



Request for Proposals for Managed Network Services

White Earth Tribal and Community College (WETCC) in Mahnomon, Minnesota, issues this request for proposal (RFP) for qualified vendors to provide Managed Network Services [hereafter, Services].

The successful bidder will complete the initial assessment/audit and present findings to WETCC's President's Cabinet (on or before July 15, 2026). They will share the status of WETCC's systems and recommend ways to ensure the availability, security, performance, and reliability of the systems.

Simultaneously, the successful bidder will begin managing WETCC's Services, starting with onboarding and training. WETCC will make final acceptance once the initial round of training is completed.

GENERAL SPECIFICATIONS

WETCC seeks proposals from qualified vendors to provide managed network services to support a secure, reliable, and scalable campus network infrastructure. Services will support instructional, administrative, and operational systems across the institution. The selected vendor will be a strategic partner with WETCC, providing proactive network monitoring and management, cybersecurity best practices, regulatory and compliance support, and long-term network planning aligned with higher-education needs.

1. Project Objectives

- a. Ensure a secure, stable, and highly available campus network environment
- b. Improve network reliability and performance for academic, administrative, and operational systems
- c. Strengthen cybersecurity posture, threat detection, and incident response
- d. Support compliance with relevant data privacy and security requirements (e.g., FERPA, HR)
- e. Provide proactive monitoring, issue detection, and resolution
- f. Support long-term network scalability, modernization, and lifecycle planning
- g. Train WETCC IT personnel to assist with the above objective, as people's skill sets allow
- h. Update the President's Cabinet, via monthly reporting, on the progress toward each objective

2. Scope of Work

- a. Network Assessment & Architecture
 - Review and assessment of existing network infrastructure
 - Network architecture evaluation and improvement recommendations
 - Documentation of network topology and configurations
- b. Network Operations & Management
 - 24/7 network monitoring and alerting
 - Management of network devices (e.g., firewalls, switches, routers, wireless access points)
 - Configuration management and change control
 - Performance optimization and capacity monitoring
 - Vendor coordination with internet service providers and hardware vendors
- c. Network Operations & Management
 - Co-Managed Network Services

- 24/7 network monitoring and alerting
 - Tier 2 and Tier 3 incident escalation support
 - Advisory support for configuration changes
 - Security event detection and notification
 - Patch and firmware recommendations
 - Regular reporting and review meetings
- Fully Managed Network Services
 - End-to-end network monitoring and management
 - Incident detection, response, and resolution
 - Configuration management and change control
 - Patch management and firmware updates
 - Performance optimization and capacity monitoring
 - Coordination with ISPs and hardware vendors
- d. Cybersecurity & Compliance
- Network security monitoring and threat detection
 - Firewall rule management and intrusion prevention support
 - Patch management and firmware updates
 - Incident response coordination and root-cause analysis
 - Support for compliance with FERPA, HR, and applicable cybersecurity standards
- e. Service Level Agreements (SLAs)
- Vendor must meet or exceed the following minimum cybersecurity SLAs
 - 24/7 Security Monitoring: continuous monitoring of firewalls, intrusion detection/prevention systems, and network traffic
 - Incident Response Time: critical security incidents acknowledged within 1 hour; mitigation initiated within 4 hours
 - Vulnerability Management: critical vulnerabilities remediated within 15 business days; high vulnerabilities within 30 business days
 - Security Patching: network device firmware and security patches applied quarterly, or as critical updates are released
 - Reporting: monthly security summary reports and immediate reporting of material incidents
 - Compliance Support: assistance with FERPA safeguards, audits, and cybersecurity assessments
 - Service Credits: failure to meet SLAs must include defined remediation or service credits
- f. Testing & Quality Assurance
- Network performance and availability testing
 - Security validation and vulnerability testing
 - Post-change validation testing
- g. Deployment, Training, & Support
- Knowledge transfer and training sessions for WETCC IT and other designated staff
 - Level 1: Network awareness and reporting procedures
 - Level 2: Operational understanding of network monitoring, escalation, and incident response
 - Level 3: Advanced network administration, collaboration, and strategic planning
 - Documentation and training materials

- On-site training: 1 day at delivery and 1 day at an agreed date and time. If further on-site consultation is needed, the vendor must supply such consultation on a time-and-travel-expense basis, without markup, or via an agreed-upon remote delivery process.
- Six months or 100 hours, whichever comes first, of post-launch technical support at no additional cost.
- Defined rates for ongoing managed service following the included support period

3. Deliverables

- Managed network services delivered in accordance with the proposed service model
- Network monitoring, performance, and incident reports
- Updated network diagrams and documentation
- Cybersecurity and risk assessment summaries
- Knowledge transfer and training materials
- Maintenance and ongoing managed services support plan

4. Timeline

Please incorporate the following schedules into your proposal:

Phase	Duration	Completion Date
System Design & Architecture	X weeks	[Date]
Development Implementation	X weeks	[Date]
Testing & Quality Assurance	X weeks	[Date]
Deployment	X weeks	[Date]
Training	X weeks	[Date]
Project Deadline		[Date]
Support – no-cost	Up to 100 hours used within six months of the launch,	Six months after launch

5. Relevant Experience & Reputation

Include the following information:

- Your company’s profile.
- Summary of relevant experience providing IT management services.
- Contact information: name, title, contact information, and address.
- Three professional references from similar efforts. Higher education experience preferred.

6. Price, Terms, Payments, & Conditions

Include the following:

- Provide one inclusive price for the service for managed IT services. Include in your price, and 3 full-day visits to the campus in Mahnomon, Minnesota, at the bidder's expense.
- Payment schedule: 40% upfront, 30% one week following the initial assessment/audit meeting with the campus, 30% upon completion of initial training.
- Vendor agrees to six months or 100 hours, whichever one comes first, of post-launch technical and training support.
- Rate for ongoing support: e.g., ongoing training, support with system upgrades
- Confidentiality and data protection clauses (e.g., FERPA, HR).
- Vendor is to provide a copy of the written warranty information. Vendor to state items covered under warranty and whether a deductible applies.

SUBMISSION INSTRUCTIONS

Bidders respond to this RFP in writing, addressing all items under General Specifications with a firm price or allowance clearly stated for the whole proposal. Answers must be clear and concise, with the corresponding number listed.

AWARD AND RATING

WETCC will award the contract to the proposal it deems the most responsible and responsive. WETCC reserves the exclusive right to reject, for any reason at its sole discretion, the response of any bidder. The final determination for the award of this contract belongs exclusively to WETCC. WETCC reserves the right to waive omissions in responses that it deems immaterial. Price is important, but price alone will not be the sole determinant for the award. WETCC will rate proposals based on the following factors. By submitting a bid to this RFP, you agree to the award criteria and process stated in this paragraph and the following table.

A contract will not be awarded to any party on the government-wide exclusions list in the System for Award Management (SAM).

Factor		Points Available
Price		40
Technical Ability	Conformance to specifications	35
	Network monitoring and operations approach (co-managed or fully managed)	
	Cybersecurity capabilities and incident response approach	
	Service level agreements (uptime, response times, severity handling)	
	Network architecture, performance, and scalability planning	
Training & Knowledge Transfer	Training plan, documentation, and knowledge transfer to WETCC staff	10
Business Soundness	Business Reputation	15
	Experience with Similar Projects	
	Time in Business	
Total		100

BUY AMERICA PROVISION

To the greatest extent practicable, vendors are encouraged to purchase American-made equipment and products with funding provided under the U.S. Department of Education (ED) financial assistance.

FEDERAL PARTICIPATION DISCLOSURE

This project will be funded by federal funds from ED and is subject to the Federal laws and regulations associated with that program, including funding availability

COMMUNICATION AND DEADLINES

	Contact	Deadline
Proposal Questions	Submit written questions about the proposal to Kennedy Heisler at k.heisler@wetcc.edu .	May 14, 2026, by 4:00 p.m.
Proposal Submission	Submit electronic proposals to finance@wetcc.edu . Late submissions will not be considered.	May 27, 2026, by 4:00 p.m.
Proposal Opening	Location: WETCC, 2250 College Road, Mahnomon, MN	May 28, 2026, at 9:00 a.m.

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