



Regional Housing Authority

Request for Proposal for Information Technology Services RFP 16-03

Enclosed you will find a request for proposal for: Tlingit Haida Regional Housing Authority (THRHA) is seeking an experienced vendor for Information Technology Services

SECTION 1.0

GENERAL INFORMATION ON BID PROCESS

1.1 General

- Proposals may be submitted in written format or via email. See Section 1.2 Submission Instructions.
- Proposals submitted in non-electronic format must contain at least one (1) original.
- A complete proposal consists of all documents listed in Section 4 and all related appendices. Proposals will be considered non-compliant and will be rejected if all required documents are not present.
- A complete proposal must also include a cover letter signed by an official authorized to bind the proposer contractually and contain a statement that the proposal is firm for ninety (90) days. **An unsigned letter or one signed by an individual not authorized to bind the Offeror will be disqualified.**
- THRHA reserves the right to reject any or all proposals, waive minor informalities, and accept the proposal deemed to be in the best interest of THRHA.
- Indian/Native owned firms and minority and women owned firms (MBE/WBE) are encouraged to participate. Preference points will be given to Indian owned organizations and economic enterprises as described in Section 3 Evaluation Procedure and Selection Criteria.
- The successful Offeror must be an Equal Opportunity Employer.
- All information in the Offeror's response should be organized and presented in a clear/concise format. Accuracy and completeness are essential. The successful response will be incorporated into a contract as an exhibit; therefore, Offerors should not make claims to which they are not prepared to commit themselves contractually.
- Additional copies of the solicitation may be obtained from THRHA on and after September 21, 2016 between the hours of 8:00 am and 4:30 pm Monday – Friday or on our website at www.thrha.org under the resources tab.
- **The response must include a cost for each category of service.** The first category of service is HELP DESK AND PC SUPPORT and second category of service is the NETWORK ADMINISTRATION.
- Pricing must remain firm for the entire contract period.
- We reserve the right to only award Category of Service I and/or II.
- We reserve the right to award each Service to different vendors.

1.2 Submission Instructions

- If submitting electronically:
Email proposals to ksoutherland@thrha.org with the subject as “THRHA IT Services RFP 16-03” return receipt requested. An email confirmation reply will be sent within 24 hours to the sending email.
- If submitting via U.S. Postal Service:
Identify the solicitation title and number clearly on the submitted envelope. All responses must be sealed and delivered to:

Tlingit Haida Regional Housing Authority
Human Resources Administrator
PO Box 32237
Juneau, Alaska 99803

Tlingit Haida Regional Housing Authority
Human Resources Administrator
5446 Jenkins Drive
Juneau, Alaska 99801
- If submitting in person or by carrier:
Identify the solicitation title and number clearly on the submitted envelope. All responses must be sealed and delivered to:

1.3 Questions and Walkthrough

Questions concerning this solicitation must be submitted in writing or email to: Kenneth Southerland at the addresses in Section 1.2 before September 30, 2016 @ 4:30pm AKSDT. Questions may be delivered, mailed or emailed. Answers will be sent via an addendum to all registered proposal document holders via email. Offerors are encouraged to contact the Human Resources Administrator to register as a bid document holder to automatically receive addenda as they are issued.

A building walkthrough will be conducted at 10:00 a.m. on Friday, September 30, 2016, for interested parties to physically see server room equipment in preparation for preparing their bids. Interested parties should report by 10:00 a.m. to the Reception Desk at 5446 Jenkins Drive, Juneau, Alaska.

1.4 Proposal Schedule

RFP Issued	09/21/2016
Building Walkthrough	09/30/2016
Deadline for Submitting Questions to RFP	09/30/2016
Proposals Due and Opened	10/07/2016
Anticipated Contract Award Date	10/14/2016

Responses must be delivered by 10/07/2016 at 12:01pm.

SECTION 2.0

SPECIFICATIONS/SCOPE OF SERVICES

2.1 Background

The Tlingit Haida Regional Housing Authority is requesting proposals from qualified, professional technology vendors for Information Technology Support Services. The qualified vendor would provide necessary technical services, which would enable the THRHA to:

- Protect and secure its technology facilities.
- Ensure the efficient operation of its data processing networks and related computer systems in its defined user community/
- Enhance its quality of service for departments defined in the enclosed schedules.
- Minimize the spending and maximize the ROI for investment in technology.

The ideal vendor will resolve computer systems and network issues in accordance with industry standard and acceptable maintenance and support benchmarks. The successful vendor will be expected to organize help desk service calls efficiently and to ensure that there is NO significant computer downtime during normal working hours, generally 7:30 AM to 5:00 PM, Monday through Friday. The vendor is expected to report on status of technology issues and communicate effectively with THRHA.

The administrative office of THRHA is located in Juneau, Alaska. THRHA has remote offices and/or employees located in 15 communities throughout Southeast Alaska. Travel to each of these communities is limited to plane or boat. There are issues regarding internet access in some of the remote communities.

The THRHA currently employs a Network Administrator but the employee is resigning and THRHA is looking for options to provide computer and network maintenance and support for its user community.

The THRHA network and computers are currently: Microsoft server network; Fiberchannel systems; Hyper-V failover clusters; Veeam Backup systems. There are 68 PCs and 87 devices (printers, network gear, phones, etc.) to be covered under the service and support agreement with the successful vendor. These PCs are located throughout two different buildings which are across a street from each other. The addresses and locations are available upon request. These PCs vary by manufacturer, aging, specifications software, and service pack versions. Windows is the prevalent operating system used on the workstations. Additional systems include 3CX phone system with CRM API; key fob building access; and network based security camera system.

Attached please find Appendix A and B, describing the equipment and software in summary form. This list is from our 2015 year end inventory. New equipment will have been added in 2016 and are not included in this listing including a move to supplying iPads and tablets to the field staff (approximately 15 so far provided).

2.2 Scope of Work

This section summarizes the services to be provided to the THRHA in this RFP. The THRHA is looking for a maintenance and support program to be designed under two major categories.

These categories are HELP DESK AND PC SUPPORT and NETWORK ADMINISTRATION, to accommodate departmental computer system activities and user equipment performance. The THRHA expects the vendor proposal to define, in detail, the approach to be used in the above categories. Distinction of time and material costs for these efforts are important to billing the THRHA and future budget considerations. Appendix C is included to provide job descriptions of staff THRHA has employed to do this work.

I. HELP DESK AND PC SUPPORT

A. Initial and Annual Assessment

Review of the inventory, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes and make recommendations for improving routine support criteria and eliminating emergency maintenance situations. A report of this initial assessment shall be submitted by successful bidder following executed contract and each October 1st as long as the contract is in force. This is to allow for necessary budget planning for the upcoming year.

B. Desktop Application Support

Performance of basic support functions, including the installation of PCs, laptops, PDAs, printers, peripherals, and office software; diagnosis and correction of desktop application problems, configuring of PCs and laptops for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed; maintenance of an updated inventory of all related computer related hardware, to make available to THRHA personnel upon request; and implementation of HELP Desk procedures under policy constraints of the successful vendor. Management of HDS housing database (access, data backup).

C. Server and Workstation Administrative Services

Management of network and computer systems including complex applications, databases, messaging, server and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability and recoverability of the systems.

Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for all help desk tickets for both onsite visits and telephone support is available; development of operations and quality assurance for backup plans and procedures are being followed.

Configuration management including changes, upgrades, patches, etc. is maintained; management of user login's and password security is documented; and support of software products relating to server and workstations; timely response to repair and maintenance work for the user.

II. NETWORK ADMINISTRATION

D. Network Administration Services

Maintenance and support of network equipment, including switches, firewalls, routers, copiers, and other security devices is included.

Installation and maintenance of printers, scanners, network devices et al; analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed; alert

notifications in case of failure of equipment.

Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; continuous troubleshooting are required.

Maintenance of network documentation for daily, weekly, and monthly services is required.

E. Email, Security and Backup Efforts

Maintenance of THRHA email accounts using the THRHA domain, adding, changing, and/or deleting THRHA employee accounts as requested; maintenance of virus detection programs on the THRHA server and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to the THRHA designated person are required.

Configuration of the THRHA systems to enable remote access in a secure environment with provisions for remote access administration as requested by the THRHA designee is required. Requirements for a data backup policy with procedures in place to handle daily, weekly, and monthly backup of the computer, data and information, email and the like; program to restore systems and data if server and/or computers go down are required.

F. Planning

Engineering, planning and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs, when requested or necessary.

Installation of new equipment, software, and transfer existing data when acquired, will be needed.

III. NOT INCLUDED

G. Not Included in either Help Desk and PC Support or Network Administration

The contract to be awarded does not obligate the THRHA to purchase computer equipment, hardware devices, cabling, licenses, software et al from the successful vendor. Replacement parts are not part of this contract.

2.3 Period of Performance

The THRHA is requesting that the vendor submit a FIXED FEE service contract for a twelve month period, with an option to renew annually for three consecutive years. Each twelve month period must be shown separately. Payment schedule should also be included (i.e. monthly) Vendors must list, specifically, any services which would not be covered in the proposal price. The vendor shall indicate the impact, if any, of changes in the THRHA's IT infrastructure (number of servers and PCs) on the fixed fee. Identify the following for those services not under the fixed fee:

- A. A fee schedule containing the vendor hourly rates
- B. A description of how services will be billed
- C. A description of additional charges, as in out-of-pocket expenses, etc.

2.4 Vendor Conduct

While on site, the vendor's employees shall comply with all THRHA regulations, policies and procedures. THRHA may remove any vendor employee from THRHA facilities for misconduct or safety reasons. THRHA will provide the vendor with immediate written rationale notice for the removal of the employee. This action does not relieve the Vendor of their responsibility to provide sufficient and timely service.

2.5 Confidentiality

- The Vendor agrees that it will ensure that its employees and others performing services under this contract will not use or disclose any non-public information unless authorized by the VP of Administration. This includes confidential reports, information, discussions, procedures, and any other data collected or generated.
- All documents, photocopies, computer data and any other information of any kind collected or received by the Vendor in connection with the contract work shall be provided to the VP of Administration upon request at the termination of the contract (i.e., the date on which final payment is made on the contract or at such other time as may be requested by the VP of Administration or as otherwise agreed by the VP of Administration and the Vendor).
- The Contractor may not discuss the contract work in progress with any outside party, including responding to media and press inquiries, without prior written permission of the VP of Administration. In addition, the Vendor may not issue news releases or similar items regarding contract award, any subsequent contract modifications, or any other contract-related matter without the prior written approval of the VP of Administration.

SECTION 3.0

EVALUATION PROCEDURE AND SELECTION CRITERIA

- THRHA's Vice President of Administration; Human Resources Administrator and a minimum of 1 additional employee(s) will form the committee to review and score proposals. This committee may request a meeting with some qualified offerors prior to final selection. The contract shall be awarded to the responsible and responsive proposer submitting the most advantageous proposal response, taking into consideration all evaluation criteria as well as price. Proposals will be reviewed and evaluated in accordance with the following for each service category (1. Help Desk and PC Support and 2. Network Administration):

EVALUATION CRITERIA	RATING POINTS
Approach and Methodology – Vendor has thoughtfully described the process for providing help desk support and/or network administration.	0 to 20
Experience of the Firm – Vendor has qualifications, personnel and availability to provide help desk and/or network administration.	0 to 15
Project Staffing and Experience – Vendor has in-house skill set and knowledge base for all aspects of help desk and/or network administration.	0 to 15
Cost	0 to 20
Satisfaction of Client/End Users – verified through reference inquiries.	0 to 15
No Preference	0
MBE/WBE Preference ¹	5
Native Preference to Native Owned Business ²	15

Total possible points (not included preference points): 100

¹ Points for MBE/WBE cannot be combined with Native Preference points

² To be eligible for Native Preference points, bidders must submit evidence showing Indian Ownership to the Housing Authority's satisfaction.

SECTION 4.0 PROPOSAL CONTENTS

All proposals shall contain the following:

1. Cover letter – include your company name, address, web site, and contact information.
2. Description of the approach the firm will use in providing the services requested. Description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services.
3. Name, title, address and telephone number of three references for clients, whom similar services have been provided, including information references the actual services performed, number of users and length of tenure.
4. Naming of staff resources with identification of principals and key personnel,
 - i. Who are available to provide the services
 - ii. Experience and expertise of staff
 - iii. Local availability of staff is an important consideration
 - iv. Role and responsibilities that each staff member will have
5. Support services questions to be addressed
 - i. Whether responding to service category 1 (Help Desk) and/or 2 (Network Administration)
 - ii. Help Desk Description and/or Network Administration Description
 - iii. Support availability (days of week and time)
 - iv. Structure of charges for support
 - v. Steps for resolving problem escalation
 - vi. Final authority regarding conflicts
 - vii. Response time and goal for resolving problems
6. Explanation of any contract termination for default or other incident in the past five years. Termination for default is defined as notice to stop services for non-performance or poor performance and issue was either litigated or not litigated. If default occurred, list name, address, and telephone number of the party. If NO such termination occurred for default, declare it. The THRHA will evaluate the facts and may at its sole discretion, reject the vendor's proposal.
7. Scope of services beyond the RFP that the firm provides which may be of interest to the THRHA.
8. Terms & Conditions – describe the way you invoice clients.
9. Insurance Specifications
10. Certification Regarding Debarment Suspension – see Appendix C.

APPENDIX A

SYSTEMS LIST

(Not inclusive)

1. Windows server
2. Windows PC versions vary depending on age of equipment
3. Exchange online
4. Sharepoint
5. MS Office licensing
6. 3CX phone system with CRM API
7. System is backed up between main office and warehouse systems for redundancy
8. Network printers, copiers and scanners
9. Building access system (door locks, elevator lock, keyfob access)
10. Network based CCT Security system
11. HDS Housing Application management (database on our server – need access maintenance and database backup, occasional maintenance)

APPENDIX B

HELP DESK SUPPORT SERVICES

Equipment List

(Note: This is not a comprehensive list but gives a good representation of what is involved.)

Following pages includes Hardware List; IT Department Inventory List; and Pictures of Server Rooms:

Network Connected Unless noted	Location		
Equipment	Juneau	Communities	Total
Computer	38	17	55
Laptop	8	0	8
iPad	10	3	13
Tablet	1	1	2
Phone	32	3	35
Printer (desktop only)	28	6	34
Copier	3	1	3
Fax	3	2	5
Scanner	1	0	1
Combo (Print/Copy/Scan)	1	12	13

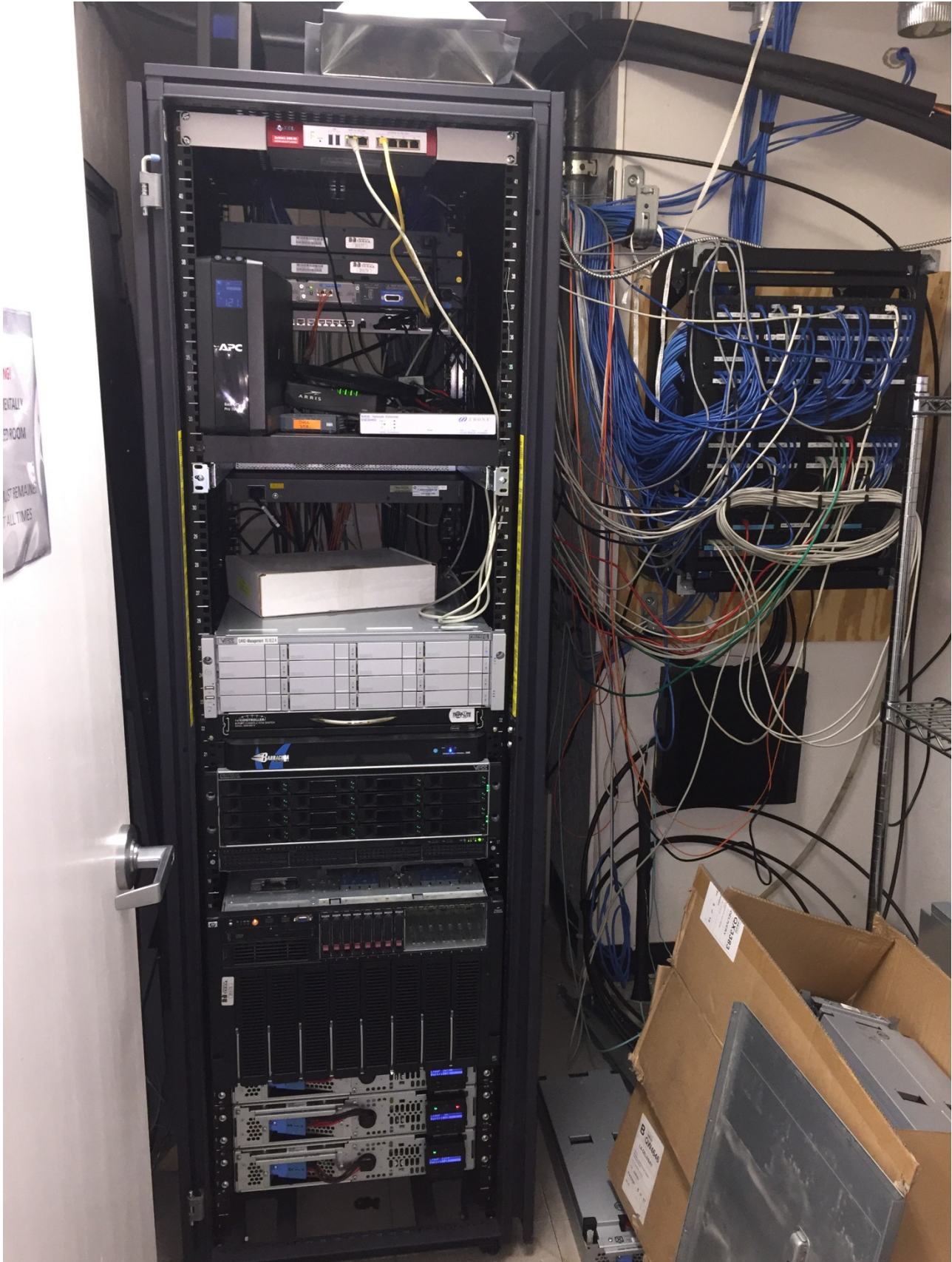
APPENDIX B (Continued)

IT INVENTORY

DESCRIPTION	Quantity	MAKE	MODEL #	Location
2520 Switch	2	HP		Admin Server
2910 Switch	1	HP		Admin Server
Brocade Silksworm 300 Switch	1	Brocade		Admin Server
VESS 2600R SAN	1	Promise		Admin Server
3400MP Low Profile Projector	1		3400MP	Administration
APCC 1200VA Back-UPS	1			Administration
APCC 2200VA Smart UPS	3		SMT2200RM2U	Administration
APCC BackUPS Pro-1000 UPS	5		BackUPS Pro-1000	Administration
APCC Backups UPS 800va	1		BR800RS	Administration
Barracuda Spam Firewall 300	1		300	Administration
Dell Dimension E520 Desktop System	1		Dimension E-520	Administration
Dell PowerEdge 8210 Rack Chassis	1		POWEREDGE 8210	Administration
Fujitsu Snapscan s1300 Sheetfed Scanner	1		3/18/2011	Administration
Hewlett-Packard 9250C Digital Sender	2		CB472A	Administration
Hewlett-Packard Compaq 6005 Pro Micro Tower	1		NV471UTR	Administration
Hewlett-Packard EliteBook 8740w Notebook System	1		WH275UT	Administration
Hewlett-Packard Envy 17 Notebook PC	1			Administration
Hewlett-Packard L2245WG 22" Wide Aspect LCD Display	1		FL472A8	Administration
Hewlett-Packard LA2205WG 22" Wide Aspect Display	1		NM274AA	Administration
Hewlett-Packard LaserJet 1300	1		Q1334A	Administration
Hewlett-Packard LaserJet 1606dn Printer	1		CE278A	Administration
Hewlett-Packard LaserJet 4250dtn Network Printer	1		Q5401A	Administration
Hewlett-Packard LaserJet 8150DN	1			Administration
Hewlett-Packard LaserJet P1606DN Printer	1		11/5/2010	Administration
Hewlett-Packard LaserJet P2015 Printer	1		P-2015	Administration
Hewlett-Packard M5035XS Copier/Printer/Scanner	1		Q7831A	Administration
Hewlett-Packard P3005dn Network LaserJet	1		Q7814A#ABA	Administration
Hewlett-Packard ProCurve 48 Port Gigabit Switches	2			Administration
Hewlett-Packard Proliant DL120 G6 Rackmount Server	1			Administration
Hewlett-Packard Proliant DL165 G7 Rackmount Server	1			Administration
Hewlett-Packard Proliant DL385 G7 Rackmount Server	1		376138-001	Administration
Hewlett-Packard Proliant DL785 G5 Rackmount Server	1		USE838N1G5	Administration
Hewlett-Packard Storeworks G2 Autoloader	1		AJ816A	Administration
Hewlett-Packard z800 Workstation	1		FL884UTR	Administration
Hewlett-Packard ZR22W 22" Wide Aspect Display	7		VM626A8	Administration
OCE IM4530 Black & White Copier	1		IM4530	Administration
OCE Super G3 Color Network Photo Copier Printer	1			Administration
Promise Technologies Vessraid Network Attached Storage	1		1840i	Administration
Sensaphone IMS-1000 Alert System	1		IMS-1000	Administration
Hewlett-Packard CP-4525 Color LaserJet Printer	1		CC494A	Administration
2910 Switch	2	HP		IT Rack
2520 Switch	1	HP		Warehouse Server
Brocade Silksworm 300 Switch	1	Brocade		Warehouse Server
VESS 2600R SAN	1	Promise		Warehouse Server

APPENDIX B (Continued)

Main Server Room



APPENDIX B (Continued)

Main Server Room



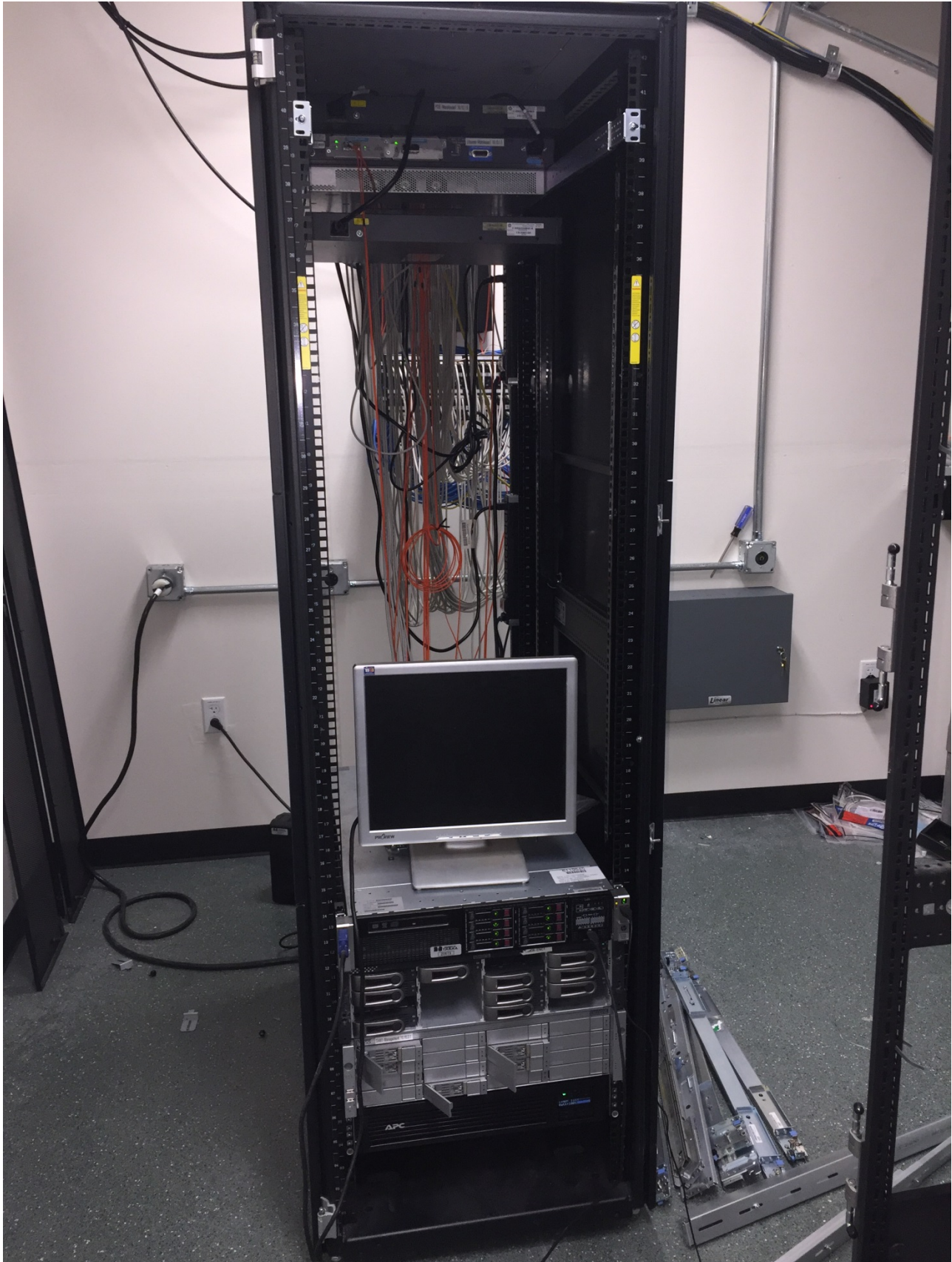
APPENDIX B (Continued)

Main Server Room



APPENDIX B (Continued)

Warehouse Server Room



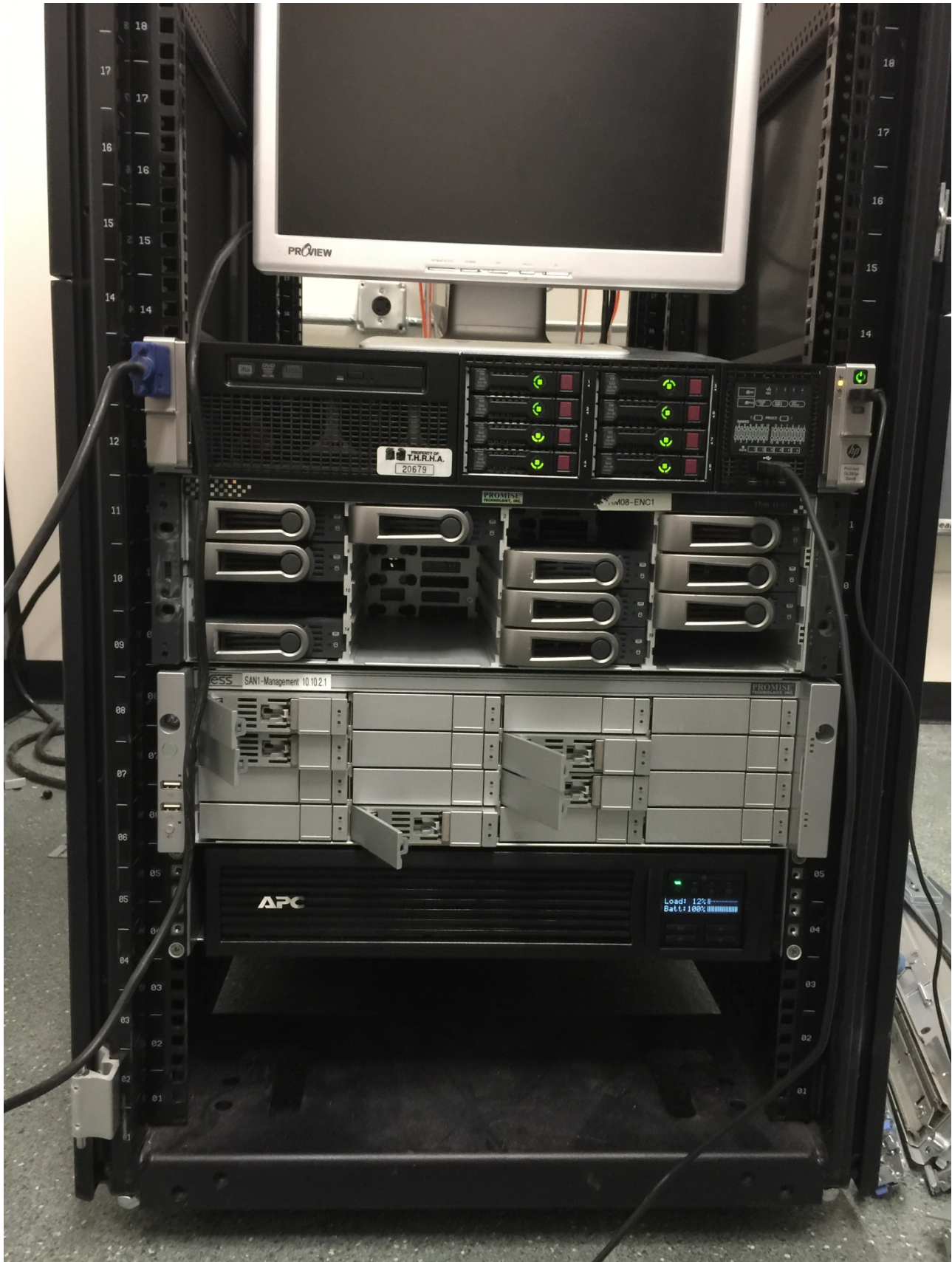
APPENDIX B (Continued)

Warehouse Server Room



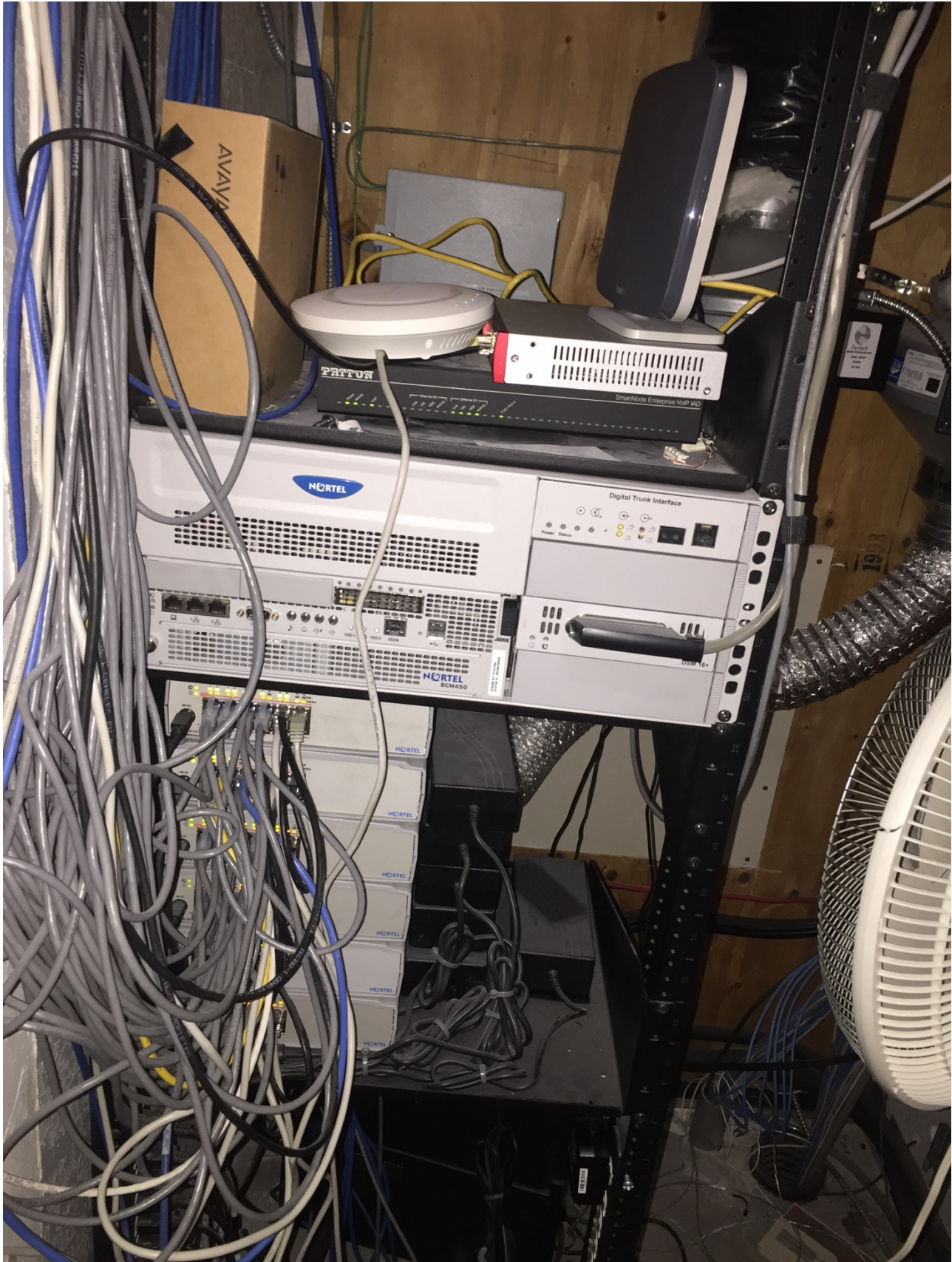
APPENDIX B (Continued)

Warehouse Server Room



APPENDIX B (Continued)

Phone Room



APPENDIX C

IT Job Descriptions

(to demonstrate what we have required from past employees)

NETWORK ADMINISTRATOR

Summary:

The Network Administrator oversees the administration, management and maintenance of the computer network systems including all servers, workstations, VoIP telecommunication systems, hardware, software and support and administration of remote sites.

Duties and Responsibilities:

- Responsible for the management and maintenance of THRHA's computer network systems.
- Upgrades, installs and troubleshoots networks and networking hardware devices.
- Install, configure, and maintain network services, equipment and devices.
- Manages all system back-up and restore protocol.
- Supports administration of servers, server clusters & FibreChannel Redundant SANs.
- Plans and supports network and computing infrastructure.
- Perform troubleshooting analysis of servers, workstations and associated systems.
- Document network problems and resolution.
- Monitors system performance and implements performance tuning.
- Manage user accounts, permissions, e-mail, anti-virus, anti-spam.
- Oversees network security.
- Performs hardware repairs on servers, workstations, laser printers and plotters
- Oversees and administers 3CX based VoIP telecommunications system
- Manages contracts and contractors for the design and maintenance of various hardware resources and web services.
- Works with the inventory officer to maintain control of our computer equipment inventory.
- Other duties as assigned.

Knowledge, Ability and Skills:

- Prior experience supporting, implementing and/or administering of Microsoft Server networks.
- Prior experience in design and administering FibreChannel systems
- Prior experience in design and administration of 3CX VoIP telecommunications
- Prior experience in design and administration of Hyper-V failover clusters and High-Availability storage.
- Experience in Veeam Backup systems.
- Working knowledge of most if not all of the following: Active Directory, Exchange, SharePoint, SQL, Hyper-V, failover and/or HA clustering, fiber networks, WANs, SANs, hardware repair, IP based CCTV and VoIP systems

APPENDIX C (continued)

IT Technician

Summary:

The Information Technology (IT) Technician's role is to support and maintain in-house computer systems, desktops, and peripherals. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment while ensuring optimal workstation performance. The person will also troubleshoot problem areas in a timely and accurate fashion, and provide end user training and assistance where required.

Duties and Responsibilities:

- Work with end users to identify and deliver required IT service levels.
- Liaise with, and provide training and support to, end users and staff on computer operation and other issues.
- Install, configure, test, maintain, monitor, and troubleshoot end user workstation hardware, networked peripheral devices, and networking hardware products.
- Where required, install, configure, test, maintain, monitor, and troubleshoot associated end user workstation software and networking software products.
- Perform on-site analysis, diagnosis, and resolution of complex IT problems for a variety of end users, and recommend and implement corrective hardware solutions, including off-site repair as needed.
- Receive and respond to incoming calls, pages, and/or e-mails regarding IT and/or hardware problems.
- Develop and maintain an inventory of all monitors, keyboards, hard drives, modems, printers, scanners, and other peripheral equipment.
- Recommend, schedule, and perform computer, hardware and peripheral equipment improvements, upgrades, and repairs.
- Monitor IT equipment and test performance and provide performance statistics and reports.
- Occasional travel to southeast communities to set up and fix field office computer and equipment.
- If necessary, liaise with third-party support and IT equipment vendors.
- May assist in updating THRHA website for basic information changes.

APPENDIX D

Certification Regarding Debarment, Suspension, and Other Responsibility Matters

The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:

- a) Are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded by any Federal, State, Local, Tribal department or agency;
- b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, Tribal or local) transaction or contract under a public transaction; violation of Federal or State anti-trust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- c) Are not presently indicted for or otherwise criminally or civilly charged a governmental entity (Federal, State, Tribe or local) with commission of any of the offenses enumerated in paragraph (1) (b) of this certification; and
- d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State, Tribal or local) terminated for cause or default.

I understand that a false statement on this certification may be grounds for rejection of this proposal or termination of the award. In addition, under 13 USC Sec. 1601, a false statement may result in a fine of up to \$10,000 or imprisonment for up to 5 years or both.

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Name & Title of Authorized Representative Date

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Signature of Authorized Representative Date

☐ I am unable to certify to the above statements. My explanation is attached.