

DEACONESS FOUNDATION

Executive Office

Request for Proposals (RFP) - TECHNOLOGY AUDIT ASSESSMENT

December 9, 2019

I. INTRODUCTION AND BACKGROUND

Purpose of the RFP - Deaconess Foundation is seeking the services of a qualified firm experienced in assessing Information Technology (IT) for the purpose of performing an Audit Assessment of the Foundation's IT environment and developing a continuing IT audit plan. The successful proposer will review the existing equipment, software, policies, and procedures for their reliable information technology systems and data storage.

Deaconess Foundation is a grant making organization building power for child well-being through philanthropy, advocacy and organizing for racial equity and public policy change. A ministry of the United Church of Christ, Deaconess has invested more than \$85 million to improve the health of the St. Louis community since 1998. The Foundation's advocacy and grantmaking footprint includes St. Louis City, St. Louis, Jefferson, St. Charles and Franklin Counties in Missouri and Madison, St. Clair and Monroe Counties in Illinois. More information can be found at www.deaconess.org.

Deaconess Center for Child Well-Being is a community action tank established by Deaconess Foundation. Its mission is to build power to advance child well-being in the St. Louis region by strengthening alliances for child-friendly public policy, increasing citizen contact with policy makers, positioning youth and organizers to move systems and engaging faith communities in child advocacy. Since opening in 2018, Deaconess Center has hosted nearly 12,000 child advocates, civic leaders and community organizers in more than 600 convenings aligned with Deaconess' policy agenda. More information can be found at www.deaconesscenter.org.

II. SCOPE OF SERVICES

- A. Consultant will obtain an understanding of key business operations, the IT environment, new and ongoing IT initiatives, key data information flows and IT risk management infrastructure (policy, procedures, organization, etc.).
- B. Consultant will analyze and evaluate the quality of processes, routines, and controls of the following general IT processes:
 1. Organization and management of IT operations
 2. Local area networks infrastructure
 3. Application maintenance
 4. Computer operations and disaster recovery plan
 5. IT application, network and infrastructure security
 6. System access control
 7. Purchasing and IT asset end-of-life replacement procedures
- C. Consultant will identify opportunities for improvement and develop practical and cost-effective recommendations for each opportunity identified. Assessment should include evaluations specific to the following functions:
 - IT Structure within organization
 - Cross training and skills of IT staff
 - Change control process and accompanying documentation
 - User id/password management and logical access controls
 - Local Area Network (LAN) and Wide Area Network (WAN) management
 - Network, system, and application security control
 - Cryptographic systems
 - Antivirus systems
 - Authentication and remote access infrastructure
 - Problem escalation, resolution
 - Maintenance and testing

- Assets and infrastructure
- Physical access and environmental controls
- Standards used to evaluate third party vendors
- Standards used in purchasing and maintenance
- Software licensing audit
- Application maintenance, roll out and training

III. IMPLEMENTATION AND DELIVERABLES

- A. Meetings - Consultant will meet with Deaconess' management team to discuss the scope of services and conduct weekly briefings (or as deemed necessary) to discuss progress and unique issues that may have surfaced.
- B. Reporting - Consultant will provide reports as follows:
- Weekly status report against each contact performance measure to Deaconess Management
 - A detailed listing of each of the assessment activities performed by phase, with links to reports and outputs created by all of the tools used during the assessment
 - Characterization of IT current environment, including key security measures already in place and depiction of the network environment that was assessed and reliability of hardware, software for secure/reliable data storage and usage
 - A list of the IT issues identified, the risk they pose and recommendation for improvement
 - Identify opportunities for improvement and develop practical and cost-effective recommendations for each opportunity identified
- C. Project Completion - The assessment completion date shall be within two months after receipt of Notice to Proceed.

IV. PROPOSAL CONTENT

The Consultant will be responsible for preparing an effective, clear, and concise proposal. In no more than ten (10) pages, proposals should include the following information. Please provide the information in the order requested to facilitate an equitable and efficient review of the qualifications of each organization.

- A. Name and Contacts - Include firm's complete name and contact information. If this is a collaborative effort with another firm or firms, or if any of the work is subcontracted to another party, please provide the same information for all consultants and indicate who will be the lead consultant.
- B. Firm Profile - Provide a brief description of the size of the firm(s) and the composition of professional staff by level.
1. Include the racial/ethnic and gender demographics of your firm and its leadership. Indicate any regional or national resources available to the local team.
 2. Describe the recent experience of your firm in working with comparable organizations: faith-based, grantmaking, engaged in advocacy, nonprofit, etc. Provide the names of organizations and contact information for 501(c)(3) organizations and foundations for whom you have worked within the past three years.
 3. Deaconess believes that diverse and inclusive teams lead to better outcomes. Describe your firm's efforts to recruit, retain and support professional people of color.
- C. Qualifications - Provide number of years firm has been in business and the firm's qualifications and experience performing similar IT reviews/audits. Include information on the firm's ability to manage project in partnership with management, adaptiveness and experience in providing coaching and training support to staff teams.
- D. Quality - Briefly describe the firm's system of quality control to ensure that the work is adequately performed.
- E. Communication - Describe your firm's approach to communications with Deaconess throughout the engagement and for ongoing support.
- F. Key Personnel - List staff directly assigned to this project, setting forth name, job title, duties and responsibilities and relevant experience.

- G. Conflict of Interest – Describe any existing or potential relationships with board members or employees of Deaconess Foundation that could impact your firm’s independence by creating an actual or perceived conflict of interest.
- H. Fees – Provide a standard fee schedule (hours rates, or other fee schedule) for the personnel who would be assigned to this project. Included an overall not-to-exceed fee for the services described above. The fee is to be inclusive of all out-of-pocket expenses. Describe your billing rates and procedures for technical questions and break down hourly rates by management level.
- I. References – Provide at least three current references for similar types of projects. Briefly describe the scope of your work for these references, the year completed, and a contact name and telephone/email for each one. (This information may be included with Item ‘C’ above.)
- J. Additional services – Feel free to provide information on additional services that you believe would be pertinent and align with Deaconess’ operating and capacity goals.

V. SELECTION CRITERIA

Each proposal received will be evaluated and a determination will be made if it meets the minimum requirements. Failure to meet these requirements will be a cause for eliminating the proposal from further consideration.

Deaconess reserves the right to reject any and all proposals, to waive any technicalities, informalities and irregularities, to accept or reject all or part of the proposal, and to be the sole judge of the suitability of the proposals offered.

Evaluation of the proposals will be made by the President and Chief Executive Officer. In addition to evaluating written proposals, oral interviews may be requested.

Proposals will be evaluated generally on the following criteria, which is neither weighted nor prioritized:

- Qualification and experience of the respondent’s organization and staff;
- Understanding of the work to be performed and scope of services available;
- Knowledge of best practices, latest standards and innovative solutions;
- Firm’s alignment with Deaconess mission, vision and values, including racial equity;
- Individualized service approach, and
- Effective financial stewardship related to Fees.

VI. PROPOSAL SUBMISSION, SELECTION AND IMPLEMENTATION TIMELINE

- A. Submission - The proposals must be submitted in a PDF format via e-mail to apply@deaconess.org by **5:00 p.m. Central Standard Time on January 16, 2020**. Inquiries or questions regarding your submission may be directed to:

Rev. Dr. Starsky Wilson
 President & C.E.O.
apply@deaconess.org
 314.436.8001

Please direct all inquiries to Dr. Wilson only. Please do not contact any Board members. The failure to comply may result in disqualification.

- B. Selection Timeline - Deadlines and Selection Timing is as follows:

January 16, 2020	Deadline for submitting a proposal
January 17-22, 2020	Proposal Review and Reference Checking
January 28, 2020 (1:00 p.m. - 5:00 p.m.)	Firm Presentations and Interviews
January 29, 2020	Notification of Acceptance
February – March 2020	Assessment and Audit Period
March 31, 2020	Project completion and deliverables provided

VII. COMMITMENTS AND CONDITIONS

- A. Racial Equity Commitment - Deaconess strongly encourages firms owned and led by members of historically under-represented and undercapitalized groups, including African Americans, Latinx, Indigenous communities, women and small businesses to submit proposals, to participate as partners, and/or to participate in other business activity in response to this RFP.

Any firm awarded the contract agrees to use its best efforts to subcontract and employ individuals from and firms owned and led by members of historically under-represented and undercapitalized groups, including African Americans, Latinx, Indigenous communities and women. Deaconess is an equal opportunity employer and requires its entire contractor to comply with policies and regulations concerning equal employment opportunity and community benefit.

Our fully articulated commitments to racial equity in governance and operations can be found [here](#).

- B. Withdrawal of Proposal - Proposals may be withdrawn before and after the RFP submittal deadline by submitting a written request to the Contact Person. Re-submittal before the RFP submittal deadline can be made. However, proposals may not be re-submitted after the deadline.
- C. Proposal Costs - All costs incurred in the preparation and presentation of the RFP shall be completely borne by the responding party to the RFP. All documents submitted as part of the RFP will become the property of Deaconess Foundation. Requests for specific material to be returned will be considered. Any material submitted that is confidential must be clearly marked as such.