



REQUEST FOR PROPOSALS

Information Technology Managed Services Provider

INTRODUCTION

Through this Request for Proposals (“RFP”), Rhode Island Housing seeks proposals from qualified firms (“Firms”) to provide Information Technology Managed Services (“MSP”) to provide IT staff augmentation services on a time and materials basis. The selected MSP must have the capacity to provide a Senior Infrastructure Engineer/Team Lead service and VCIO service. In addition, the MSP, from time to time, may be called on to provide other managed services as defined in Attachment A, Scope of IT Managed Services.

Rhode Island Housing has completed a comprehensive IT Assessment which was the basis for the development of a three year roadmap (2016 – 2018) in line with the agency’s vision to provide the organization with a technology infrastructure that streamlines processes, captures and provides access to data, manages risk, and fosters continuous innovation. To accomplish this goal, Rhode Island Housing needs to transform the current state of IT to a well-managed, balanced function that can support growth and provide greater visibility into the organization by aligning people, processes and technology to support existing and future systems.

Rhode Island Housing is the state’s leading resource for housing needs and has been operating as a quasi-state agency, under the State of Rhode Island, for close to 40 years. Rhode Island Housing provides low-interest loans, grants, education, advocacy and consumer counseling to help our customers rent, buy and retain their homes. Read more about Rhode Island Housing by selecting “about us” at www.rhodeislandhousing.org.

INSTRUCTIONS

The Proposal should be presented on business letterhead and submitted electronically to cmatarese@rhodeislandhousing.org.

Proposals must be delivered no later than 5:00 p.m. on January 25, 2016.

Respondents are advised that all submissions (including those not selected for engagement) may be made available to the public on request upon completion of the process and award of a contract(s). Accordingly, any information included in the proposal that the respondent believes to be proprietary or confidential should be clearly identified as such.

ATTACHMENTS

- A. Scope of IT Managed Services
- B. Job Descriptions
- C. Pricing Model

ITEMS TO BE INCLUDED WITH YOUR PROPOSAL

A. General Firm Information

1. Provide a brief description of your firm, including but not limited to the following:
 - a. Name of the principal(s) of the firm
 - b. Name, telephone number and email address of a representative of the firm authorized to discuss your proposal.
 - c. Address of all offices of the firm.
 - d. Number of employees of the firm.

B. Experience and Resources:

1. Describe your firm and its capabilities. In particular, support your capacity to perform the Scope of IT Managed Services.
2. Indicate which principals and associates from your firm would be involved in providing services to Rhode Island Housing. It is strongly recommended that all staffing be employed by the selected Firm.
3. Provide a detailed list of references including a contact name and telephone number for organizations or businesses for whom you have performed similar work. (Please include scope of services provided.)
4. Describe which industry standards and tools will be used to provide services.

5. Identify any material litigation, administrative proceedings or investigations in which your firm is currently involved. Identify any material litigation, administrative proceedings or investigations, to which your firm or any of its principals, partners, associates, subcontractors or support staff was a party, that has been settled within the past two (2) years.

C. Fee Structure:

The cost of services is one of the factors that will be considered in awarding this contract. The information requested in this section is required to support the reasonableness of your fees. Please enter all information into Attachment C, Pricing Model.

1. Please provide a cost proposal for all services as outlined in Attachment A, Scope of IT Managed Services.
2. Provide an itemized breakdown of billing rates and hourly costs and additional expenses for each job title.
3. Please provide any other fee information applicable to the engagement that has not been previously covered that you wish to bring to the attention of Rhode Island Housing.

D. Miscellaneous

1. Rhode Island Housing encourages the participation of persons of color, women, persons with disabilities and members of other federally and State-protected classes. Describe your firm's affirmative action program and activities. Include the number and percentage of members of federally and State-protected classes who are either principals or senior managers in your firm, the number and percentage of members of federally and State-protected classes in your firm who will work on Rhode Island Housing's engagement and, if applicable, a copy of your Minority- or Women- Owned Business Enterprise state certification.
2. Discuss any topics not covered in this RFP that you would like to bring to Rhode Island Housing's attention.

E. Certifications

1. Rhode Island Housing insists upon full compliance with Chapter 27 of Title 17 of the Rhode Island General Laws, Reporting of Political Contributions by State Vendors. This law requires State Vendors entering into contracts to provide services to an agency such as Rhode Island Housing, for the aggregate sum of \$5,000 or more, to file an affidavit with the State Board of Elections concerning reportable political contributions. The affidavit must state whether the State Vendor (and any related parties as defined in the law) has, within 24 months preceding the date of the contract, contributed an aggregate amount in excess of \$250 within a calendar year to any general officer, any candidate for general office, or any political party.
2. Does any Rhode Island “Major State Decision-maker,” as defined below, or the spouse or dependent child of such person, hold (i) a ten percent or greater equity interest, or (ii) a Five Thousand Dollar or greater cash interest in this business?

For purposes of this question, “Major State Decision-maker” means:

(i) All general officers; and all executive or administrative head or heads of any state executive agency enumerated in § 42-6-1 as well as the executive or administrative head or heads of state quasi-public corporations, whether appointed or serving as an employee. The phrase “executive or administrative head or heads” shall include anyone serving in the positions of director, executive director, deputy director, assistant director, executive counsel or chief of staff;

(ii) All members of the general assembly and the executive or administrative head or heads of a state legislative agency, whether appointed or serving as an employee. The phrase “executive or administrative head or heads” shall include anyone serving in the positions of director, executive director, deputy director, assistant director, executive counsel or chief of staff;

(iii) All members of the state judiciary and all state magistrates and the executive or administrative head or heads of a state judicial agency, whether appointed or serving as an employee. The phrase “executive or administrative head or heads” shall include anyone serving in the positions of director, executive director, deputy director, assistant director, executive counsel, chief of staff or state court administrator.

If your answer is “Yes,” please identify the Major State Decision-maker, specify the nature of their ownership interest, and provide a copy of the annual financial disclosure required to be filed with the Rhode Island Ethics Commission pursuant to R.I.G.L. §§36-14-16, 17 and 18.

3. Please include a letter from your president, chairman or CEO certifying that (i) no member of your firm has made inquiries or contacts with respect to this Request for Proposals other than in an email or written communication to Cathy Matarese, cmatarese@rhodeislandhousing.org to seek clarification of the Scope of IT Managed Services set forth in this proposal, from the date of this RFP through the date of your proposal, (ii) no member of your firm will make any such inquiry or contact until after January 25, 2016, (iii) all information in your proposal is true and correct to the best of her/his knowledge, (iv) no member of your firm gave anything of monetary value or promise of future employment to a Rhode Island Housing employee or Commissioner, or a relative of the same, based on any understanding that such person's action or judgment will be influenced and (v) your firm is in full compliance with Chapter 27 of Title 17 of the Rhode Island General Laws, Reporting of Political Contributions by State Vendors.

EVALUATION AND SELECTION

Any award to be made pursuant to this RFP will be based upon the proposal, with appropriate consideration given to operational, technical, cost, and management requirements of the firm to meet the needs of Rhode Island Housing.

Evaluation of all proposals and selection will be determined based on the following factors:

- Completion of all required responses in the correct format
- Firm's professional capacity to undertake services outlined in Attachment A, Scope of IT Managed Services
- The Firm's stability, experience, and record of past performance in delivering such services outlined in Attachment A, Scope of IT Managed Services
- Past experience with Rhode Island Housing or other Housing Finance Agencies
- Recommendations by references
- Availability of sufficient high quality Firm personnel with the required skills and experience to deliver such services outlined in Attachment A, Scope of IT Managed Services
- Proposed fees
- Firm minority status and affirmative action program or activities
- Other pertinent information submitted

Rhode Island Housing may invite one or more finalists to make presentations.

By this Request for Proposals, Rhode Island Housing has not committed itself to undertake the work set forth. Rhode Island Housing reserves the right to reject any and all proposals, to rebid the original or amended scope of services and to enter into negotiations with one or more respondents. Rhode Island Housing reserves the right to make those decisions after receipt of responses. Rhode Island Housing's decision on these matters is final.

For additional information contact:

Cathy Matarese
401-457-1240
cmatarese@rhodeislandhousing.org

Together with its partners, Rhode Island Housing works to ensure that all people who live and work in Rhode Island can afford a healthy, attractive home that meets their needs.

Rhode Island Housing uses all of its resources to provide low-interest loans, grants, education and assistance to help Rhode Islanders find, rent, buy, build and keep a good home. Created by the General Assembly in 1973, Rhode Island Housing is a privately funded public purpose corporation.

Attachment A

Scope of IT Managed Services

1. Required Services and Expectations

The MSP awarded this RFP will work with the Director of Information Technology to provide a seamlessly integrated system of support for IT services and staff augmentation.

Rhode Island Housing seeks one MSP with the professional capacity to initially provide the following services, as defined in Attachment B, Job Descriptions, Initial MSP Services Required:

- A. On-site, minimum 40 hours per week, Senior Infrastructure Engineer/Team Lead
- B. On an as needed basis, VCIO Services

In addition, MSP should have the capacity to provide job description services as defined in Attachment B, Job Descriptions, From Time to Time and Basis.

2. MSP Model Requirements

Please respond to each MSP model requirement with an individual high-level response.

- A. Provide a general description of your MSP solution. Describe the core components of the solution you are proposing. In addition, describe how your model is scalable and flexible to meet unique agency needs.
- B. Provide an explanation of how you will supply candidates for the job titles listed in Attachment B, Job Descriptions. This should include a complete step-by-step description of the process that occurs once a need is identified.
- C. RIH expects that the MSP will be proactive in proposing changes, if needed. Provide examples of other engagements where you proactively proposed changes to improve performance metrics.

3. Functional and Technical Requirements

Please respond to each MSP model requirement with an individual high-level response.

- A. Describe the process by which RIH will request additional services.
- B. As new technologies emerge and the agency works on the 2016 – 2018 roadmap, RIH expects that specific skills sets and technical needs will change. RIH reserves the right to update the job titles and position descriptions found in Attachment B, Job Descriptions. The MSP will monitor the changing technology environment and inform RIH of current status and any proposed changes. Describe your ability to monitor the current technology environment and/or propose changes based on current market conditions.

4. General Solution Functionality

Please respond to each MSP model requirement with an individual high-level response.

- A. Does the proposed solution have the capacity to provide candidates for all Job Titles and Descriptions listed in Attachment B?
- B. RIH requires the MSP to meet with the Director of Information Technology periodically (or upon request) to present reports pertaining to the Contract Utilization, MSP Service Performance and Market Trends.

5. Operations

Please respond to each MSP model requirement with an individual high-level response.

- A. Provide the resume of the individual who will be responsible for the high level management of the RIH account.
- B. Any changes to this account team must be approved by RIH a minimum of 10 business days in advance. RIH reserves the right to request changes in the account team if performance is not satisfactory. Explain how you will meet this requirement.
- C. RIH requires that a standard communication process be developed for issue management and resolution, including specific points of contact for escalating issues. Explain how you will meet this requirement.
- D. RIH will be provided with the resume and credentials applicable to the specific job description. Explain how you will meet this requirement.
- E. RIH's business hours are from 8:30 AM to 5:00 PM. From time to time, after hours work may be required, provide how the proposed solution meets this requirement.
- F. RIH requires the BCI checks, does the proposed solution meet this requirement and if so how does RIH obtain certification?
- G. Your response must specify a proposed fixed hourly rate(s) that includes, without limitation, the costs of wages and benefits, taxes, overhead, administrative expenses and profit, for all work to be performed by the contractor.

6. Performance Management

Please respond to each MSP model requirement with an individual high-level response.

- A. RIH will measure performance quarterly through on-site management reviews to determine the effectiveness and performance of the MSP. Explain how you will meet this requirement.
- B. RIH requires the MSP to be proactive and recommend a course of action for quality improvement, if necessary. Explain how you will need this requirement.

Attachment B

Job Descriptions

Initial MSP Services Required:

On site, minimum 40 hours per week -

Senior Infrastructure Engineer/Team Lead

The Senior Infrastructure Engineer/Team Lead will be responsible for designing, developing, and implementing application infrastructure to provide highly-complex, reliable, and scalable applications and systems to meet the organization's objectives and requirements. Individual must be familiar with a variety of application technologies, environments, concepts, methodologies, practices, and procedures and rely on experience and judgment to plan and accomplish goals. Individual will perform a variety of complicated tasks with minimal or no direct supervision. Individual must have proven experience defining systems and application architecture and provide vision, problem anticipation, and problem solving ability to organization. Individual will consult with RIH to define needs or problems, conduct research, perform studies and surveys to obtain data, and analyze problems to advise on or recommend solutions, utilizing knowledge of theory, principles, or technology of specific discipline or field of specialization.

On an as needed basis -

VCIO Services

The VCIO will be responsible for providing high level strategic planning, assist in the decision making and budget planning process to meet the organizational and technological needs of RIH.

On a Time To Time Basis:

Additional staff augmentation positions by be required from time to time, including but not limited to the following:

Website Management Services

Business Analyst

Database Administrator

Help Desk Technician

Project Manager

Programmer

Voice/Data Engineer

Attachment C

Pricing Model

Your response must specify a proposed fixed hourly rate(s) that includes, without limitation, the costs of wages and benefits, taxes, overhead, administrative expenses and profit, for all work to be performed by the contractor.

Job Title	Billing Rate/Hourly Cost	Additional Expenses
Senior Infrastructure Engineer/Team Leader		
VCIO Services		
Website Management Services		
Business Analyst		
Database Administrator		
Help Desk Technician		
Project Manager		
Programmer		
Voice/Data Engineer		