



REQUEST FOR QUOTE – IT Technical Assistance

Missouri Housing Development Commission

3435 Broadway

Kansas City, MO 64111

(816) 759-7318

www.mhdc.com

Issued: June 24, 2011

Items: IT Technical Assistance Listed Below

Due: 12:00 PM, July 15, 2011

Deliver to: jkalthoff@mhdc.com (optional hard-copies can be delivered to above address)

Questions: James Kalthoff, 816-759-6840 or jkalthoff@mhdc.com.

The Information Technology Department of the Missouri Housing Development Commission (MHDC) is requesting quotes, for per-hour fees, related to providing high-level, on-site, technical support in the areas listed below. Services which are expected to be provided are on-going wide range of high-level expertise in network administration mainly on Microsoft Servers, VMware and EMC platforms.

We are asking that you provide hourly estimates, anticipating 30 to 40 hours per month of billable activity. Provide rates for normal working hours and after-hours service. The vendor should name the selected individual technician(s) by name, and their skill levels associated with the areas of expertise. The vendor should provide, with their quote, a summary of their services and other information that may be helpful for consideration by MHDC.

Areas of expertise:

- Microsoft Windows Server 2000, 2003, 2008
- Microsoft Workstation Products 2000, XP, Windows 7
- Microsoft Office Suite 2000, XP, 2003, 2007
- Active Directory
- Group Policy
- DNS
- DHCP
- DFS
- IIS
- Microsoft Exchange Server 2000, 2003, 2007, 2010
- Microsoft SQL 2000, 2005, 2007, 2008
- Microsoft SharePoint 2007, 2010
- Microsoft Systems Center Configuration Manager
- Microsoft ISA server
- Microsoft Systems Management Server 2.0 (SMS2)
- Microsoft Windows Server Update Services (WSUS)
- Microsoft: Virtual PC, Virtual Server 2005, and Hyper-V environment
- Microsoft Virtual PC

- Veritas Backup Exec
- Trend Anti-Virus
- VMWare: Server, ESX Server, vSphere Enterprise Edition and View Standard and Premier Edition
- EMC Celerra NAS
- Cisco: Routers, Firewalls, Switches and VPN Concentrators
- Websense: Email Security and Internet Security
- Symantec: Endpoint Protection, Mail Security for Microsoft Exchange, Backup Exec, and Anti-Virus
- Tape Drive technology including VTL
- Fiber Channel Switch Technology
- HP Server Maintenance

List any additional expertise that you may feel is helpful.

Additional Information:

MHDC will work with the selected vendor to setup a regular schedule for the technician and will negotiate with the selected vendor to prepay a bulk of hours each quarter.

MHDC reserves the right to accept/reject any portion of the bid and award each section individually.

Special Notes:

- W/MBE Status

MHDC is committed to supporting small business enterprises, including socially or economically disadvantaged enterprises such as disadvantaged, women-owned, minority-owned, and Section 3 Certified business enterprises in its purchasing programs. Please indicate, if applicable, your participation as any of the small business enterprises listed above.

- Undocumented Workers

Please review the MHDC Requirements for Disclosures Concerning Undocumented Workers at <http://www.mhdc.com/notices/rfdcuw> . If selected, you will need to provide the needed documentation.