



**ST. LOUIS OFFICE FOR
DEVELOPMENTAL
DISABILITY RESOURCES**

Request for Proposals

November 23, 2017

Request for Proposals (RFP)

1) DESCRIPTION, PURPOSE AND OBJECTIVES OF Application

The St. Louis Office for Developmental Disability Resources, hereafter referred to as DD Resources, is seeking proposals for three different services:

- a) **Provide network support 10-20 hour per month on an ongoing basis plus make recommendations for equipment and setup of a new, better equipped network. Help develop short and long term strategic technology plan**

2) BUDGET & COST ESTIMATES

Final proposal will require approval by the Board of Directors

3) TERMS AND CONDITIONS

a) Terms for proposal:

- Proposals should be delivered to _Leigh Noland at lnoland@stlidd.org by December 22, 2017 @ 4:30pm.
- All proposals must include a statement of authorization to bid signed by a principal of the responding company.
- All proposals must use the proposal format outlined in this RFP.
- Parties submitting separate proposals may not discuss pricing information or they will be ineligible to bid on the project.
- Bidder status: bidder must disclose any relevant conflicts of interest and/or pending lawsuits.
- Any questions asked by any bidder will be answered with copies sent out to all bidders. Questions should be addressed via email to lnoland@stlidd.org
- Priority consideration will be given to St. Louis City based businesses and/or Women/ Minority Based Enterprises and/or businesses that employ individuals with disabilities

4) BACKGROUND OF COMPANY

DD Resources is an agency that receives property tax dollars and provides funding and services to individuals with developmental disabilities living in the city of St. Louis. DD Resources was established in 1980 as the entity to oversee the funds generated by these funds. In 2000, DD Resources began offering Targeted Case Management services to individuals in St. Louis City as well. The organization employs approximately 40 staff. DD Resources currently owns three buildings in St. Louis which are currently for sale.

5) AUDIENCE

- a) The primary users of the network will be DD Resources' employees consisting of social workers and administrative staff.

6) SPECIFICATIONS

- a) **Ongoing Network Support**
 - Provide 10-20 hours per month backup support for current network administrator including coverage for planned absences
 - Help Desk support for high volume or complex problems
 - Assess needs and recommend hardware and software to build improved network
 - Short and Long Term Planning—Work DD Resources' 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 mission and efficient use of funds

7) STAFF RESOURCES

- a) **Point of contact/project manager -Leigh Noland 314-421-0090 x352**
- b) **Financial Consultant—Jack Neyens 314-276-0906**
- c) **Executive Director –Shaelene Plank 314-421-0090 x337**

8) BIDDER QUALIFICATIONS

- a) **Bidders should provide the following items as part of their proposal**
 - Company history and background
 - Team member experience
 - Testimonials or contacts for past clients
 - Timeframe for implementation
 - Anticipated resources you will assign to these projects
 - Supply email address for primary contact

9) FORMAT FOR PROPOSALS

- a) **Executive Summary**

b) **Support**

- Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk
- Please provide details on your standard reporting capabilities
- Describe any user groups, websites, newsletters, conferences, or any other means you support for sharing information and soliciting service feedback
- How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?
- DD Resources' user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting varied system environments, users that may be remote and possess limited technical skills.
- Please include a list of partners your company uses to procure hardware and software
- Please list previous experience with assessing short-term and long-term needs and making recommendations

c) **Recommendations**

- Please include a list of partners your company uses to procure hardware and software
- Please list previous experience with assessing short-term and long-term needs and making recommendations

d) **Financials**

- Break down cost by hourly per team member or requirement, one-time costs, or recurring costs

e) **Attachments**

- Professional references: Please provide contact names and information for at least 3 references