

HOUSING AUTHORITY OF THE CITY OF SUMMIT

“REQUEST FOR PROPOSALS”

FOR

INFORMATION TECHNOLOGY SERVICES

24-010

PROPOSALS ARE DUE NO LATER THAN

11:00 AM (Prevailing Time) ON TUESDAY, DECEMBER 12, 2023

Submit Proposals to: Keith Kinard
Executive Director
Housing Authority of the City of Summit
512 Springfield Avenue
Summit, N.J.07901

**Request for Proposal
for the
Information Technology Services**

The Summit Housing Authority (“SHA” or the “Authority”) is requesting proposals for Information Technology Services.

The Housing Authority of the City of Summit’s (SHA) mission is to provide safe, affordable and decent housing to low- and moderate-income families and seniors.

Proposal documents may be obtained by emailing procurement@summitnjha.org or by downloading the solicitation at www.summitnjha.org.

This contract shall be awarded through a fair and open process, pursuant to N.J.S.A. 19:44A-20.4.

All bidders are required to comply with the requirements of N.J.S.A. 10:5-31 and N.J.A.C. 17:27 and submit with their bid proposal an Employee Information Report or Affirmative Action Certificate.

The Authority reserves the right to reject all proposals or waive any informality in the proposal(s).

PURPOSE OF REQUEST

The Housing Authority of the City of Summit (the “SHA”) is seeking Requests for Proposals (RFP) for Information Technology (IT) Consulting & Management Services at the SHA, capable of providing support and consulting services to the SHA’s computer network and equipment. The successful proposer will demonstrate qualifications, experience, and abilities to perform the scope of services detailed in this Request for Proposal. Anticipated contract start date is January 1, 2024.

SCOPE OF SERVICES

The successful proposer will be able to provide technical assistance and system administration related to the SHA’s computer and network system. The successful proposer will be responsible for troubleshooting computer problems, maintaining servers, maintaining the network to prepare for future needs, and preventing/managing technical issues.

The Scope of Work for the requested services includes, but is not limited to:

1. On-site IT Consultant and Management Services when necessary and remote support sufficient to ensure uninterrupted service. This includes assisting users with operational issues and/or emergency response (i.e. servers are down or there is no email access)
 - a. There shall be a two (2) hour maximum response time during normal business hours
 - i. SHA normal business hours of operation are Monday – Friday 8:30 AM – 4:30 PM
 - ii. SHA is closed all State, Federal, and local holidays

- b. There shall be a four (4) hour maximum response time outside of normal business hours
 - c. There shall be a 24hr./7 day per week emergency line provided by the vendor for system outages
- 2. Provide proactive system maintenance for all network devices (i.e. warranty, network and asset status), including routine maintenance, monthly reviews and security management to prevent cyber-attacks. Proposer must demonstrate successful experience in supporting NJ municipal-based computer systems, as appropriate.
- 3. Provide preventative maintenance, including LAN/WAN troubleshooting, network server/workstation maintenance, updates, upgrades, installations, configurations and troubleshooting of any and all software and hardware for approximately 6 users, 1 primary location, remote locations with VPN support, 6 workstations, 1 physical server and 3 laptop computers.
 - a. The SHA shall retain ownership of all hardware and software licensing throughout the contract period.
 - b. The SHA shall be responsible for the cost of hardware replacements and repairs.
 - c. Hardware:
 - i. HP workstations
 - ii. HP Proliant Server ML110
 - iii. HP Laptops
 - iv. Cisco switches
 - v. Fortinet Firewall, 61E/Spam Appliance
 - vi. Datto Backup Appliance
 - d. Software:
 - i. Microsoft Office 365
 - ii. Microsoft Server
 - iii. Microsoft Windows 10
- 4. Recommend new workstation equipment and software, when necessary, as well as set up and install acquired hardware.
- 5. Provide structured system protection and maintenance, including but not limited to firewall, backup, antivirus programs for updates, and confirm system maintenance checks are being performed.
- 6. Support and maintain data backup and recovery and e-mail archiving.
- 7. Troubleshoot (either remotely or on-site) hardware and software problems.
- 8. Maintain hardware/software inventory and license documentation.
- 9. Perform the repairs and necessary maintenance of the SHA's network.
- 10. Provide for system file backup for PC operations, which includes rebuilding the various databases in case of system malfunction.
- 11. Provide pass-through invoicing for Microsoft Office 365 Support hosting services
- 12. Monitor network security usage and perform necessary system "housekeeping."
- 13. Document information system processes and procedures and assist with network security.
- 14. Strategic planning for future system upgrades.

ROLES AND RESPONSIBILITIES

- 1. Server Management
 - a. Monitoring of critical functions
 - b. Unlimited on-site and remote support
 - c. Maintain Active Directory and Security management

- d. Complete service pack and patch updates on a regular basis
- e. Perform, monitor, and verify daily backups
- f. Install/Configure new servers when requested
- 2. Workstation Management
 - a. Unlimited on-site and remote support
 - b. Complete service pack and patch updates on a regular basis
 - c. Maintain proper functioning profiles and configurations
 - d. Install/Configure new workstations when requested
- 3. General IT Services
 - a. Maintain printer configurations
 - i. Install/Configure new printers when requested
 - b. Installation of software
 - c. Hardware/Software troubleshooting
 - d. Scanner setup
 - i. Install/Configure new scanners when requested
- 4. Network Management
 - a. Network devices
 - b. Firewall changes
 - c. VPN changes
 - d. Backup, Firewall Appliances
 - e. Install/Configure new network devices when requested
- 5. Provide services associated with the setup & maintenance of Office 365
 - a. Support includes but is not limited to:
 - i. Non-Profit Status with Microsoft
 - ii. End User Support
 - iii. Verification of Backups
 - iv. Direct billing with Microsoft if/when required (pass through billing)
- 6. Provide services and support to integrate existing on-site Active Directory and Office 365 into a single sign-on process

CERTIFICATION REQUIREMENTS

- 1. MCSE (Certified Solution Expert)
- 2. MCITP (Certified IT Professional)
- 3. MCTS (Certified Technology Specialist)
- 4. CCNA (Certified Cisco Network Administrator)

QUALIFICATIONS

Indicate the professional experience and technical competence of your firm and its personnel for this particular project. Include the experience or abilities of your firm, its principals, staff and facilities which will be of special importance and used on this engagement. Proposal must specifically address the following:

- 1. A Letter of Interest
- 2. Staff Resources - Identify names of principals and key personnel who will actually provide the information technology services. Summarize the experience and technological expertise of these staff. Describe the role and responsibilities that each of these individuals will have. Full resumes

of these individuals should be appended to the proposal. The local availability of staff that will be providing these services shall be an important consideration.

3. Describe how your firm is positioned to provide the services listed above and provide a history of experience on providing similar services.
4. Provide at least (3) references of relevant work relating to these specific areas of business. Listing of current contracts providing Information Technology Services
5. A Business Registration certificate issued by the State of New Jersey
6. Proof of Professional Liability Insurance
7. Non-Collusion Affidavit (attached)
8. Affirmative Action Compliance Notice (attached)
9. Mandatory Equal Opportunity Language (Exhibit A)

FEE

1. Submit a monthly/annual fee to complete all work items in the Scope of Services.

\$ _____

2. Submit an Hourly Rate, as well as an estimate of the number of hours per month necessary to complete the Scope of Services.

\$ _____ Hourly Rate

\$ _____ # of Hours monthly

PROPOSAL SUBMISSIONS

Only sealed proposals in an envelope marked "2024 Information Technology Services" will be accepted no later than 11:00 am (prevailing time) on Tuesday, December 12, 2023 at the Summit Housing Authority, 512 Springfield Avenue, Summit NJ 0790, Attention: Keith Kinard, Executive Director.

No proposal shall be withdrawn for a period of sixty (60) days without the written consent of the Authority. The Authority reserves the right to reject any or all proposals and to waive any informalities in the proposal process.

No late proposals will be accepted.

PROPOSER EVALUATION – RATING FACTORS

An Evaluation Panel will rank order all submittals using the Criteria described above.

The SHA’s objective in soliciting an RFP is to enable it to select a firm or organization that will provide high quality and cost-effective services to the Housing Authority of the City of Summit. The SHA will consider proposals only from firms or organizations that, in the SHA’s judgment, have demonstrated the capability and willingness to provide high quality services in the manner described in this RFP.

All proposals received by the specified date shall be subject to an evaluation. Although the following criteria will be utilized in making the selection, no one single or multiple set of criteria used will be the determining factor in the selection of a proposer with whom the Authority may commence negotiation of an agreement or in the final selection of a consulting firm.

The Evaluation Panel may, at its option, seek supplemental submissions from one or more respondent(s), termed a Best and Final Offer (“BAFO”). The BAFO would serve to further clarify each BAFO invitee’s proposals and could lead to a refinement of the invitee’s technical ranking by the Evaluation Panel.

The authority reserves the right to make multiple awards or no awards, at its option, under this solicitation.

| CRITERIA | POINTS |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 1. Capabilities of the Team or Firm: This criterion evaluates the capability of each respondent to assist the SHA in the above areas. This criterion will be scored based on the experience of each respondent. | UP TO 35 POINTS |
| 2. Knowledge and Skills of the Individuals to be Assigned: This criterion evaluates the knowledge and skills of the individuals who will actually be providing the various kinds of support and IT services. This criterion will be scored based on the resumes to be submitted for individuals to be assigned to provide the various kinds of Information Technology Services. | UP TO 25 POINTS |
| 3. References | UP TO 15 POINTS |
| 4. Experience with similar New Jersey Public Sector clients | UP TO 15 POINTS |
| 5. Proposed Terms: This criterion evaluates the fee for services provided. | UP TO 10 POINTS |