

ALEXANDRIA HOUSING AUTHORITY

**REQUEST FOR PROPOSAL  
INFORMATION TECHNOLOGY SUPPORT SERVICES**

Proposals will be received by the Alexandria Housing Authority for Information Technology Support Services. Interested vendors should submit one original and 3 copies of their proposal response documentation in sealed envelopes marked as follows:

**IT SUPPORT SERVICES**

Please submit bids to:

Shondriaka Cheatam, Procurement Officer  
AHA RFP 2022: IT Services  
2558 Loblolly Lane  
Alexandria, LA 71303

**RFP official timeline:**

<b>April 13, 2022</b>	<b>Advertise</b>
<b>April 20, 2022</b>	<b>Advertise</b>
<b>April 27, 2022</b>	<b>Deadline for Questions</b>
<b>May 6, 2022</b>	<b>Proposal Due Date/Evaluation Date</b>

Formal proposals must be **received by Friday, May 6, 2022 at 2:00 PM C.S.T.**

Vendors are required to provide as much detail as possible in this proposal, regarding scope of services, approach to protecting and securing the technology used by AHA users, and their capability and experience. The AHA will utilize evaluation and selection criteria, based on the AHA's standard proposal process, to determine an acceptable vendor. The AHA reserves the right to reject any or all proposals or to accept any proposal considered most advantageous.

Copies of the Request for Proposal are available electronically by submitting request to [s.cheatam@alexhousing.org](mailto:s.cheatam@alexhousing.org). Proposals will be public information after bids are opened. Please direct all inquiries to Shondriaka Cheatam at 318-442-8843, Ext. 228 or [s.cheatam@alexhousing.org](mailto:s.cheatam@alexhousing.org).

**Prepared by:  
Alexandria Housing Authority**

**April 13, 2022**

**REQUEST FOR PROPOSAL  
INFORMATION TECHNOLOGY SUPPORT SERVICES**

**1. INTRODUCTION**

The Alexandria 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 AHA 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 investment in technology

The AHA does NOT have an IT Department and is currently using an outside vendor service to provide maintenance and support on as needed basis for its user community.

The ideal vendor will resolve computer systems and network issues in accordance with 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 8:00AM to 6:00PM, Monday through Friday. The vendor is expected to report on status of technology issues and communicate effectively with AHA departments.

**2. BACKGROUND INFORMATION**

The AHA's current system includes the following:

Hardware:

17 Desktop/Laptops

2 Physical Servers w/ 3 additional VMs

1 – HP ProLiant ML350p Gen8 running Windows 2008r2 Server - AHASVR

1 – HP ProLiant ML350 Gen9 running VMware ESXi with 3 VMS:

AHAAPP1 – Windows Server 2008r2

AHADDC1 – Windows Server 2012r2

AHATS – Windows Server 2012r2

Military Grade/Next Gen Antivirus on all PCs and Servers (21)

14 MS 365 Basic Emails  
18 MS 365 w/ Advanced Threat Protection  
10 MS 365 Business Standard Emails  
2 MS 365 Business Premium Emails.

1 TZ500 Sonicwall Firewall  
3 Watchguard Firewalls (remote locations)  
1 PoE 48P HP Switch (main location)  
1 Managed Switch at all remote locations  
1 Fully Managed Data Backup (onsite and cloud up to 2 TB Space)  
Snap Shots are taken and verified every night  
Wireless Aps at all 4 Locations (Ubiquiti/UniFi)

AHA uses various versions of Windows software, Windows based desktop operating systems. The AHA has approximately 25 employees working at four different locations, all within the city limits of Alexandria, LA, 12 of those employees require support at the main office. IT services for the outside locations are provided by a different vendor, however, the AHA is connected to the surveillance camera system at each location. The AHA has approximately 12 user workstations and 2 Windows servers.

The detail describing the inventory is available to all bidding parties per request.

### **3. SERVICES REQUIRED**

This section summarizes the services to be provided to the AHA in this RFP. The AHA is looking for a maintenance and support program to be designed under two major categories. These categories are PREVENTIVE MAINTENANCE and AS NEEDED MAINTENANCE, to accommodate departmental computer system activities and user equipment performance. The AHA 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 AHA and future budget considerations.

#### **A. Initial 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 May 15, 2022, and annually by April 1 as long as the contract is in force. This is to allow for necessary budget planning for the upcoming year.

#### **B. Desktop Applications Support**

Perform basic support functions including installation of PC's, laptops, printers, and software; diagnose and correct desktop application problems; configure laptops and desktops for standard applications; and identify and correct hardware problems, performing advanced troubleshooting. Assist designated AHA personnel with hardware and software purchases as needed. Assist with warranty and other technical support.

**C. Server Administrative Services**

Manage computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Monitor server performance and capacity management services. Ensure scheduled preventive maintenance for equipment is promptly performed; develop back-up plans and procedural documentation for active servers.

**D. Network Administration Services**

Scope of activity includes maintenance and support of network equipment including switches, firewalls, routers, IP phone system and other security devices. Manage backup and disaster recovery systems. The scope also includes primary installation and maintenance of printers, scanners, network copiers/scanners, group policy, software updates, etc. as deemed necessary. Monitor network performance and capacity management services including, 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 is required. Maintenance of network documentation for daily, weekly, and monthly services is required.

**E. Email, Security and Backup Efforts**

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

Configuration of the AHA systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by the AHA is required.

Requirements for a data backup policy (preferably off-site), 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 servers and/or computers go down, are required.

**F. Strategic Planning**

Provide technical leadership for all technology issues including, engineering, planning, and design services for major system enhancements and/or upgrades to existing systems; make recommendations for future purchasing and technology needs, when requested or as necessary.

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

**G. Help Desk Support**

End user support must be timely, friendly, and professional. Routine support must be available Monday – Friday from 8:00 a.m. to 6:00 p.m. Urgent support must be available to ensure no significant downtime.

**H. Not Included**

The contract to be awarded does not obligate the AHA to purchase computer equipment, hardware devices, cabling, licenses, software et al from the successful vendor. *Replacement parts are not part of this contract.* The scope also does not include computer equipment and networks not owned by AHA.

**4. SUBMISSION REQUIREMENTS**

The AHA is requesting that the proposal submitted address the subjects with specificity. We are looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth operating, efficient process, and effective informational technology system.

Due to the nature of this proposal, it is requested that each proposal be brief and to the point and consist of no more than ten pages. Each proposal shall provide the following information:

**Letter of Transmittal:**

The letter of transmittal must contain the following statements and information:

1. Company name, address, telephone number(s), and website.
2. Name, title, email address, and telephone number of the person(s) to contact and who are authorized to represent the firm and to whom correspondence should be directed.
3. Federal and State taxpayer identification numbers of the firm.
4. A brief statement of your understanding of the services to be performed and make a positive commitment to provide services as specified.
5. The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.
6. A statement indicating that the proposal and cost schedule will be valid and binding for ninety (90) days following the proposal due date and will become part of the contract negotiated with the AHA.

**Profile:**

1. Provide a short profile of the firm including at a minimum:
  - a) Length of time in business.
  - b) Length of time in providing proposed services.
  - c) Number of clients.
  - d) Number of clients in the public sector.
  - e) Number of full-time employees and area of involvement: Technical Support, Programming, Consulting, Sales Support, Administrative Support
  - f) Location of office to service the account.
  - g) Small, Minority-owned, and Woman-owned business, if applicable.

**Proposal:**

1. 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.
2. Name, title, address, and telephone number of three references for clients, whom similar services have been provided, including information referencing the actual services performed, number of users, and length of tenure.
3. 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.
4. Support services questions to be addressed:
  - Help Desk Description
  - Support availability (days of week and time)
  - Toll free number
  - Structure of charges for support
  - Steps for resolving problem escalation
  - Final authority regarding conflicts
  - Response time and goal for resolving problems
5. 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 AHA will evaluate the facts, and may, at its sole discretion, reject the vendor's proposal.
6. Scope of services beyond the RFP that the firm provides which may be of interest to the AHA.
7. Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.

**Draft Contract Language**

The vendor shall submit a draft contract.

**Reports**

The vendor shall submit service reports on a quarterly basis, summarizing service and IT policy issues. The Vendor must be available to meet with the Executive Director and/or designee to review quarterly reports and discuss issues.

**Cost of Services**

**Vendors must supply the following:**

- a) A fee schedule containing the vendor hourly rates
- b) A description of how services will be billed
- c) A list of services which would be covered
- d) A list of services which would not be covered in the proposal rate.

- e) A description of additional charges, as in out-of-pocket expenses for travel, subsistence, etc.

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 AHA’s IT infrastructure (number of servers and PC’s)

**5. Evaluation Criteria**

A selection committee, appointed by the Executive Director, will review the vendors’ qualifications. From this review, an evaluation and selection process will be completed using the following criteria as a benchmark for making a recommendation. The criteria are shown below:

- A. **Approach and Methodology**
- B. **Experience of the Firm**
- C. **Project Staffing and Experience**
- D. **Satisfaction of Clients/End Users**
- E. **Pricing**

A rating system, based on pre-defined points and percentages, will be used to evaluate the proposals. The award of the contract will be made to the vendor, whose proposal receives a favorable evaluation, recommendation of the selection committee, and approval of the Board of Commissioners.

**PROPOSAL EVALUATION:**

**5.1 Evaluation Factors:** The following factors will be utilized by the AHA to evaluate each proposal submittal received; award of points for each listed factor will be based upon the documentation that the proposer submits within his/her proposal submittal:

[Table No. 7]

NO.	MAX POINT VALUE	FACTOR TYPE	FACTOR DESCRIPTION
1	30 points	Objective	The <b>PROPOSED COSTS</b> the proposer proposes to charge the AHA.
2	15 points	Subjective (Technical)	The proposer’s <b>DEMONSTRATED UNDERSTANDING of the REQUIREMENT;</b>
3	15 points	Subjective (Technical)	The <b>APPROPRIATENESS of the TECHNICAL APPROACH</b> (including labor categories, estimated hours and skill mix) and the <b>QUALITY of the WORK PLAN.</b>
4	15 points	Subjective (Technical)	The proposer’s <b>TECHNICAL CAPABILITIES</b> (in terms of personnel, equipment and materials) and the <b>MANAGEMENT PLAN</b> (including staffing of key positions, method of assigning work and procedures for maintaining level of service, etc.).
5	15 points	Subjective	The proposer’s <b>DEMONSTRATED EXPERIENCE</b> in performing

		(Technical)	similar work and the proposer's <b>DEMONSTRATED SUCCESSFUL PAST PERFORMANCE</b> (including meeting costs, schedules and performance requirements) of contract work substantially similar to that required by this solicitation as verified by reference checks or other means.
6	10 points	Subjective (Technical)	The <b>OVERALL QUALITY AND PROFESSIONAL APPEARANCE OF THE PROPOSAL SUBMITTED</b> , based upon the opinion of the evaluators.
	100 points	100 points	<b>Total Points (other than preference points)</b>

5.1.2 **Preference Evaluation Factor:** The following factors will be utilized by the AHA to evaluate each proposal submittal received:

NO.	MAX POINT VALUE	FACTOR TYPE	FACTOR DESCRIPTION
7	5	Objective	<b>SECTION 3 BUSINESS PREFERENCE PARTICIPATION:</b> A firm may qualify for Section 3 status as detailed within Attachment D (NOTE: A max of 5 points awarded).
	105 points	<b>Total Possible Points</b>	

5.2 **Licensing and Insurance Requirements:** Prior to award (but not as a part of the proposal submission) the *successful proposer* will be required to provide:

- 5.2.1 An original certificate evidencing the proposer's current industrial (worker's compensation) insurance carrier and coverage amount;
- 5.2.2 An original certificate evidencing General Liability coverage, naming the AHA as an additional insured, together with the appropriate endorsement to said policy reflecting the addition of the AHA as an additional insured under said policy (minimum of \$1,000,000 each occurrence, general aggregate minimum limit of \$1,000,000, together with damage to premises and fire damage of \$50,000 and medical expenses any one person of \$5,000), with a deductible of not greater than \$1,000;
- 5.2.3 An original certificate showing the proposer's professional liability and/or "errors and omissions" coverage (minimum of \$1,000,000 each occurrence, general aggregate minimum limit of \$1,000,000), with a deductible of not greater than \$1,000;
- 5.2.4 An original certificate showing the proposer's automobile insurance coverage in a combined single limit of \$1,000,000. For every vehicle utilized during the term of this program, when not owned by the entity, each vehicle must have evidence of automobile insurance coverage with limits of no less than \$50,000/\$100,000 and medical pay of \$5,000.
- 5.2.5 A copy of the proposer's business license allowing that entity to provide such services within the State of Louisiana.



- 5.2.6 If applicable, a copy of the proposer's license issued by the State of Louisiana licensing authority allowing the proposer to provide the services detailed herein.
- 5.2.7 The requested related information shall also be entered where provided for on the Profile of Firm Form (DO NOT ATTACH. SUBMIT COPIES WITHIN THE PROPOSAL SUBMITTAL--we will garner the necessary certificates from the successful proposer prior to contract execution).

## **6. Miscellaneous**

The AHA reserves the right to reject any or all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in the AHA's sole judgment, best meets the requirements of the program.

The RFP creates no obligation on the part of the AHA to award a contract or to compensate the Bidder for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews. The AHA reserves the right to award a contract based on proposals received without further discussion or negotiation. Vendors should not rely upon the opportunity to alter their qualifications during any discussions.

The AHA further reserves the right to make such investigation as it deems necessary, to determine the capability of the vendors to furnish required services, and vendors shall furnish all such information for this purpose as the AHA may request.

Vendors must specifically identify any portions of their submittals, deemed to contain confidential and proprietary information, or trade secrets. The vendors may be required to justify why the AHA should not, upon written request, disclose such materials.

All requests from the vendor for additional information must be made in writing (includes email), and this information provided will be made available to all vendors at the discretion of the AHA.