

# REQUEST FOR PROPOSALS

**New Unified ITSM System**  
THIS IS NOT AN ORDER



**Proposal Due Date**  
**March 29, 2022, 2:00 p.m. CST**

All questions relating to this Request For Proposal must be submitted in writing to:  
Procurement Manager  
908 E. Main St, Suite 501  
Madison, Wisconsin 53703  
procurement@wheda.com

## Calendar of Events

March 4, 2022,	RFP Issuance
March 15, 2022, 2:00 p.m. CST	Deadline for Submitting Written Questions
<b>March 29, 2022, 2:00 p.m. CST</b>	<b>Proposal Due Date</b>
Apr. 4, 2022, 2:00 p.m. CST	Schedule Demos
May 23, 2022, 2:00 p.m. CST	Provide Answers to Security Review Questionnaire

## Proposer Name and Address (must be completed)

**Check all boxes at left that apply below** for minority-owned, disabled veteran-owned and woman-owned business designations for Proposer. For more information see <https://wisdp.wi.gov/>.

### CERTIFIED MINORITY-OWNED BUSINESS ENTERPRISE (MBE).

Certified MBE under Chapter 16, WI Statutes.  Over 50% minority ownership and not DOA certified.

### CERTIFIED DISABLED VETERAN-OWNED BUSINESS (DVB).

Certified DVB under Chapter 16, WI Statutes.  Over 50% disabled-veteran ownership and not DOA certified.

### CERTIFIED WOMAN-OWNED BUSINESS ENTERPRISE (WBE).

Certified WBE under Chapter 16, WI Statutes.  Over 50% woman ownership and not DOA certified.

**ACKNOWLEDGEMENT OF ANY ADDENDA and/or REVISIONS:** In signing this document, Proposer acknowledges and affirms that its Proposal complies with all terms, conditions and specifications of this RFP and any addenda, appendices or revisions thereto. If awarded a Contract, Proposer will comply with all terms of its Proposal and all terms, conditions and specifications of this RFP and any addenda or revisions thereto.

**DEBARMENT AND SUSPENSION:** In signing this document, Proposer acknowledges it has not been suspended, debarred, declared ineligible or voluntarily excluded from eligibility by any federal or state department or agency.

**NON-COLLUSION:** In signing this document, Proposer certifies it has not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a Proposal; that this Proposal has been independently arrived at without collusion with any other Proposer, competitor or potential competitor; that this Proposal has not been knowingly disclosed prior to the opening of Proposals to any other Proposer or competitor; that the above statement is true and accurate.

Name of Authorized Company Representative (Type or Print)

Title

Date

Signature of Authorized Company Representative Named Above

Phone

Fax

Email

## CHECKLIST FOR SUBMITTING A PROPOSAL

### Understanding the Request for Proposals (RFP)

- Thoroughly read and review this RFP and all attachments, appendices, addenda, and/or revisions.
- Submit any written questions to the Procurement Manager by the deadline provided in the Calendar of Events.
- Know when and where the Proposal is to be delivered.

### Completing Your Proposal

- Complete the narrative information required in Section 5 of the RFP.
- Provide a quote for software licensing & maintenance and professional services with **line-item detail**. Clearly differentiate which items are part of your standard proposal and which are optional.
- Complete the Proposer Information Form provided with the RFP.
- Complete the Proposer Reference Form provided with the RFP.
- Complete and sign the Request for Proposals sheet provided as the cover page of this RFP package.
- This checklist is provided for the Proposer's convenience only and is not required to be submitted with the Proposal package.

### Submitting Your Proposal

- Prepare one set of original documents marked "Original" in the following order:
  1. **Signed Request for Proposals Sheet** (RFP cover page);
  2. **Proposer Information Form** (Attachment 1);
  3. **Proposer Reference Form** (Attachment 2); and
  4. **Narrative Response** (see Section 5 for details).
- Include a separate "Cost Sheet" which contains a quote for software licensing & maintenance and professional services with **line-item detail** in your preferred format. The Cost Sheet must be separate from the main proposal. The paper Cost Sheet must be provided in a separate envelope labelled "Cost Sheet." The electronic copy of the Cost Sheet must be provided separately and must contain both a separate pdf file and a separate excel file (the "**Electronic Copy Cost Sheet**").
- Make two photocopies of the complete set of original documents, excluding the Cost Sheet and all other cost information. Mark the photocopied sets "Copy."
- Include a USB drive containing: (1) a pdf file of the complete Proposal excluding cost information, and (2) the Electronic Copy Cost Sheet.
- Place the original, copied sets of the documents, the sealed cost sheet, and a USB drive (containing a pdf file of the complete Proposal and the Electronic Copy Cost Sheet) in a sealed package (envelope or box). Make sure the following information is clearly marked on the outside of the envelope or box:
  - Proposer's Name and Address
  - Request for Proposal Title (See upper left hand box of RFP cover page)
  - Proposal Due Date (See upper left hand box of RFP cover page and Calendar of Events)
- Ensure the sealed package is delivered to the correct address before the Proposal Due Date and time in the Calendar of Events. **No emailed or faxed Proposals are allowed.**

### If You are Chosen for a Contract Award:

- Be prepared to provide any documents—such as certificates of insurance, licenses, credentials, or IRS Form W-9 (Request for Taxpayer Identification Number)—as required by Wisconsin Housing and Economic Development Authority (the "**Authority**").

## 1. INTRODUCTION

### 1.1. Scope

The purpose of this Request for Proposals (RFP) is to provide interested parties with information needed to prepare and submit a Proposal for the following.

- Select and deploy a unified IT Service Management system
- Integrate the ITSM system with solar winds security event manager and McAfee (or Bitdefender)

The Authority intends to use the results of this process to award one or more Contracts to provide the services described in this RFP.

### 1.2. Wisconsin Housing and Economic Development Authority

The Authority is a public body corporate and politic governed by Chapter 234 of the Wisconsin Statutes. The Authority is governed by a twelve-member Board of Directors. The Authority's Executive Director and Chief Executive Officer is appointed by the Governor. The Authority offers financial products and services to Wisconsin citizens, housing developers, business owners and farmers for affordable housing and economic development opportunities.

As of June 30, 2021, the Authority had 158 employees, an operating budget of \$28.5 million, and \$3.2 billion in assets. Revenues to finance its operating and capital budgets are derived primarily from interest earnings on loans, investments of assets, and administrative fees.

For more information about the Authority, including the Authority's 2020 audited financial statements please visit [www.wheda.com](http://www.wheda.com).

### 1.3. Definitions

Words and terms in this RFP shall be given their ordinary and usual meanings, and all meanings shall be applicable to the singular and plural forms of the words and terms. For the purposes of this RFP, the following words and terms shall have the meanings indicated:

- A. **"API"** means Application Programming Interface.
- B. **"Authority"** means the Wisconsin Housing and Economic Development Authority.
- C. **"Calendar of Events"** means the official schedule of events, and deadlines shown on the cover page of this RFP.
- D. **"Contract"** means a contract entered into between the Authority and a successful Proposer resulting from the selection of its Proposal.
- E. **"Contractor"** means a Proposer that is awarded a Contract under this RFP.
- F. **"Cost Sheet"** means a sheet containing pricing information for all costs for furnishing the services as set forth in this RFP, including software licensing & maintenance associated with the proposed solution, and professional services required to migrate to the proposed solution with line-item detail.
- G. **"DVB"** means a Disabled Veteran-Owned Business (DVB) certified by the Department of Administration under Chapter 16, Wisconsin Statutes.
- H. **"Highest Scoring Proposer"** means the Proposer that meets the conditions and specifications of this RFP and whose Proposal receives the highest number of points through the evaluation process described in this RFP.
- I. **"Interested Proposer"** means any individual, company, corporation or other entity identified by the Procurement Manager as potentially interested in this RFP or that notifies the Procurement Manager of its interest in or intent to respond to this RFP.

- J. **"ITSM"** means Information Technology Service Management.
- K. **"MBE"** means a Minority-Owned Business Enterprise (MBE) certified by the Department of Administration under Chapter 16, Wisconsin Statutes.
- L. **"Procurement Manager"** means the person who has been designated by the Authority to manage this RFP. All communications with the Procurement Manager shall be through electronic mail addressed to [procurement@wheda.com](mailto:procurement@wheda.com).
- M. **"Proposal"** means the complete response from a Proposer, including all required documentation described in this RFP.
- N. **"Proposer"** means the individual, company, corporation or other entity that responds to this RFP.
- O. **"Request for Proposals" or "RFP"** means this document including appendices, addenda, revisions and/or attachments.
- P. **"WBE"** means a Woman-Owned Business Enterprise (WBE) certified by the Department of Administration under Chapter 16, Wisconsin Statutes.

## 2. CONTRACT INFORMATION

### 2.1. Contract Term

The Contract will be in effect for a period of three years commencing on the date as specified in the Contract signed by both parties. The Contract may be renewed for two one-year periods by mutual consent.

### 2.2 Terms and Conditions

In addition to the terms, conditions and specifications contained in this RFP, this RFP and any resulting Contract(s) shall be governed by the Authority's Standard Terms and Conditions for Contractual Services (Attachment 4) (the "**Terms and Conditions**"), which includes the Authority's Code of Ethics for Consultants and Travel Policy for Consultants. This RFP and the awarded Proposer's Proposal may, at the Authority's option, be incorporated into the Contract.

Proposers must accept the terms and conditions referenced above in their entirety or submit point-by-point exceptions along with proposed alternative or additional language for each exception. The Authority may reject a Proposal if it deems the proposed alternative or additional language to be unacceptable. Submission of the Proposer's own terms and conditions as a substitute for language in the Terms and Conditions is not a sufficient response to this requirement and may result in rejection of the Proposal. Failure of a successful Proposer to accept the Authority's Terms and Conditions as part of the contract or to propose alternative or additional language in its Proposal that is acceptable to the Authority, will result in cancellation of the award.

## 3. PROCEDURES AND INSTRUCTIONS

### 3.1. Reasonable Accommodations

Upon request, the Authority will provide reasonable accommodations, including the provision of informational material in an alternative format, for individuals with disabilities.

### 3.2. Proposal Contents and Delivery Requirements

Proposers **shall submit an original Proposal, a Cost Sheet sealed in a separate envelope, and a USB drive containing pdf copy of its Proposal and the Electronic Copy Cost Sheet** by the Proposal Due Date in the Calendar of Events to:

Procurement Manager  
WHEDA  
908 E. Main St, Suite 501  
Madison, Wisconsin 53703

All Proposals must be packaged in an envelope or box, sealed and show the following information on the outside of the package:

- A. Proposer's Name and Address;
- B. Request for Proposal Title (See upper left-hand box of RFP cover page); and
- C. Proposal Due Date (See upper left-hand box of RFP cover page and Calendar of Events).

Proposals must be date-and-time-stamped at the office indicated above on or before the date and time Proposals are due. Late Proposals will be rejected. Proposals date-and-time-stamped in another office will be rejected. Proposals that are not properly sealed will be rejected. Receipt of a Proposal by the mail system does not constitute receipt of a Proposal by the Authority. Any Proposal that is inadvertently opened as a result of not being properly and/or clearly marked shall be rejected. No emailed or faxed Proposals are allowed.

### **3.3. Calendar of Events**

The Calendar of Events provides important dates and times by which actions related to this RFP shall be completed. In the event that the Authority finds it necessary to change any of these dates and times, it will provide written notification of such changes per Section 3.4 (Communication with Proposers).

### **3.4. Communication with Proposers**

In the event it becomes necessary to make changes to the Calendar of Events, provide additional clarifying data or information, revise any part of this RFP, or provide a record of questions and answers, the Procurement Manager will send written notification, via email and/or U.S. postal mail, in the Authority's discretion, to all Interested Proposers.

### **3.5. Format of Proposal**

Proposers responding to this RFP must submit the following materials:

- A. Signed Request for Proposals Sheet:** The Proposal must include the signed Request for Proposals sheet provided as the cover page of this RFP package. A Proposal submitted in response to this RFP must be signed by the person in the Proposer's organization who is responsible for pricing decisions for the services offered in the Proposal or by a person who has been authorized in writing to act as such person's agent;
- B. Proposer Information Form** (Attachment 1);
- C. Proposer Reference Form** (Attachment 2);
- D. Cost Sheet** (Attachment 3): Provide the original copy Cost Sheet in a sealed envelope with the Proposal package and both as a separate pdf file and as a separate excel file on the USB drive. All costs for furnishing the services requested under this RFP must be included on the Cost Sheet. Please refer to Section 6 (Cost) for information on Proposal pricing and price adjustments;
- E. Narrative Responses and Additional Information:** Please refer to Section 5 (Mandatory, General and Business Requirements); and
- F. USB Drive:** Provide a USB drive containing a pdf file of the complete Proposal and the Electronic Copy Cost Sheet.

The checklist included with this RFP is provided for the convenience of the Proposer. The Proposer is not required to submit the checklist with its Proposal package.

### **3.6. Multiple Proposals**

Multiple Proposals from a Proposer are permitted; however, each Proposal must conform fully to the requirements for each Proposal submission. Each such Proposal shall be submitted separately and labeled as Proposal #1, Proposal #2, etc. on each page included in the response.

### **3.7. Questions**

Questions concerning this RFP must be submitted in writing to the Procurement Manager via email sent to [procurement@wheda.com](mailto:procurement@wheda.com) on or before the Deadline for Submitting Written Questions provided in the Calendar of Events. Proposers are expected to raise any questions, exceptions or additions concerning the RFP (including the Terms and Conditions) prior to this deadline. If a Proposer discovers any significant ambiguity, error, conflict, discrepancy, omission or other deficiency in this RFP, the Proposer must immediately notify the Procurement Manager via email sent to [procurement@wheda.com](mailto:procurement@wheda.com) and request clarification and/or modification of the RFP. All questions and answers will be provided to all Proposers in accordance with Section 3.4 (Communication with Proposers).

### **3.8. Incurring Costs**

The Authority is not liable for any cost incurred by a Proposer in responding to this RFP.

**3.9. Contact with the Authority**

From the date of issuance of this RFP until a letter of intent to award a Contract is issued, all contacts with the Authority regarding this RFP shall be made only through the Procurement Manager. Any information provided by a source other than the Procurement Manager shall be deemed unofficial and nonbinding on the Authority. Violation of this condition may be considered sufficient cause for rejection of a Proposal, irrespective of any other considerations.

**3.10. News Releases**

News releases pertaining to the RFP or to the acceptance, rejection or evaluation of a Proposal shall not be made without the prior written approval of the Authority.

## **4. PROPOSAL ACCEPTANCE, VERIFICATION AND AWARD**

### **4.1 Proposal Opening**

Proposals will be opened on the Proposal due date and time specified in the Calendar of Events. Names of the Proposers will not be read aloud at the Proposal opening. The Proposal opening will be held at the following location:

WHEDA  
908 E Main St, Suite 501  
Madison, Wisconsin

### **4.2 Proposal Review, Verification and Acceptance**

The Authority shall review each Proposal to verify that it meets all specified requirements in this RFP. Proposals that do not comply with instructions contained in this RFP may be rejected by the Authority. The Authority reserves the right to waive a particular specification if no Proposer meets that specification. The Authority may request reports on a Proposer's financial stability. The Authority may reject a Proposal if the Proposer is determined to have inadequate financial means to provide the required service. The Authority retains the right to accept or reject any or all Proposals or accept or reject any part of a Proposal if doing so is in the best interest of the Authority. The Authority shall be the sole judge as to compliance with the instructions contained in this RFP. A Proposal shall be deemed to be firm for acceptance for ninety (90) days from date of the Proposals opening unless otherwise noted. A Proposer may not modify its Proposal after the Proposals opening except to correct minor omissions or miscalculations as directed in writing by the Procurement Manager.

### **4.3 Minority-Owned and Disabled Veteran-Owned Business Enterprises**

Proposers will receive an additional 10 points on a 100-point scale if using a qualified DOA-certified MBE or a qualified DOA-certified DVB in a subcontractor role for at least 10% of the contracted work and fees or will receive an additional 15 points on a 100-point scale if the proposer is a qualified DOA-certified MBE or a qualified DOA-certified DVB and will be completing all work required under the RFP. All DOA-certified MBEs and/or DOA-certified DVBs must be certified by the Department of Administration under Chapter 16 of the Wisconsin Statutes and listed under <https://wisdp.wi.gov/>. Qualified Proposers who have MBE and/or DVB DOA certification(s) are required to check the corresponding box(es) on the RFP cover page to be considered for a point preference. Proposers who hire a qualified DOA-certified MBE or a qualified DOA-certified DVB subcontractor are asked to specify this in their Proposal.

### **4.4 Proposal Scoring**

Proposals shall be reviewed by an evaluation committee and scored against the stated criteria. The committee may review references, require oral interviews/presentations, and use the results of reference checks, interviews, and presentations in scoring the Proposals.



#### 4.5 Evaluation Criteria

The Proposals shall be scored using the following criteria

Corporate Assessment (Section 5.2)	20
Customer Support (Section 5.3)	25
Business Requirements (Section 5.4)	40
Cost	<u>15</u>
<b>TOTAL:</b>	<b>100</b>

#### 4.6 Method to Score Costs

The 15 points allocated to the cost criteria above will be awarded as follows:

Costs will be calculated based on the total cost for the first three (3) years of the bid. The lowest bid cost for solution will receive the full 15 points. Other bids will be awarded points according to the ratio between the lowest cost and their cost.

**TOTAL** **15 points**

#### 4.7 Software Demonstration.

Each finalist selected by the Authority will be required to conduct a virtual demonstration of their solution, at such finalist's sole cost and expense. The Authority reserves the right to revise a Proposal's scoring based on such demonstration.

#### 4.8 Best and Final Offer

The Authority shall compile the final scores (Organizational Capabilities, Staff Qualifications, Technical Requirements and Cost) for each Proposer. The award may be made in one of two ways:

- A. To the highest scoring **responsive and responsible Proposer based upon original Proposals;**  
**or**
- B. The highest scoring Proposer or Proposers may be requested to submit best and final offers. Best and final offers will be evaluated against the stated criteria, scored, and ranked. The award shall then be made to the highest scoring Proposer. However, a Proposer should not expect that the Authority will request a best and final offer.

#### 4.9 Right to Reject Proposals and Negotiate Contract Terms

The Authority reserves the right to reject any and all Proposals. The Authority may negotiate the terms of the contract, including the award amount, with the selected Proposer prior to entering into a contract. If contract negotiations cannot be concluded successfully with the highest scoring Proposer, the Authority may negotiate a contract with the next highest scoring Proposer.

#### 4.10 Notification of Intent to Award

All Proposers who respond to this RFP shall be notified in writing of the Authority's intent to award the contract as a result of this RFP.

## 5. MANDATORY, GENERAL AND BUSINESS REQUIREMENTS

The Proposer must provide answers to all the following information requests and questions.

### 5.1. Minimum Requirements. This section is not scored but contains exclusion criteria.

- A. **Security Review.** Each finalist will be sent a list of questions as part of the Authority's Security Review of external partners. These must be answered before Software Demonstrations can be scheduled to ensure compliance with the Gramm-Leach-Bliley Act and section 134.98 of the Wisconsin Statutes.
- B. **Minimum Technical Requirements:**
  - Supports Single Sign On authentication using Active Directory (on premise deployments only) or Azure AD (cloud deployments only)
  - Client software works on Windows 10, MacOS Monterey, Chrome, Firefox, and Edge
  - For on premises proposals, software must be compatible with:
    - i. Windows Server 2016 and 2019
    - ii. SQL Server 2019
  - Compliance and Security Investigation Logging
  - 99.999% uptime
  - Outage recovery time of less than two days

### 5.2. Corporate assessment

- A. Please provide a complete set of audited financial statements for the past three years. All financial statements should be prepared to generally accepted accounting principles. Proposer should note that the Authority reserves the right to obtain credit reports and additional financial information about the Proposer as it deems necessary. Proposer shall also provide a copy of its corporate annual report. If Proposer is not a public company, it must provide financial statements that can be used during the evaluation to determine its financial viability.
- B. Provide Product Roadmap(s) showing new products in development and new features for relevant applications and services.
- C. Provide information on all planned use of third-party subcontractors.
- D. Please provide references in the **Proposer Reference Form** (Attachment 2).

### 5.3. Customer Support

- A. Please describe the top three to five reasons why your solution is better for the Authority than your competitors.
- B. For re-sellers, list name of certified technicians and each technician's level of certification available for professional services to support the proposed solution.
- C. For potential issues with your solution, please describe your support model for problem resolution and escalation to include procedures for creating a support ticket.
  - List technicians that are located in the Madison and Milwaukee Areas.
  - Describe your business-hours support and off-hours support.
- D. Please describe what staff training is required or recommended to use the proposed solution and services. Include such costs as one or more separate line items in the Cost Sheet.
- E. Please describe the Service-Level Agreement of your proposed solutions for both the phone system and the call center/contact center.
- F. Please list and describe the professional services you offer for your product. Include partner companies if needed.
- G. Please describe your online reference and training resources.

## 5.4. Technical & Business requirements

Describe how your system handles the below:

- A. Change management - change request lifecycle management and change enablement.
  - Change request submission, organization, assignment, searching, processing, automation, and resolution.
  - Any additional features your system provides.
- B. Incident management - incident lifecycle management and resolution.
  - The identification, logging, categorization, prioritization, diagnosis, escalation, resolution, closure, and communication of incidents.
  - Any additional features your system provides.
- C. Request fulfillment – fulfilling a service request's lifecycle from submission to resolution.
  - Ticket submission, organization, filtering, sorting, assignment, processing, reporting, self-service, automation, and resolution.
  - Ticket attributes and customization.
  - Repeat ticket handling.
  - Any additional features your system provides.
- D. Access management – granting and preventing service access to users.
  - Access request submission, handling, viewing, and management.
  - Repeat access request handling.
  - Any additional features your system provides.
- E. Knowledge management – gathering, storing, and sharing of knowledge to reduce the rediscovery of knowledge.
  - Providing a knowledge base.
  - Knowledge record creation, organization, maintenance, and searchability.
  - Knowledge base integrations (such as with approval, change, and access requests).
  - Knowledge base automation(s).
  - File storage and association to knowledge records.
  - Any additional features your system provides.
- F. Problem management – problem lifecycle management to prevent incidents and minimize the impact of incidents.
  - Problem detection, logging, prioritization, investigation, reporting, and resolution.
  - Any additional features your system provides.
- G. Change evaluation – assessment of changes for impact before making a change.
- H. Asset management – managing and monitoring IT assets used to deliver IT services.
  - Identifying, adding, monitoring, and removing assets.
  - Collecting and displaying information on assets.
  - Any additional features your system provides.
- I. User experience – the ease with which a consumer can interact with the system.
  - Customer interfaces.
  - Agent interfaces.
  - Manager interfaces.
  - Any additional features your system provides.
- J. Workflow design and flexibility – process configuration, workflow creation, and IT operations management interfaces.
  - Creating new workflows and configuring processes.
  - Any additional features your system provides.

- K. Integration and interface capabilities of your system.
  - API capabilities.
  - Integration capabilities with SolarWinds, McAfee, Bitdefender, Pingdom, Outlook, and Teams.
  - Any additional features your system provides.
- L. Approval of requests.
  - Approval request features.
  - Approving a request.
  - Identifying approvers.
  - Approval notifications.
  - Approval and approval history reporting.
  - Any additional features your system provides.
- M. Professional services to manage the deployment project.
  - Establish and execute a project management plan for execution of all required activities and vendor coordination.
  - Manage implementation schedule and deployment plan for completing transition to new solutions.
  - Manage establishment and execution of testing and acceptance plan.
  - Manage implementation of standard maintenance and support for hardware, software and licensing.
  - Manage establishment of performance and service level requirements.
  - Manage implementation of technical support of infrastructure and applications.
  - Manage delivery of instructional training for technical staff and end users.

## **6. COST**

### **6.1. Proposal Pricing**

The Proposer must provide a separate Cost Sheet as a separate document and file from the main proposal. The physical Cost Sheet must be provided in a separate envelope labelled "cost sheet," and the Electronic Copy Cost Sheet.

### **6.2. Price Adjustments**

The Contractor may lower a price at any time due to general market conditions or other considerations. The Contractor may not request a price increase during the term of the Contract.