



217 Oscar Drive, Suite A • Jefferson City, Missouri 65101

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For deaf and hard of hearing, dial 711 for Relay Missouri.

[www.mocadsv.org](http://www.mocadsv.org)

*Missouri Coalition Against Domestic and Sexual Violence*

Request for Proposal

**For IT Services**

For the period

*2014-2017*

Inquiries and proposals should be directed to:

Name: Debbie Stelter

Title: Office Manager

Entity: *Missouri Coalition Against Domestic and Sexual Violence*

Address: 217 Oscar Drive, Ste. A, Jefferson City, MO 65101

Phone: 573-634-4161, ext. 100

Fax: 573-636-3728



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## General Information

### **A. Purpose**

This Request for Proposal (RFP) is to contract for IT Services for 2014-2017 period. The proposal includes options for two additional years.

### **B. Who May Respond**

Any business or person with the qualifications to provide IT Services may respond to this RFP. It is the intent of Missouri Coalition Against Domestic and Sexual Violence (MCADSV) to hire locally or with an agency that has an office in or around the area of Jefferson City, MO or mid-Missouri. Outside mid-Missouri may be considered if the Offeror can show they can meet the immediate needs of the organization.

### **C. Bidder's Conference**

There will be no Bidder's Conference.

### **D. Instructions on Proposal Submission**

1. Closing Submission Date: Proposals must be submitted no later than 4:30 p.m. on February 21, 2014.
2. Inquiries: Inquiries concerning this RFP should be directed to Debbie Stelter, 573-634-4161 ext. 100.
3. Conditions of Proposal: All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the Offeror and will not be reimbursed by MCADSV.
4. Instructions to Prospective Contractors:

Your proposal should be addressed as follows:

Name: Debbie Stelter  
Title: Office Manager  
Entity: Missouri Coalition Against Domestic and Sexual Violence  
Address: 217 Oscar Drive, Ste. A  
Jefferson City, MO 65102

It is important that the Offeror's proposal be submitted in a sealed envelope clearly marked in the lower left-hand corner with the following information:

Request for Proposal  
4:30 p.m. February 21, 2014  
Sealed Proposal  
For IT Services



Failure to do so may result in premature disclosure of your proposal.

It is the responsibility of the Offeror to insure that the proposal is received by Missouri Coalition Against Domestic and Sexual Violence by the date and time specified above.

Late proposals will not be considered.

5. Right to Reject: Missouri Coalition Against Domestic and Sexual Violence reserves the right to reject any and all proposals received in response to this RFP. A contract for the accepted proposal will be based upon the factors described in this RFP.

6. Small and/or Minority-Owned Businesses: Efforts will be made by Missouri Coalition Against Domestic and Sexual Violence to utilize small businesses and minority-owned businesses. An Offeror qualifies as a small business firm, if it meets the definition of "small business" as established by the Small Business Administration (13 CFR 121.201).

7. Notification of Award:

- It is expected that a decision selecting the successful IT Services firm will be made within 6 weeks of the closing date for the receipt of proposals.
- Upon conclusion of final negotiations with the successful IT Services firm, all Offerors submitting proposals in response to this Request for Proposal will be informed, in writing, of the name of the successful IT Services firm.
- It is expected that the contract shall be a three-year negotiated contract with options for two additional one-year periods.

## **E. Description of Entity and Services to be Performed**

Missouri Coalition Against Domestic and Sexual Violence is a nonprofit organization which serves over 100 services providers of advocacy to victims of domestic and sexual violence in Missouri. Missouri Coalition Against Domestic and Sexual Violence is a private, nonprofit corporation and has been determined to be exempt from Federal income tax under Section 501(c)(3) of the Internal Revenue Code. It is governed by a 9-12 member volunteer Board of Directors. MCADSV has a staff of 14 full-time employees depending on funding and a small group of interns. Administrative offices and all records are located at 217 Oscar Drive, Ste. A, Jefferson City. Missouri Coalition Against Domestic and Sexual Violence is a dual coalition that works to unite Missourians in ending rape and abuse. Please refer to the MCADSV website at [www.mocadsv.org](http://www.mocadsv.org) for further information regarding the structure and philosophies of the work MCADSV performs.

Specific IT requirements include:

1. 15 full Windows 7 or higher virtual desktops with at least 2GB of memory and dual processors each capable of running the full version of Adobe CS
2. 1 fully dedicated server (physical or virtual) with a minimum of 4GB of memory, 4 processors, 250Gb of storage, running Windows 2008R2 server, with one public static IP address
3. Fully dedicate class C internal IP subnet for desktops and servers

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4. The entire solution needs to be fully managed 24/7 at no additional cost
  5. A minimum internet access speed of 50X50 with no restrictions or throttling
  6. A minimum of two geographically dispersed datacenters capable of providing access to the virtual infrastructure at any time
  7. Be able to produce a data center audit from a third party that's no more than 24 months old
  8. Data center must include UPS backed by generators for power outages
  9. Backup to include two full backups per 24 hour period spaced at 12 hour intervals to include a nightly off-site copy of the backed up data
  10. Full commercial antivirus suite and custom web filtering
  11. Full Exchange Server hosting for email, public folders, distribution list, ActiveSync, and mailbox/calendar sharing
  12. SSL VPN for secure end point access

## **F. Options**

At the discretion of Missouri Coalition Against Domestic and Sexual Violence, this IT Services contract can be extended for two additional one-year periods. The cost for the option periods will be agreed upon by Missouri Coalition Against Domestic and Sexual Violence and the Offeror. It is anticipated that the cost for the optional years will be based upon the same approximate hours of IT Services as the contract for the initial year.

## **Specification Schedule**

### **A. Scope of IT Services**

The purpose of this RFP is to obtain the services of a Missouri IT Services firm or individual, whose principal officers are qualified IT Technicians, hereinafter referred to as the "Offeror" to perform IT services to Missouri Coalition Against Domestic and Sexual Violence. The Offeror will be asked to perform a variety of technical assistance and support regarding IT services as well as provide research information on necessary updates and purchases to enhance our systems.

### **B. Description of Programs/Contracts/Grants**

MCADSV receives funding from federal sources that include Health and Human Services, Family Violence Prevention and Services Act (FVPSA) and the US Department of Justice (DOJ) – Office on Violence Against Women as well as an occasional foundation grant. In addition to the federal funding that MCADSV receives, there are contracted partners under these grants as well as other agencies that receive funds through contracts. All grants/contracts have a component of technology safety to them. MCADSV considers this a priority in our ability to comply with federal funding sources.

### **C. Performance**

MCADSV's ability to maintain access to a Cloud server, networked system that is secure and can meet the needs of our software programs in order to meet the goals and objectives of our organization is achieved through the support and technical assistance received by the IT Services contract.



The Offeror is required to provide technical assistance and maintenance support of the IT Systems as necessary.

The Offeror should assist the staff as needed with requests for IT support and maintenance of equipment as necessary.

MCADSV has an annual IT Maintenance budget of \$3,500/yr. This budget does not include the costs for purchase of minor equipment and software or licensing costs.

#### **D. Delivery Schedule**

Offeror is to assist the staff at MCADSV as necessary in order to comply with the daily operational needs of the organization for technology and access to the server and computers.

The Offeror must be able to maintaining the security and integrity of the server and computer warranties as necessary. Providing MCADSV with analysis reports of the server, its capacity, as well as the workstations and other technical equipment related to the server and computers when upgrades or repairs are needed.

#### **E. Price**

The Offeror's proposed price shall be submitted with this request for proposal. The Offeror shall indicate the estimated number of hours by staff level, hourly rates, and total cost by staff level as well as flat rate cost for a specific services. Any out-of-pocket expenses shall also be indicated. If the Offeror provides a special discounted rate for small businesses or nonprofits, provide the discounted rate or percent as well as the standard rate. If the Offeror is willing to provide an in-kind/match amount in lieu of a nonprofit rate, please state the in-kind match ratio or dollar value.

#### **F. Payment**

Payment will be made upon receipt of invoice with detailed service breakdown. Should MCADSV reject a report, MCADSV's authorized representative will notify the Offeror in writing of such rejection giving the reason(s). The right to reject a report shall extend throughout the term of this contract and for ninety (90) days after the Offeror submits the final invoice for payment.

Upon delivery of the services to MCADSV and their acceptance and approval, the Offeror may submit a bill for the balance due.

#### **G. Confidentiality**

The Offeror agrees to keep the information related to all contracts and data in strict confidence. Other than the reports submitted to MCADSV, the Offeror agrees not to publish, reproduce or otherwise divulge such information in whole or in part, in any manner or form or authorize or permit others to do so, taking such reasonable measures as are necessary to restrict access to



the information, while in the Offeror's possession, to these employees on the Offeror's staff who must have the information on a "need-to-know" basis.

The Offeror agrees to immediately notify, in writing, MCADSV's authorized representative in the event the Offeror determines or has reason to suspect a breach of this requirement.

## **Technical Qualifications**

The Offeror, in its proposal, shall, as a minimum, include the following:

### **A. Prior IT Services Experience**

The Offeror should describe its prior nonprofit IT Service experience including the names, addresses, contact persons, and telephone numbers of prior organizations contracted. Experience should include the following categories:

1. Prior experience providing IT services technical support to a social service agency.
2. Prior experience providing security/virus systems protection and monitoring of server errors.
3. Prior experience providing on site response to computer issues as well as experience working with remote systems.
4. Prior experience providing analysis of networked systems and upgrades.
5. Wiring and setup for new locations and connection services.

### **B. Organization, Size, and Structure**

The Offeror shall describe its organization, size, and structure. Indicate, if appropriate, if the firm is a small or minority-owned business.

### **C. Staff Qualifications**

The Offeror shall describe the qualifications of staff to be assigned to the services being performed. Descriptions should include:

1. Team makeup, if applicable;
2. Overall supervision to be exercised;
3. Prior experience of the individual team members: Only include resumes of staff to be assigned to the services provided. Education, position in firm, years and types of experience, continuing professional education, state(s) in which licenses or certifications are held, etc. will be considered; and
4. Up to three references can be provided.

### **D. Understanding of Work to be Performed**

The Offeror shall describe its understanding of work to be performed, including servers, computers and other pertinent information.



## Proposal Evaluation

### A. Submission of Proposals

All proposals shall include two copies of the Offeror's technical qualifications and two copies of the pricing information. These documents will become part of the contract.

### B. Nonresponsive Proposals

Proposals may be judged nonresponsive and removed from further consideration if any of the following occur:

1. The proposal is not received timely in accordance with the terms of this RFP.
2. The proposal does not follow the specified format.

### C. Evaluation

Evaluation of each proposal will be scored on the following five factors:

1. **Prior experience providing IT Services to include servers, workstations, and telephone system.**

	<b>Point Range</b>
a. Prior experience providing technical support	0 – 5
b. Prior experience providing security/virus systems protection and web-filtering and monitoring of server errors.	0 – 5
c. Prior experience providing on site response to computer issues as well as experience working with remote systems.	0 – 5
d. Prior experience providing analysis of networked systems and upgrades.	0 – 5
e. Prior experience with wiring or modifying wiring and connecting new services and/or peripheral equipment to the Cloud and other internal systems as necessary.	0 – 5

MCADSV has contacted current contracted provider to verify the experience needed provided by any Offeror.



**2. Organization, size, and structure of Offeror's firm.**

- |   |       |
|---|-------|
| a. Adequate size of the firm  | 0 – 5 |
| b. Minority/small business  | 0 – 3 |
| c. Location of firm or proximity or estimated response time to MCADSV | 0 – 5 |

**3. Qualifications of staff to be assigned to the audits to be performed. This will be determined from resumes submitted. Education, position in firm, years and types of experience, continuing professional education, and state(s) in which licenses and certifications are held will be considered.**

- |   |        |
|---|--------|
| a. Team makeup, if applicable                         | 0 – 5  |
| b. Overall supervision to be exercised                | 0 – 5  |
| c. Prior experience of the individual or team members | 0 – 10 |

**4. Offeror's understanding of work to be performed.**

- |   |        |
|---|--------|
| a. Adequate coverage                        | 0 – 12 |
| b. Realistic time estimates of each service | 0 – 10 |

**5. Price** 0 – 20

**Maximum Points** 100

**D. Review Process**

The MCADSV may, at its discretion, request presentations by or meetings with any or all Offerors, to clarify or negotiate modifications to the Offerors' proposals.

However, MCADSV reserves the right to make an award without further discussion of the proposals submitted. Therefore, proposals should be submitted initially on the most favorable terms, from both technical and price standpoints, which the Offeror can propose.

MCADSV contemplates award of the contract to the responsible Offeror with the highest total points.



## Certifications

On behalf of the Offeror:

1. The individual signing certifies that he/she is authorized to contract on behalf of the Offeror.
2. The individual signing certifies that the Offeror is not involved in any agreement to pay money or other consideration for the execution of this agreement, other than to an employee of the Offeror.
3. The individual signing certifies that the prices in this proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition.
4. The individual signing certifies that the prices quoted in this proposal have not been knowingly disclosed by the Offeror prior to an award to any other Offeror or potential Offeror.
5. The individual signing certifies that there has been no attempt by the Offeror to discourage any potential Offeror from submitting a proposal.
6. The individual signing certifies that he/she has read and understands all of the information in this Request for Proposal, including the information on the programs/grants/contracts in relation to the services performed.
7. The individual signing certifies that the Offeror, and any individuals to be assigned to the services performed, does not have a record of substandard work and has not been debarred or suspended from doing work with any federal, state or local government.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

\_\_\_\_\_  
(Offeror's Firm Name)

\_\_\_\_\_  
(Signature of Offeror's Representative)

\_\_\_\_\_  
(Printed Name and Title of Individual Signing)