



# Arrowhead Economic Opportunity Agency

## **REQUEST FOR PROPOSALS (RFP)** **Domain and DNS Separation & Email and File Migration**

### **INQUIRIES AND PROPOSALS SHOULD BE DIRECTED TO:**

Name: Scott Zahorik

Email: scott.zahorik@aeoa.org

Title: Executive Director

Entity: Arrowhead Economic Opportunity Agency Inc.

Address: 702 South Third Avenue

Virginia, MN 55792

Phone: 218-748-7331

**AEOA  
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# I. GENERAL INFORMATION

## A. Introduction

Arrowhead Economic Opportunity Agency (AEOA), a nonprofit Community Action Agency (CAA), is seeking proposals from qualified Information Technology Providers for assistance in domain and DNS separation and migration, and internal domain establishment and configuration.

### **AEOA's Mission & Vision**

**Mission:** AEOA strengthens communities by providing opportunities for people experiencing social and economic challenges.

**Vision:** All people served will make measurable progress toward self-reliance or independence.

### **Background**

AEOA was established in 1965 as a private, 501(c)3 nonprofit CAA legislatively designated to serve Cook, Lake, and St. Louis Counties. CAAs were created under the Economic Opportunity Act of 1964 to fight America's War on Poverty. Today there are over 1,000 CAAs in the United States, with 24 being in the state of Minnesota. These agencies provide direct support for people who live in poverty to help them achieve self-reliance.

AEOA serves twelve counties in Northeastern and Central Minnesota including Aitkin, Carlton, Cass, Chisago, Cook, Crow Wing, Isanti, Itasca, Koochiching, Lake, Pine, and St. Louis.

## B. Purpose

We are seeking a qualified and experienced Information Technology Provider who can perform and assist with two projects, Project #1, a domain and DNS separation and creation of a new internal domain and Project #2, an email and file migration.

## C. Who May Respond

Arrowhead Economic Opportunity Agency (AEOA) invites qualified Information Technology Providers with proven experience and expertise in domain and DNS separation and migration, internal domain establishment and configuration, and email file migration from Google Workspace to Microsoft 365.

## D. Instructions on Proposal Submission

1. Closing Submission Date - Proposals must be submitted no later than 4:30 p.m. July 22<sup>nd</sup>, 2024.
2. Inquiries - Inquiries concerning this RFP should be directed to Scott Zahorik, Executive Director, at 218-748-7331.
3. Conditions of Proposal - All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the Offeror and will not be reimbursed by Arrowhead Economic Opportunity Agency, Inc.

4. Instructions to Prospective Information Technology Providers – Your proposal should include:
- A detailed description of your approach and methodology for each project.
  - A breakdown of costs and timeline.
  - Any references from your past clients.

**YOUR PROPOSAL SHOULD SENT TO THE EMAIL ADDRESS BELOW:**

**Scott.zahorik@aeoa.org**  
**Scott Zahorik**  
**Executive Director**  
**Arrowhead Economic Opportunity Agency, Inc.**  
**702 Third Avenue South**  
**Virginia, MN 55792**

**Request for Proposal**  
**4:30 p.m. July 22<sup>nd</sup>, 2024**  
**PROPOSAL**  
**Information Technology Services**

5. Electronic Submissions - Proposals must be submitted electronically to the e-mail address (scott.zahorik@aeoa.org) by the closing submission date noted above.

Failure to do so may result in premature disclosure of your proposal.  
It is the responsibility of the Offeror to ensure that the proposal is received by Arrowhead Economic Opportunity Agency, Inc. by the date and time specified above.

Late proposals will not be considered.

6. Right to Reject – Arrowhead Economic Opportunity Agency, Inc. reserves the right to reject any and all proposals received in response to this RFP. A contract for the accepted proposal will be based upon the factors described in this RFP.
7. Small and/or Minority-Owned Businesses - Efforts will be made by Arrowhead Economic Opportunity, Inc. to utilize small businesses and minority-owned businesses.

An Offeror qualifies as a small business firm, if it meets the definition of "small business" as established by the Small Business Administration (13 CFR 121.201).

8. Presentations - At the discretion of Arrowhead Economic Opportunity Agency, Inc., Offerors submitting proposals may be requested to make oral presentations as part of the evaluation process. Presentations may be delivered in person or via teleconference. Reasonable advance notice will be provided to selected Offerors. Not all Offerors submitting a proposal will be asked to participate in oral presentations.

9. Notification of Award - It is expected that a decision selecting the successful Information Technology Provider will be made within four weeks of the closing date for the receipt of proposals. Upon conclusion of final negotiations with the successful Information Technology Provider, all Offerors submitting proposals in response to this Request for Proposal will be informed, in writing, of the name of the successful Information Technology Provider.

## II. SPECIFICATION SCHEDULE

### A. Scope of Projects

Arrowhead Economic Opportunity Agency (AEOA) invites qualified Information Technology Providers, who can demonstrate the following qualifications and skills, to submit a proposal:

- Proven experience and expertise in domain and DNS separation and migration, and internal domain establishment and configuration.
- Proven experience and expertise in email and file migration from Google Workspace to Microsoft 365, and familiarity with both platforms and their features.
- Ability to work within our budget and timeline, and to communicate effectively and regularly work with our Information Technology Director and other staff as necessary.
- Ability to provide quality assurance and testing, and to resolve any issue or problems that may arise during or after the migration for a period of no less than that of 30 days.
- Ability to provide training and support to our staff on how to use the new services and applications.

### B. Description of Projects

#### **PROJECT 1: Domain and DNS Separation and Creation of a new Internal Domain**

We currently have a single domain name (aeoa.org) that is used for both public and private purposes. We want to separate our public and private domain and establish a new internal domain for our organization. The scope of this project includes:

- Migrating away from shared Public and Private DNS, which will require the establishment of local Active Directory and DNS records, ensuring that our public website and email services are not disrupted (aeoa.org).
- Creating a new internal domain name (corp.aeoa.org) and setting up a domain controller and a DNS server on premises or on Entra, depending on our needs and recommendation.
- Working with AEOA staff to identify and register all the servers and devices that belong to our organization and joining them to the new internal domain.
- Setting up file shares, applications and printers on the new internal domain and ensuring that they are accessible and secure.
- Creating a new Entra Connect from on-premises Domain Controller to Entra and configuring it to allow secure and reliable communication between our internal and external resources. This would include breaking any and all current connectors in place today.

- Pointing Google at Entra for SSO and MFA using Enterprise Application.
- Setting up a second Enterprise Application for Cisco AnyConnect VPN to enable remote access to our internal domain.

**PROJECT 2: Email and File Migration**

We currently use Google Workspace for our email and file storage services. We want to migrate our email and files from Google to Microsoft 365 and take advantage of the features and benefits that Microsoft 365 offers. We currently own Microsoft 365 Business Premium licenses. The scope of this project includes:

- Migrating an estimated 300 user mailboxes and up to 400 other mailboxes from Google Workspace to Microsoft 365 and ensuring that all the email data, contacts and calendars are preserved and transferred as best as possible.
- Migrating our files from Google Drive to OneDrive and SharePoint and ensuring that all the file data, permissions, and sharing options are preserved, if possible, and transferred as best as possible.
- Providing staff with the necessary support and guidance pre- and post- migration regarding migration of mailboxes and files.
- We will be keeping Google Workspace in the environment post the mail and file migration, for the use of Google Classroom, and ensuring that there are no conflicts or issues between Google and Microsoft 365 services.

**C. Price**

The Offeror’s proposed price should be submitted and include a not-to-exceed total fee, a fee per service, and average hourly billing rates by position. Any out-of-pocket expenses should also be indicated.

**D. Payment**

Arrowhead Economic Opportunity Agency (AEOA) requests that invoicing occur monthly. Although Arrowhead Economic Opportunity Agency (AEOA) utilizes an expedient process, Information Technology Providers are advised that it may take up to thirty (30) days to process invoices for payment.

- Prices shall be submitted on the attached Financial Proposal Form.
- All prices offered herein shall be firm against any increase for the first 6 months (*six months*) from the effective date of the proposed contract.
- Price revisions shall not be allowed or implemented without the prior consent of Arrowhead Economic Opportunity Agency (AEOA).
- If price adjustments are requested pursuant to the terms of the contract, the contractor must notify Arrowhead Economic Opportunity Agency (AEOA) thirty (30) days prior to the contract’s expiration date.
- Arrowhead Economic Opportunity Agency (AEOA) reserves the right to accept or reject within thirty (30) days after the request for a request for a price increase.
- In the event of an industry-wide decrease for any product during the term of this proposed contract, the successful proposal will reduce the price of the product by the same percentage reduction as such industry-wide price decrease.

### **E. Confidentiality**

The Offeror agrees to keep the information related to all contracts in strict confidence. Other than the reports submitted to Arrowhead Economic Opportunity Agency, Inc., the Offeror agrees not to publish, reproduce or otherwise divulge such information in whole or in part, in any manner or form or authorize or permit other to do so, taking such reasonable measures as are necessary to restrict access to the information, while in the Offeror's possession, to these employees on the Offeror's staff who must have the information on a "need-to-know" basis.

The Offeror agrees to immediately notify, in writing, Arrowhead Economic Opportunity Agency, Inc.'s authorized representative in the event the Offeror determines or has reason to suspect a breach of this requirement.

## **III. PROPOSAL EVALUATION**

**A. Electronic submissions** – Proposals must be submitted to [Scott.Zahorik@aeoa.org](mailto:Scott.Zahorik@aeoa.org) by the closing submission date noted above.

**B. Nonresponsive Proposals** - Proposals may be judged nonresponsive and removed from further consideration if any of the following occur:

1. The proposal is not received timely in accordance with the terms of this RFP.
2. The proposal does not include the Certifications.
3. The proposal does not include the References.
4. The proposal does not include the Financial Proposal Form
5. The proposal is not adequate to form a judgment by the reviewers that the proposed undertaking would comply.

## **IV. SELECTION REQUIREMENTS**

The proposals submitted will be evaluated by an internal team utilizing a point system. We anticipate that the selection will be completed within approximately one month of the RFP submission deadline.

- **Independent Contractor**

It is expressly understood that all persons employed by AEOA in the performance of Independent Contractor. It is expressly understood that all persons employed by AEOA in the performance of any work or services required or provided in the awarded contract is an independent contractor and shall not be considered employees of AEOA for any purposes whatsoever. Including, but not limited to, workers compensation coverage, unemployment insurance benefits, social security coverage, retirement membership or credit, or any such claims that shall in no way be the obligation or responsibility of AEOA.

The successful responder must provide W9 tax documentation.

- **Insurance Requirements**

The successful responder must provide a Certificate of Insurance. If the responder is self-insured, they must provide a Certificate of Self-Insurance. Maintain general liability insurance with minimum limits of \$1,000,000 occurrence and aggregate.

- **Work Result**

The work results and the reports may not be released by the Consultant without prior written consent from AEOA.

- **Equal Opportunity Statement**

All prospective consultants will be afforded full opportunity to submit statements of qualifications in response to this request and will not be discriminated against on the grounds of race, ethnicity, religion, color, national origin, age, gender, disability, veteran's status, genetics, sexual orientation, pregnancy, marital status, or public assistance status in consideration for an award of any contract entered into pursuant to this notice.



## CERTIFICATIONS

The individual signing certifies that:

1. He/she is authorized to enter into this agreement on behalf of the Information Technology provider.
2. The prices quoted on the attached proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition.
3. There has been no attempt by the Information Technology Provider to discourage any potential Independent Contractor from submitting a proposal.
4. The individual signing certifies that he/she has read and understands this document and all included attachments.
5. The individual signing certifies that the Information Technology Provider does carry insurance and will provide a certificate of insurance upon signing this contract naming Arrowhead Economic Opportunity Agency (AEOA) as additional insured.
6. The Information Technology Provider has an Affirmative Action Plan.
7. The Information Technology Provider will comply with E.O. 11246, "Equal Employment Opportunity," as amended by E.O. 11375. "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and as supplemented by regulations at 41 CFR Part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, and Department of Labor."
8. The Information Technology Provider will comply with E.O.s 12549 and 12689 "Debarment and Suspension." Under this requirement, no contract shall be made with parties listed on the General Services Administration's List of Parties Excluded from Federal Procurement or Non-procurement Programs. The list contains the names of parties debarred, suspended, or otherwise excluded by agencies, and Independent Contractors declared ineligible under statutory or regulatory authority other than E.O. 12549. By signing below, the Independent Contractor certifies that neither the Independent Contractor nor its principal employees are excluded from federal procurement or non-procurement programs.
9. The Information Technology Provider attests that it has not been suspended or debarred from doing business with the State of Minnesota.
10. Pursuant to Executive Order 13496 and its implementing regulations, 29 CFR Part 471, Federal contractors and subcontractors, beginning on June 21, 2010, must notify employees about their rights under the National Labor Relations Act (NLRA).

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2024.

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Information Technology Provider Firm Name

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Signature of Information Technology Provider

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Printed Name and Title of Individual signing

## REFERENCES

Company Name:

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List of 3 references of similar projects

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Company	Contact Name
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Project Description	Project Amount (\$)
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Address

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Phone Number

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Company	Contact Name
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Project Description	Project Amount (\$)
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Address

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Phone Number

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Company	Contact Name
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Project Description	Project Amount (\$)
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Address

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Phone Number

## Domain and DNS Separation and Email and File Migration Financial Proposal Form

Company Name:

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Description	Project Hours	Hourly Rate	Direct Proposed Cost	Block Purchase Rate
<b>Project Design</b>				
<i>Solution Architect</i>				
<i>Project Management</i>				
<i>Systems Engineer</i>				
<i>General consulting</i>				
<b>Implementation</b>				
<i>System Engineer</i>				
<i>Systems Engineer – After hours</i>				
<i>On-site desktop support</i>				
<i>Off-site desktop support</i>				
<i>On-site server support</i>				
<i>Off-site server support</i>				
<i>General consulting</i>				
<i>End User training</i>				
<i>System Administrator training</i>				
<b>Post Project Support</b>				
<i>Off-site desktop support</i>				
<i>Off-site server support</i>				
<i>General consulting</i>				
<i>End User training</i>				
<i>System Administrator training</i>				