

Request for Proposals

For

IT Managed Services Provider for the Housing Authority of Florence (HAF)

1. Advertisement

The Housing Authority of Florence hereby requests proposals from qualified IT firms to provide IT services under a contract for a two (2) year time period renewable up to a maximum of six (6) years. HAF, created by the SC State Legislature and a “public housing agency” as defined in the United States Housing Act of 1937, was organized in 1968 with the mission of providing quality, safe and affordable housing to the residents of Florence, Chesterfield, Marlboro and Dillon Counties. Currently there are no internal staff dedicated to IT operations. The selected provider will provide all professional IT staff.

2. Proposal Submission Time and Place

One (1) Signed original and one (1) unbound copy of the proposal must be submitted to HAF at the following address by 3:00 p.m., July 9 2019. Proposals received after that time will not be accepted.

Housing Authority of Florence
Attn: Mrs. Clamentine V. Elmore, Executive Director
P. O. Drawer 969 (400 East Pine Street)
Florence, SC 29503

3. Contact Person

For additional information, please contact Diane C. Garris, Director of Human Resources, HAF at 843-669-4163 ext 3100 or dgarris@hafsc.org.

Formal communications such as requests for clarification and/or information concerning this solicitation shall be submitted in writing (no later than five (5) days before RFP closing) and directed to the above contact person.

4. Detailed Proposal

Interested IT firms must submit a detailed proposal which includes (at a minimum):

- Qualifications
 - IT Experience
 - Experience with Public Housing Agencies
 - Experience with local, state and federal agencies
 - Knowledge of HUD Regulations
- References (preferably Public Housing Agencies). Provide a contact person, address and telephone number for each reference.
- Resumes of persons who will actually perform the work
 - Experience
 - Education

- Registrations and certifications
- Any additional information that will assist HAF in evaluating the firm's capability to perform the requested services.
- Form of Contract normally used by the firm for this type of service. The contract may be used by HAF as an information source in establishing the final form of contract.
- Fee Schedule

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:

List any other costs that may apply other than hourly rates.

- Optional ongoing services
- Off-site disaster recovery
- Response and emergency fees

5. Forms and Attachments

Submit the following forms which shall constitute a part of the RFP and any contract. All work will be performed in accordance with professional standards, HUD regulations, requirements and criteria, local codes, regulations, ordinances and statutes.

- Evidence that the firm has any licenses or registrations required to do business in Florence, County, Chesterfield County, Marlboro County and Dillon County as well as any cities/towns within these counties in South Carolina
- Form of Non-Collusion Affidavit

6. Scope of Services

HAF is seeking qualified IT firm to provide a broad range of IT services and support including but not limited to:

- Microsoft Networking including Active Directory and working knowledge of Group Policies
- Microsoft Exchange Server
- Microsoft Terminal Server
- Microsoft Office Suite
- Porteus Kiosk Software
- Internet Security best practices
- Application Management
- Infrastructure Support
- Network Security
- Disaster Recovery

- On Site and Remote Client Service
- 24/7 System Monitoring and Response
- Manage user tablet devices
- Manage user cell phone devices
- Assist with facilitating site alarm systems.
- Knowledge of VMware Hypervisor infrastructure
- On Site Services as needed but not less than one day per week.
- Service and Support Tsunami Security Camera System.
- Maintain Vivotek Security Camera System.

7. Client Relationship

Describe how you would manage customer relationship within the Authority.

- Describe how will you propose changes in technicians assigned to the contract and seek approval to such changes from the Authority.
- Describe your training program
- Describe the hours of operation for on-site staff as well as help desk staff.
- Describe how after hours' support would be available.
- Describe how you would report to Authority contacts and users about status of systems, elicit needs of users, needs for change, etc.

8. Service Levels

Describe service levels you will provide to the Authority.

- Describe your work order/trouble ticket system
- Describe availability of key staff during normal business hours
- Describe how staff is available 24/7
- Provide your guaranteed response time for issues dependent upon severity and time of day
- Provide your average response time for after hours' issues
- Scheduled down times for routine maintenance
- How are scheduled down times determined; how communicated?
- How do you propose that the service level agreement be enforced?
- Describe your communication strategy for keeping clients informed of system conditions and changes.
- Describe how you would assist Authority's top management strategic plan to insure that the Authority's IT system retains its usefulness, viability, compatibility, and dependability.
- Describe your plans for disaster recovery.
- Describe how your on-site support representative would work and describe any special requirements that would need to be filled by the Authority.
- Describe how major software upgrades would be applied and what upgrades would require additional fees.
- Describe how you would institute change control in Authority's computing environment

- Describe your monitoring tools and strategies to monitor and insure the stability of the computing environment.
- Describe how you would document and record maintenance, installation, performance, and changes to the system.
- Describe the documentation that you would make available to the Authority at the end of the contract period.

9. Evaluation Factors

- Evidence of the firm's ability to provide the services as indicated by profiles of the principals' and staff's professional and technical competence, experience and facilities.
- Experience providing IT services to Public Housing Agencies
- Experience providing IT services to Public Housing Agencies specifically in developing affordable housing.
- Capability to provide professional service in a timely manner.
- Past performance in terms of cost control, quality of services and successful track record.
- Fee schedule
- Knowledge of local, state, federal and HUD rules, regulations and laws.
- Preference given to local firm (located within a ninety (90) mile radius of our Central Office located at 400 East Pine Street, Florence, SC.)
- Minority or women business enterprise.

10. Insurance

- All prospective firms will be required to have a Certificate of Professional Liability Insurance or show the ability to obtain the applicable coverage limits if awarded a contract.

11. Interviews

- HAF may utilize the interview process to make the final selection(s).

12. Term of the Service

The contract will be for a two (2) year time period renewable up to a maximum of six (6) years. beginning on or about July 23, 2019. Renewables shall be exercised contingent upon satisfactory performance. After the initial two-year base period, the engagement shall be renewed based on the fee schedule(s) in the original proposal.