

REQUEST FOR PROPOSAL
TO PROVIDE
REMOTE ACCESS SOFTWARE DELIVERY
Web Enable Software Applications

Missouri Housing Development Commission



Response Deadline:
2 Hard Copies
no later than 12:00 p.m. on
November 5, 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 software, hardware and services related to providing in-house software applications to clients connected to the web. Such methods being considered are secure connections to remote clients via Citrix MetaFrame, Citrix XenServer, GraphOn Go-Global, or another viable system with similar proven abilities.

Response Due Date: **November 5, 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.
- 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.
- 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.
- 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

Objective:

MHDC has two existing software applications on its in-house network that it uses for administration of our single family homebuyer program. We would like these two software systems be made available to third parties outside the agency through remote application publication software such as Citrix, GraphOn Go-Global, or another viable system with similar proven abilities. MHDC is asking respondents to provide bids with software and hardware solutions together with the below required services.

Services Required:

- Onsite installation and configuration
- Integration with current network infrastructure
- Server Licensing and 25 concurrent remote session licensing
- Server Hardware to exceed minimum software requirements
- Secure encrypted connection to remote client
- Publication and testing of applications
- Firewall rules configuration
- Technical support plan
- Installation and configuration within 60 days of purchase

Current Technology Infrastructure:

- Windows 2003 Active Directory
- HP Proliant Servers
- ASA-5510 Firewall; Cisco Routers and Switches
- AT&T NxT1 Internet (2 bound T-1 lines)
- Software Applications to be published are named Single Family Portfolio Management and Loan Tracking, made by Emphasys software which are two AcuCobal based Windows applications (see www.emphasys-software.com, click on “Single-Family” under “Products by Suite”).

Installation Location:

3435 Broadway St.
Kansas City, MO 64111

Customer Support:

Availability:	Phone support 24 hours a day, 7 days a week
Remote Support:	Normal Business hours, 5 days week
On Site Assistance:	No more than 4 hours

Pricing:

Vendor must clearly and fully identify in an itemized fashion all software, hardware and 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.