

# REQUEST FOR PROPOSAL

## FOR

### Hosted Cloud IT Services

Issued: October 15, 2018

Proposals due on or before: November 15, 2018

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# Table of Contents

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<b>Introduction .....</b>	<b>3</b>
Purpose for RFP .....	3
Introduction to Three Rivers Community Action .....	3
Mission Statement.....	3
Locations .....	3
Existing Technological Environment.....	3
<b>Request for Proposal (RFP).....</b>	<b>4</b>
Purpose of RFP .....	4
Description of Project and Deliverables.....	4
Inquiries/Contact Information .....	5
Timeline .....	5
Proposal Submission Requirements .....	5
Proposal Delivery and Due Date .....	6
Evaluation Criteria .....	6
Award of Contract .....	7
Rejection of Proposals.....	7
Confidentiality .....	7
Project Deliverables.....	7
Cost of proposal.....	7

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# Introduction

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## Purpose for RFP

Three Rivers Community Action, Inc. is seeking pricing for a hosted cloud IT environment. Three Rivers invites qualified providers to submit a proposal and statement of qualifications to provide this service.

## Introduction to Three Rivers Community Action

Three Rivers Community Action (hereafter referred to as Three Rivers or the Agency) is a private nonprofit corporation that has been in existence since 1966. The agency provides services to address basic human needs in our primary service area of Olmsted, Goodhue, Wabasha and Rice Counties in southeastern Minnesota. We also provide limited services across 20 counties in southeastern and south central Minnesota.

Three Rivers provides many services designed to end poverty and create a path to self-sufficiency. Head Start provides educational services and family support for households with young children. Transportation (Hiawathaland Transit) connects people to services and employment. Energy programs reduce utility costs through emergency assistance and home system improvements. Support services help residents work out of poverty and homelessness. Three Rivers also owns and develops affordable housing, provides financial coaching and homebuyer readiness assistance, and facilitates the regional Continuum of Care.

## Mission Statement

The mission of Three Rivers Community Action, Inc. is to work with community partners to address basic human needs of people in our service area, thereby improving the quality of life of the individual, family and community.

## Locations

Staff, and technology, are located at 4 main office locations – Zumbrota, Plainview, Rochester and Faribault, MN. We also have specialized staff in other work space in Faribault, Northfield, Red Wing, Wabasha, and Winona, MN, with 14 staffed locations in total.

## Existing Technological Environment

Three Rivers is currently using Marco as a managed IT provider with cloud hosting. Marco hosts the agency's data on 15 servers in their data center. The cloud hosts software, file storage (individual and shared), and user profiles. Staff call Marco support for any technology issues they have, with most issues resolved remotely. As needed, Marco provides on-site support to office locations.

The agency's telephone service and support are provided through Vonage.

Three Rivers has a technology team made up of 6 staff members who meet monthly to analyze, strategize and troubleshoot the agency's technology. We currently have 1 full time IT Coordinator who supports the transportation department's specific infrastructure needs, as well as onsite agency needs overall.

Currently, the Agency's technology encompasses:

- 170 staff, 110 of these jobs require computers

- 14 networked locations
- 48 desktop computers
- 86 laptop computers
- 18 network printers, leased from Marco
- 100 agency telephones, hosted with Vonage
- A transportation system and dispatch center that operates 20 hours per day, every day of the week
- 35 cell phones and 75 tablets assigned directly to staff

Specialized software currently in use includes:

- Microsoft SharePoint for Website and internal site
- Office 365 – includes Skype for Business for web meetings
- Adobe Acrobat
- Orion financial reporting
- Laserfiche - workflow for the Energy Assistance department
- Trapeze – routing for the Transportation department
- MFiles – Fiscal and HR workflow and storage
- Childs Plus – tracking database for early childhood department
- CAP60 – tracking database (online) for all agency clients
- Housing Developer Pro – software for housing department
- Wx Assistant – software for weatherization department
- Cisco Iron Port – encryption and spam filtering software
- Several internet based, program specific softwares operated by various funders

## Request for Proposal (RFP)

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### Purpose of RFP

Three Rivers Community Action is soliciting proposals for a contractor to conduct an analysis and provide competitive pricing to provide managed IT with Cloud Hosting to the agency.

### Description of Project and Deliverables

Project Deliverables under this contract will consist of:

- Development of understanding of agency support needs
- Provide pricing to support the agency in a similar environment to what we currently have
  - Analysis and assessment of existing IT systems
  - Implementation plan including cost and time frame of implementation.
  - Quote should consider:
    - Accessibility of technology solutions and ability to share information across locations and departments
    - Cyber security needs
    - Considerations for future growth, including additional staff, new sites, etc.

- Potential for telecommuting
  - Maintenance needs
  - Equipment replacement needs
  - Cost effectiveness of solutions – including utilizing technology that is offered for a free or reduced price to non-profits
  - Simple and user-friendly solutions
  - Identified costs are traceable to the users and/or programs that they support in order to cost allocate technology solutions to programs
- Discuss length of contract, and terms for extension of contract with price negotiations at the completion of the original term.

## Inquiries/Contact Information

Questions about this RFP may be directed to Adam Struckmann, IT Coordinator at 507-316-0582 or [astruckmann@threeriverscap.org](mailto:astruckmann@threeriverscap.org)

## Timeline

- Issue RFP to vendors: October 15, 2018
- Proposals due at Three Rivers Community Action: November 15, 2018 - 4:00 p.m. CST
- Award of Contract: December 7, 2018
- Project Implementation: January 2, 2019 – March 31, 2019

## Proposal Submission Requirements

Please submit the following items with the proposal:

1. Letter of Transmittal, including:
  - a. Letterhead, containing Company Name, address and Telephone numbers
  - b. Name, Title, address, e-mail address and telephone number of the person to contact who is authorized to represent the firm and to whom correspondence should be directed
  - c. Federal taxpayer ID for the firm
  - d. A brief statement of your understanding of the services to be performed
  - e. Signature of an officer or other individual who is legally authorized to bind the applicant to the proposal cost and schedule
2. General Vendor information, including length of time in business, length of time providing the proposed services, total number of clients, number of personnel and location of office that would service this account.
3. Describe how your firm is positioned to provide the services listed above and a history of your experience providing similar services. Explain any history you have working with nonprofits, including knowledge of resources available to nonprofits.
4. Describe your approach and methodology for providing these services.

5. Provide the name, title, address and telephone number of three references for clients whom you have provided similar services. Please provide information on the actual services provided, customer size, and length of tenure providing services to this client. Nonprofit references preferred.
6. Staff Resources – identify the names of principal staff and key personnel who will provide the service. Please submit resumes or qualifications for each key staff person, summarizing their experience and expertise. Describe each person’s role and responsibility with the project. Any substitutions of staff upon contract award must be done at the approval of Three Rivers.
7. Proposed timeline for the project
8. Total proposed project cost, and cost of ongoing expenses

### Proposal Delivery and Due Date

Proposals are due on or before **4:00 p.m. on Thursday, November 15, 2018**. Delivery of proposals should be made electronically to Kindra Papenfus at [kpapenfus@threeriverscap.org](mailto:kpapenfus@threeriverscap.org) with “Technology Proposal” in the subject line, PDF format preferred. You will be sent an email receipt. If you do not receive a receipt within 2 business days, please contact our office to inquire. If you have large file size items, please provide a file sharing link (Dropbox or equivalent) with instructions for accessing the proposal materials.

### Evaluation Criteria

Proposals will be evaluated upon the contractor’s responsiveness to the RFP, qualifications and the total price quoted for all items covered by the RFP. The following elements will be reviewed, scored and a decision made based on the responses:

- Skill and experience of firm and its key personnel
- Demonstrated experience with similar projects, particularly work with nonprofits
- Compliance with administrative requirements of the request for proposal format, due dates, etc.
- Description of Services
- Timeline of project, including information gathering and final report production
- Budget/Cost
- Results of communications with references supplied by contractor
- Ability/commitment to meeting time deadlines
- Contractor’s financial stability
- Favorability of terms of contract, including the ability to extend the contract beyond the initial terms at a negotiated price

The successful contractor may be asked to participate in negotiations and may be asked to make revisions to their proposal based on their negotiations. In submitting a proposal, each contractor acknowledges that they have read and understand these requirements.

## **Award of Contract**

Award of the contract resulting from this RFP will be based upon the most responsive contractor whose offer will be the most advantageous to Three Rivers in terms of cost, functionality, experience, quality of past work, and other factors as specified elsewhere in this RFP.

Three Rivers reserves the right to:

- Consider proposals based on their relative merit, risk, and values to the organization;
- Negotiate with all respondents to the RFP;
- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential contractor, when it is in the Agency's best interest; and
- Accept other than the lowest priced offer.

Competitive proposals will be considered and will result in a Fixed Price Contract. Selection will be made on or before December 7, 2018.

## **Rejection of Proposals**

Three Rivers Community Action reserves the right to accept or reject any and all proposals and to waive any minor discrepancies or technicalities in the proposal or specifications, which are required to complete this project, or when deemed to be in the best interest of Three Rivers Community Action, Inc.

## **Confidentiality**

All information presented in this RFP, including information subsequently disclosed by Three Rivers Community Action, Inc. during the proposal process, shall be considered confidential and should not be released to outside parties. This document represents a request for proposal only and in no way should be construed as a contract or letter of intent.

## **Project Deliverables**

All recommendations identified during this engagement will be documented and reviewed with Three Rivers Community Action, Inc. management. All deliverables produced during the engagement are for the sole use of Three Rivers Community Action, Inc. management. All work papers, analyses and final reports will remain the property of Three Rivers Community Action, Inc.

## **Cost of proposal**

The Respondent shall bear all costs associated with the proposal meeting(s), interview(s), preparation and submission of the bid and Three Rivers Community Action, Inc. shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.