



# QUOTATION: RFQ Information Technology Support Services

## REQUEST FOR PROPOSAL (RFP) IT Help Desk Services PROPOSAL

### **Invitation to Bid**

Housing Authority Fulton County is requesting proposals from qualified, professional technology vendors for Information Technology Support Services. Located at the Administrative Office located at 4273 Wendell Drive Atlanta, GA 30336. If you are interested in bidding an intent to bid response is requested and due by March 29<sup>th</sup>, 2024.

### **Schedule of Events**

Release of RFP February 12, 2024

Deadline for submission March 29, 2024

Selection of Service provider on or about April 3, 2024 (on HAFC website)

Contractors' orientation will be held on April 9<sup>th</sup>, 2024, at 10AM in the administrative office.

### **Inquiries**

Questions regarding this RFP are to be submitted to [RFP@hafc.org](mailto:RFP@hafc.org) with “**Information Technology Support Services**” in the subject line. Questions regarding this RFP will only be accepted by email.

### **Process for Submitting Proposal**

Proposals delivered on the day of the deadline must be received at (HAFC) Administrative Office Housing Authority Fulton County. by 5:00 p.m.

Mailed proposals shall be sent to 4273 Wendell Drive Atlanta, GA 30336. Proposal should be clearly marked: “**Information Technology Support Services**” on the outside of the envelope and addressed to the Administrative Assistant. Emailed proposals shall be sent to [rfp@hafc.org](mailto:rfp@hafc.org) with “**Information Technology Support Services**” in the subject line. Proposals received after the due date will be rejected. The proposal offer acknowledges the right of HAFC to accept or reject any or all proposals and to waive any informality in any proposal received.

### **Contract Terms**

The Contract between the Housing Authority Fulton County (HAFC) shall become effective upon signing and will be eligible for up to two (2) annual renewals.

The contract between the HAFC reserves the right to terminate the contract at any time if the successful proposer fails to meet the requirement stated in this proposal. The contract shall terminate absolutely and without further obligation at such time as appropriated and otherwise unobligated funds are no longer available to satisfy the obligations of the Housing Authority Fulton under this contract.



## **Information Required with Proposal**

The proposal should include the following:

- Estimated cost.
- 3 References
- W-9
- Certificate of Insurance and Bonded
- Tax ID Number
- Phone Number
- Social Security Number
- Email Address
- Full Address of Company
- Length of time in business
- Number of full-time employees and area of involvement: Technical Support, Programming, Consultant, Sales Support, Administrative Support

## **Proposal:**

The proposal should include at a minimum:

1. Description of the approach the firm will use in providing the services requested, with a history of experience in providing similar.

### **services**

2. Name, title, address, and telephone number of three references for clients, to 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,
  - a. Who is available to provide the services?
  - b. Experience and expertise of staff
  - c. The local availability of staff is an important consideration.
  - d. Role and responsibilities that each staff member will have.
4. Support services questions to be addressed:
  - a. Help Desk Description
  - b. Support availability (days of week and time)
  - c. Steps for resolving problem escalation.
  - d. D. final authority regarding conflicts
  - e. Response time and goal for resolving problems.
5. Explanation of any contract termination for default or another incident in the past five years. Termination for default is defined as notice to stop services for non-performance or deficient performance, and the issue was either litigated or not litigated. If a default occurs, list the name, address, and telephone number of the party. If NO such termination occurred for default, declare it. The HAFC 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 is pursuing the work and how it is uniquely qualified to perform the services.
7. Proposal summary, including why the firm is pursuing the work and how is uniquely qualified to perform the services.

### **Reports**

The vendors shall submit service reports with invoice monthly. The vendor shall prepare an annual assessment report as described in this RFP. The vendor must be available to meet with HAFC management to review reports and discuss issues. The proposal should describe the vendor's policy for onsite review meetings and provide sample monthly and annual reports used with other clients.

### **Cost of Services/Contract Terms**

Please submit the cost of services in the proposal. The HAFC is requesting that the vendor submit a FIXED FEE service contract for items listed but not limited to in Schedule A, for a twelve-month period, with an option to renew for two -twelve-month periods. Each twelve-month period must be shown separately.

A payment schedule should also be included (i.e.: monthly, quarterly). 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 HAFC's 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 for travel subsistence, etc.

### **Scope of Work**

Vendors are required to provide as much detail as possible in this proposal, regarding the scope of services, approach to protecting and securing the technology used by the Housing Authority Fulton County users, and their capability and experience. The HAFC will utilize evaluation and selection criteria to determine an acceptable vendor. The HAFC reserves the right to reject any or all proposals or to accept any proposal considered most advantageous, regardless of price.

Housing Authority Fulton County is requesting proposals from qualified, professional technology vendors for Information Technology Support Services. The qualified vendor would provide necessary technical service which would enable the Housing Authority of Fulton County:

- Protect and secure its technology facilities and equipment.
- Ensure the efficient operation of its data processing networks and related computer systems in its defined user community.
- Enhance the quality of services for the HAFC.
- Minimize the spending and maximize the ROI for computers and technology.



The Ideal vendor will resolve computer systems and network issues in accordance with industry standards and acceptable maintenance and support benchmarks. The successful vendor will be expected to organize HELP DESK service calls or ticket system efficiently and to ensure that there is NO significant computer downtime during normal working hours, generally 7:00a.m. -7:30p.m., Monday -Friday. The vendor is expected to report on the status of technology issues and Criminal Justice Information Systems Security Policy preferred. GCIC certification is also preferred.

There are two Microsoft Windows servers being utilized throughout the HAFC department infrastructure. This server uses Windows Server 2012 R2 and Window Server 2020, These have various memory and hard drive sizing. Other detailed information about the specification is available for review, as necessary. There are two backup systems being utilized on the same infrastructure. The backup system is Microsoft Windows Backup and iDrive Cloud Backup.

**Accuracy of Work**

The Contractor shall be responsible for the accuracy of the work performed and shall promptly correct its errors and omissions without additional compensation. Acceptance of the work by the HAFC will not relieve the Contractor of the responsibility for subsequent correction of errors, the clarification of any ambiguities, or the cost associated with any additional work caused by negligent acts, errors, or omissions by the Contractor or latest defects in the products sold by the Contractor.

At any time during the execution of this project or during any phase of work performed by others based on data secured by the Contractor under this bid, the Contractor shall confer with the HAFC for the purpose of interpreting the information supplied by the Contractor and to correct any errors or omissions. The above consultations, clarification, and/or corrections shall be made without added compensation to the Contractor. The Contractor shall give immediate attention to these changes so there will be minimum delay to others. The Contractor shall be responsible for errors and omissions and save harmless the HAFC and its agents as provided in this bid.

**Ownership**

Reports, plans, data, statistics, specifications, and other supporting, records compiled or prepared in the performance of the Services required by the Contract, shall be the absolute property of the HAFC and shall not be used by the Contractor for the purpose unrelated to the Contract without the prior written approval of the HAFC. Such original documents shall be turned over to the HAFC upon completion of the contract except that Contractor shall have the right to retain copies of the same.

**A. Information Technology Assessment**

Review the inventory assesses the system architecture and equipment for life efficiency, life expectancy, capacity, speed and current process, make recommendations for improving routine



support criteria and eliminating emergency maintenance situations. A report of this initial assessment shall be submitted within 45 days of award of contract and by April 10, of each year the contract is in force. This will allow the budget planning for the upcoming fiscal year.

**B. Desktop Application Support**

Performance of basic support functions, including the installation of PC's laptops, PDA's printers, peripherals, and office software; diagnosis and correction of desktop application problems; configuration of PC's and laptop 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 be made available to the HAFC personnel upon request; and implementation of Help Desk procedures under policy constraints of the successful vendor.

**C. Server and Workstation Administrative Service**

Manage networks and computer system including complex applications, database, messaging, servers, and associated hardware, software, communications and operating systems, necessary for performance, security, cyber security, reliability, and recoverability of systems.

Schedule and perform preventive maintenance for equipment.

Maintain records for all Help Desk tickets for both onsite visits and telephone support, develop backup plans and ensure procedures are being followed.

Manage configuration, including change, upgrade, patches, etc., manage and document user logins and password security; and support software products relating to servers and workstations; provide timely response to repair and maintenance work for the user.

**D. Network Administration Services**

Maintain and support network equipment including wireless network, switches, firewalls, routers, and other security devices.

Install and maintain 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 and provide recovery assistance for data.

Proactive monitor network equipment including wireless network and performance indicators to report on threshold limitations; provide network performance and capacity management services.

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

Maintain all HAFC email accounts using hafc.org domain, add change, and/or/delete employee account as requested; maintain virus-detection programs on HAFC file server/s; user computers and laptop.

Perform periodic security audits and notify the designated person or department of suspected breaches of security. Configure the HAFC systems to enable remote access in a secure



environment, with provisions for remote access administration, as requested by the HAFC Designee. Have a data backup policy, with procedures in place to manage daily, weekly, and monthly backup of all computers, data, information, email, and the like; be able to restore systems and data if servers and /or computers go down.

## **F. Planning**

Engineer, plan and design services for major system enhancements and/or upgrades to existing systems; make recommendations for future purchasing and technology needs, when requested or necessary. Install new equipment and new software when acquired, including the transfer of existing data.

## **G. Not Included**

The contract to be awarded does not obligate the HAFC 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 the HAFC.

## **Overall Requirements – continue**

- Qualified service provider shall contain all of the following procurement provisions, as applicable:
- Equal Employment Opportunity Act
- Copeland “Anti-Kickback” Act
- Davis – Bacon Act
- Contract Work Hours and Safety Standards
- Rights to Inventions Made Under a Contract or Agreement
- Clean Air Act and the Federal Water Pollution Control Act
- Byrd Anti-Lobbying Amendment
- Debarment and Suspension
- Remedies
- Termination
- Affirmative Consideration of Minority, Small Business and Women-Owned Business Qualifications and Experience The qualified service provider must satisfy the following requirements:
- Maintain a permanent place of business.
- Have adequate manpower and equipment to perform the services in adequate manner.
- Have satisfactorily furnished services of familiar size and scope for a period of at least 12 months.

## **Selecting Proposal**

FCHA reserves the right to consider proposals based on their relative merit, risk, and values to the organization, and reserves the right to negotiate with all service providers. Evaluation offers will be based upon the Vendor’s responsiveness to the RFP and the total price quoted for all items covered by the RFP. The successful service provider may be asked to participate in negotiations and may be asked



to revise their proposals based on their negotiations. In submitting a proposal, each service provider acknowledges that they have read and understand these requirements.

- **Evaluation Criteria**

- **The following criteria will be used** to evaluate each service provider’s proposal:

- Adequacy of the proposed methodology of the vendor
- Skill and experience of key personnel
- Demonstrate company experience.
- Other technical specifications (designated by program requesting proposals)
- Compliance with administrative requirements of the request for proposal format, due date etc.
- Results of communications with references supplied by vendor.
- Ability/commitment to meeting time deadlines.
- Cost
- Minority – or women-owned business status of vendor
- Other (specified by program)
- Vendor’s financial stability

**Negotiations and Apparent Winner**

Prior to the award, the apparent winning proposer will be required to enter into discussions with HAFC to resolve any contractual differences. These discussions are to be finalized within two (2) weeks of notification unless extending time period is advantageous to the HADC. Failure to resolve differences will lead to the rejection of the contractor’s RFP.

The HAFC reserves the right to negotiate modifications and cost with the successful Proposer, provided that no such modifications affect the specifications set forth herein. The contract shall commence work only after the transmittal of a fully executed contract and Notice to Proceed document is received from the HAFC.

**Taxes**

The HAFC is exempt from sales taxes; however, the contractor shall pay all taxes required as stated by law. The HAFC cannot exempt others from tax.

**Proposal Bonds, Performance Bond, and Payment Bonds (if required)**

A five percent (5%) proposal bond, a one hundred percent (100%) performance bond and /or a one hundred percent (100%) payment bond shall be furnished to the HAFC as a requirement. Bonding company must be authorized to do business in Georgia-by-Georgia Insurance Commission, listed in the Department of Treasury’s publication companies holding certificates of authority as acceptable surety on Federal bonds and as acceptable reinsuring companies and have an A.M. Best rating.

**Compliance**

The contract will comply with all State and Federal laws, rules, and regulations.

Cancellation for Cause



If either party shall refuse, fail, or be unable to perform or observe any of the terms or conditions of the contract for any reason then the party claiming such failures shall give the other party a written notice of such breach, If within thirty (30) days after the notice of cancellation.

The HAFC reserves the right to terminate the contract immediately if the Contractor discontinues or abandons operations; is adjudged bankrupt or reorganize under any bankruptcy law; or fails to keep in force any required insurance policies or bonds.

Failure of the successful contractor to comply with any section or part of the contract will be considered grounds for immediate termination of the contract by the HAFC without penalty of the HAFC. The HAFC shall pay for services rendered up to the point of termination.

Notwithstanding anything to the contrary contained in the contract between the HAFC and the successful contractor, the HAFC without prejudice to any other rights it may have, terminate the contract for convenience and without cause, by giving thirty (30) days written notice to the successful contractor.

If the termination clause is used by HAFC, the successful contractor will be paid by HAFC for all scheduled work completed satisfactorily by the successful contractor up to the termination date set forth in the written termination notice.

**Condition of Materials**

It is understood and agreed that materials delivered shall be new, of the latest design, and in first quality conditions.

**Non-discrimination**

The HAFC does not discriminate based on race, religion, color, sex, national origin, age, or disability.

**Payment**

Payment terms and invoicing requirements shall be negotiated and defined by the final contract. The HAFC typically pays invoices on a net 30 basis.

**Insurance**

The Contractor shall be responsible for his work and every part thereof, and for all materials, tools, equipment, appliances, and properties of any and all description used in connection with this project.

The Contractor assumes all risk of direct and indirect damage or injury to the property of persons used or employed on or in connection with the work contracted for, and of all damage or injury to any person or property wherever located, resulting from any action omission, commission, or operation under the Contract, or in connection in any way whatsoever with the contract work.

The Contractor shall during the continuance of all work under the contract, provide the following:

1. Maintain statutory Workers Compensation and Employer’s Liability insurance in accordance with Georgia law or which may be herein after being enacted.





2. The Contractor further agrees to protect, defend, indemnify, and hold harmless the HAFC its employees, agents board members from and against any and all liability incurred whatsoever as a result of the work performed pursuant to the terms of this Bid.
3. The Contractor will notify the HAFC in writing sixty (60) days prior to any changes in insurance coverage, including cancellation, non-renewal, etc. The Contractor shall furnish a new certificate prior to any cancellation date. The failure of the Contractor to deliver a new and valid certificate shall result in the suspension of all payments until the new certificate is furnished. Additionally, contract work may be suspended until the new certificate is furnished to the HAFC.

**A "Certificate of Insurance" showing The Housing Authority Fulton County as the Certificate Holder must be provided prior and incorporated as part of the award contract.**

### **Rejection of Proposal**

Fulton County Housing Authority. reserves the right to accept or reject any and all proposals and to waive any minor discrepancies or technicalities in the proposal or specifications, which are required to complete this project, or when deemed to be in the best interest of Fulton County Housing Authority.

### **Confidentiality**

All information presented in this RFP, including information subsequently disclosed by Housing Authority Fulton County, during the proposal process, shall be considered confidential and should not, be released to outside parties. This document represents a request for proposal only and in no way should be construed as a contract or letter of intent.

### **Project Deliverables**

All recommendations identified during this engagement will be documented and reviewed by the Housing Authority, management. All deliverables produced during the engagement are for the sole use of Housing Authority Fulton County's management. All work papers, analyses and final reports will remain the property of Housing Authority Fulton County.

### **Cost of Bid**

The Respondent shall bear all costs associated with the proposal meeting(s), interview(s), preparation and submission of the bid and Housing Authority Fulton County, shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.



**THE PRICE PROPOSAL MUST BE INCLUDED IN THE PROPOSAL BID.**

I have read and understand the requirements of this Request for Proposal **Information Technology Service Support**.

I agree to provide required services in accordance with this proposal and all other attachments exhibits, etc. not to exceed twenty pages (20) pages. I understand that the HAFC will not be responsible for reimbursement of any cost not specifically set forth in the proposal.

**PROPOSED PRICED \$** \_\_\_\_\_

Vendor Name: \_\_\_\_\_

Date \_\_\_\_\_

Contact information: \_\_\_\_\_

Authorized Signature \_\_\_\_\_

Print Name \_\_\_\_\_