



IT and Network Support Request for Proposals

Purpose

The Bush Foundation seeks proposals for quality tier 1 through tier 3 IT support and network administration services.

About the Bush Foundation

The Bush Foundation works to inspire and support creative problem solving — within and across sectors — to make our region better for everyone. To do this, we invest in great ideas and the people who power them in Minnesota, North Dakota, South Dakota and the 23 Native nations that share the same geography. Learn more at bushfoundation.org.

Project Background

To achieve the Bush Foundation's purpose, we rely on a robust IT infrastructure to manage operations, communicate with stakeholders and analyze data. We are seeking a qualified IT provider to deliver comprehensive IT services, including infrastructure management, cybersecurity, data analytics and application development. The goal is to enhance operational efficiency, improve data-driven decision-making and ensure the security of sensitive information.

While we are satisfied with our current IT Partners, it is part of our practice to periodically open opportunities like this for other organizations to express interest.

Scope of Work

The IT provider will be responsible for the following key areas:

- **Infrastructure Management:**
 - Network design and management
 - Server administration
 - Data center operations
 - Desktop and laptop support
 - Tier 1-3 support as needed in supporting Bush Foundation staff
- **Cybersecurity:**
 - Threat assessment and risk management
 - Incident response planning
 - Security awareness training
 - Network and endpoint protection
- **Data protection:**
 - Provide backup services for Bush Foundation data
 - Allow for access and support for archived or backup data as needed

The selected IT provider will be expected to collaborate closely with our IT team to ensure successful project implementation and ongoing support.

We expect the annual budget for these types of services to range from \$60,000 to \$80,000.

Proposal Requirements

In your proposal, please provide the following.

- Company overview: Provide a brief overview of your company, including experience, expertise and references.
- Proposed IT support model: Outline your proposed IT support model to meet the Foundation's needs, including goals, objectives and timelines.
- Technical approach: Detail your technical approach for each area of the project, including specific technologies, methodologies and tools.
- Team and resources: Describe the team of experts who will be assigned to the project, along with their general qualifications and experience of each tier of support.
- Cost: Provide a detailed cost proposal for a year of IT support services. We currently have 36 full-time staff.

Proposals should not exceed six pages.

Selection Criteria

Staff will use the following to review proposals:

- The experience and staffing to be able to provide high quality tier 1-3 IT support
- The type of IT support model offered (may include response times, ticketing systems and customer service communication)
- The budget is reasonable for the proposed services
- Alignment with our [operating values](#)

Submitting Your Proposal

Submissions are due by Thursday, October 31, 2024, at noon Central. Please email your proposal to Kevin Bruins, IT strategy and solutions manager, at kbruins@bushfoundation.org and include a completed [Vendor Demographic Form](#).

If you have any questions, please contact Kevin Bruins.

Selection and Timing

- Early November – Staff will review proposals and select organizations moving forward in the review process. All applicants will be notified by email.
- Mid November – Staff will select a partner.
- Early December – A consultant will be under contract.