

Housing Authority of the City of Lumberton Request for Proposal

Managed IT Services Provider

Introduction

The Housing Authority City of Lumberton (HACL) is located in Southeast North Carolina approximately 96 miles south of Raleigh, North Carolina. Activities include client (employee) support, and some application support. HACL has determined it will be better served by a “managed services” approach. Currently there are no internal staff dedicated to IT operations. The selected provider will provide all professional IT staff.

RFP Objective

This RFP will be used to obtain proposals from qualified managed IT service providers. This information will allow the HACL to review proposals and enter into negotiations with the vendor whose proposal is most advantageous to the agency with price and other factors considered.

Following negotiation, the successful proposer will be asked to enter into a contract with HACL. The length of that contract is proposed to be 23 months, renewable to a maximum of 5 years, with three, one-year extensions. The initial contract term is December 1, 2017, through November 30, 2019.

Project Description

It is the desire of the HACL to consolidate this management under one partner with a qualified firm or group to provide IT support. The contractor will be responsible for troubleshooting computer problems and maintaining the HACL operational computer network to prepare for future needs and to prevent technical difficulties. This support includes, but not limited to the following:

- 1. Initial Assessment** – Compile/update inventory of all information technology related assets and provide mapping.
- 2. Desktop Applications Support** - Performs basic support functions including installing PCs, laptops, PDAs, printers, peripherals, and office automation software; diagnosing and correcting desktop application problems, configuring laptops and desktops for standard applications and identifying and correcting end user hardware problems, and performing advanced troubleshooting. Maintain an up-to-date inventory of HACL computer related hardware and make available to HACL personnel upon request. Assist designated HACL personnel with software and hardware purchases directly rather than through a 3rd party vendor in order to keep cost down. Assist in development of software/hardware policies and procedures.
- 3. Server Administration Services** - Managing computer systems and networks to include complex application, database, messaging, web and other servers and associated hardware, software, communications, operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Ensure scheduled preventive maintenance for equipment is properly and promptly performed; maintain the maintenance records on the equipment; develop operations, administrative, and quality assurance back-up plans and procedural documentation. Setup new users and edit or remove

existing users on server. Server performance and capabilities management services, with reporting when specified thresholds are reached. Configuration management, including changes, upgrades, patches, etc. Support of TenMast housing software and other specialized software products of the HACL as it relates to the server(s) and associated hardware. Management of user logins and security. Coordinate repair and maintenance work with contracted repair vendors and ensure repairs are conducted in a timely fashion.

- 4. Network Administration Services** – Scope of activity includes all HACL network equipment including switches, firewalls, routers, and other security devices. Primary installation and maintenance of printers, network copiers/scanners, etc. Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades. Alert notifications to designated HACL personnel in the event of failure. Complete proactive monitoring of network equipment including bandwidth utilization, and other performance indicators, with reporting when specified thresholds are reached. Network performance and capabilities, management services, and network troubleshooting. Maintain network documentation and procedures that will be kept on file with access to all actions with the HACL leadership.
- 5. Telephone Services** – Maintain and manage VoIP phone system to include management of 20+ phone lines, active directory, DID lines, soft and hard phones, conference call systems, D2A fax systems, etc. Configure each HACL user with required access.
- 6. Security** - Maintenance of virus detection programs on HACL servers, email and all other HACL computers and laptops. Perform security audits as requested and notify HACL personnel immediately of suspected breaches of security or intrusion detection. Configure HACL system to enable remote access in a secure environment and provide remote access administration as requested by designated HACL personnel.
- 7. Documentation** – Scope of activity includes a comprehensive record of all transactions and actions completed (task orders) in support of the HACL and can be recounted at all times.
- 8. Strategic Planning** - Engineering, planning, and design services for major system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchasing and technology needs. Install new servers, software and hardware and transfer data when acquired. Strategic planning, design, and installation/upgrade of core network systems. Examples include major network upgrades, provider changes, IP schema redesign, installation of “core” network devices, etc.

Addendum to the IT Support Services

Current Network in Production:

The main HACL office is in a temporary space after Hurricane Matthew in 2016. The HACL runs a Windows 2012 Edition server. Wired and wireless internet connectivity via Spectrum (formerly Time Warner Cable). 20 workstations consisting of 20 Dell OptiPlex desktops with Windows 10 each with an MFP are used. Two Microsoft Surface tablets for Board of Commissioners. Seven

Galaxy Tabs utilized for maintenance staff and inspectors. One networked MFP printer for administrative staff. The software primarily used is the Microsoft Office Suite, Tenmast Software, and Networkfleet.

Deadline for Response

Qualified firms must forward a response to this RFP on or before 4:00 p.m., Friday, November 10, 2017, to be considered. Late proposals will NOT be considered. Instructions/guidelines for submission are as follows: Proposals are to be submitted via USPS to:

RFP for IT Provider
407 N. Sycamore St
PO Box 709
Lumberton, NC 28358

Or, via email to chiefoperoff@hacl014.com

Please mark the envelope of your mailed proposal with “**Proposal for IT Managed Services Provider**” and for an emailed proposal place in the subject line of your email “**Proposal for IT Managed Services Provider**”, if applicable. Proposals received following the deadline will not be considered. Proposals must include the following HUD forms:

- HUD 5370-C1, General Conditions for non-Construction Contracts (with or without Maintenance Work)
- HUD 5369-C, Certifications and Representations of Offerors (Non-Construction contract)

All proposals shall include a statement indicating that the submitter is authorized to offer this proposal by his/her company and may bind the company under contract if selected.

Timeline

HACL intends to finalize the vendor selection and award the contract for work to begin no later than November 15, 2017. The deadline to submit proposals is by 4:00 p.m., Friday, November 10, 2017.

Selection

The HACL is using a competitive negotiation process to award a contract to the successful proposer. Although cost is a significant criterion for selection, the HACL will be awarding based upon a number of criteria evaluated based upon the proposal.

IT Environment

The successful bidder will have experience and/or knowledge with the components of HACLs technical environment. Local providers may visit the office to review the current configuration or hardware and software applications.

Questions for Proposer

Please respond to the following in your proposal. Please use the same order and titles to help facilitate scoring your proposal.

1. General Company Information

Provide a profile of your company, including background and history, size, locations, certifications, credentials, etc. Please provide details of your company's practices for staying current on regulations, legislation, certifications, and compliance especially as it relates to HIPPA, CJIT, public records, and government. Describe all staff that will be utilized to perform contractual duties under your proposal, and their certifications, experience, and duties.

Provide references of similar sized or larger agencies that proposer is currently managing or has managed.

2. Security

Describe our strategy for securing your clients data. Include your company's policies as well as any security certificates that you possess. Explain how you will insure that the security clearances required for CJIT are adhered to.

Describe your company's security certification and expertise.

3. Client Relationship Management

Describe how you would manage customer relationship within the county "clients."

4. Service Levels

Describe service levels you will provide to HACL. Note that penalties will be assessed for not meeting service level response times identified.

5. Change Control

HACL requires preapproval by the Chief Operations Officer of any changes made to the computing environment.

6. Monitoring

Describe your monitoring tools and strategies to monitor and insure the stability of the computing environment in HACL. Describe how these monitoring results would be communicated to HACL.

7. Documentation and Records

Describe how you would document and record maintenance, installation, performance, and changes to the system. Describe the documentation that you would make available to HACL at the end of the contract period. Describe how you would maintain confidentiality in strict conformance with HIPPA and other confidentiality laws and regulations.

8. Fees

Please provide all fees associated with the proposed contract for services. The following should be included in your base bid:

- Fees for service initiation
- Ongoing monthly fees and what is included and excluded.
- Fees for connectivity to support site

Optional fees:

- Extra work which is outside the proposal
- Optional ongoing services
- Ad-hoc services
- Escalation fees
- Off site disaster recovery
- Response and emergency fees

Significant Evaluation Factors

Responses shall be reviewed on these critical factors with the indicated relative importance factors.

1.Company experience, certifications, expertise, references from similar agencies.	20%
2.Client Relationship approach	20%
3.Service levels	30%
4.Management (Change Control, Monitoring, Documentation)	15%
5.Fees	15%