

# Domain Modernization

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## Request for Proposals

September 1, 2020

### **Contact**

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### **Responses Due**

September 14, 2020  
4:00 p.m. Central Time



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## Purpose

The National Rural Health Resource Center (The Center) seeks a vendor to review and modernize IT infrastructure including:

- Centralized Device Configuration and Management
- Identity Management
- Directory Services
- External Contact Management

## Background

The Center is a nonprofit organization dedicated to sustaining and improving health care in rural communities. The Center provides technical assistance, information, tools and resources for the improvement of rural health care. It serves as a national rural health knowledge center and strives to build state and local capacity. The Center operates at a \$6.5 million annual budget.

The Center currently utilizes a hybrid environment served by on on-premise Active Directory server and cloud-based Microsoft 365 plan. This hybrid environment presents challenges especially as on-premise work has been limited by the pandemic. System administration tasks are split between the on-premise and cloud environments. Some tasks rely on cumbersome legacy tools.

This project will focus on evaluating a migration to a fully cloud-based environment. System architecture and administrative practices will also be reviewed and updated to reflect industry best practices. Areas of review will include:

- Active Directory
- Group Policy
- External access to SharePoint extranet and Teams meetings
- Exchange distribution lists
- Client computer configuration and software management practices
- User account onboarding and termination processes
- Security practices

## Tasks to Complete

The selected vendor will complete the following tasks. Work on the project will begin after October 1, 2020 and complete by November 20, 2020.

- **Review current environment.** Work with The Center's IT staff to understand current practices to manage users, computers, and contacts in the hybrid Active Directory environment. The vendor will be provided existing documentation, scripts, and direct access to on-premise and cloud environments.
- **Propose changes to environment.** Present a plan to improve and modernize the environment. Include recommendation and rationale to either move to fully cloud-based system or maintain a hybrid approach. Provide a timeline and expected downtime. The plan will be reviewed by The Center's IT Manager and managed services vendor.
- **Update processes:** Provide documentation or scripts to update ongoing system administration processes after migration work is complete.
- **Implement approved plan.**

## Vendor Qualifications

Vendors with the following qualifications are preferred.

- Previous experience migrating clients to fully cloud-based environments.
- Experience implementing integrations between enterprise technology (e.g. Salesforce and Exchange).
- Demonstrated expertise with Microsoft enterprise technology.

## Proposal Submission Requirements

Proposals are due 4:00 p.m. Central Time, Monday, September 14, 2020.

## Proposal Format and Content

Proposers should address the content and sections presented below in a narrative format. Information should be as concise and direct as possible. Any supporting documentation submitted in conjunction with the proposal should be directly related to one or more of the content sections.

- Submit one electronic copy of the proposal
- Limit the proposal to 10 pages or less (not including attachments)
- For ease of reading, use 1.15 spacing, 1 inch margins and 11 point font size.
- Must contain a cover letter, experience and qualifications, the approach and fee structures.
- The cover letter should include:
  - Name – Legal name of the company or individual
  - Address – Provide your agency or organization’s main office address
  - Email address – of agency/individual submitting RFP
  - Contact – provide name, phone number and email of who will serve as contact for this proposal
  - A statement that the proposal remains valid for at least 90 days
  - A declaration of any conflict of interest and if so, the nature of the conflict
  - The complete contact information for the person responsible for submitting the proposal
  - The signature of a company officer or individual who can bind the proposer to the provisions of the RFP and any agreements awarded pursuant to it

## Experience and Qualifications

- A brief descriptive statement indicating the proposer’s credentials to be delivered under this RFP
- A brief description of the proposer’s background and organizational history
- Number of years in business
- Location of offices
- A listing of key personnel who will be assigned to this contract if awarded, including resumes
- Three references from clients for whom you have performed similar work: including contact name, company name, address, telephone number and email address
- A brief description of the proposer’s plan for working with The Center to ensure maximum implementation of The Center’s goals and objectives

- Attest that organization and employees that will work on this project are not debarred, suspended, or proposed for debarment by the Federal government and consents to a search of the Excluded Parties List System (FAR 9.404) to verify the contractor's written acknowledgement that the contractor, or its principals, is not debarred, suspended, or proposed for debarment by the Federal Government (FAR 52.209-6).

## Approach and Cost

The proposer will describe plans and the approach for accomplishing the services requested. The information provided should be in enough detail so as to enable The Center to determine whether the proposer understands the effort to be accomplished. It should outline the steps for services to be provided, including a narrative entitled "Approach" that clearly illustrates how the proposer will complete the scope and services indicated in the RFP and include a budgetary estimate to implement the approach.

Small Businesses, Service Disabled Veteran Owned, or Women-Owned Small Business concerns are encouraged to respond.

Submit proposals to Shannon Jorgenson at [sjorgenson@ruralcenter.org](mailto:sjorgenson@ruralcenter.org).