

**REQUEST FOR PROPOSAL**  
**TO PROVIDE**  
**WIDE AREA NETWORK**  
**Point-to-Point Private Line Data Services**

**Missouri Housing Development Commission**



Response Deadline:

2 Hard Copies  
no later than 12:00 p.m. on  
October 30, 2009

Submit Responses to:

James Kalthoff  
Chief Technology Officer  
Missouri Housing Development Commission  
3435 Broadway  
Kansas City, Missouri 64111  
Phone: 816-759-6840

## Section I: Introductory Information

Missouri Housing  
Development  
Commission:

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 consists of the governor, the lieutenant governor, the state treasurer, the attorney general and six additional members selected by the governor with the advice and consent of the Senate. The act requires the members selected by the governor to be individuals knowledgeable in the areas of housing, finance or construction. As the state’s HFA, MHDC is responsible for establishing the state’s housing policy and directing, coordinating and administering its housing programs. MHDC provides low-interest loans and down payment assistance to first-time homebuyers, provides money to repair a home or remove hazardous material such as lead paint and asbestos, and assists developers in building affordable apartments through a variety of financing programs.

The commission’s purpose is summed up in its mission statement: “The commission is dedicated to strengthening communities and the lives of Missourians through the financing, development and preservation of affordable housing.” Our mission encompasses more than just the development of the physical structure, but includes the establishment of a home, which includes the people within and the community surrounding them.

Purpose of RFP:

The purpose of this Request for Proposals (RFP) is to request for sealed proposals from respondents for point-to-point Wide Area Network (WAN) services between offices located in Kansas City, Missouri, and St. Louis, Missouri.

Current Technology:

MHDC currently utilizes a T45 Private Line (DS3 ) provided by AT&T. Local fiber connection to the local loop are also provided by AT&T.

Term of Contract: 36 to 48 Months

Response Due Date: **October 30, 2009, 12:00 p.m. Central Standard Time**

Submission of Responses: Two hard-copy proposals by the due date above to:

Missouri Housing Development Commission  
3435 Broadway,  
Kansas City, Missouri 64111  
Attn: James Kalthoff, Chief Technology Officer

## Section II: Procedures and Instructions

Questions: Questions regarding this RFP should be directed to the commission in writing by mail, facsimile or electronic mail, as follows:

James Kalthoff  
Chief Technology Officer  
Missouri Housing Development Commission  
3435 Broadway, Kansas City, Missouri 64111  
(816)759-6840  
(816)759-6872 (fax)  
jkalthoff@mhdc.com

Standards of Conduct: Please refer to the commission's "Standards of Conduct" for information regarding contact with the 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" are available on MHDC's website at [www.mhdc.com](http://www.mhdc.com).

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 that may be present for any disclosed entity. Questions regarding this requirement may be directed to the commission's General Counsel, Bramwell Higgins, by phone at 816-759-6870 or email at [bhiggins@mhdc.com](mailto:bhiggins@mhdc.com).

Modifications to Responses: Respondents may not modify or correct its response any time after the response due date, except in direct response to a request from MHDC for clarification.

Revisions to this RFP: If it becomes necessary to revise or clarify any part of this RFP, MHDC will provide an addendum on MHDC's website at [www.mhdc.com](http://www.mhdc.com).

Expense of Preparation of Responses: The commission is not responsible for any expense incurred in preparing and submitting a response or taking any action in connection with the selection process, or for the costs of any services performed in connection with submission of a response.

Reservation of Rights: The commission 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 response, request additional information from any respondent, reject any or all responses, and waive any irregularities in any responses.

Review and Selection Process: All responses will be reviewed by MHDC staff, which will then make selection with approximately 60 days of submission deadline. All respondents will be notified of the result of the review process.

Public Records: Respondents to this RFP should be aware that the responses are public records under state law after the evaluation and selection process has been completed.

## Section III: Scope

### Objectives:

Dedicated WAN Private Line Service between MHDC office data centers in Kansas City and Saint Louis. WAN topology is point-to-point with service delivery as one of the following:

- At least 45 Mbs
- No greater than 100 Mbs

### Service Levels:

Percentage Uptime:	At least 99.999%
Round trip latency:	Max 45 millisecond round trip latency
Packet Loss:	No more than 0.1%
Schedule maintenance notice:	At least three day email notice
Guarantees on service levels:	If service levels not met, vendor will compensate the customer

### Installation:

Installation Wait: 60 to 90 business days, including the local loop installation if required

### Locations:

3435 Broadway St. Kansas City, MO 64111 Local Prefix: (314) 816	4625 Lindell Blvd, Suite 300 St Louis, MO 63108 Local Prefix (314) 877
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### Customer Support:

Availability:	Phone support 24 hours a day, 7 days a week, 365 days a year
Contact Center Location:	US based
On Site Assistance:	No more than 4 hours

### Term:

36 - 48 months

### Pricing:

Vendor must clearly and fully identify their charges for WAN service including all incidentals.

#### One-Time Charges:

- Installation
- Provisioning
- Any other charges

### Transitioning:

Vendor must clearly identify how it will implement transitioning from MHDC current WAN services.

## **Section IV: Structure of Responses**

- A. Responses should be in a consistent and easily to understand format.
- B. Each response shall include 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.
- C. Responses should be organized in the same manner as the individual information request contained in Section VI: Response Details. Responses to each lettered question shall begin on a separate page (e.g., answers to Question B should begin on a separate page from the response to Question A).
- D. Exhibits containing additional information may be attached to provide more detail to respondent's offerings or services.

## **Section V: Evaluation Criteria**

The criteria used in evaluating the responses will include, but are not limited to, the following (in no particular order of importance):

- (1) The location, extent and capabilities of the firm(s) represented by the respondent in terms of offices and employees in Missouri.
- (2) Relevant experience providing similar services to other agencies or private companies of equal size and technology infrastructure.
- (3) The respondent's ability and willingness to provide the services in the desired timeframe.
- (4) The prior experiences of MHDC, if any, with the respondent and any other factors the commission believes would be in its best interest to consider.
- (5) The rationale for selection provided by the respondent.
- (6) Proposed fees.
- (7) The inclusion of minority and women participation by the respondent's firm(s), including the employees and/or any participation with a minority- or woman-owned firm.

## Section VI: Response Details

Firms responding to this RFP should prepare clear and complete responses to each of the following questions and information requests. Brevity and clarity of responses will be appreciated.

- A. Personnel and Location. Provide the name, telephone number, fax number and email address of the respondent and identify a primary contact person regarding the response.
- B. Firm Overview. Provide an overview of the respondent's firm(s), including the full legal name of the institution(s) and the state(s) of organization. Is the firm(s) a minority- or woman-owned business? Describe firm's inclusion of minority and women participation, including the firm's employees and/or any participation with a minority- or woman-owned firm.
- C. Other Clients and References. List at least three relevant related clients to who you currently provide similar services. Please provide the contact information to serve as references.
- D. Experience. Describe in detail the respondent's experience in provide services requested.
- E. Scope of Service. Respond to your services to fulfill Scope of Services in Section III.
- G. Timeliness. Indicate the plan for providing the services required within the proposed timeframe.
- H. Proposed Fees. State a fee schedule upon which the respondent would base its charges to MHDC.
- I. Rationale for Selection. Present the case for the selection of your response as the most qualified. Include any relevant information not already provided.
- J. Undocumented Workers. Pursuant to *Mo.Rev.Stat. §285.530.2*, all respondents to this RFP shall provide MHDC with an affidavit stating that the respondent does not employ any person who is an unauthorized alien in conjunction with the contracted services, and that the respondent is enrolled in and participating in a federal work authorization program with respect to the employees working in connection with

the contracted services. This affidavit shall be updated and executed again at the time the engagement of the selected respondent is memorialized in a contract. Furthermore, prior to execution of any contract contemplated herein, the respondent shall provide evidence of participation in a federal work authorization program. Questions regarding this requirement may be directed to the commission's General Counsel, Bramwell Higgins, by phone at 816-759-6870 or email at [bhiggins@mhdc.com](mailto:bhiggins@mhdc.com).