HOUSING AUTHORITY OF THE CITY OF SUMMIT

"REQUEST FOR PROPOSALS"

FOR

INFORMATION TECHNOLOGY SERVICES

27-001

PROPOSALS ARE DUE NO LATER THAN

10:00 AM (Prevailing Time) ON TUESDAY, DECEMBER 8, 2026

Submit Proposals to:

Jacqueline Gray
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, 2027.

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 "2027 Information Technology Services" will be accepted no later than 10:00 am (prevailing time) on Tuesday, December 8, 2026, at the Summit Housing Authority, 512 Springfield Avenue, Summit NJ 0790, Attention: Jacqueline Gray, 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

NON-COLLUSION AFFIDAVIT

State of New Jersey
County of _____ ss:

I, _____ residing in _____
(name of affiant) (name of municipality)
in the County of _____ and State of _____of full age, being duly sworn according to law on my oath depose and say that:

I am _____ of the firm of _____
(title or position) (name of firm)

_____ the bidder making this Proposal for the bid

entitled _____, and that I executed the said proposal with
(title of bid proposal)
full authority to do so that said bidder has not, directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above named project; and that all statements contained in said proposal and in this affidavit are true and correct, and made with full knowledge that the _____
_____relies upon the truth of the statements contained in said Proposal
(name of contracting unit)
and in the statements contained in this affidavit in awarding the contract for the said project.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by _____.

Subscribed and sworn to

before me this day _____
Signature

_____, 2____ _____
(Type or print name of affiant under signature)

_____
Notary public of

My Commission expires _____

(Seal)

AFFIRMATIVE ACTION COMPLIANCE NOTICE
N.J.S.A. 10:5-31 and N.J.A.C. 17:27

GOODS AND SERVICES CONTRACTS
(INCLUDING PROFESSIONAL SERVICES)

This form is a summary of the successful bidder's requirement to comply with the requirements of N.J.S.A. 10:5-31 and N.J.A.C. 17:27-1 et seq.

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- The successful bidder shall submit to the public agency, after notification of award but prior to execution of this contract, one of the following three documents as forms of evidence:

(a) A photocopy of a valid letter that the contractor is operating under an existing Federally approved or sanctioned affirmative action program (good for one year from the date of the letter);

OR

(b) A photocopy of a Certificate of Employee Information Report approval, issued in accordance with N.J.A.C. 17:27-4;

OR

(c) A photocopy of an Employee Information Report (Form AA302) provided by the Division and distributed to the public agency to be completed by the contractor in accordance with N.J.A.C. 17:27-4.

The successful vendor may obtain the Affirmative Action Employee Information Report (AA302) from the contracting unit during normal business hours.

The successful vendor(s) must submit the copies of the AA302 Report to the Division of Contract Compliance and Equal Employment Opportunity in Public Contracts (Division). The Public Agency copy is submitted to the public agency, and the vendor copy is retained by the vendor.

The undersigned vendor certifies that he/she is aware of the commitment to comply with the requirements of N.J.S.A. 10:5-31 and N.J.A.C. 17:27.1 et seq. and agrees to furnish the required forms of evidence.

The undersigned vendor further understands that his/her bid shall be rejected as non-responsive if said contractor fails to comply with the requirements of N.J.S.A. 10:5-31 and N.J.A.C. 17:27-1 et seq.

COMPANY: _____ SIGNATURE: _____

PRINT NAME:_____ TITLE: _____

DATE: _____

EXHIBIT A

MANDATORY EQUAL EMPLOYMENT OPPORTUNITY LANGUAGE
N.J.S.A. 10:5-31 et seq. (P.L. 1975, C. 127)
N.J.A.C. 17:27

GOODS, PROFESSIONAL SERVICE AND GENERAL SERVICE CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Except with respect to affectional or sexual orientation and gender identity or expression, the contractor will take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this nondiscrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex.

The contractor or subcontractor, where applicable, will send to each labor union or representative or workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to N.J.S.A. 10:5-31 et seq., as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to make good faith efforts to employ minority and women workers consistent with the applicable county employment goals established in accordance with N.J.A.C. l7:27-5.2, or a binding determination of the applicable county employment goals determined by the Division, pursuant to N.J.A.C. 17:27-5.2.

The contractor or subcontractor agrees to inform in writing its appropriate recruitment agencies including, but not limited to, employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the

statutes and court decisions of the State of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

In conforming with the applicable employment goals, the contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and layoff to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor shall submit to the public agency, after notification of award but prior to execution of a goods and services contract, one of the following three documents:

Letter of Federal Affirmative Action Plan Approval

Certificate of Employee Information Report

Employee Information Report Form AA302

The contractor and its subcontractors shall furnish such reports or other documents to the Div. of Contract Compliance & EEO as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Div. of Contract Compliance & EEO for conducting a compliance investigation pursuant to **Subchapter 10 of the Administrative Code at N.J.A.C. 17:27**.