

Request for Proposals
For Information Technology Services:
Systems Engineering, Software Engineering
and Management Services

October 11, 2011



Office of Inspector General
Legal Services Corporation
3333 K St, NW
Washington, D.C. 20007

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OIG IT RFP 2011-01

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1. Introduction

The Legal Services Corporation (LSC) is the single largest funder of civil legal aid for low-income Americans in the nation. Established in 1974 and funded by the United States Congress, LSC operates as an independent 501(c)(3) nonprofit corporation that promotes equal access to justice and provides grants for high-quality civil legal assistance to low-income Americans. LSC distributes about 95 percent of its total funding to 136 independent nonprofit legal aid programs with more than 900 offices that provide legal assistance to low-income individuals and families throughout the nation.

The LSC Office of Inspector General operates under the Inspector General Act. The OIG has two principal missions: to assist management in identifying ways to promote efficiency and effectiveness in the activities and operations of LSC and its grantees; and to prevent and detect fraud and abuse. Within their different statutory roles, the OIG and Management of LSC share a common commitment to improving the federal legal services program and increasing the availability of legal services to the poor.

2. Purpose

The OIG requests the systems integration services of a Microsoft® Certified Solution Provider (MCSP) firm. The selected firm will work on an as-required basis to support the operability and scalability of OIG computing network and services over a three year contract. As a quasi-federal non-profit entity funding legal services to low-income individuals throughout the United States, LSC qualifies for GSA, non-profit and charitable rates. This Request for Proposal (RFP) is not subject to the Federal Acquisition Regulation (FAR).

Appendix A is a description of the current and future OIG IT architecture. Appendix B includes a list of OIG service areas and projects.

3. Inquiries

Inquiries concerning this effort should be directed to Magali Khalkho, at mk@oig.lsc.gov. All inquiries and responses will be e-mailed to all prospective Offerors by the OIG.

4. Services Procurement Strategy

The OIG will contract with one firm under a capped time and materials contract encompassing the project areas listed under Appendix B and other similar projects. The OIG will order a minimum of 864 hours to a maximum of 5,400 hours under this contract. For each project area, SOWs will set forth specific objectives and scope, deliverables, level

of effort, total number of hours allocated towards the completion of the project, key personnel, milestones, management plan for the project. The successful Offeror will have the capacity to work in all the project areas listed under Appendix B. Work in any one of these areas may not be required but will be ordered on an as needed basis.

5. Performance

The selected Offeror is required to give “best efforts” toward the completion of the SOWs under this contract.

All work will be done on-site unless OIG written permission is given. The OIG will provide the required on-site software and hardware. The OIG will provide access for designated contract employees to its work environment between the hours of 7:30 AM and 7:00 PM, Monday through Friday. Additional access times can be pre-arranged with designated OIG staff.

6. Delivery

The Offeror will work with OIG staff to complete individual projects in the most efficient and effective manner. On a regular and recurring basis, the Offeror will review the tasks completed under each SOW with designated OIG staff and a detailed invoice will be submitted to the OIG.

If the Offeror fails to timely complete scheduled tasks under an SOW or delivers products which do not conform to all of the provisions of the contract and the relevant SOW, OIG may, by notifying the Offeror in writing, terminate the whole or any part of this contract. If it determines there is sufficient justification for doing so, the OIG will enter into discussions with the Offeror to amend the SOW.

7. Proposals

Each Offeror will submit an electronic copy of their proposal to Magali Khalkho at mk@oig.lsc.gov. To be considered, the proposal including certifications, must be received no later than 5:00 PM Eastern Time on October 27, 2011. The OIG reserves the right to consider late proposals or exclude timely proposals from consideration for any reason. The OIG may, at its discretion, extend the respond date and expand the list of eligible firms or publicly post this RFP. All costs incurred in the creation of a proposal are the responsibility of the Offeror. The selection of the successful firm is scheduled to be made by November 30, 2011. Upon conclusion of final negotiations with the successful firm, all Offerors will be notified electronically of the OIG choice.

8. Instructions to Prospective Offerors

Each Offeror in its proposal shall, at a minimum, include the following:

A. Organization, Size and Structure:

The Offeror shall describe its organization history, size, structure, general IT support areas and affiliations.

B. Systems Engineering, Software Engineering and Management Services Experience:

The Offeror shall describe its prior experience in applicable systems administration and integration projects. Appendix B details the areas of expertise in which the LSC-OIG is primarily interested, including IT management services, systems engineering, software engineering, IT assessment, unified messaging systems, virtualization, disaster recovery, content management systems administration and support including demonstrated experience developing and administering Sharepoint 2010 solutions.

The Offeror will list and describe current and/ or previous clients served, focusing on clients similar in size and complexity as the OIG. The Offeror will provide the current name, address, and telephone number of at least three (3) specific references the Offeror has served either currently or in the past three years; preferably those were one or more of the project team members provided the same or similar services as requested herein.

C. Staff Qualifications:

The Offeror shall describe the qualifications, certifications and relevant experience of staff to be assigned to support the OIG: More particularly the Offeror shall provide a description of the team make up for each project area listed in Appendix B and resumes of staff to be assigned to the projects, including descriptions of education, position in the firm, years and types of experience, continuing professional education and professional certifications. As a minimum staffing requirement, the technical services shall be performed by a senior level engineer. Ideally, the Offeror will also plan for the staffing of a dedicated program manager. The Offeror will only provide qualified personnel to complete all work.

D. Work Plan and Approach:

The Offeror's work plan must describe, for each project area listed in Appendix B, its understanding of the work to be performed, previous experience, recommended methodologies, project management to be exercised and how it will approach milestones. The work plan must identify staff assigned to each particular project and the estimated hours per

individual/ staff level that will be devoted to these projects including the total time estimated to complete each project areas. It is understood that additional details may be needed to provide cost estimates for some of the project areas. The vendor is expected to provide their best estimate based on the information provided at this time.

The Offeror may use the services of a subcontractor to perform some of the specialized services listed under Appendix B. The Offeror will disclose its intent to subcontract and provide a description of the subcontracting firm (s) as well as staff expertise for each of the project area. The OIG reserves the right to approve all subcontracting arrangements in advance of the work.

F. Price:

The Offeror will provide estimated hours/rates per individual/staff level. It will also provide the total time estimated to completion, and estimate the total project cost. It is understood that additional details may be needed to provide cost estimates for some of the project areas. The vendor is expected to provide their best estimate based on the information provided at this time. The Offeror will also identify any conditions that might increase or reduce the cost of the proposed services.

G. Warranty:

The Offeror shall describe any warranty associated with its services and products, including response times and warranty period.

H. Page Limitations:

The proposal (exclusive of appendices) should be no longer than seven pages long. Resumes may be included in an appendix.

I. Certifications:

The Offeror must sign and include as an appendix to its proposal the enclosed certifications.

All or some portion of the information supplied in the proposal of the winning Offeror will become part of the formal contract.

9. Proposal Evaluation

Evaluation of each proposal will be based on the following criteria. Furthermore, the Office of Inspector General will use the Best Value approach to select the most advantageous offer.

A. Systems Engineering, Software Engineering and Management Services Experience:

The OIG will assess each Offeror's prior experience in applicable systems

administration and integration projects based on the proposals received.

B. Staff Qualifications:

The OIG will evaluate the qualifications of the staff to be assigned to OIG support. This will be determined from resumes submitted. The evaluation criteria will include: education, position in the firm, years and types of experience, continuing professional education and certifications and applicability of prior projects. The OIG requires that the Offeror include a senior level engineer to perform the technical services.

C. Work Plan and Approach:

The OIG will assess each Offeror's work plan, team make up and estimated hours to complete each project. The assessed criteria will include: the Offeror's understanding of work to be performed, adequate coverage, time estimates, project management to be exercised.

D. Price:

The OIG will assess the estimated hours and rates per individual/ staff level and total hours and price for the completion of each project area. The OIG will also assess any additional cost that the Offerors may identify in the proposals.

E. Warranty

The OIG will evaluate each Offeror's warranty of services and products will be made.

F. Certifications:

Certifications must be signed and included as an attachment to the proposal.

G. References:

After the OIG has made a preliminary determination regarding an Offeror with whom it may contract, it will contact and assess the references of that firm.

10. Review Process

The OIG will review all proposals and may decide to narrow the pool of Offerors to those who are the most competitive. The OIG may, at its discretion, request presentations by or meetings with Offerors in that narrowed pool, to clarify or negotiate modifications to the Offerors' proposals. However, the OIG reserves the right to make an award without further discussion of the proposals submitted. Therefore, proposals should be submitted initially on the most favorable terms, from both technical and price standpoints, the Offeror can propose.

11. Certifications

- A. The individual signing certifies that he/she is authorized to contract on behalf of the Offeror and to make these Certifications.
- B. The individual signing certifies on behalf of the Offeror that the prices quoted in this proposal have been arrived at independently, without consultation, communication, or agreement with other Offerors mentioned herein for the purpose of restricting competition or price fixing.
- C. The individual signing certifies on behalf of the Offeror that he/she has read and understands all of the information in this Request for Proposal and appendices and that his/her proposal reflects the truth based upon their understanding of these documents.
- D. The individual signing certifies on behalf of the Offeror that the Offeror will not subcontract any portion of the work without advance approval of the OIG.
- E. The individual signing certifies on behalf of the Offeror that the Offeror is a properly certified Microsoft® Certified Solution Provider (MCSP).
- F. The individual signing certifies on behalf of the Offeror that the Offeror, including any individuals to be assigned to the project, does not have a record of substandard work and has not been debarred or suspended from doing work with any Federal, state or local government.
- G. The individual signing certifies on behalf of the Offeror that the Offeror is an Equal Opportunity Employer and does not discriminate in hiring, employment or activities because of race, color, religion, sex, age, national origin, disability, or any other basis prohibited by law.

Dated: _____

Offeror's Firm Name: _____

Signature of Offeror's Representative: _____

Printed Name and Title of Individual Signing: _____

Appendix A

OIG.LSC.GOV Domain Details

Servers

Names	Function(s)	OS	Model
File server	File, Print, IIS, SQL, Sharepoint	Windows 2003 Std. SP2	Dell PowerEdge 2970
SQL	IIS, SQL 2008, WSUS	Windows 2008 SP2	Dell PowerEdge 2950
Sharepoint	SharePoint 2010,	Windows 2008 SP2	Dell Poweredge 1950
Mail	Exchange 2010, Backup Exec	Windows 2008 R2 Ent	PowerEdge 2950 Dell
AD1	AD, DNS, DHCP, Blackberry Express	Windows 2008 R2 SP2	Dell Poweredge R210
AD2	AD, DNS, DHCP	Windows 2008 R2 SP2	Dell Poweredge R210

Workstations

HP Touchsmart 9100 Windows 7 Professional, Office 2010 Professional

Phones

Cisco Call Manager (Shared with parent organization)

Firewall

Sonic Wall NSA 2400

Appendix B

General Support Areas

The OIG goal is to have network resources available 99% of the LSC OIG working calendar. To that end the Offeror will assist in needs identification, domain planning, and supporting IT operations to support approximately 30 users. The work is not to interfere with normal OIG file and print service between the hours of 8:30 AM and 5:00 PM, Monday through Friday, so certain items may be done at night or on weekends.

Sections A, B, C below provide a description of the service areas in which the Offeror is required to have expertise. These expertise shall be employed throughout the project areas listed in section D.

A. Management Services

The Offeror will make a primary Point-Of-Contact (POC) available as interface to the OIG and the Offeror. The Offeror will assign a senior level engineer to the OIG for all technical matters associated to this contract. Ongoing management services to be requested for the life of the contact include:

1. Project Management - time shall be spent on identifying client needs and ensuring customer satisfaction. Further the Offeror will manage trained technical solution resources, budget, schedule, milestone deliverables, tracking and reporting on resource usage and proper invoicing.
2. Methodology implementation - time shall be spent on network planning and architecture, and technical solution approach.

B. Systems Engineering

Ongoing systems engineering services to be requested for the life of the contract to support a wide variety of Customer technologies include desktops, servers, applications, connectivity and network infrastructure in addition to providing general technical consulting and advisory services. General work areas include:

1. Network, server, desktop hardware installations maintenance and backups
2. Operating system installation, configuration and updates
3. Configurations, migrations and updates of the Microsoft family of software (including MS Office, Exchange 2010, Sharepoint 2010, and SQL 2008)
4. System troubleshooting, performance tuning and monitoring
5. Network services outage risk management
6. Network and firewall security
7. Virus, spam and malware protection
8. Mobile devices – notebooks, netbooks and smart phones
9. End user help desk

10. Training and documentation: The selected Offeror maybe requested to train staff and produce system administration and user manuals. The creation of documentation throughout the project period is requested.

C. Software Engineering

Software engineering services to be requested for the life of the contract to support a wide variety of business software applications include:

1. Define business requirements gathering and analysis
2. Commercial off the shelf software (COTS) testing and deployment
3. Custom software development
4. Software maintenance and ongoing support

D. Project Areas

Over the three year period of the contract, the service areas listed in sections A, B, and C will be employed to:

1. Provide on-going monthly network engineering and support services. The Offeror will provide a base of twenty four (24) to eighty-eight (88) technical support hours per calendar month. The Offeror will also provide optional remote help desk services along with general technical consulting and advisory services. These hours may be applied toward the other projects listed in Section D. The total estimated minimum hours 864, total maximum hours 3024.
2. Assess LSC-OIG network administration and support service needs, current system operation and recommend IT solutions where needed. Review architecture and design, discuss operating and design assumptions, review risk management, identify points of failure, share IT best practices and, produce report or present concerns, practices and solution recommendations. The estimated level of effort for this task is 24 to 64 hours per year. This estimate may be adjusted annually. The total estimated minimum hours 72, total maximum hours 192. These hours may be accounted under section D1.
3. Support content/document/records management system. The selected Offeror will help support and maintain the OIG Sharepoint 2010 intranet platform as it's going through its development stage into production. The estimated level of effort for this task is 4 to 40 hours per month. The total estimated minimum hours 144, total maximum hours 1440. These hours may be accounted under section D1.
4. Provide user remote access to network resources and support the LSC-OIG as it works towards providing remote access via VPN or another appropriate method to users. This would include user training as well. The estimated

level of effort for this task is 16 to 80 hours. The total estimated minimum hours 16, total maximum hours 80. These hours may be accounted under section D1.

5. Address voice integration requirements and expectations and implement unified messaging into the Exchange 2010 server for 30 users. LSC-OIG is seeking to migrate the current Cisco Unity voicemail system (installed in 2003) to a unified messaging system where messages are stored on the existing Exchange Server 2010. LSC-OIG currently shares a Cisco Call Manager phone system with the parent LSC organization (who already uses a unified messaging system on its own Exchange Server). The estimated level of effort for this task is 60 to 160 hours. The total estimated minimum hours 60, total maximum hours 160. These hours may be accounted under section D1.
6. Migration to a virtual environment. The LSC-OIG is looking for the services of a Offeror who has demonstrated experience planning, designing and implementing VMware infrastructure solutions for small to mid-size organizations. LSC-OIG is assessing whether to migrate its business applications into a virtual server environment. As part of this project area, LSC-OIG is looking for an assessment of its systems, recommendations on the best implementation and solution. The assessment will include an estimate for the virtualization implementation. The estimated level of effort for this task is 36 to 80 hours. The total estimated minimum hours 36, total maximum hours 80. These hours may be accounted under section D1.
7. Remote disaster recovery backup and restore. Currently the LSC-OIG does not have a systematic off-site backup and restore service of its data exposing itself to risk of critical data loss and/or operations delay in case of major disaster. The LSC-OIG is seeking the services of a disaster recovery expert who could review our systems, identify potential risks, provide recommendations as well as plan and implement a solution that best fits our office size and needs. As part of the planning process, the Offeror will also be asked to provide an estimate for the disaster recovery solution. The estimated level of effort for this task is 80 to 160 hours. The total estimated minimum hours 80, total maximum hours 160. These hours may be accounted under section D1.
8. Unit management information support systems. The selected Offeror will assist in integrating additional software including the following systems.
 - A. Audit work papers system. The OIG is planning to procure for an audit work paper system. The software tool manages audit work papers containing evidence supporting the audit opinion. The electronic audit

work paper system encompasses all phases of the audit process. It allows for documents to be organized, indexed, and standardized. It also gives the flexibility to review and track the progress of each audit. The Offeror will support the OIG as it works towards integrating the software with the OIG systems. The estimated level of effort for this task is 0 to 40 hours.

- B. Investigative case management software. The OIG is planning to procure for a Case Management System for our Investigation unit. The system will replace two Access Databases currently used by staff. The new system will allow the investigation staff to create and store investigation records as well as generate a variety of reports among other functionalities. The Offeror will support the OIG as it works towards integrating the software with the OIG systems. The estimated level of effort for this task is 0 to 40 hours.

The total estimated number of hours for the project areas listed above is 864 to 5,400 hours. These numbers are provided as base estimates and should not restrict the Offeror from including in their proposals what they think would be best estimates to complete the tasks listed in Appendix B.