - Server Summary												
Name	Type	OS	CPU	RAM	Disk (drive letter/free space/drive size)	Snaps	Monitoring	OS Patching	Antivirus	Warranty Expiration	Backup Method	Location
AD01	Virtual	2008R2	1	2GB	C:14/50GB	Y	Y	Y	Y	N/A	vCenter	Remote
ADFS01	Virtual	2012R2	1	4GB	C:20/50GB E:46/570GB	Y	Y	Y	Y	11/06/2018	BlackBox	Remote
Archive1	Virtual	2008R2	4	16GB	C:27/50GB D:12/175GB F:56/75GB	Y	Y	Y	Y	N/A	vCenter	Remote
AS03	Virtual	2012R2	2	8GB	C:16/50GB E:64/150GB	Y	Y	Y	Y	11/06/2018	BlackBox	Remote
EX2016	Virtual	##	2	8GB	C:8/50GB D:23/50GB L:20/20GB M:132/300GB	Y	Y	Y	Y	N/A	vCenter	Remote
PROD-obft	Virtual	2012R2	#	12GB	C:24/50GB D:73/81GB	Y	Y	Y	Y	N/A	vCenter	Remote
PROD-oba01	Virtual	2012R2	6	8GB	C:27/50GB D:46/50GB	Y	Y	Y	Y	N/A	vCenter	Remote
PROD-obsq101	Virtual	2012R2	6	6GB	C:19/50GB D:43/50GB	Y	Y	Y	Y	N/A	vCenter	Remote
TEST-oba01	Virtual	2012R2	4	8GB	C:28/50GB D:47/50GB	Y	Y	Y	Y	N/A	vCenter	Remote
TEST-obft	Virtual	2012R2	8	8GB	C:30/50GB D:62/65GB	Y	Y	Y	Y	N/A	vCenter	Remote
TEST-obsq1	Virtual	2012R2	4	4GB	C:18/50GB	Y	Y	Y	Y	N/A	vCenter	Remote

Virtual Machine Environment

- Description
- Exceptions to Exhibit 1 Line Items

EXHIBIT 4
EQUITY PLAN

TARGETED BUSINESS COMMITMENT AND INFORMATION FORM

Proposer Company Name: _____

Check ONE of the following:

No Targeted Business participation is committed on this project

The following Targeted Business (MBE & WBE) participation is committed on this project:

Firm Name (Legal business name used for Targeted Business certification)	WBE MBE (Check one)		How will firm participate? (subcontractor, consortium, joint venture)	Description of work	Estimated dollar value of participation	Estimated percentage of total bid
	WBE	MBE				

Total WBE % _____

Total MBE % _____

TARGETED BUSINESSES WHO WERE CONSIDERED BUT WERE NOT SELECTED:

Firm Name	Address	Telephone Number

Certification

On behalf of the proposer identified below, I certify that the information provided in this form is true and correct.

Proposer Name: _____

Signature: _____

Date: _____

Name: _____

Title: _____

