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REQUEST FOR PROPOSAL

For International Nonprofit Technology Assessment

Issued: September 7, 2018

Proposals due on or before: October 5, 2018

www.landesa.org

The bottom half of the page features decorative graphics. On the right side, there are several overlapping, semi-circular patterns with intricate, repeating geometric and floral designs in a light grey color. At the bottom, there is a horizontal band with a green-to-brown gradient, overlaid with faint, stylized green leaves and branches.

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Introduction

Purpose for RFP

Landesa seeks a consultant to help the organization evaluate its' current technology, determine its technology needs and identify reasonable upgrades, existing deficiencies of capacity, compatibility, and areas of concern as well as propose potential solutions to address any and all findings both in product and any applicable service provider/installer requirements. Landesa invites qualified providers to submit a proposal and statement of qualifications for this technology assessment.

Introduction to Landesa

Landesa is a Seattle-based international non-profit organization with more than 150 employees with offices six countries. Landesa partners with governments, communities and other stakeholders to advance pro-poor, gender-sensitive land rights' reforms through law and policy tools. These reforms have helped alleviate poverty, reduce hunger and ease conflict over land for more than 120 million women and men.

The transformation from land insecurity or landlessness to secure rights to land has boosted agricultural productivity in the developing world by billions of dollars per year and improved health, nutrition and school enrollment in hundreds of villages across the globe. Through the help of Landesa, the rural poor get their hands on scores of billions of dollars in new land wealth.

Mission Statement

Landesa champions and works to secure land rights for millions of the world's poorest, mostly rural women and men to provide opportunity and promote social justice.

Locations

Landesa is a Seattle-based international non-profit organization with more than 150 employees with staff and technology in Seattle, WA; Washington, DC; Beijing, China; Yangon and Patheingyi, Myanmar; Monrovia, Liberia, Dar es Salaam, Tanzania; New Delhi, Bangalore, Hyderabad, Patna, Kolkata, and Lucknow, India.

Existing Technological Environment

The 3-member internal IT team manages Landesa's global Information Technology. The global applications/services run on a 3-server virtual environment comprising 15 virtual servers (VMs) hosting Active Directory, E-mail, File Shares, VPN, Microsoft Distributed File System (DFS), and other applications. The Seattle IT team supports all US staff, and manages servers, applications, and disaster recovery while the India System Administrator supports India and Beijing/Tanzania/Myanmar staff and servers in the supported sites.

The IT Team meets every week to analyze, strategize, troubleshoot, and discuss technology challenges, required upgrades, and all IT concerns.

The current IT structure is in need of additional support to:

- Design and implement HIPPA, data privacy, and ISO/IEC 27001 Information Security Management standards
- Design and Implement a Security Information and Events Management (SIEM) solution
- Design and implement new technologies (upgrades)
- Design and implement optimal management of Landesa's global resources

Currently, Landesa's technology encompasses:

- 152 staff (all requiring computers)
- 18 Consultants
- 7 Interns
- 180 Dell/Lenovo Laptops
- 11 networked sites connected via site-to-site/SSTP VPN
- 13 Dell/IBM Servers
- 15 Virtual Servers (VMs)
- 1 Leased Printer (Minolta BizHub C754e)
- 18 Personal Laser Printers
- 200 (DID) Cloud VoIP Phone System (RingCentral)
- 12 Polycom VX411 Digital Phones
- 3 Polycom IP 6000 Conference Phones

Specialized software in use includes:

- VMware vSphere v.6.0
- Windows Server 2008 R2/2012 R2 (Server OS)
- Microsoft SQL 2008 R2
- Windows 7/10 Professional (Client OS)
- Quest Rapid Recovery
- Abila MIP Fund Accounting/Human Resources (HR)/EWS
- QuickBooks 2008
- Salesforce (CRM)
- Microsoft Sharepoint 2010 (Intranet)
- Microsoft Office 2010 Professional Suite
- Microsoft Azure
- Amazon Web Services (AWS)
- Adobe Acrobat Reader/Pro
- Adobe Creative Cloud
- Stata v.12/14
- Symantec Endpoint Protection/Symantec Endpoint Protection Manager
- Exclaimer Signature Manager Exchange Edition
- RingCentral for Windows/Meetings/Call Conference/Glip
- Skype (free)
- GoTo-Meeting
- GoTo Assist Expert (remote support)
- Sapien Primal Script, PowerShell, PowerShell ISE
- Nvivo 10
- SurveyCTO

Request for Proposal (RFP)

Purpose of RFP

Landesa is soliciting proposals for a contractor to conduct an analysis and assessment of the organization's technology needs and to recommend improvements to the organizational technology environment. The selected organization or company will identify opportunities for improvement and propose tactical recommendations for immediate remediation as well as a long term technology road

map. The main deliverable will be the completion of a Technology Assessment Report that may include recommendations for implementation of technology strategies.

Description of Project and Deliverables

Project Deliverables under this contract will consist of:

- Weekly, or as often as deemed necessary, meetings with leadership staff person(s) at Landesa to discuss progress and unique issues that may arise
- Development of understanding of organization support needs
- A Technology Assessment Report
 - Detailed analysis and assessment of existing IT systems.
 - Develop an implementation plan with practical recommendations, including cost and time frame of implementation. The plan will lay out alternative options as applicable.
 - Identify high risk IT issues needing immediate attention and develop a plan to address them including cost and time frame of implementation.
 - Deliver a detailed technology road map to address long term solutions for hosting, networking, telephones, and Website, including cost, and time frame of implementation.
 - Recommend specific staffing and/or consultant relationships for the implementation
 - Report should consider:
 - Accessibility of technology solutions and ability to share information across locations and departments
 - Cyber security needs
 - Considerations for future growth, including additional staff, new sites, etc.
 - Potential for telecommuting
 - Training needs of users
 - Maintenance needs
 - Equipment replacement needs
 - Cost effectiveness of solutions – including utilizing technology that is offered for a free or reduced price to non-profits
 - Good value rather than just inexpensive
 - Simple and user-friendly solutions
 - Identified costs are traceable to the users and/or programs that they support in order to cost allocate technology solutions to programs
- Assistance in procuring staff or services recommended in the report
- A presentation to the Technology Team including review of the Technology Assessment Report

Inquiries/Contact Information

Questions about this RFP may be directed to Lisa Ellis, COO at (206) 257-6125 or

lisae@landesa.org.

Timeline

- Issue RFP to vendors: September 7, 2018
- Proposals due at Landesa: October 5, 2018 by 5:00 pm PST
- Award of Contract: October 29, 2018
- Project Implementation: December 3, 2018 to March 1, 2019

Proposal Submission Requirements

Please submit the following items with the proposal:

1. Letter of Transmittal, including:
 - a. Letterhead, containing Company Name, address and Telephone numbers
 - b. Name, Title, address, e-mail address and telephone number of the person to contact who is authorized to represent the firm and to whom correspondence should be directed
 - c. Federal taxpayer ID for the firm
 - d. A brief statement of your understanding of the services to be performed
 - e. Signature of an officer or other individual who is legally authorized to bind the applicant to the proposal cost and schedule
2. General Vendor information, including length of time in business, length of time providing the proposed services, total number of clients, number of personnel and location of office that would service this account.
3. Describe how your firm is positioned to provide the services listed above and a history of your experience providing similar services. Explain any history you have working with international nonprofits, including knowledge of resources available to nonprofits.
4. Describe your approach and methodology for providing these services.
5. Provide the name, title, address and telephone number of three references for clients whom you have provided similar services. Please provide information on the actual services provided, customer size, and length of tenure providing services to this client. Nonprofit references preferred.
6. Staff Resources – 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. Any substitutions of staff upon contract award must be done at the approval of Landesa.
7. Proposed timeline for the project
8. Total proposed project cost

Proposal Delivery and Due Date

Proposals are due on or before **5:00 p.m. on Friday, March 1, 2019**. Delivery of proposals should be made electronically to Emily Rogers at emilyr@landesa.org with "Technology Proposal" in the subject

line, PDF format preferred. You will be sent an email receipt. If you do not receive a receipt within 2 business days, please contact our office to inquire. If you have large file size items, please provide a file sharing link (Dropbox or equivalent) with instructions for accessing the proposal materials.

Evaluation Criteria

Proposals will be evaluated upon the contractor's responsiveness to the RFP, qualifications and the total price quoted for all items covered by the RFP. The following elements will be reviewed, scored and a decision made based on the responses:

- Skill and experience of firm and its key personnel
- Demonstrated experience with similar projects, particularly work with nonprofits
- Compliance with administrative requirements of the request for proposal format, due dates, etc.
- Description of Services
- Timeline of project, including information gathering and final report production
- Budget/Cost
- Results of communications with references supplied by contractor
- Ability/commitment to meeting time deadlines
- Contractor's financial stability

In submitting a proposal, each contractor acknowledges that they have read and understand these requirements.

Award of Contract

Award of the contract resulting from this RFP will be based upon the most responsive contractor whose offer will be the most advantageous to Landesa in terms of cost, functionality, experience, quality of past work, and other factors as specified elsewhere in this RFP.

Landesa reserves the right to:

- Consider proposals based on their relative merit, risk, and values to the organization;
- Negotiate with all respondents to the RFP;
- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential contractor, when it is in the Organization's best interest; and
- Accept other than the lowest priced offer.

Competitive proposals will be considered and will result in a Fixed Price Contract. Selection will be made on or before October 29, 2018.

Rejection of Proposals

Landesa reserves the right to accept or reject any and all proposals and to waive any minor discrepancies or technicalities in the proposal or specifications, which are required to complete this project, or when deemed to be in the best interest of Landesa.

Confidentiality

All information presented in this RFP, including information subsequently disclosed by Landesa during the proposal process, shall be considered confidential and should not be released to outside parties. This document represents a request for proposal only and in no way should be construed as a contract or letter of intent.

Project Deliverables

All recommendations identified during this engagement will be documented and reviewed with Landesa management. All deliverables produced during the engagement are for the sole use of Landesa management. All work papers, analyses and final reports will remain the property of Landesa.

Cost of proposal

The Respondent shall bear all costs associated with the proposal meeting(s), interview(s), preparation and submission of the bid and Landesa shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.