

Request for Qualifications and Proposals for

Systems Administration Support and Staff Augmentation

Required by the
Missouri Housing Development Commission



RESPONSE DEADLINE:

Due no later than 5:00 p.m. on Monday, June 19, 2023

SUBMIT RESPONSES TO:

Missouri Housing Development Commission
920 Main Street, suite 1400
Kansas City, MO 64105
IT-RFP@mhdc.com

SECTION I. INTRODUCTION

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.

PURPOSE OF THE REQUEST FOR QUALIFICATIONS AND PROPOSALS (RFP)

The purpose of this Request for Qualifications and Proposals (“RFP”) is to obtain proposals from qualified individuals/entities (“Respondent(s)”) to provide support in maintaining the IT Infrastructure for MHDC, as well as providing additional Augmentation for current MHDC Staff

SECTION II. TERMS AND CONDITIONS GOVERNING THIS RFP

DEFINITIONS

1. Commission

The Missouri Housing Development Commission.
requirements.

2. MHDC

The Missouri Housing Development Commission.

3. Proposal

Proposal refers to the complete response, including any exhibits or attachments, submitted by a Respondent in response to this RFP.

4. Respondent

Respondent refers to any individual or entity submitting a response to this RFP.

5. RFP

This Request for Qualifications and Proposals.

6. Scope of Work

Scope of Work refers to the instructions and requirements stated in this RFP or portions thereof and any additional supplementary instructions that are developed, published or distributed in connection with this RFP.

7. Selected Party

The Respondent whose Proposal MHDC accepts in accordance with this RFP.

8. Standards of Conduct

The Standards of Conduct adopted by the Commission on July 31, 2009 and revised on April 29, 2016, a copy of which is available on MHDC’s website at <https://mhdc.com/about-us/policies/> as may be further modified by the Commission.

9. State

The State of Missouri.

10. Will, Must and Shall

The use of the terms “must”, “will”, and “shall” indicate mandatory items and instructions with which Respondents are required to comply.

MHDC STANDARDS OF CONDUCT

This RFP is considered a “Competitive Matter” as that term is defined in the Standards of Conduct. Further, every Respondent, including, but not limited to, their respective principals, key employees and agents acting on their behalf are considered “Interested Parties” (as defined in the Standards of Conduct). As a result, all Interested Parties under this RFP are obligated to abide by the rules and restrictions imposed by the Standards of Conduct, including the rules governing contact with Commissioners, MHDC employees, former Commissioners, and former employees. The failure of any Interested Party to abide by the rules and restrictions established by the Standards of Conduct may result in the disqualification of the Respondent’s Proposal. Therefore, Respondents are strongly encouraged to review and ensure compliance with the Standards of Conduct Policy, which can be found on the MHDC website: <https://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 entity. 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. Notwithstanding the previous sentence, to the extent any Respondent under this RFP is a publicly traded corporation, such a Respondent may limit this disclosure to all board members, officers (and other key employees) and any shareholders owning or controlling ten percent (10%) or more of the corporation. Questions regarding this requirement or any other requirements or restrictions imposed by the Standards of Conduct may be directed to the Commission’s General Counsel, Anne Powell, by phone at 314-877-1373 or email at apowell@mhdc.com.

PUBLIC RECORDS DISCLAIMER

MHDC is subject to Missouri Sunshine Law (RSMo Chapter 610) and is required to disclose public records. Upon conclusion of the RFP process and selection of one or more Respondent(s) in connection with this RFP, all Proposals shall become public record and may be published or otherwise distributed to any individual or entity. No Proposal or associated documentation will be returned to the Respondent(s).

ADVERTISING AND PUBLICITY

Respondents may not issue any news release or otherwise seek publicity regarding this RFP. No Respondent shall use the name or logo of MHDC or any adaptation, extension, or abbreviation of such name for advertising, trade display, or other commercial purposes except as specifically approved by MHDC in writing.

COSTS AND LIABILITY

This RFP does not commit or obligate MHDC to enter into any negotiations, contractual agreement or Final Contract with any Respondent. Each Respondent will be responsible for costs incurred in

preparation of its Proposal. MHDC reserves the right to accept or reject any or all Proposals or offers made in response to this RFP.

RIGHTS OF MHDC

MHDC reserves and may exercise one or more of the following rights and options regarding this RFP:

1. Reject any and all Proposals;
2. Seek additional Proposals;
3. Seek clarification or additional information in connection with any Proposal;
4. Select one or more Respondents based on Best Value Contracting;
5. Enter into negotiations with any Respondent;
6. Enter into a Final Contract with the successful Respondent, or enter into multiple Final Contracts with multiple Respondents;
7. Choose not to award any contract under this RFP;
8. Add to, delete, modify, reduce or enlarge this RFP including any specifications and/or the Scope of Work, or terms or conditions;
9. Modify the terms and conditions of any proposed contract or negotiate modifications of any executed contract entered pursuant to this RFP;
10. Cancel or withdraw this RFP without the substitution of another RFP, or alter the terms and conditions of this RFP;
11. Conduct credit checks and investigations as to the qualifications of each Respondent at any time prior to the award of a contract;
12. Extend deadlines or otherwise modify the required schedule in its sole discretion; and.
13. To accept additional applications after the deadline and after selections have been made to add additional vendors.

RFP REVISIONS

In the event MHDC deems it necessary or appropriate to revise or clarify the terms or provisions of this RFP, any such revisions or clarifications will be issued in the form of an addendum. Any such addendum issued by MHDC will also be posted to our web site at www.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 the Commission for clarification.

VISITS AND INTERVIEWS

All agencies responding to this RFP must be prepared to schedule, and may be interviewed, via a telephone/video conference or a visit to its offices or to another location upon request by the Commission as a part of the selection process. In addition, agencies responding to this RFP may be interviewed via a telephone/video conference or at a location determined by MHDC as a part of the selection process.

OTHER LEGAL CONDITIONS

By virtue of its signed Proposal to this RFP, the Respondent agrees that, in the event it is selected to provide the goods and services pursuant to this RFP, it will enter into good faith negotiations in pursuit of

an acceptable Final Contract. MHDC, at its sole discretion, may incorporate any and all terms and conditions included in this RFP, the Proposal, and any additional provisions required by MHDC into the Final Contract. Any Respondent selected to proceed toward a contract with MHDC will be required to include in the Final Contract provisions that address issues of liability, indemnification, insurance, payment terms, and such other terms and conditions as are customary for agreements that address the subject matter of this RFP. Each Respondent must conspicuously state in its Proposal its inability or unwillingness to accept any of the provisions, terms or conditions in this RFP, including any provisions set forth in exhibits, and must include in its Proposal the reason(s) for any such exceptions. The Final Contract shall become effective on the date it is fully executed by MHDC and the successful Respondent(s). The Final Contract and any extensions or modifications thereof shall remain in full force and effect until completion of the Scope of Work and approval of the same by MHDC unless otherwise extended or terminated pursuant to the terms of the Final Contract.

MHDC and Respondent may, at any time after a selection is made under this RFP and before the Scope of Work is completed, agree to extend or expand the Scope of Work to include additional services or goods, and/or to provide additional time to complete the Scope of Work, provided that all such amendments to the Final Contract must be agreed to in writing by both MHDC and Respondent.

SECTION III. INSTRUCTIONS TO RESPONDENT

PROPOSAL SUBMISSIONS

1. NUMBER OF COPIES, MEDIA, COVER LETTER

Each Respondent must submit one electronic copy of its Proposal. In the interest of safety, time, and efficiency, the Proposal must be submitted electronically via email or through a file upload link requested by the Respondent via email with the subject line of "APPLICATION FOR SERVICES RFP UPLOAD REQUEST" to IT-RFP@mhdc.com a minimum of one business day in advance of the deadline for submission. The Proposal should contain searchable text in Adobe (.pdf) or Microsoft Word format, as determined by the Respondent. Exhibits may be submitted in Adobe (.pdf), Microsoft Word or Microsoft Excel format. In addition, each Respondent must provide a cover letter to its Proposal containing:

1. Respondent's name and address;
2. Address, email, and direct telephone contact information for the Respondent's primary contact for purposes of any questions MHDC may have of Respondent;
3. A summary of the Respondent's price proposal and timeline for performing the Scope of Work; and
4. All information required to be submitted in the Respondent's Certification Letter as detailed in Section IV, Paragraph E of this RFP.

2. DELIVERY INSTRUCTIONS/MHDC POINT OF CONTACT

Electronic email copies of Proposals must be submitted to IT-RFP@mhdc.com with the subject line of "[insert agency name] Proposal for IT Services". Electronic file uploads must be requested by the Respondent via email with the subject line of "APPLICATION IT SERVICES RFP

UPLOAD REQUEST” to IT-RFP@mhdc.com a minimum of one business day in advance of the deadline for submission. MHDC is not responsible for failure of timely electronic delivery for any reason including reasons due to interruption of service. Proposals must be received by MHDC by the deadline. Proposals must be submitted as outlined herein.

3. PROPOSAL SUBMISSION

Completed proposals must be submitted electronically by email to IT-RFP@mhdc.com in searchable PDF file format. The “Subject” line of the email should state “[insert agency name] Proposal for IT Services.”

Proposal Due Date	Monday, June 19, 2023 5:00 p.m. Central Time
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4. EXTENSIONS OF PROPOSAL DEADLINES

In the event the due date is extended or modified, the new date will be published on the MHDC website at www.mhdc.com.

5. ANTICIPATED TIMETABLE FOR RFP AND PROPOSALS

Release RFP	June 12, 2023
Proposals Due	June 19, 2023 5:00 p.m. Central Time

6. QUESTIONS

All questions must be submitted in writing via email at IT-RFP@mhdc.com and received no later than June 15, 2023 at 4:00 p.m. CT (the “question deadline”). The “subject” line of the email should be, “2023 IT RFP Questions.” Questions submitted after the question deadline will not receive a response. Responses will be provided by June 16, 2023 5:00 p.m. CT to all interested bidders that have provided an email address prior to the question deadline. Should MHDC determine that additional time is needed to provide responses to questions, all interested bidders that have provided an email address prior to the question deadline will be notified.

All inquiries must be submitted by email, citing the particular proposal section and paragraph number. Prospective bidders should note that all clarifications and exceptions are to be resolved prior to the submission of the proposal.

7. TERM OF SERVICE

Contracts with the Selected Party will be on a month-to-month basis. At its option, the Commission may, in its sole discretion, elect to extend the contract. The Commission will provide a 30-day notice in the event that the Commission elects not to extend the contract for an additional month or months.

MHDC reserves the right, at its sole discretion, to end the term of service or change the status

and role for any Respondent selected pursuant to this RFP, at any time prior to the expiration of the stated term of service. This right reserved to MHDC to add or remove one or more agencies is a unilateral right in the sole discretion of MHDC and may be undertaken at any time with or without cause. Selection of agencies to be added at such time may be made from among respondents to this RFP or pursuant to such other selection process as MHDC shall determine.

SECTION IV. PROPOSAL PREPARATION

A. MANDATORY PROPOSAL SECTIONS

- Cover Letter
- Proposed Plan for Providing Support and Augmentation
- Proposed Details
- Qualifications and Experience
- References
- Price Proposal
- Proposal of Terms, Conditions and Other Requirements

Respondents are invited to include additional information or sections in the Proposal which they feel would assist MHDC in the evaluation of the Proposal.

B. SCOPE OF SERVICES

1. The successful Respondent(s) shall provide on-site and remote assistance in maintaining the IT Infrastructure of MHDC. This includes but is not limited to the following systems:
 - Cisco UCS
 - VMware VCenter
 - VMWare View ecosystem including Instant Clones utilizing App-Volumes
 - HP SAN
 - Microsoft, including 365
2. Assisting in the planning, development and implementation of additional work spaces and IT infrastructure as needed.
3. Providing assistance during and after work hours in restoring IT infrastructure in the case of failure.
4. Comply with additional MHDC guidance and requirements.

C. PROPOSED DETAILS

Respondents must provide clear and complete responses to each of the following points. Brevity and clarity of responses will be appreciated.

1. Profile of the Respondent. Describe your agency and its areas of expertise. State whether your agency is local, regional or national. (Smaller agencies and WBE/MBE agencies are encouraged to respond to this RFP.) Give the location of the office from which the work is to

be performed and the number of partners, managers, supervisors, and other professional staff employed at that office. Describe how your agency meets the minimum qualifications listed in Section IV, Paragraph D of this RFP.

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.

Notwithstanding the previous sentence, to the extent any Respondent under this RFP is a publicly traded corporation, such a Respondent may limit this disclosure to all board members, officers (and other key employees) and any shareholders owning or controlling ten percent (10%) or more of the corporation. Questions regarding this requirement or any other requirements or restrictions imposed by the Standards of Conduct may be directed to the Commission's General Counsel, Anne Powell, by phone at 314-877-1373 or email at apowell@mhdc.com.

2. Contact Person and Staffing. Provide the name, address, phone number, and email address of the primary contact person of the Respondent. Identify the key personnel to be assigned the Commission's engagement, including supervisory personnel. Resumes for each supervisory person to be assigned to the appraisal should be included, and specific experience should be indicated. The resumes may be included as an appendix. Describe your policy regarding notification of changes in key engagement personnel and expectations regarding staff continuity.
3. Organizational Overview and Documentation. Provide an overview of the Respondent's business entity, including legal structure, full legal name, and state of organization. Provide documentation on Respondent's business entity including organizational documents, federal employer identification number and evidence of Respondent's good standing with the State. If Respondent is a certified MBE/WBE, provide copies of documentation establishing certification as an MBE/WBE. If Respondent is not a certified MBE/WBE, provide information regarding the percentage of the Respondent organization owned by women and/or minorities and also provide information regarding the percentage of persons employed by the Respondent organization that are women and/or minorities.
4. Proposed Fees. Provide the fees proposed by Respondent to perform the Scope of Work. Please provide detailed information regarding fees or costs that would be expected to be paid by MHDC. Information that must be provided includes the total aggregate cost of all labor, work space, equipment, hardware, supplies, travel, expenses and any other costs associated with performing the Scope of Work hereunder. All costs must be delineated as detailed in Section IV, Paragraph F of this RFP.
5. Economic Impact to Missouri. The Respondent must provide information and data concerning the economic impact of any contract entered into pursuant to this RFP. At minimum, the Respondent must provide: a) a description of proposed services that will be performed and/or the proposed products that will be provided by Missourians; b) a description of the economic impact returned to the State of Missouri through tax revenue obligations and otherwise; and

c) a description of the Respondent's economic presence within the State of Missouri, including Missouri employee statistics.

6. Affiliations and Subcontractors. Respondent must identify and fully explain all third-party agreements, joint venture arrangements, and/or relationships that will result in the provision of any services in whole or in part by outside parties, third-party contractors, affiliates, or subcontractors. Respondent must provide documentation regarding the qualification and experience of all third-party agencies as a whole, as well as for each staff member proposed to be involved in performing the Scope of Work. In addition, Respondent must clearly delineate the duties and obligations being assumed by which parties in carrying out the Scope of Work. In identifying any such parties, Respondent must include each party's full legal name, state of organization (in the case of an entity), all contact information (e.g. address, phone/fax numbers, email address, primary point of contact, etc.), and must indicate whether the party is an MBE/WBE and provide copies of documentation establishing that certification as an MBE/WBE. Joint ventures are required to designate a single contracting entity with the authority to negotiate, execute and bind the joint venture to any potential future contract and act as the party responsible to MHDC. The provisions of this paragraph do not require inclusion of information regarding use of a temporary employment on contract labor to provide day labor or temporary staffing except that the Respondent must include information about the employment entity that will provide such day labor or temporary staffing and must include information about whether the persons contracted or employed will be located within the State of Missouri.
7. Undocumented Workers. Pursuant to *Mo. Rev. Stat. § 285.530.2*, any Respondent selected pursuant to this RFP must provide MHDC with an affidavit stating that the institution does not employ any person who is an unauthorized alien in conjunction with the contracted services, and that the Respondent is enrolled and participates, or will enroll and participate, 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 Respondent selected under this RFP will be required to provide evidence of participation in a federal work authorization program. Additionally, in the event Respondent is utilizing any third-party to carry out a portion of the Scope of Work (whether via a sub-contract arrangement, joint venture agreement, or otherwise) then each third-party entity must also provide a comparable affidavit to MHDC, as well as proof of that entity's enrollment and participation in a federal work authorization program and these workforce requirements must be contained in any agreement between the Respondent and said third-party. The requirements contained in this section apply to any third-party employment agency or entity providing temporary employee labor. Questions regarding this requirement may be directed to the Commission's General Counsel, Anne Powell, by phone at 317-877-1373 or email at

apowell@mhdc.com. In your proposal, please indicate whether your agency is currently enrolled and participating in a federal work authorization program such as E-Verify. If another entity is enrolled in a federal work authorization program such as E-Verify on behalf of Respondent, then Respondent must explain the relationship and submit the required documentation for the entity that is actually enrolled in the federal work authorization program.

8. Prohibition to Boycott Israel. Pursuant to *Mo. Rev. Stat. §34.600*, MHDC shall not enter into a contract with any agency that boycotts Israel. In your proposal, state whether your agency is or is not currently engaged in a boycott of (i) goods or services from the State of Israel; (ii) companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or (iii) persons or entities doing business in the State of Israel. "Boycott" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations, but does not include an action made for ordinary business purposes.
9. Authorization to Do Business in Missouri. Respondent should explain its authorization to do business in Missouri and include a copy of relevant public documents, such as a Missouri certificate of good standing, a foreign business registration, a fictitious name filing, or a copy of filed organizational documents. Likewise, Respondent must explain authorization to do business in Missouri and include like documents for all third-party agreements, joint venture arrangements, and/or relationships that will result in the provision of any services in whole or in part by outside parties, third-party contractors, affiliates, or subcontractors. In the event the Respondent or other entities included in the Response is not currently authorized to do business in Missouri, include Respondent's proposed method and timeline for gaining authorization.
10. Scope of Services. Respondent must describe how it will fulfill requirements and expectations set forth in the Scope of Services, including the processes and procedures it will use to accomplish all tasks required under this RFP. The responses should be as detailed as possible in addressing how all services are to be provided and by whom. A timeline for completion of major tasks should be included. The timeline must include the date by which Respondent proposes to be fully operational and capable of beginning the Scope of Work.
11. Institutional Resources. Identify all resources being made available to MHDC by Respondent for the purposes of completing the Scope of Work.
12. MHDC Experience. Describe the Respondent's historical experience in working with or serving MHDC, including descriptions of work previously performed for MHDC.
13. Related Qualifications, Knowledge and Experience. Describe the Respondent's experience in working with the systems described in Section B.1

14. References. Provide names, contact person(s) and phone numbers for entities you agency has previously or is currently providing comparable services.
15. Litigation and Regulatory Issues. Respondent must disclose a brief description of any alleged conflicts of interest, regulatory proceedings, mediation, arbitration, or litigation currently pending or resolved within the last three (3) years.
16. Other Information. Detail and discuss any other information not specifically covered or requested by this RFP which Respondent requests MHDC's consideration in selection a Proposal.

D. MINIMUM QUALIFICATIONS

If the Respondent is a corporate entity, it must either be organized under the laws of the State of Missouri or it must be authorized to do business within the State of Missouri prior to submitting any Proposal to MHDC. Out-of-state Respondents may submit a Proposal prior to obtaining authorization to do business in Missouri, but must register prior to doing business in Missouri if selected pursuant to this RFP.

E. STRUCTURE OF PROPOSAL

Each Respondent is required to submit a complete Proposal and attest to the accuracy and completeness of its Proposal(s). In all respects, the Respondent must comply with the instructions, formats and stipulations of this RFP including proper submission, proper format, meeting deadlines, inclusion and presentation of pricing information, and the terms and conditions of the proposed Final Contract.

MHDC desires to consider Proposal(s) in a consistent and easily comparable format as established in this RFP. Proposal(s) not organized as set forth in this RFP may, at MHDC's discretion, be considered unresponsive. Do not refer to other parts of your Proposal in lieu of answering a specific question. Do not provide references to filings or forms publicly available in lieu of providing specific information in the Proposal.

Each Proposal must include a letter ("Certification Letter") signed by an authorized representative of the Respondent certifying that:

1. The person executing the letter is authorized execute the Proposal and the Final Contract, on behalf of the Respondent; and
2. The Proposal is an agency offer which will remain valid for a minimum period of one hundred twenty (120) days; and
3. All information in the Proposal is true and correct to the best of his or her knowledge; and
4. No owner, principal or employee of the Respondent gave or will give anything of monetary value including a promise of future employment to an MHDC employee or Commissioner, or a relative of an MHDC employee or Commissioner, in an attempt to influence any decision to award a Final Contract or to influence the decision to modify or negotiate any term contained in any such Final Contract; and
5. No elected or appointed official or employee of the Commission is financially interested, directly or indirectly, in the performance of the Scope of Work; and
6. Respondent will fully comply with the provisions of RSMo Chapter 105 addressing Conflicts of

- Interests; and
7. Respondent will fully comply with the provisions of RSMo Chapter 130 addressing Campaign Finance Disclosure Laws; and
 8. Respondents will fully comply with MHDC's Standards of Conduct.

Proposal(s) must contain all sections required under Section IV A-F of this RFP and should be organized in the same manner as the individual information requested in Section IV. Responses to each numbered question shall be labeled and submitted on a separate page (e.g. answers to Question 1 should begin on a separate page from the response to Question 2).

Exhibits containing additional information may be attached to provide a more detailed response to a question, but only if clearly identifiable as a response to a specific question.

MHDC may deem any Proposal failing to meet all of these requirements to be unresponsive, resulting in elimination of the Proposal from consideration.

Respondents are invited to include additional information or sections in the Proposal which they feel would assist MHDC in the evaluation of the proposal.

F. PRICE PROPOSAL

Respondents shall submit a cost proposal for the activities as mentioned above.

SECTION V. EVALUATION CRITERIA

Each Proposal will be evaluated on a variety of factors, including, but not limited to, the following (in no particular order):

1. Experience and expertise of the Respondent and the specific personnel to be assigned to providing support
2. Relevant experience providing support to other agencies
3. The location, extent and capabilities of the Respondent's offices and number of employees in the State;
4. The economic impact of any contract entered into under this RFP is an important factor. MHDC will consider the Missouri economic impact including proposed services and products that will be provided by Missourians, economic impact returned to Missouri through tax revenue obligations or otherwise, and the Respondent's economic presence within Missouri including Missouri employee statistics;
5. Respondent's ability and willingness to carry out the full Scope of Work and demonstrated understanding the complexities of our IT system
6. Feedback obtained from references;
7. MHDC's prior experience, if any, in working with the Respondent and any other factors the MHDC believes would be in its best interest to consider;
8. Respondent's proposed fees and charges for performing the full Scope of Work;
9. Demonstrated understanding of the requirements of the Commission in order to present work product of excellent quality
10. Respondent's rationale as to why the Respondent should be selected;
11. Respondent's inclusion of the participation of minorities and women, including Respondent's employees and/or any participation with one or more MBE/WBEs; and,
12. Overall level of professionalism displayed in the Respondent's Proposal.

There is no additional information requested. Thank you for reviewing this RFP. We look forward to your response.