

REQUEST FOR PROPOSALS

SUPPLEMENTAL RECOVERY SERVICES

REQUIRED BY

**MISSOURI HOUSING DEVELOPMENT COMMISSION
DIVISION OF INFORMATION TECHNOLOGY**



Strength, Dignity, Quality of Life

MISSOURI HOUSING

DEVELOPMENT COMMISSION

ISSUANCE DATE:

March 20, 2013

DUE DATE:

April 10, 2013

4:30 P.M. Central

SECTION I: INTRODUCTORY INFORMATION

**Missouri Housing
Development
Commission:**

The Missouri Housing Development Commission (“MHDC” or the “Commission”) was established in 1969 in order to increase the availability of decent, safe and sanitary housing at prices within the means of low- and moderate-income persons. The Commission is a governmental instrumentality of the state of Missouri and a body corporate and politic. The Commission’s authority is derived from Section 215.030, *et seq.*, of the Revised Statutes of Missouri, as amended and supplemented.

The Commission administers a variety of state and federal funding sources to finance the purchase of single family homes for owner occupancy and to finance the construction and rehabilitation of affordable rental housing for low-income Missourians. Funding is made available through a combination of issuing tax credits, sale of bonds to provide mortgages, providing grants, and making low-interest loans. Sources include the federal Low Income Housing Tax Credit, Missouri Low Income Housing Tax Credit, HOME Investment Partnership Program, federal Risk-Share insurance, Affordable Housing Assistance Program and proceeds of bond sales, as well as the Commission’s own general fund balances. The Commission’s activities are governed by the laws and regulations of each particular funding source as well as Commission policy.

Purpose of RFP:

The purpose of this Request for Proposals (“RFP”) is to request proposals and proposals from vendors to provide emergency recovery services to supplement MHDC existing IT disaster recovery plans.

Proposal Due Date:

April 10, 2013, by 4:30 P.M. Central

**Submission of
Proposal:**

One printed copy and one electronic copy of the proposal must be submitted by the proposal due date noted above to:

James Kalthoff, Director of Information Technology
Missouri Housing Development Commission
3435 Broadway
Kansas City, Missouri 64111
jkalthoff@mhdc.com

SECTION II: PROCEDURES AND INSTRUCTIONS

Questions: Questions regarding this RFP should be directed in writing by email to:

James Kalthoff
Director of Information Technology
Missouri Housing Development Commission
3435 Broadway
Kansas City, Missouri 64111
jkalthoff@mhdc.com

Any questions must be submitted prior to April 5, 2013. Any questions submitted beyond that date will not be answered.

Standards of Conduct:

Please refer to the Commission's "Standards of Conduct" Policy for information regarding contact with MHDC commissioners or staff in connection with this RFP, necessary disclosures thereunder and other policies regulating the actions of interested parties, employees and commissioners during a competitive matter. The Commission's Standards of Conduct Policy is available on MHDC's website at www.mhdc.com/rfp.

Furthermore, pursuant to the Standards of Conduct, any Response under this RFP shall disclose the name of the individual, entity and/or entities having ownership interests in the Respondent. All entities identified in this disclosure shall be reduced to their human being level irrespective of the number of entity layers which may be present for any disclosed entity. Questions regarding this requirement may be directed to the Commission's General Counsel, Weylin Watson, by phone at 816-759-6624 or email at wwatson@mhdc.com.

Modifications to Proposals:

Respondents may not modify or correct its Proposal any time after the Proposal Due Date except in direct response to a request from MHDC for clarification.

Revisions to this RFP:

In the event that it becomes necessary to revise or clarify any part of the RFP, MHDC will provide an addendum on MHDC's website at www.mhdc.com/rfp.

Expense of Preparation of Proposals:

MHDC is not responsible for any expense incurred in preparing and submitting a Proposal or taking any action in connection with the selection process, or for the costs of any services performed in connection with submission of a Proposal.

Reservation of Rights:

MHDC reserves the right to conduct any investigation of the qualifications of any firm that it deems appropriate; negotiate modifications to any of the items proposed in the Proposal; request additional information from any respondent; reject any or all Proposals; and waive any irregularities in any Proposal.

Review and Selection Process: All responses to this RFP will be reviewed by MHDC staff. All respondents will be notified of the result of the review process.

Public Records: Respondents to this RFP should be aware that responses received become public records under state law once the evaluation process has been completed.

SECTION III: OVERVIEW

Description: MHDC is asking for proposals for certain emergency recovery services to aid in the event of a disaster or other emergency to its facilities or operations. Please note that MHDC already has in place backup and recovery services for its servers and data. This RFP is looking for supplemental services beyond data center specific backup and recovery, but rather services that to aid in business continuity; such as:

- Power; Emergency Generators that can be brought to existing site or recovery location.
- Space; Office space with around fifty finished seats.
- Technology; Around fifty computers, five Intel-based servers, printers and fax.
- Space; Office space or mobile facilities with around fifty workstations.
- Connectivity; Internet and phone service.

SECTION IV: RESPONSES TO THIS RFP

In your response, please address and identify the following items (see also Section VI Structure of Responses):

1. Corporate Background
 - a. Please provide a corporate summary including length of time in business.
 - b. Please provide your most recent Annual Reports/ financial statement. Indicate the percentage of company revenues derived from disaster recovery.
2. Services
 - a. Primary recovery services offered directly by your organization (overview).
 - b. Is disaster recovery your only business?
 - c. Does your organization offer quick-ship services? If yes:
 - i. What timeframes does the vendor guarantee?
 - ii. Is your quick-ship inventory dedicated to disaster recovery services?
 - iii. What on-site support is included with your quick-ship service?
 - d. Does the vendor offer mobile recovery services? If yes:

- i. What timeframes does the vendor guarantee?
- ii. How many mobile units does the vendor have access too?
- iii. Where does vendor house mobile facilities?
- iv. Detail all national locations (city and state).
- v. Provide a detailed summary description of mobile facility internal telecommunications network including voice and data.
- vi. What onsite support is included with your mobile service?

3. Testing

- a. Please describe what testing comes with each of your services.
- b. Please describe your testing methodology and process right from scheduling a test, during test and post testing.

4. Disaster Alert and Declaration

- a. Provide a summary of the disaster alert procedure, including your organization's actions prior to an official declaration of disaster and fees involved (if any).
- b. Provide a summary of the Disaster Declaration procedure and fees involved.
- c. Typically, how soon after a disaster is declared can a subscriber occupy the mobile facility or access quick-ship equipment?
- d. What additional fees or charges are incurred when we occupy a mobile facility (ex: long distance charges, etc.)?
- e. Does your organization provide around-the-clock support staff during disaster recovery? If so, list the staff positions.
- f. What is your organization's policy on regional disasters or multiple, simultaneous disasters?
- g. What is the vendors fall back solution if the mobile facilities are not available during a regional outage?

5. Stability and reputation

- a. How many subscriber disaster declarations has your organization received in the last 5 years?
- b. How does the vendor provision and cover regional disasters?
- c. How many mobile recovery tests have been conducted in the last 5 years?
- d. Identify all endorsements and recommendations for your services by independent associations (not partners).

6. Pricing Options

SECTION V: UNDOCUMENTED WORKERS

Undocumented Workers. Pursuant to *Mo.Rev.Stat. §285.530.2*, firm(s) selected pursuant to this RFP shall provide MHDC with an affidavit stating that the firm does not employ any person who is an unauthorized alien in conjunction with the contracted services, and that the firm is enrolled in and participating in a federal work authorization program with respect to the employees working in connection with the contracted services. Prior to execution of any agreement contemplated herein, the firm shall provide evidence of participation in a federal work authorization program. Questions regarding this requirement may be directed to the Commission's General Counsel, Weylin Watson, by phone at 816-759-6624 or email at wwatson@mhdc.com. **In your proposal, please indicate whether your firm is currently enrolled in and participating in a federal work authorization program such as E-Verify.**

SECTION VI: STRUCTURE OF RESPONSES

- Provide responses to Section IV. Proposals not responding to all or parts of this section may, at MHDC's discretion, be considered unresponsive. Do not refer to other parts of your proposal in lieu of answering a specific question.
- Provide requested information and Section V. More information and a sample affidavit for this requirement are available at: <http://www.mhdc.com/notices/rfdcuw>.
- Provide a transmittal letter signed by an authorized representative of the firm. In the transmittal letter the respondent shall certify (i) that no elected or appointed official or employee of the Commission is financially interested, directly or indirectly, in the performance of the services specified in the RFP, (ii) that the information included in the response is true and correct to the best of its knowledge and (iii) that the person signing the transmittal letter is authorized to execute the response on behalf of the respondent.
- Provide any MBE/WBE status.
- Provide any additional exhibits that may contain information may be attached to provide more detail to respondent's offerings or services.

SECTION VII: EVALUATION CRITERIA

The proposals will be reviewed by MHDC staff. The Proposals will be evaluated on a variety of factors, including:

- Capabilities presented in proposal encompassing items described in this RFP.
- Adherence to Section VI.
- Previous experience working with MHDC.
- Previous experience in working with Housing Finance Agencies.
- State of Missouri business presence.
- MBE/WBE status.