

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
December 7, 2009

Submit Responses:

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 housing finance agency, 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 homes 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 at T45 Private Line (DS3) and local fiber loops, provided by AT&T.

Term of Contract: 36 months

Response Due Date: **December 7, 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, MO 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, MO 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 the MHDC 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 the 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 the MHDC 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 the selection within approximately 60 days of the 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: (816) 759	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 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: 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
- (8) The completeness of response to **Section VI: Response Details**

Section V: Structure of Responses

Responses should be in a consistent and easily to understand format, specifically:

- Responses should include clear and full answers to each lettered (A-J) item in **Section VI: Response Details**.
- Responses should be organized such that each response to **Section VI: Response Details** should **begin a new section** on a new page in the response. For example, responses to item B should begin on a separate page from the response to item A.

Responses may include exhibits containing additional information to provide more detail to respondent's offerings or services.

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. Transmittal Letter. 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
 - (iii) that the person signing the transmittal letter is authorized to execute the response on behalf of the respondent

- B. 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.

- C. Firm Overview. Provide an overview of the respondent's firm(s)
 - (i) full legal name of the institution(s) and the state(s) of organization.
 - (ii) the firm(s) a minority- or woman-owned business status.
 - (iii) the firm(s) inclusion of minority and women participation, including the firm's employees and/or any participation with a minority- or woman-owned firm.

- D. Other Clients and References. List at least three relevant related clients to whom the respondent currently provide similar services, including the contact information to serve as references.

- E. Experience. Describe in detail the respondent's experience in provide services requested.

- F. Scope of Service. Respond to proposed 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. Fee's should be broken down into the following:

- (i) Monthly re-occurring fees, including estimations on taxes, surcharges and other fees not covered in the base fee
- (ii) Charges associated with installation, setup and activation
- (iii) Charges for hardware and other equipment

- 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 Affidavit. 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.