



United Planning Organization

# **REQUEST FOR PROPOSAL**

**RFP#2019-08**

**TECHNOLOGY ASSESSMENT SERVICES**

**Request for Proposal (RFP) Cover Page**

<b>Solicitation Issue Date: Tuesday, August 6, 2019</b>			
<b>Solicitation Closing Date: Friday, September 6, 2019</b>		<b>Solicitation Closing Time: 2:00 PM ( EST)</b>	
<b>Issued By: United Planning Organization (UPO)</b>			
<b>Address: 301, Rhode Island Ave, NW, Washington, DC 20001</b>			
<b>Telephone Number: 202-238-4600</b>			
UPO is a non-profit agency in the District of Columbia founded in 1962 and is exempt from any state or federal tax.			
Unless otherwise stated, the unit price shall be the net price. Separate unit and total prices must be shown, if applicable.			
Unless otherwise stated, all quoted prices shall be Free On Board (FOB) headquarter address inside delivery.			
Responses must be received on or before <b>Friday, September 6, 2019</b> , by 2:00 PM (EST.) in the Procurement Office, United Planning Organization, 301 Rhode Island Avenue, NW, Washington, DC 20001.			
<b>Electronic responses:</b> Please submit one (1) copy each of the <b>Technical</b> and <b>Price Proposals</b> separately to <a href="mailto:procurement@upo.org">procurement@upo.org</a> referencing "Technology Assessment Services" in the subject line.			
For questions/information, please email Rizwanul Haque, Procurement Officer, at <a href="mailto:rhaque@upo.org">rhaque@upo.org</a> referencing "Technology Assessment Services" in the subject line. Your email will be answered within three (3) business days and will be posted on UPO website. Questions/information must be emailed latest by COB on <b>Friday, August 23, 2019</b> .			
United Planning Organization reserves the right to waive informalities or irregularities, to reject any or all proposals received, to accept the proposal deemed best for the organization, and/or request new proposals if necessary.			
Any objection to the above conditions must be clearly indicated in the proposals.			
In compliance with this RFP and to all the conditions imposed herein, the undersigned offers and agrees to furnish the services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation.			
<b>VENDOR IDENTIFICATION</b>			
Company Name:			
Address:			
Telephone:			
Email:			
Federal ID:			
<b>Print Name</b>	<b>Title</b>	<b>Authorized Signature</b>	<b>Date</b>

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## **I. PURPOSE**

The purpose of this solicitation (RFP), is to invite proposals from qualified vendors to submit a proposal to conduct a high level analysis and assessment of the United Planning Organization's (UPO) current state of technology infrastructure. The selected vendor will identify opportunities for improvement and propose recommendations and a long term technology road map. The main deliverable will be the completion of a Technology Assessment Report that shall include recommendations for the effective implementation and integration of current agency technology strategies and recommended technologies.

## **II. CONTRACT PERIOD AND RENEWALS**

The term of any contract resulting from this RFP will be six (6) months from the date of the fully executed contract which is expected sometime in October 2019.

## **III. UNITED PLANNING ORGANIZATION (UPO) BACKGROUND**

UPO is a 501(c) (3) private non-profit corporation and the designated Community Action Agency for the District of Columbia DC), providing leadership, support and advocacy to empower low-income residents of Washington, DC to become self-sufficient and self-determined. UPO is a major Head Start grantee in the Nation's Capital spanning over a period of 50 years.

UPO serves as Washington, DC's non-government human service organization that promotes self-sufficiency and brings innovative ideas to the problem of poverty throughout the city. UPO operates a wide array of special activities and offers many supportive and instructional services including:

- Head Start, Early Head Start, and other childcare programs that make measurable differences in the education of our youngest
- Comprehensive youth services with scholarships for DC residents
- Homeless transportation services
- Training programs designed to prepare participants for skilled employment
- Weatherization services to make homes more energy efficient
- Substance abuse treatment programs that assist individuals in overcoming their addictions
- Tax preparation and e-filing community based tax preparation services
- Housing Counseling services that help alleviate predatory lending, and
- Job placement and career development services

## **IV. SCOPE OF WORK**

### **A. Introduction**

The vendor will assess the current state of UPO's Information Technology resources, processes, tactical plan, network, integration and Information System. Based on the assessment, the vendor will provide a

recommended road map that will enable the Office of Technology and Information System to be more effective and efficient in the delivery of UPO's technology needs.

The selected vendor will meet with UPO's executive team to understand UPO's mission, vision, goals and newly approved strategic plan. The selected vendor will work with the Office of Technology and Information System, key stakeholders and divisions to understand their needs.

## **B. Assessment**

The assessment will evaluate current Information Technology processes and service delivery for all of UPO's divisions and perform a risk analysis. The vendor will benchmark UPO Information Technology and Information System against similar size non-profit organization in relation to industry best practices. The vendor will propose emerging technology that fits UPO needs based on a five year strategic plan. The emerging technology will focus on improving processes, service delivery, optimization and reducing risk. The assessment should provide quantitative information to make a decision regarding the current operation and potential solution for future changes.

The final technology assessment report should focus on the current state of the benchmarking analysis and the emerging technology analysis. These areas should cover the following but not limited to:

1. Information Technology Risk Assessment – Based on industries standards, identify potential network and system vulnerabilities.
2. Information System – Review existing enterprise Information System offerings and identify opportunities for an emerging alternative to the current system that will improve operation and service delivery.
3. Information Technology Infrastructure – Review existing network and security infrastructure to identify areas for improvement and potential migration to cloud solution.
4. Personnel – Review and evaluate the current IT office organizational structure, staffing level, positions and provide a recommendation for current and future growth.
5. Cost Analysis – Given the assessment detailed, assess the current IT budget as it relates to the current operation and service delivery and projects the cost, personnel, and timeframe to implement the recommendation of the assessment.

## **C. Deliverables**

The project deliverables will consist of the following:

1. A project management plan within 15 days of the executed contract.
2. Provide all source documentation used to guide the technology assessment.
3. Technology Assessment report addressing the Scope of Work.
4. Presentation of the final report to the Executive team and Office of Technology and Information System.

## **V. Information Technology Environment**

The Office of Technology and Information System has an Information Technology team comprised of six personnel which is outlined in Appendix A. The team provides technical, upgrade and support maintenance for the entire organization's information technology infrastructure. UPO has a mixture of on-premise and cloud solutions. UPO has twenty-one office locations throughout the city of Washington DC. The Office of Technology and Information System is located at the HQ office. There are five service-centers and fifteen daycare center locations.

## **A. Telephone Infrastructure**

UPO has a VoIP phone system to provide telecommunications service for the organization. The VoIP system is configured for redundancy with a separate phone system at two UPO location. Each VoIP phone system has a separate 10MB access from ISP at each location with a 10MB private link between the two VoIP phone systems.

## **B. Network Infrastructure**

UPO network infrastructure design is a star topology for both physical and logical network as depicted in Appendix C. The WAN network is a star topology with 13 of the remote locations connect to the central headquarter office via VPN or Point-To-Point connection. Each LAN is segmented using VLAN to separate the data and voice traffic.

## **C. Hardware**

UPO hardware standardization policy was put in place to minimize IT costs within the organization by using similar hardware vendor across all computers, laptops, printers, and servers. The Office of Technology and Information system also maintain a few different models from the hardware vendor. For the past couple of years,

The organization's hardware encompasses:

- 71 physical and virtual servers
- 484 laptops and desktops
- 97 printer and MFP devices
- 20 switches
- 11 firewall appliances and management server
- 234 VoIP phones
- 31 Wireless AP
- Nimble SAN

## **D. Software**

UPO utilizes a number of standard and specialized software to support all of the programs and administrative offices. Microsoft Windows OS and Office, Adobe Acrobat Reader, Endpoint Security are the standard software application for all computers and servers. Apart from the list of standard and specialized software, UPO utilizes a number of SaaS solution that is program or administrative office specific.

List of software currently in use:

- ADP – Payroll and time tracking solution
- CASA – Custom client data tracking system.
- Carbonite Evault Backup – backup solution.
- GFI Mail Essential and Archiver – Spam filter and email archive solution.
- K2 – online form and process automation solution.
- Lansweeper – IT asset management solution.
- Microsoft Exchange – Email solution.
- Microsoft Dynamic SL – Accounting system
- Microsoft Hyper-V – Virtual environment solution.
- Microsoft Lync – Instant Messaging and meeting tool.
  
- Microsoft SharePoint – Intranet and document repository.

- Microsoft SQL – Database server
- Microsoft System Center Configuration Manager – Computer and software management solution
- Microsoft System Center Service Manager – Service ticketing solution.
- Microsoft VDI – Remote access solution
- Prophix – Program and finance reporting tool
- SolarWinds – Network monitoring tool

## VI. PROPOSAL REQUIREMENTS

### A. General Requirements

1. In order to be considered for selection, bidders must submit a complete response to this RFP in a sealed envelope or package. One (1) original and three (3) copies of each proposal must be submitted to UPO. **Email submission to [procurement@upo.org](mailto:procurement@upo.org) is acceptable and is the highly desirable method of submission.** No other distribution of the proposals shall be made by the bidder.

**NOTE: A bidder may submit no more than one (1) proposal in response to this RFP.**

2. Proposals shall be signed by an authorized representative of the bidder. All information requested should be submitted. Failure to submit all information requested may result in the organization requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by UPO.
3. Proposals should be prepared simply, as thorough and detailed as possible providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP so that UPO may properly evaluate bidder's capabilities to provide the required service. Emphasis should be placed on completeness and clarity of content.
4. All responses are to be submitted on standard 8.5" X 11" paper in 12 point font minimum type. Proposals should not be double-sided. Bidders shall respond to the items in the order they are shown in the RFP. The responses should describe the most favorable terms and shall remain firm for 120 days from the bid opening date. Prices should be submitted exclusive of all federal, state, and local taxes.
5. Each copy of the proposal should be contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.
6. Ownership of all data, materials and documentation originated and prepared for this RFP by any bidder shall belong exclusively to UPO.

### B. Special Requirements

1. All pages of the proposal should be numbered and the following are typical services and/or items that a successful bidder will be required to provide to UPO, if awarded the contract, and should be addressed in the bidder's proposal in the following order:

- a. Completed and signed RFP cover page.
  - b. Completed and signed Vendor Identification Form (included as Appendix A to the RFP).
  - c. Copy of current business license.
  - d. Copy of current certificate of insurance with coverage of the minimum required in this RFP.
  - e. List of at least three comparable work/client references to include organization name, brief description of the project, and contact person's name, telephone number, and email address; preferably including a community based non-profit organization.
  - f. A written proposal - narrative statement to include at a minimum: (1) experience in providing the goods and/or services described herein, (2) a description that the bidder understands UPO's requirements and how the work will be performed, (3) a detailed proposal that meets the RFP requirement, and
  - g. Quoted cost of services i.e. Pricing Proposal (to be submitted separately).
2. Proposals that are not organized in this manner risk elimination from consideration, if the evaluators are unable to find where the RFP requirements are specifically addressed.

### **C. Proposal Response Format**

#### **1. Executive Summary**

This section is intended to provide the proponent with an opportunity to provide an "executive" level overview of their proposal, emphasizing any unique aspects or strengths of the proposal. The Executive Summary should include a brief description of the proposed methodology for the technology assessment; including its capabilities as they would meet UPO's requirements, as well as a sample project schedule for a similar assessment in terms of scope and size.

#### **2. Company Background**

Please provide a brief company history including all of the following points:

- Identify the primary point of contact for this proposal and the subsequent project. Please include name, email, phone number, and any applicable credential information.
- Identify all company office locations and total number of employees.
- A summary of a listing of agencies in which your firm has provided similar IT Assessment services.
- Identify the names of principal staff and key personnel who will provide the service. Please submit resumes or qualifications for each key staff person, summarizing their experience and expertise. Describe each person's role and responsibility with the project.

#### **3. Scope of Service**

- Provide a detailed description of the approach and methodology to be used to accomplish the Scope of Work of this RFP.
- Outline the processes to complete each of task in the IV. Scope of Work - section B of the RFP.
- Provide an explanation of the approach to acquire the data necessary to complete the Scope of Work.

#### **4. Project Management**

- The selected vendor (Contractor) shall be invited for a kickoff meeting, no later than 15 days following the award of the contract.
- The Contractor shall provide the project schedule with detailed timeline and a complete description of the key activities required for the installation of the proposed system.
- The Contractor shall provide written updates on the project on a weekly basis.

### **VII. EVALUATION CRITERIA**

1. All proposals will be reviewed to determine if they adhere to the format and instructions of the RFP, meet the criteria indicated below and conform to the objectives and requirements of the RFP. An evaluation team will evaluate the merit of proposals received in accordance with criteria outlined in this RFP. Incompleteness, significant inconsistencies or inaccuracies found within a response may result in a reduction of the evaluation rating.
2. UPO reserves the right to: (a) waive variances or reject any or all proposals, and (b) request clarifications from any or all proposers. Further, UPO reserves the right to reject any or all proposals and to waive informalities and minor irregularities and to accept any portion of a proposal or all items proposed if deemed to be in the best interest of UPO.
3. Proposals shall be rejected if they: (a) are received after closing date and time, (b) are not properly sealed, (c) contain alterations not initialed by an authorized official, (d) are not meeting specifications, and (e) are not meeting the general terms and conditions.
4. If an award is made as a result of this RFP, it shall be awarded to the highest-ranked proposal which is considered most advantageous to UPO with respect to technical and price factors combined together.
5. Proposals will be evaluated on the basis of following criteria:
  - a. Adherence to RFP: The bidder adheres to the instructions in this RFP on preparing and submitting the proposal.
  - b. Qualifications and Experience: The bidder's past experience and performance on comparable engagements.
  - c. Reasonableness of Cost: A total dollar amount for the service requested and the detailed breakdown provided with the proposal, if applicable.

### **VIII. GENERAL TERMS AND CONDITIONS**

1. Additions and/or Deletions of Service: UPO reserves the right to add and/or delete goods or services to any contract entered into with the contractor. Should a service requirement be deleted, payment to the contractor shall be reduced proportionally to the amount of service reduced in accordance with the bid price. Should additional services be required from the contract, prices for such additions will be negotiated between the contractor and UPO.
2. Termination of Contract: The contract may be terminated by either party at any time upon sixty (60) days written notice from the terminating party. Cancellation of the contract by either party shall in no way relieve the contractor of its responsibility to complete any and all work in progress at the time of the notice and for which payment has been received by the contractor.

3. Licenses: By submitting a proposal, proposer certifies that it has procured, and shall maintain in full force, all permits and licenses required to conduct its business lawfully and that it shall remain informed of and in compliance with all federal and local laws, ordinances and regulations that affect in any manner contractor's fulfillment of the contract.
4. Anti-Kickback Provision: This contract is subject to the provisions of the Anti-Kickback Enforcement Act of 1986. By agreeing to this binding agreement, the transacting parties (1) certify that they have not paid kickbacks directly or indirectly to any employee of UPO for the purpose of obtaining this or any other agreement, purchase order or contract from UPO and (2) agree to cooperate fully with any Federal Agency investigating a possible violation of the Act.
5. Non-Collusion/Fraud: By submitting a proposal, proposer warrants and certifies that neither the proposer nor its employees or associates has contacted any unauthorized UPO employee, officer or elected official regarding the contents of this solicitation or the solicitation process. Proposer further warrants and certifies that neither proposer nor its employees or associates has directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in response to this solicitation. If at any time it shall be found that proposer or its employees or associates has, in the presenting of its proposal, colluded with any other party or parties for the purpose of preventing or restricting free competitive bidding, its proposal shall be immediately rejected. Any contract awarded prior to the UPO's discovery of proposer's collusion shall be terminated and proposer shall be liable for all of its damages sustained by the UPO as a result of proposer's collusion.
6. Equal Opportunity: The proposer agrees not to discriminate against any employee or applicant for employment on account of any services, or activities made possible by or resulting from this RFP on the grounds of actual or perceived sex, race, color, religion, national origin, age, marital status, disability, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, source of income, place of residence or business, veteran status or any other characteristic protected under federal or District law. Any violation of this provision shall be considered a violation of a material provision of this agreement and shall be grounds for cancellation, termination or suspension in whole or in part of the agreement by UPO which may result in ineligibility for further UPO contracts. The proposer shall at all times in the proposal and contract process comply with all applicable UPO, DC, and federal anti-discrimination laws, rules, regulations and requirements thereof.
7. Right to Audit: UPO shall have the right to audit all invoices submitted by the contractor. The organization shall have the right to audit all relevant data upon which the contractor's fees are based.
8. Informal Communications: From the date of receipt of this RFP by each contractor until a binding contractual agreement exists with the selected contractor and all other proposers have been notified, or when UPO rejects all proposals, informal communications regarding this procurement shall cease. There shall be no requests from proposers to any Office or Department at UPO with the exception of contact for information, comments, etc., and they shall be emailed.
9. Formal Communications: From the date of receipt of this RFP by each proposer, until a binding contractual agreement exists with the selected contractor, and all other proposers have been notified, or when UPO rejects all proposals, all communications between UPO and the proposers will be formal emails.
10. Costs Incurred: Any costs incurred by proposers in preparing or submitting a proposal or subsequent oral presentation/demonstration shall be the proposer's sole responsibility.
11. Small/Minority Firms: Pursuant to Federal Acquisition Regulations and UPO's procurement policy, UPO may offer contracting opportunities to small and minority firms, women's business enterprises and labor surplus area firms to the extent possible.

12. Federal, State and Local Taxes: UPO is exempt from State and federal taxes. Such taxes shall not be included in quoted prices, but if any taxes are known by the contractor to apply, they shall be shown separately. If not so shown, they shall be considered an expense of the proposer and deemed a part of the quoted prices.
13. Payments Terms: Preferred invoice payment terms will be 2% 10, net 30 days from date of invoice. In the event there is a discrepancy between the order and the invoice, payment terms shall be effective starting on the date the discrepancy is resolved. Monies due or to become due to the contractor under the contract may be retained by UPO as necessary to satisfy any outstanding claim which UPO may have against the contractor. At any time or times before final payment and three year thereafter, UPO may have the contractor's invoices or vouchers and statement of cost audited.
14. Indemnification: Contractor shall indemnify, protect, defend and hold harmless UPO, its directors, officers, employees, and representatives from and against any and all claims arising from or connected with: (1) any alleged or actual breach by bidder or (2) any act or omission by contractor and only to the extent such claim arises by negligence or intentional misconduct or as may be allowed under applicable law. Monies due or to become due to the contractor under the contract may be retained by UPO as necessary to satisfy any outstanding claim which UPO may have against the contractor.
15. Insurance: Contractor shall, at all times, at its own expense, obtain and carry comprehensive liability insurance including errors and omissions coverage, property damage insurance and workers' compensation insurance in adequate amounts. Contractor shall keep such insurance in force for the duration and term of this agreement. All certificates of insurance or evidence of insurance must contain a thirty (30) day written notice of any cancellation, change, or termination of coverage. The insurance required shall be obtained from insurance company (ies) licensed to do business in the District of Columbia and shall be kept in force for 90 days after the last payment under the contract.
  - Workers' Compensation Insurance providing statutory limits for the District of Columbia.
  - Business Automobile Liability Insurance with a minimum of \$1,000,000 per occurrence.
  - Commercial General Liability Insurance coverage with a minimum of \$1,000,000 per occurrence/\$2,000,000 aggregate limit.The contractor shall provide immediate notice in the event there is any change of insurance or that it has reached the insurance limits due to claims made.
16. RFP Addendum: In the event that it becomes necessary to revise this RFP, in whole or in part, an addendum will be provided on the UPO website <http://www.upo.org/work-with-us/#rfp>.
17. Completed Proposals: A proposer may submit no more than one (1) proposal in response to this RFP. The proposal shall be completed and signed by an individual who is authorized to bind the firm submitting the proposal.
18. Withdrawal of Proposals: At any time prior to the hour and date set for submitting proposals, a bidder may withdraw the proposal. This will not preclude the submission of another proposal prior to the hour and date set for submitting the proposal. After the scheduled time and date for submitting proposals, no proposer will be permitted to withdraw the proposal unless the award is delayed for a period exceeding 60 days.
19. Receipt and Opening of Proposals: Proposers are responsible to assure their proposal is delivered to UPO by the scheduled date and time. Only those proposals which are received in a timely fashion as set forth in this RFP will receive consideration. Proposals received after the date and hour designated are automatically disqualified and will not be considered; late proposals will be dated, marked as received late, and placed unopened in the file. Proposers must pay particular

attention to insure the proposal is properly addressed. UPO is not responsible if the proposal does not reach the destination specified by the appointed date and time.

20. Contract Award Notification: When the evaluation process of the proposals is completed; the selected bidder will be formally notified by mail or email. Other notifications will not be honored and should not be considered as a valid offer of award.
21. Certifications: Any agreement resulting from this RFP shall be subject to but not limited to the following certifications:
  - a. Certification that it nor its principals are not debarred, suspended, proposed debarment, declared ineligible, or voluntarily excluded by any federal department or agency from participation in this transaction by any Federal department or agency in accordance with 45 CFR Part 76.
  - b. Certification Regarding Lobbying under Title 31, US Code, Section 1352.
22. By submitting a proposal, the proposer represents that:
  - The proposer has read and understands the RFP and submits the response in accordance therewith.
  - The proposer possesses the capabilities, equipment, and personnel necessary to provide an efficient and successful service.
  - The proposer has all the required licenses and insurance.
23. No claim will be allowed for additional compensation or time for completion based on a lack of knowledge or lack of understanding of any part of the RFP.

# APPENDICES

## Appendix - A

### Vendor Identification Form

<b>Company Name:</b>			
<b>Doing Business As (DBA):</b>			
<b>Company Federal ID:</b>			
<b>Address:</b>			
<b>Remit To Address:</b>			
<b>Telephone:</b>			
<b>Fax:</b>			
<b>Email:</b>			
<b>Web address:</b>			
<b>Main Contact:</b>			
<b>Person responsible for response (if different):</b>			
<b>Print Name</b>	<b>Title</b>	<b>Authorized Signature</b>	<b>Date</b>

## **Appendix - B**

### **OTIS Organization Chart**



OTIS Org Chart.pdf

## **Appendix - C**

### **UPO Network Diagram**



UPO Network  
Diagram.pdf

## **Appendix – D**

### **Pricing Proposal**

**(Please attach your Price Proposal under  
Appendix D and email this proposal separately)**