



**MYSTIC VALLEY ELDER SERVICES  
REQUEST FOR PROPOSAL (RFP)  
INFORMATION TECHNOLOGY ASSESSMENT SERVICES**

**Issued by**

Mystic Valley Elder Services, Inc.  
300 Commercial Street, Suite 19  
Malden, MA 02148  
[www.mves.org](http://www.mves.org)

**Date**

August 11, 2023

**Primary Contacts**

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## **Introduction and Background**

Mystic Valley Elder Services, Inc. (MVES) is a not-for-profit, charitable organization, which is tax-exempt under Section 501c (3) of the IRS Code. MVES serves as both the federally designated Area Agency on Aging (AAA) and the state-designated Aging Services Access Point (ASAP) for the following 11 cities and towns in Massachusetts: Chelsea, Everett, Malden, Medford, Melrose, North Reading, Reading, Revere, Stoneham, Wakefield and Winthrop.

The mission of MVES is to support the rights of older adults and people with disabilities to live independently with dignity in a setting of their choice by providing them and their caregivers with information, advice, and access to quality services and resources. MVES is one of the largest ASAPs in the Commonwealth of Massachusetts serving a racial, ethnically and socio-economically diverse population of older adults, people with disabilities and caregivers.

## **Project Description**

MVES issues this Request for Proposals (RFP) to solicit proposals from qualified organizations to provide an information technology (IT) assessment which will review current IT infrastructure and staffing, and evaluate the current use of technology (including applications, hardware, software, networks, and security) to identify any gaps in services.

The assessment must critically contrast and compare the effectiveness of the existing technology infrastructure with current industry standards or optimal emerging technology. The assessment will provide recommendations and action steps to move toward improvements and efficiencies.

The focus of this IT assessment will be across three key areas:

1. Ensuring a scalable IT strategy at MVES which will position the organization for further growth
2. Reducing potential future security risk
3. Enhancing our IT policies and practices to better support our hybrid workforce

## **Scope of Services**

The scope of services will include the following three (3) key activities and it is our expectation that this project will take approximately two to three months.

### **Activity 1: Discovery Services**

Perform discovery to determine how MVES is currently utilizing technology and conduct a SWOT analysis of the following areas

- Review the current structure and organization of the IT Department, including staffing patterns and needs
- Review existing equipment, systems, and programs (including applications, hardware, software, networks, and security)

- Assess how organization is spending resources to support IT functions that impact operations, efficiencies, and user experience
- Identify alternative service delivery options to meet MVES needs in a more cost-efficient and effective manner.

### Activity 2: Critical Analysis

Review and provide analysis of the MVES's current approach to IT services and compare current approach to relevant best practices, for all areas listed above.

### Activity 3: Recommendations and Roadmap

The assessment will conclude with the development of a report that outlines the current state of IT operations and define a future state vision for the organization. The final report will outline an IT Strategy and Roadmap for MVES to include a series of recommendations that will enable our organization to both support its growth ambitions and to ensure compliance.

### **Qualifications**

Respondents should have a minimum of five (5) years' experience in the development of IT assessments or similar services, and have successfully managed at least three (3) similar projects. Preference may be given to vendors with previous experience working with human service non-profit organizations and Supplier Diversity Program vendors.

### **Submission Guidelines**

The following submission guidelines and requirements apply to this Request for Proposal:

- Only qualified individuals or firms with prior experience on projects such as the one outlined in this RFP should submit proposals
- Questions and inquiries regarding this RFP can be emailed to [rfp@mves.org](mailto:rfp@mves.org) by August 18, 2023
- Proposals must be submitted electronically to [rfp@mves.org](mailto:rfp@mves.org) by August 25, 2023 at 5pm (EST) to be considered
- Proposals must be no more than ten pages in length, excluding resumes of key personnel
- Proposals must remain valid for a period of 60 days
- MVES reserves the right to select no proposals should no bidder submit a proposal that meets our organization's needs

Submission Components:

- Provide a description of the history, experience, and qualifications you have to perform the scope of work including summary information on at least two projects that you previously led that are substantially similar to this initiative
- Describe the general approach, tools, and strategies that you would propose in carrying out the scope of work including your proposed workplan, timeline, and staffing

- Provide resumes of all key personnel that will perform work if awarded this contract (not included in proposal page count)
- Project Cost: Overall fixed price for the project as well as hourly rates and an estimated total number of hours should MVES decide to award a contract on an hourly basis. If you have a standard set of terms and conditions, please include them in your proposal. All costs, rates, terms, and conditions will be subject to negotiation.

### **Contract Award**

The contract award will be made within fourteen business days of the proposal submission deadline. Awards shall be made based on whose offer is responsive to the requests and most advantageous to MVES. Contracts shall be made only with responsible firms who possess the ability to perform under the terms and conditions of the procurement. A low bid will not necessarily be the deciding factor.

### **Timeline**

RFP Release Date: Friday, August 11, 2023

RFP Question Deadline: Friday, August 18, 2023 at 3pm (EST)

RFP Submission Deadline: Friday, August 25, 2023 at 5pm (EST)

Anticipated Contract Start Date: September 11, 2023