



NATIONAL HEMOPHILIA FOUNDATION
for all bleeding and clotting disorders

REQUEST FOR PROPOSAL

IT MANAGED SERVICES PROVIDER

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1. Introduction

The National Hemophilia Foundation (NHF) is dedicated to finding better treatments and cures for bleeding and clotting disorders and to preventing the complications of these disorders through education, advocacy and research. Established in 1948, the National Hemophilia Foundation has chapters throughout the country. Its programs and initiatives are made possible through the generosity of individuals, corporations and foundations as well as through a cooperative agreement with the Centers for Disease Control and Prevention (CDC).

NHF awards grants to fund innovative research aimed at finding better treatments and cures for bleeding and clotting disorders. This research has led to vital insights into improved factor replacement therapies, more accurate hemophilia diagnostic methods, and a greater understanding of the genetic basis of hemophilia. Please visit hemophilia.org for further information.

2. RFP Objective

The objective of this request is to obtain information and proposals from IT managed service providers. This information will enable NHF to select and contract with a qualified vendor in order to provide ongoing support of its technical environment.

3. Project Description

NHF currently outsources the management of their IT infrastructure and applications to outside vendors. As part of their ongoing efforts to ensure the alignment of information technology to their core mission, and to comply with certain governance requirements, NHF has determined that a full review of its technical environment is required. As part of this review, NHF will evaluate and select a qualified partner to support the following components of their environment:

Network – Email – Web – Application Management – Infrastructure Support

4. Limits of Obligation

Although NHF may ultimately prefer that a single provider perform all services listed herein, it should be understood that there is no implied obligation by NHF to contract with a single vendor. Should a multi-sourced approach provide a better solution, NHF will separate the components of this RFP and award contracts accordingly.

5. Vendor Instructions

NHF invites interested parties to submit proposals regarding their applicable service offerings. All information is to be submitted in the format stipulated in this document.

NHF welcomes the inclusion of other offerings not explicitly referenced within this document. All such information, including any description of the associated fees, should be included as appendices to the formal response and identified as supplemental.

Vendors are required to complete, sign and return the form in Addendum A, “RFP Acknowledgement Form” upon receipt of this RFP. This must be done in a timely manner and can be sent via PDF / email or fax per the schedule outlined in section 6 and the contact details provided in section 7.

Vendor proposals in response to this RFP will be accepted per the schedule in section 6. Submittals must be made electronically in MS Office format. Signed hard copies of the same should follow to the address and contact listed in section 7.

The proposal should be signed by a person, or persons, duly authorized to bind the vendor to contracts. All financial information submitted by the vendor will be used for evaluation purposes only and will be held in the strictest confidence.

6. Timeline and schedule

NHF intends to finalize the vendor selection process by April, 2012 with notification of results sent to all vendors the week of April 2nd. The RFP process will follow the schedule outlined below:

- RFP released to prospective vendors.....02/14
- Receipt of RFP Acknowledgement Form.....02/20
- Vendor questions received 02/24
- Vendor questions responded to 02/29
- Final submissions due 03/09
- Down selection phase 1..... 03/21
- Oral presentations Week of April 2nd
- Down selection phase 2Week of April 9th
- Communication to selected vendor.....Week of April 16th

7. Communication

Any and all communication regarding this RFP is to be directed solely to the contact listed below. Examples of such communication include the following: acknowledgement forms, RFP responses, procedural questions, NDA requests, etc. Respondents are encouraged to take advantage of the vendor question period in order to address non-procedural inquiries. No individual meetings will be granted during the RFP process.

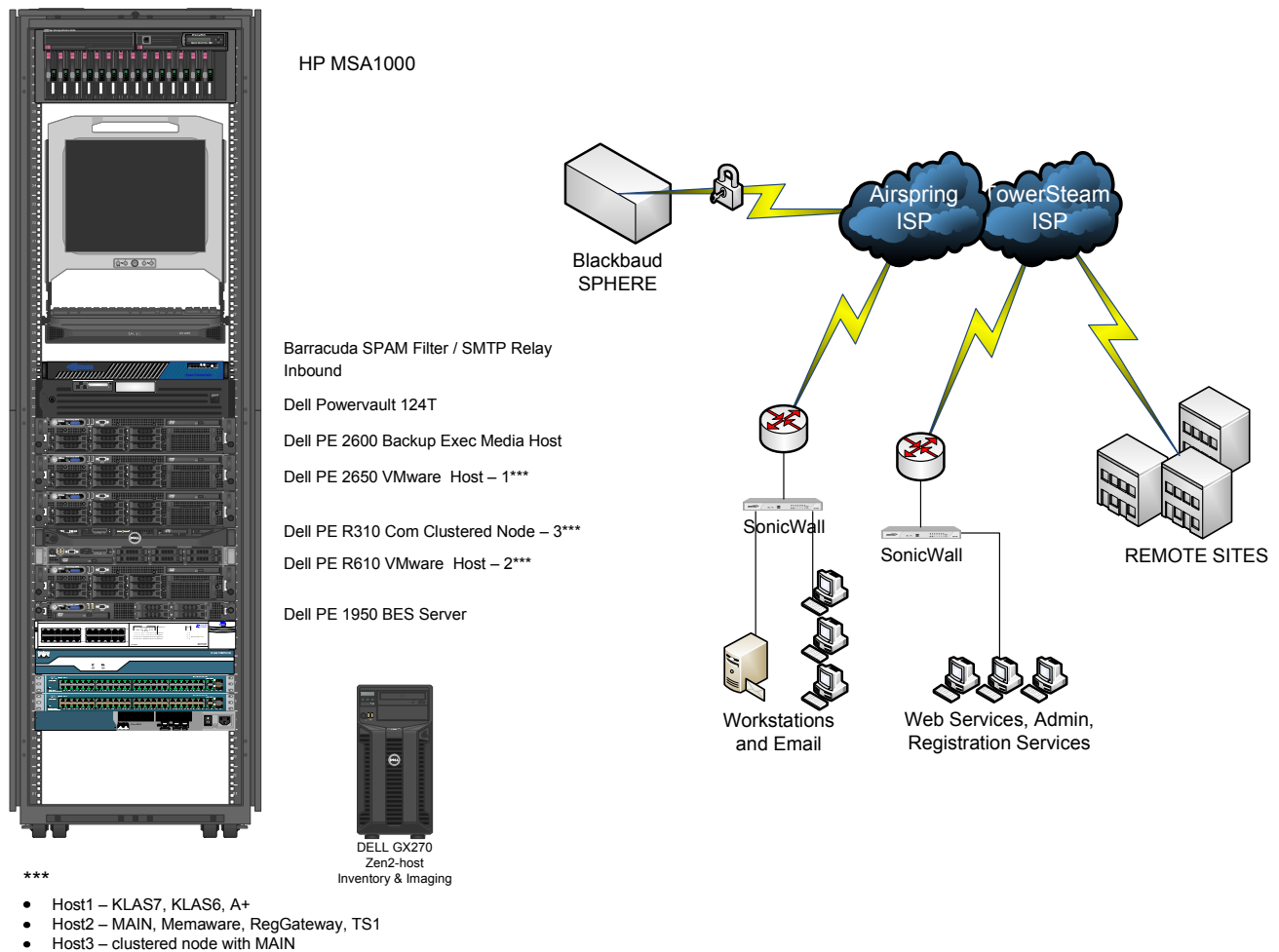
Jordana Zeger
116 West 32nd Street 11th Floor
New York, New York 10001-3212
212.328.3755 (phone)
212.328.3766 (fax)
jzeger@hemophilia.org

8. Selection Process

NHF will evaluate and select vendors based upon several criteria including the response document. Each response will be evaluated using an objective internal rating system to ensure impartiality. NHF will also invite several vendors to present their offering in person as the final phase of the selection process.

9. Environment overview

NHF will partner with an organization that can provide a holistic management strategy for all of the in-scope components of their technical environment. The diagram below outlines the environment as it exists today. The following information does not necessarily reflect the desired end state of the environment but should be used to establishing baseline pricing for at least the initial 6 months of the contract. Any projected savings through consolidation, re-platforming or the upgrade of equipment/applications should be factored into the pricing model accordingly.



The NHF environment consists of the following applications. It is expected that the selected vendor will be able to fully administer the technical layer of these applications. Describe your experience supporting and maintaining the following:

- Keystone Library Automation System (KLAS) – Progress database
- Novell GroupWise (<50 mailboxes)
- Blackberry Enterprise Server
- RegAnywhere Gateway (online registration platform)
- BackupExec 2010
- Quickbooks

- LAMP applications

The selected vendor will have the demonstrated ability to manage the following equipment and technologies.

- Suse Linux
- VMware/Xen
- Baracuda Spam Filter
- BackupExec 2010
- Power store tape libraries
- MSA storage (currently 1000 series)
- Sonicwall VPN Routers

10. VENDOR QUESTIONNAIRE

10.1 General Company Information

Please provide a profile of your general company information including background and history, size, locations, certifications, credentials, etc. Please also provide details of your company's strategies and practices for staying current on regulations, legislation, certifications, and compliance. Describe any lawsuits pending against your firm, if applicable.

10.2 Not for Profit

As a 501(c)3 nonprofit organization NHF is subject to both obligations and opportunities specific to the not for profit sector. It is important that the vendor understand this environment in order to effectively service our business and so our constituency.

- Describe your companies experience working with not for profit organizations. What specific skills and experience does your firm offer in this space?
- Describe your company's perspective on leveraging SaaS/IaaS solutions within the non-profit sector.
- Provide an example of a solution that your company has developed that addressed the specific needs of a similar organization. What obstacles did you encounter and how were they overcome?

10.3 Change Control

NHF will require the selected vendor to participate in a change control process that mandates preapproval of any changes to the computing environment. Successful vendors will demonstrate their ability to adhere to this requirement.

- What is your change control strategy and what tools do you use to facilitate this strategy? Describe the differences between procedures for Change Requests initiated by your company versus requested by our staff.

10.4 Security

Describe your company's strategy for securing your clients data. Provide any policies, procedures or other supporting documentation including any security certifications your company has received.

10.5 Disaster Recovery

Describe your strategy and offerings to address disaster recovery in the event of a disaster at the client's facility.

- Describe the RPO/RTO objectives that can be met by the options available.
- Provide geographic location of disaster recovery site.
- Describe the testing procedures and frequency that testing can be performed.
- Include a template for, or an example of, a disaster recovery script
- Describe how NHF would access the systems at the disaster recovery site.
- Provide a transition plan for migrating the applications back to the NHF facility.

10.6 Client Relationship Management

The vendor should supply details of how the customer relationship is managed. These details should include the following:

- An organizational chart containing the internal structure of the organization or description of how reporting relationships are structured.
- Amount and type of training given to technical resources on an annual basis and average years of experience.
- Provide resumes of all staff expected to support NHF
- Turnover rate of technical resources, sales and account management staff.
- Type of staff, full time employees, contract or combination.
- Describe all regular support staff for a customer including sales or account executive, account or project manager and any other resources statically assigned to the account.
- Describe the responsibilities of each individual assigned to the account.
- Number of customers an account or project manager typically supports.
- Describe the method of communication used with all resources assigned to the account.
- Describe the method used for selecting team members for specific engagements including the level of participation of the customer in choosing their own support staff.

10.7 Service Levels

Describe the service levels you provide when supporting an organization such as NHF. At a minimum, please provide the following items:

- Definition of prime shift
- Availability of resources during prime shift operations.
- Definition of levels of severity for issue reporting.
- Guaranteed response time for issues for each level of severity during prime shift
- Availability of resources after-hours.
- Average response time of after-hours resources.
- Limits, if any, on number of communications or issues between vendor and customer per week, month, etc. and penalties for over use.
- Penalties for failure to meet agreed upon SLA parameters.
- Regular maintenance window if any
- Method for scheduled down time due to holidays, etc.
- Method for notification of scheduled down time.
- Any blackout periods for SLA parameters, such as, ramp-up, upgrades, large projects, etc.

- Examples of reports provided to customer to support SLA parameters and an indication of how often reports are provided.

10.8 Monitoring & Reporting

Describe any monitoring tools used to evaluate the stability of a client's environment and how they would be leveraged within the NHF environment. What is monitored proactively vs. reactively? Is the output from these monitors accessible by NHF?

10.9 Initiation of Support

The vendor should provide information regarding any prerequisites to the initiation of supporting the NHF environment including:

- Installation of any monitoring software.
- Method of remote connectivity and requirements for internal setup.
- All major milestones associated with ramp-up.
- Resumes of proposed resources working on the transition if not the same as those included in the response to section 10.5.

11. Costs

All costs associated with this engagement should be provided. This should include at a minimum the following:

- Costs for service initiation.
- Ongoing monthly costs and what is included and excluded. Please provide options for different service levels and support models if available.
- Costs for disaster recovery service option(s).
- Costs for connectivity to support site if not included in the monthly fee.
- Costs for any optional ongoing services.
- Current pricing model for ad-hoc services (rate card).
- Costs of any additional software or licenses required for support model.
- Proposed length of contract and associated incremental pricing for the adjustment of the same.
- Pricing model for additional services not requested in this RFP, if applicable.

ADDENDUM A - RFP ACKNOWLEDGMENT FORM

This form acknowledges receipt of the National Hemophilia Foundation Managed Services RFP and confirms the service provider's intent to respond.

Please check one of the following and fax or email (PDF only) this form per the instructions at the bottom of this page:

☐	Service Provider accepts the invitation to submit a proposal by the due date in section 2.1.
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☐	Service Provider declines the invitation to submit a proposal. Please indicate your reason(s) for declining to submit a proposal:

Service Provider	
Address	
Business Contact	
Contact Title	
Authorized Signature	
Date	

This Acknowledgement Forms should be submitted via fax or email to:

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New York, New York 10001-3212
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212.328.3766 (fax)
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