

# REQUEST FOR QUALIFICATIONS

## INFORMATION TECHNOLOGY DISASTER RECOVERY SERVICES

REQUIRED BY

MISSOURI HOUSING DEVELOPMENT COMMISSION



*Strength, Dignity, Quality of Life*

**MISSOURI HOUSING**

DEVELOPMENT COMMISSION

**ISSUANCE DATE:**

**Wednesday, May 23, 2012**

**DUE DATE:**

**Wednesday, June 13, 2012**

**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 RFQ:**

The purpose of this Request for Qualifications (“RFQ”) is to request proposals and qualifications from vendors who provide backup and recovery services of information technology datacenters. MHDC currently manages all of its backup routines in-house via Symantec Backup Exec, and Overland backup to disk and tape libraries. MHDC stores its data off-site and has contracted recovery facilities with SunGard. MHDC is now looking for a combination of onsite and cloud based managed recovery services. This RFQ is concentrated on information technology data backup and recovery services, not necessarily on planning and procedures for business continuity.

### **Proposal Due Date:**

Wednesday, June 13, 2012, 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](mailto:jkalthoff@mhdc.com)

## **SECTION II: PROCEDURES AND INSTRUCTIONS**

**Questions:** Questions regarding this RFQ should be directed in writing by email, no later than June 6, 2012 to:

James Kalthoff  
Director of Information Technology  
Missouri Housing Development Commission  
3435 Broadway  
Kansas City, Missouri 64111  
[jkalthoff@mhdc.com](mailto:jkalthoff@mhdc.com)

**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 RFQ, 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](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 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](mailto: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 RFQ:** In the event that it becomes necessary to revise or clarify any part of the RFQ, MHDC will provide an addendum on MHDC's website at [www.mhdc.com](http://www.mhdc.com).

**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 RFQ will be reviewed by MHDC staff. All respondents will be notified of the result of the review process.

**Public Records:** Respondents to this RFQ 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 looking for respondents to summarize their qualifications for the ability to provide local and cloud-based backup and recovery solutions for IT infrastructures. These systems should have the ability work with a variety of Microsoft and ESX Servers to ultimately back up to a local on-site appliance (or set of appliances) on local storage and mirror the backup to a remote off-site secure cloud-based location. There must be ability to recover systems locally via the onsite appliance(s) by MHDC or via cloud-based recovery, with some systems being managed by the vendor for complete recovery including operating systems and applications.

Key features of such systems and services should include:

- Secure, reliable, certified data protection infrastructure.
- Easy deployment and management.
- Broad platform support.
- Ensured compliance with data protection policies and regulations.
- Performance enhanced with including compression and data deduplication.
- Backup and recovery both from local onsite systems and cloud systems hosted by vendor.
- Enhanced cloud recovery services to restore select systems to operational levels.
- Customer support centered.

In this Request for Qualifications, we are not asking for the respondent to provide pricing plan and formalized proposal at this time, but rather to detail their ability to provide local and cloud based backup and recovery. However, for general benefit of the respondents to see the ultimate scope of the infrastructure, MHDC generally has Microsoft Server 2003-2008 based systems on 20 physical servers, 20 virtual servers (hosted on ESX). MHDC mainly has Microsoft systems such as Exchange, SQL, SharePoint, CRM, IIS, etc., and a few industry specific applications, consisting of around 5 terabytes of data for backup and recovery in total.

MHDC will take the information it receives from respondents to determine from which vendors it is interested in working with in receiving a detailed competitive pricing proposal.

## **SECTION IV: RESPONSES TO THIS RFQ**

In your response to qualifications, please describe the following:

- The vendor's hardware and software serves used for cloud backup and recovery.
- The vendor's physical facilities and security for backup and recovery.
- Compliance with FIPS-approved AES encryption.
- Compliance with SAS 70.
- Data security features for user (client) connections.
- Data compression.
- Bandwidth usage or throttling.
- CPU utilization.
- Recovery services for cloud-based recovery (including operation system and applications).
- Testing services.
- Assessment and implementation services for building DR preparation.
- Documentation provided.
- Customer service.
- Previous experience in working with similar size agency.

Respondents to this RFQ should also provide:

- Resume which details the history of the firm including years in business, size of the firm, etc.
- Three references, including name, address, phone number and e-mail address.
- Other information that you feel would be helpful to MHDC in evaluating your company.

## **SECTION V: UNDOCUMENTED WORKERS**

Undocumented Workers. Pursuant to *Mo.Rev.Stat. §285.530.2*, firm(s) selected pursuant to this RFQ 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](mailto: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**

- The Commission desires to consider Proposals in a consistent and easily comparable format as established in this RFQ. Proposals not organized as set forth in this RFQ may, at MHDC's discretion, be considered unresponsive. Do not refer to other parts of your proposal in lieu of answering a specific question.
- Proposals should be organized to cover the items described in Section III, Section IV and Section V.
- Each response shall also 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 RFQ, (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.
- Each response should also include any MBE/WBE status.
- Exhibits containing additional 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 RFQ.
- Adherence to Section VI.
- Previous experience working with MHDC.
- Previous experience is working with similar size IT infrastructures.
- Previous experience in working with Housing Finance Agencies.
- State of Missouri business presence.
- MBE/WBE status.