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## *Request for Proposal*

### *Information Technology System Assessment*

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ISSUED DATE: 10/20/17  
SUBMISSION DATE: 11/29/17 AT 4:00 CST

RFP COORDINATOR:  
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## Table of Contents

1	REQUEST FOR PROPOSAL (RFP).....	3
2	INTRODUCTION TO AUDUBON AREA COMMUNITY SERVICES.....	3
3	OVERVIEW OF CURRENT AACS TECHNICAL ENVIRONMENT.....	3
4	VALUE ADDED SERVICE REQUIREMENTS .....	5
5	SELECTION CRITERIA.....	6
6	RESPONSE CONTENTS AND FORMAT .....	6
7	INFORMATION REQUIREMENTS.....	6
7.1	Corporate Information.....	6
7.2	Proposed Approach and Solution .....	7
7.3	Financials.....	7
8	COMMUNICATIONS AND RESPONSE.....	7
9	NOTIFICATION OF INTENT TO RESPOND AND CLARIFICATION QUESTIONS.....	8
10	RESPONSE DELIVERY INSTRUCTIONS .....	8
11	VENDOR PRESENTATIONS.....	8
12	KEY DATES .....	8
13	NO OBLIGATION.....	8
14	AGREEMENT OF NON-DISCLOSURE .....	8
15	NO GUARANTEE.....	8
	ATTACHMENT A – RFP COVER SHEET .....	9
	ATTACHMENT B – NON-DISCLOSURE AGREEMENT (NDA).....	10
	ATTACHMENT C – SYSTEM SPECIFICATIONS DOCUMENT .....	13

## **1 Request for Proposal (RFP)**

Audubon Area Community Services, Inc. invites you to respond to this Request for Proposal (RFP). The focus of the RFP is to select a single contractor to provide a full scale Audit/ Assessment of the agency's Information Technology (IT) environment.

## **2 Introduction to Audubon Area Community Services**

Audubon Area Community Services, Inc., headquartered in Owensboro, Kentucky, is a 1975 consolidation of two agencies – one based in Henderson, the other in Owensboro – both founded in 1966. In 1975, the agency served the seven-county Green River area and had approximately \$1 million in funding and 65 staff members. Currently the agency serves the 70-county area of Green River, Pennyrite, Barren River, Lincoln Trail, Salt River, Purchase and portions of the Kentucky River Districts with over \$45 million in revenue and more than 650 employees. Audubon Area is a results-driven agency with established policies, clearly defined responsibilities for staff, sound fiscal and IT systems and the infrastructure necessary to provide services in our regions.

Audubon Area is the largest of twenty-three community action agencies serving the residents of Kentucky. Community action agencies are federally designated entities originating from President Johnson's "War on Poverty." As a community action agency, Audubon Area is a private, nonprofit 501 (c) (3) corporation governed by a tri-partite, twenty-seven member board of directors consisting of the consumers of agency services, elected public officials, and the private sector - business people, educators or representatives of local organizations.

The basic functions of our agency is to seek out, identify and work toward mitigating the causes of poverty within the community; to make the community more responsive to the needs and interests of the low-income by mobilizing available resources and instilling a greater institutional sense; and to develop a system of priorities among projects as needed for the most effective and efficient use of resources for services to low-income people.

## **3 Overview of Current Audubon Area Community Services Technical Environment**

Audubon Area Community Services' IT system has historically been met by a technology team of four full time, and two part-time staff members, including a Chief Information Officer, an Operations Manager of Support, two IT Support Specialists, and two part-time Desktop Support Specialists. Due to dramatic growth and strategic planning efforts, our Administrative Management and Board of Directors, wish to assess our current technology environment to determine existing strengths and weaknesses and provide a basis for future investment.

Audubon Area Community Services is primarily a Microsoft Windows Active Directory domain network environment. All of the agency's departments have been connected through blended interface platforms to allow for shared networking & internet services, telephone system, and a security camera system. Audubon Area Community Services network is segmented into VLANs for each building. We utilize a Google based platform for agency corporate Email services and several MS SQL DB based application systems. Audubon Area Community Services has approximately 550 Full Time employees and approximately 100 Part Time and Seasonal employees. Audubon Area Community Services also has servers and approximately 700 PCs/laptops, and 200 tablets/vehicle Mobile Data Terminals. Audubon Area Community Services public website is hosted by an outside vendor.

Scoping Information:

Audubon Area Community Services infrastructure includes:

<u>Number of Employees:</u>	[approximately 700]
<u>Number of IT staff:</u>	[4 FTE]
<u>Number of Physical Locations:</u>	[88]
<u>Number of Locations Requiring Physical Visit:</u>	[40]
<u>Number of Business Associates:</u>	[30]
<u>Number of Servers:</u>	[1; 3 host VMware cluster with 32 virtual machines. 50 Linux servers functioning as phone system, DHCP, database server,]
<u>Number of Workstations:</u>	[500 Desktops, 200 laptops, 200 tablets]
<u>Number of Windows Domains:</u>	[1]
<u>Number of Firewalls and Vendor(s):</u>	[50; vendors: Cisco and Linksys]
<u>Number of Routers and Vendor(s):</u>	[2; Cisco ASR 4431]
<u>Number of switches and Vendor(s):</u>	[100; 4 Cisco 10Gig Layer 3 switches. 50 Cisco Layer 3 Gig POE switches operating as routers. 30 Cisco Layer 2 Gig POE switches. 20 unmanaged switches.]
<u>Number of Internet-Accessible IP addresses in Use:</u>	[42 IP subnets, 2 /28 subnets and 40 /29 and /30 subnets]
<u>Number of Applications that Store PHI:</u>	[25]
<u>Number of Wireless Networks in Use:</u>	[104 Aerohive access points]
<u>Overview of LAN/WAN topology:</u>	In Owensboro, a mix of ISP, raw fiber, and metro fiber services. Other locations utilize ISP for site-to-site VPN tunnels. Restricted access locations and vendors utilize client VPN and WebVPN for access.
<u>Number of Cloud Service Providers and Vendors:</u>	N/A at this time

#### 4 Value Added Service Requirements

As part of this RFP, the following services are the current priority items for Audubon Area Community Services:

- Conduct periodic meetings to discuss progress and unique issues that have surfaced
- Provide a bi-monthly status report noting progress against each measure to the management team.
- Notify the management team separately and immediately of any urgent issues identified and an estimation of the risk.
- Technology strategy planning – Working with agency management and IT staff to develop a long term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
- IT policy review and development – Development of customized policies related to the use of technology and security
- Solution design – Solution packages (e.g., hardware, software, licensing) and associated consolidation of data
- Provide an assessment report of the AUDUBON AREA COMMUNITY SERVICES's information technology system environment with recommendations for our IT environment including:
  - IT Structure within the Organization
  - Third party service providers and an evaluation of each
  - Identification of DR Plan
  - Change control process
  - User id/password management and logical access controls
  - LAN/WAN lifecycle and practices
  - Broadband/ISP fit and competence
  - Telecommunication system(s) lifecycle and practices
  - Security controls - network, system and application
  - Penetration testing
  - Internal vulnerability testing
  - Encryption systems
  - Power systems
  - Backup/Restore routines
  - Antivirus systems and practices
  - Remote access practices and infrastructure
  - Problem escalation, resolution
  - Maintenance and testing
  - Desktop Hardware Asset Details and Lifecycle
  - Printer Hardware Asset Details and Lifecycle
  - Server Hardware Asset Details and Lifecycle
  - Storage Hardware Asset Details, Lifecycle & Remaining Capacity
  - Physical access and environmental controls
  - List of Software Solutions (onsite) and Lifecycle
  - List of Software Solutions (hosted) and Lifecycle
  - Microsoft licensing audit (OS, CALS, Productivity, Server, SQL)
  - Server OS use and management
  - Desktop OS use and patch management
  - Database use and patch management
  - Other Software licensing audit

- Software Installation practices
- Software Maintenance practices
- Purchasing practices and governance
- Hardware Maintenance practices
- Recommendations for immediate, practical and cost effective improvement
- Estimate of Cloud Storage Services and capacity for transition
- Estimation of agency staff's capacity for change

## 5 ***Selection Criteria***

Audubon Area Community Services will use multiple criteria to select the most appropriate partner. Respondents are encouraged to be as aggressive and creative as possible in their proposals. The following list summarizes the major qualitative areas that will be evaluated, along with their overall weighting.

- Industry expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Financial considerations

## 6 ***Response Contents and Format***

Please complete all sections of the RFP and respond in a Microsoft Word format. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Your response to this RFP will serve as the basis for the consideration of your potential as a vendor.

Required Components:

- Signed and Completed Cover Sheet – (Attachment A)
- Completed Non-Disclosure Agreement – (Attachment B)
- Corporate Information (maximum 6 pages)
- Proposed Approach and Solution (maximum 25 pages)
- Financials (maximum 5 pages)
- Additional Information

## 7 ***Information Requirements***

For the purposes of understanding more about your company and your ability to successfully fulfill this important Audubon Area Community Services requirement, please provide the information below as part of your response, clearly referencing each specific question.

### 7.1 ***Corporate Information***

1. Give a brief overview of your organization's involvement in providing IT value added services in the marketplace.
2. How long has the organization been in this business and what is your current market share?
3. Provide your organization's annual sales volume?
4. Indicate the number of employees in your organization. How many of those are dedicated to account management and/or technical support?
5. How many are full-time vs. contract?

6. What differentiates your organization from your competitors in the marketplace and how will this be relevant to us?
7. Will you subcontract any portion of services to third party organizations? If so, please describe the deliverables to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.
8. Please describe your organization's experience in transitioning clients to public or private cloud technology from more traditional IT service models if applicable.
9. Please provide details of three current or former customer accounts that are similar in scope and requirements to those of Audubon Area Community Services, Inc.

## **7.2 Proposed Approach and Solution**

1. Please provide a proposed work plan for review/audit of Audubon Area Community Services IT system, including proposed dates for audit and systems/networks to review:
  - i. Key activities
  - ii. Timing
  - iii. Information/resource requirements from Audubon Area Community Services
  - iv. Deliverables
  - v. Key milestones, checkpoints, and other decision points
2. If we elect to move forward with your organization, what Audubon Area Community Services resources would you require (e.g., information, data, staff resources, communication) during the course of the assessment?
3. Please identify the team that will be assigned to the account and describe how you plan to interact with us and any third party providers that may provide services to Audubon Area Community Services
4. Can you provide specific examples of how you have worked with customers that began with significant technology limitations and helped to successfully transform them into organizations with well planned and executed technology strategies? What were the critical success factors in this transformation?

## **7.3 Financials**

1. Describe the pricing model(s) that you typically employ for your standard services including hourly rate or contracted time rate as applicable.

## **8 Communications and Response**

Robert Jones, Chief Executive Officer, is the designated Audubon Area Community Services, representative for this initiative. For any information relative to this RFP, please direct all inquiries to his contact information is as follows:

Robert Jones  
Chief Executive Officer  
Audubon Area Community Services, Inc.  
1700 West 5<sup>th</sup> Street  
Owensboro, KY 42301  
Email: [rjones@audubon-area.com](mailto:rjones@audubon-area.com)  
Phone: 270-686-1625

**9 Notification of Intent to Respond and Clarification Questions**

Please indicate your intention to respond, by email, to the above email address by the *Intent to Respond and Questions Due* date outlined in the *Key Dates* table below. In addition, please provide the contact details of the individual responsible for coordinating your RFP response. At the same time, we ask that you submit any clarification questions regarding the RFP. Answers will be provided to all respondents by the *Answers Provided* date.

**10 Response Delivery Instructions**

Please submit an electronic copy of your proposal to the email address indicated in the *Communications and Response* section above. All responses must be received on or before close of business (4:30 pm CST) on the *Proposals Due* date indicated in the *Key Dates* table below.

**11 Vendor Presentations**

Selected offerors may be invited to submit sample materials and/or make presentations to Audubon Area Community Services personnel. Representative(s) attending/hosting these presentations must be qualified to respond to questions related to any component of the proposal.

**12 Key Dates**

Event	RFP Issued	Intent to Respond and Questions Due	Answers Provided	Proposals Due	Awarding Date
Date	10/20/17	11/3/17	11/15/17	11/29/17	12/22/17
Time		4:00pm CST		4:00pm CST	

**13 No Obligation**

The submission of a proposal shall not in any manner oblige AUDUBON AREA COMMUNITY SERVICES to enter into a contract or to be responsible for the costs incurred by your organization in responding to this request.

**14 Agreement of Non-Disclosure**

This document is considered to be proprietary and shall not be disclosed to any other party. It is designed, developed and submitted to potential partners of Audubon Area Community Services solely for the benefit of Audubon Area Community Services. In addition, a completed Non-Disclosure Agreement is due upon submission (See Attachment B).

**15 No Guarantee**

Audubon Area Community Services makes no guarantee of future volumes and offers volume information for directional purposes only, to assist vendors with proposal preparation.



## ATTACHMENT A – RFP COVER SHEET

### Audubon Area Community Services

<b>RESPONDENT</b>	
Complete Legal Name:	
Address:	
City, State, ZIP:	
Phone #:	
Website:	
Federal Tax ID:	
DUNS #	
<b>Contact</b>	
Name:	
Title:	
Email:	
Phone:	

To the best of RESPONDENT’s knowledge, the information contained in this proposal is complete and accurate. All necessary personnel of RESPONDENT has/have reviewed and approved this proposal, and the contact person identified above is authorized by RESPONDENT to enter negotiations with Audubon Area Community Services for the purpose(s) outlined in this Request for Proposal. The person signing below on behalf of RESPONDENT affirms that he/she has read and understood all the information in this Request for Proposal and agrees on behalf of RESPONDENT to its terms and conditions. The person signing below further represents that the RESPONDENT is qualified to perform the work that RESPONDENT has described in its proposal.

Signature: \_\_\_\_\_

Name and Title: \_\_\_\_\_

Date: \_\_\_\_\_

**ATTACHMENT B – NON-DISCLOSURE AGREEMENT (NDA)**

**NON-DISCLOSURE AGREEMENT**

The Respondent identified below ("Respondent"), in order to receive from Audubon Area Community Services, Inc. ("AACCS") certain Confidential Information, hereby agrees as follows:

**1. Confidential Information.** For purposes of this Agreement, Confidential Information shall mean all information in the Request for Proposal Attachment C Specification Document(s), as well as all nonpublic information disclosed by AACCS directly or indirectly to Respondent, whether written or oral, through any means of communication or observation supplementing, explaining, or otherwise relating to the information in the Attachment C Specification document.

**2. Confidentiality; Standard of Care.** Respondent shall maintain the Confidential Information in strict confidence and shall protect all Confidential Information received pursuant to this Agreement by using the same standard of care which it uses to protect and safeguard its own Confidential Information of a like nature, but no less than a reasonable degree of care, to prevent the unauthorized use, disclosure, dissemination, or publication of the Confidential Information.

**3. Restrictions on Use and Disclosure.** Respondent agrees to use the Confidential Information solely for the purpose ("Purpose" of responding to AACCS's Request for Proposal ("RFP"), and not for any other purpose or for its own benefit or for the benefit of any other person or party. Respondent shall only disclose Confidential Information to its employees having a need to know such Confidential Information in order to fulfill the Purpose. Respondent is responsible for breaches of this Agreement by persons to whom it discloses any Confidential Information.

**4. Exceptions to Confidential Information.** This Agreement shall not impose any obligation upon Respondent with respect to information which Respondent can establish by documentary or other competent evidence: (a) is or becomes generally available to the public through no fault of Respondent; or (b) was rightfully in the possession of Respondent prior to its receipt from AACCS; or (c) is disclosed with the prior written consent of AACCS; or (d) is independently developed by Respondent by persons who did not have access to AACCS's Confidential Information.

**5. Required Disclosures of Confidential Information.** If Respondent is confronted with any legal action to disclose any Confidential Information, Respondent shall provide AACCS with prompt written notice of such request prior to making any disclosure so AACCS may seek a protective order or other appropriate relief. Respondent shall fully assist AACCS in its lawful efforts to resist, narrow, or eliminate the need for the requested disclosure. If disclosure is nonetheless required, Respondent shall only furnish that portion of the Confidential Information which it is advised by its legal counsel must be provided.

**6. Period of Confidentiality.** Respondent shall be obligated to protect the Confidential Information received pursuant to this Agreement until such time that the Confidential Information becomes publicly known and made generally available through no action or inaction of Respondent.

**7. Return of Confidential Information.** Respondent shall promptly destroy all copies of Confidential Information at any time at AACCS's requires or otherwise within ten days following receipt of notice from AACCS that Respondent is no longer being considered for purposes of the RFP. If requested by AACCS, Respondent shall provide a certification executed by an authorized representative that all such Confidential Information has been returned or destroyed.

**8. No Right or License.** All Confidential Information will remain the exclusive property of AACS. Respondent acknowledges and agrees that no right or license is granted to Respondent in relation to any part of AACS's Confidential Information or under any patent, copyright, or other intellectual property right of AACS.

**9. No Obligation or Partnership.** This Agreement shall not obligate either Party to enter into any other business arrangement or agreement with the other Party, and no such obligation shall exist until such time that a separate written agreement has been executed by both Parties. This Agreement does not create any agency, partnership, or joint venture relationship between the Parties.

**10. Governing Law and Venue.** This Agreement shall be construed in accordance with the laws of the Commonwealth of Kentucky, excluding its conflict of law provisions. The Parties hereby agree that any action arising out of this Agreement will be brought solely in any state or federal court located in Daviess County, Kentucky. Respondent hereby consents to the exclusive personal jurisdiction of such courts, and waives any objection in any such action based on improper venue, inconvenient forum, or similar grounds.

**11. Equitable Relief.** Respondent agrees that in the event of a breach or threatened breach of this Agreement, AACS will suffer irreparable harm for which it will not have an adequate remedy at law. Therefore, AACS shall have the right to obtain injunctive relief to enforce this Agreement, without the necessity of posting any bond or other security and without having to prove any actual damages, in addition to its other rights or remedies that may be available at law or in equity.

**12. Miscellaneous.** This Agreement may be modified only by a written amendment signed by authorized representatives of both Parties. No waiver of any term or right in this Agreement shall be effective unless in writing, signed by an authorized representative of the waiving Party. If any provision of this Agreement is held invalid under any applicable law, such invalidity will not affect any other provision of this Agreement that can be given effect without the invalid provision.

Respondent's Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Federal Tax Id. No: \_\_\_\_\_

## **ATTACHMENT C – SPECIFICATIONS DOCUMENT**

RESPONDENT will be required to agree to and submit a “Non-Disclosure Agreement” (Attachment B) before being allowed to review the systems specification document. RESPONDENT must agree that the specification document and all its components are the property of Audubon Area Community Services and are not to be disclosed to other parties without written permission of Audubon Area Community Services.