

**Request for Proposal for
Information Technology Consulting, Network Support and Helpdesk Services**

General Information

The Murfreesboro Housing Authority (MHA) is located at 415 N. Maple St., Murfreesboro, TN 37130. The agency's primary mission is to administer subsidized rent programs throughout the City of Murfreesboro, TN, and Rutherford County. These programs are funded by the U.S. Department of Housing & Urban Development (HUD). The agency currently services over 1,290 households each month through the rental assistance programs.

Purpose of the RFP

MHA is seeking the services of a qualified firm with experience in providing technology consulting, network support and helpdesk services for the purposes of maintaining and keeping MHA's infrastructure up-to-date which will enable MHA's information technology environment to operate in an efficient and secure manner.

1. Providing Hosted Exchange email services
2. Providing Managed IT Services to include:
 - a. IT support during MHA's business hours;
 - b. Manage anti-virus, anti-malware and anti-spyware protection for MHA servers and PCs
 - c. Manage network firewall at MHA headquarters and remote sites-(Westbrooks Towers)
 - d. Proactive maintenance on MHA's servers, network hardware and PCs
3. Provide recommended solutions for a backup and disaster recovery solution for MHA servers and critical user PCs
4. Provide support and maintain the existing MHA telephone system.

Important Dates for the RFP

Issue Date of RFP: January 28, 2020

Deadline for Submittal of Proposals: February 20, 2020 - 2:00 p.m. CST

Scope of Services

The IT Consulting Firm (Consultant) shall provide recommended network infrastructure improvements to ensure network efficiency and security if needed.

Consultant shall provide Managed IT Support Services to include:

- a. Proactive maintenance on MHA servers, network hardware and PCs
- b. IT helpdesk support during MHA business hours,
- c. Managed anti-virus, anti-malware and anti-spyware protection for MHA servers and PCs
- d. Managed network firewall at MHA headquarters and Westbrooks Towers
- e. Monthly status report detailing IT issues encountered and resolved by Consultant

Consultant shall provide for an efficient and secure backup and recovery of data applications and data residing on MHA servers and critical user PCs.

Estimated Fee Schedule:

Consultant shall provide an estimated fee schedule for services outlined in this RFP. The Estimated Fee Schedule shall include:

1. Monthly fee for external hosting of MHA's public website
2. Estimated monthly fees for Managed IT Services supporting the IT environment detailed in the "Technology Environment" section of this RFP.
3. Estimated monthly fees for backup and disaster recovery solution supporting the IT environment detailed in the "Technology Environment" section of this RFP.

Proposal Submission Requirements

Consultant shall be responsible for preparing an effective, clear, and concise proposal. It is recommended proposals contain the following information:

- Provide number of years the firm has been in business and the firm's qualifications and experience performing similar network infrastructure upgrades and managed IT services.
- Provide a list of similar engagements that the firm has performed within the last two years.
- Provide the total number of IT support personnel employed by the firm to provide helpdesk services.
- Provide the hours of operation of the firm's managed IT services helpdesk.
- Provide a list of names(s) and professional qualifications, responsibilities and resumes of the managerial and supervisory technical support staff identified

to provide the services outlined in this RFP.

- Provide details on the employment screening process for managerial, technical and support staff.
- Provide a list of hardware and software partners.
- Provide a list of remote access agents used in performance of managed IT services.
- Provide a list of anti-virus and anti-malware solutions offered by the firm.
- Provide average response and resolution times for managed IT service issues.
- Provide a list of backup and disaster recovery solutions offered by the firm.
- Reference check. Provide a minimum of three (3) references of similar projects, including date of project, contact person and phone number, and brief description of the project.
- Estimated Fee Schedule. Provide a standard fee schedule (hours, rates or other fee schedule) for the personnel who would be assigned to this project.
- Two (2) copies of the proposals must be submitted by 2:00 PM on February 20, 2020
- Executed Non-Collusion Affidavit.

Selection Process

Each proposal received will be evaluated and a determination will be made if it meets the minimum requirements. Failure to meet these requirements will be a cause for eliminating the proposal from further consideration.

MHA reserves the right to reject any and all proposals, to waive any technicalities, informalities and irregularities, to accept or reject all or part of the proposal, and to be the sole judge of the suitability of the proposals offered.

Evaluation of the proposals will be made by the Executive Director. In addition to evaluating written proposals, oral interviews and on-site network reviews may be requested. Proposals will be evaluated generally on the following criteria, which is neither weighted nor prioritized:

- Ability, capacity and skill of the Proposer to perform the scope of work
- Proposed estimated fee structure that is the most advantageous to MHA
- Staff qualifications – quality of staff/team members assigned to the project
- Reference check

All submittals in response to this RFP are public records and available for inspection and copying upon request.

MHA reserves the right to reject any and all proposals submitted in response to the RFP. MHA is under no obligation to award any Agreement as a result of this RFP.

Affirmative Action

MHA strongly encourages minority-owned and women-owned businesses, socially and economically disadvantaged business enterprises, and small businesses to submit proposals, to participate as partners, or to participate in other business activity in response to this RFP.

The firm awarded the contract agrees to use its best efforts to subcontract and employ minority business enterprises and/or women business enterprises. MHA is an equal opportunity employer and requires its entire contractor to comply with policies and regulations concerning equal employment opportunity.

Terms and Conditions

Withdrawal of RFP:

Proposals may be withdrawn before and after the RFP submittal deadline by submitting a written request to the Contact Person. Resubmittal before the RFP submittal deadline can be made; however, proposals may not be resubmitted after the deadline.

RFP Costs:

All costs incurred in the preparation and presentation of the RFP shall be completely borne by the responding party to the RFP. All documents submitted as part of the RFP will become the property of MHA. Requests for specific material to be returned will be considered. Any material submitted that is confidential must be clearly marked as such.

Affidavit:

All proposals must include an executed non-collusion affidavit on the form furnished in the RFP packet.

Housing Authority Contacts:

The designated individual responsible for coordination of the RFP is L. Thomas Rowe, Executive Director, (615) 225-9477, trowe@mha-tn.org.

Technology Environment

1. Comcast Business Class Internet (MHA Headquarters and Westbrooks Towers)
2. 5 Open Mesh Wireless Access points
3. 1 Dell PowerEdge R510 Windows Server 2008 R2 (SACS application server)
4. 1 Dell PowerEdge R210 Windows Server 2008 R2 (File server)
5. 1 Dell PowerEdge R510 Windows SBS 2011 (Domain and Exchange 2010)
6. 2 Sophos UTM Firewalls
7. Exchange Online with Dir. Sync
8. 4 Layer 2 Managed switches
9. 1 Avaya telephone system

10. 1 Avaya Voicemail Processor
11. 4 digital Video Recording systems
12. 18 Printers
13. 25 User Workstations

Mission-Critical Applications

1. Section 8 / Public Housing Management, Accounting and Payroll Software – Scott Accounting and Computer Software (SACS)
2. E-Mail – Microsoft Exchange (30 active user mailboxes)
3. Office Productivity – Microsoft Office 2016 Suite (Word, Excel, Access, Power-Point & Outlook – Few users use Publisher 2013)

Insurance Requirements

Contractor shall indemnify, defend and hold harmless MHA (owner), its officers and agents from claim, liability, loss, injury or damage arising out of, or in connection with, performance of this Agreement by Contractor and/or its agents, employees or sub-contractor, excepting loss, injury or damage caused by the negligence or misconduct or personnel employed by the Owner to the maximum extent allowed. Contractor shall reimburse the Owner for all costs, attorney's fees, expenses and liability incurred with respect to any litigation in which the Contractor is obligated to indemnify, defend, and hold harmless the Owner under this Agreement.

Without limiting Contractor indemnification of the Owner, Contractor shall provide and maintain at its own expense, during the term of this Agreement, or as may be further required herein, the following insurance coverage and provisions:

1. Evidence of Coverage – Prior to commencement of this Agreement, Contractor shall provide a Certificate of Insurance certifying that adequate coverage is in place. Individual endorsements executed by the insurance carrier shall accompany the certificate. In addition, a certified copy of the policy or policies shall be provided by the Contractor upon request. Contractor shall not receive a Notice to Proceed with the work under the Agreement until it has obtained all insurance required and such insurance has been approved by the Owner. This approval of insurance shall neither relieve nor decrease the liability of the Contractor.
2. Notice of Cancellation – All coverage as required herein shall not be canceled or changed so as to no longer meet the specified Owner insurance requirements without 30 days' prior written notice of such cancellation or change being delivered to the Owner of their designated agent.

NONCOLLUSION AFFIDAVIT OF PRIME BIDDER

State of _____)

County of _____)

_____, being first duly sworn deposes and says that:

- (1) He/She is _____ of _____ the Bidder who has submitted the attached Bid:

- (2) He/She is fully informed respecting the preparation and contents of the attached Bid and of all pertinent circumstances respecting such Bid:

- (3) Such Bid is genuine and is not a collusive or sham Bid:

- (4) Neither the said Bidder nor any of its officers, partners, owners, agents, representatives, employees, or parties in interest, including this affiant, has in any way colluded, conspired, connived, or agreed, directly or indirectly, with any other Bidder, firm or person to submit a collusive or sham Bid in connection with the Contract for which the attached Bid has been submitted or to refrain from bidding in connection with such Contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Bidder, firm, or person, to fix the price or prices in the attached Bid or of any other bidder, or to fix any overhead, profit, or cost element of the Bid price or the Bid prices of any other Bidder, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against the Owner or any person interested in the Contract; and

- (5) The price or prices quoted in the attached Bid are fair and proper and are not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the Bidder or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

Signature

Title

Subscribed and sworn to before me this _____ day of _____, 2020.

By _____ Title _____

My Commission expires: _____