



REQUEST FOR PROPOSALS RFP2608-01
MANAGED IT SERVICES PROVIDER (MSP)

Issued by:

Housing Authority of Fulton County, Georgia

Issue Date:

Monday, August 31, 2026

Proposals Due By:

5:00 PM ET Tuesday, September 15, 2026

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REQUEST FOR PROPOSALS

Managed IT Services Provider (MSP)

OWNER: Housing Authority of Fulton County, Georgia (HAFC)

PROJECT: Managed IT Services Provider (MSP) RFP2608-01

I. INTRODUCTION

The Housing Authority of Fulton County, Georgia (“HAFC”) is formally requesting proposals from qualified Managed IT Services Providers (MSPs). The objective is to secure comprehensive IT support, cybersecurity, cloud management, and compliance oversight for our headquarters operations.

II. BACKGROUND

HAFC serves as a critical community resource, administering Housing Choice Vouchers (HCV) and Project-Based Vouchers (PBV) to support local families. To maintain our operational integrity and community trust, we require a proactive, highly secure, and deeply reliable technology partner. This partner will oversee our headquarters' entire IT infrastructure, ensuring our team remains connected, compliant, and equipped to focus on our core housing mission as it relates to technology.

Our daily operations rely on a dedicated staff of approximately 15 up to 20 employees. The user base includes managing sensitive client pathways, as well as field inspectors who rely on mobile technology to evaluate housing units across the region. The selected MSP will be expected to deliver seamless, comprehensive technology management that spans from hardware optimization to high-level strategic planning.

III. INSTRUCTIONS

I. RFP GENERAL INSTRUCTIONS

- A. Interested parties may obtain RFP2608-01 Managed IT Services Provider (MSP) Request for Proposal package from www.hafc.org.
- B. Submit proposals to Housing Authority of Fulton County, Georgia in accordance with the instructions found at Exhibit C no later than 5:00 PM ET Tuesday, September 15, 2026.

II. PROPOSAL SUBMISSION

- A. Please see Proposal Submission Instructions, Exhibit C, for instructions regarding the electronic submission of proposals.

- B. Proposal Submission should include a Proposed Agreement between the proposer and HAFC.
- C. Submit information that represents proposer will meet HAFC expectations as provided by Exhibit A “Scope of Work” attached herein.
- D. Submit proposals online or a hard copy to Housing Authority of Fulton County, Georgia no later than 5:00 PM ET Tuesday, September 15, 2026. Proposals received after the due date and time will be deemed non-responsive and will not be considered.

Respondents are advised that all submissions (including those not selected) may be made available to the public upon request after completion of the procurement process, selection of the successful respondent, and execution of a contract for the requested services. Any information the respondent believes to be proprietary or confidential should be clearly identified as such.

IV. PROPOSAL CONTENT & EVALUATION CRITERIA

Proposals to this RFP must be organized as outlined below. Proposals not organized as outlined below, not containing the information specified, or not containing sufficient detail, will receive a lower rating when evaluated. The proposal must address the following areas at a minimum:

I. PROPOSAL CONTENT

- A. Proposal Response Cover Sheet. This is to be the first document of the proposal. It must include the legal name of the proposer, the name of a contact person and title and contact information. It must be signed by a person authorized to submit a proposal in response to this RFP.
- B. Letter of Introduction. Please provide a letter of introduction as the second document of the proposal. Briefly introduce your company, provide the location of the office that will be primarily responsible for the work, and identify the contact person in your organization for correspondence with HAFC. Also include email and telephone numbers for the contact person. Provide the name of the person legally authorized to sign an agreement for your company.
- C. Company History and Background. Provide a brief history of your company including years in business, number and location of offices, total number of employees, and a description of the firm’s primary services. Identify the number of employees assigned to the office that will service this contract, categorized by inspection/technical staff, administrative staff, and other relevant personnel.

If applicable, disclose any current or pending arbitration or litigation that may materially affect the firm’s ability to perform the services described in this RFP. Also disclose any bankruptcy or reorganization filings within the past five (5) years, including dates and outcomes.

- D. Qualifications and Capacity. Describe the firm's qualifications and capacity to perform comprehensive managed IT services in compliance with HUD data and privacy regulations. This section should address specialized expertise in public housing software (specifically Yardi and MRI Tenmast), user and device capacity (supporting 15–20 office and mobile users), quality control and help desk practices, continuous cybersecurity training related to HUD Personally Identifiable Information (PII) standards, and the firm's ability to meet PHA Service Level Agreements (SLAs) and deployment timelines.
- E. Experience with Comparable Projects. Provide a summary of the firm's experience serving as the prime contractor for managed IT services within the past three (3) years. Include project descriptions identifying the client, location, type of HUD-assisted program or software supported (e.g., Yardi, MRI Tenmast), scope of infrastructure services provided, and user/endpoint volume. Proposers shall highlight experience with public housing agencies or similar governmental entities. Limit examples to three (3) to five (5) representative projects.
- F. References. Provide a minimum of three (3) client references for comparable Managed IT Services performed within the past five (5) years for Public Housing Authority (PHA) software. References shall include the client's name, contact person, title, telephone number, and email address. By submitting references, the proposer authorizes HAFC to contact such references and acknowledges that neither HAFC nor the referenced entities shall incur liability related to the provision or use of reference information.
- G. Key Personnel and Subcontractors. Identify key personnel who will be directly involved in performing the services described in this RFP, including account managers, tier 1–3 help desk engineers, and cybersecurity specialists. Provide résumés or curricula vitae detailing education, technical certifications, relevant experience, and specialized expertise with public housing platforms (e.g., Yardi, MRI Tenmast). Identify any proposed subcontractors and describe their role, qualifications, and technical experience.
- H. Proposed Approach and Methodology. Describe the firm's proposed approach to performing the managed IT services outlined in the Scope of Work. This section shall include the remote and on-site support methodology, onboarding and infrastructure transition processes, network quality control and monitoring measures, data security compliance with HUD PII standards, and direct experience optimizing Yardi or comparable enterprise housing and data management systems.
- The Proposer must describe its Helpdesk ticket triage and escalation process, including how technical issues are classified, assigned, tracked, escalated, and resolved. The response should clearly define the roles and communication responsibilities of HAFC staff, the MSP, and applicable third-party software vendors, such as Yardi.

- I. Additional Information and Value-Added Services. Provide any additional information that the proposer believes will assist the PHA in evaluating the firm's qualifications or that distinguishes the firm from other proposers, including technological innovations, efficiency frameworks, or value-added services relevant to enterprise housing software management, cybersecurity, or field mobility optimization.
- J. Agreement to Contract. Affirm that the firm is willing and able to enter into a contractual agreement with the Housing Authority of Fulton County under the terms and conditions set forth in this RFP.
- K. Exceptions or Omissions. If the proposer is unable to provide information requested in any section of this Proposal Content, the proposer shall clearly state the reason for such omission.

II. PROPOSAL EVALUATION CRITERIA AND PROCESS

- 1. An evaluation committee (Committee) will review all written proposals. The review process may involve requesting clarification of portions of the proposal and/or a request for additional business financial records. From that review process, the Committee will rank the proposals in an order representing the Committee's evaluation of the proposer's ability to provide the services required in this RFP, using the established Evaluation Criteria listed below.

HAFC reserves the right to reject any or all proposals, to waive informalities, to rebid, or to negotiate with one or more respondents as deemed to be in its best interest. Issuance of this RFP does not oblige HAFC to award a contract. All decisions made by HAFC shall be final.

- 2. Evaluation Criteria. The following criteria will be used to evaluate and rank all proposals. Evaluation scoring will be based on a 100-point system as described below.
 - a. Qualifications and Capacity (Weight: 20 Points)
 - i. Local Infrastructure & Stability (10 pts): Vendor demonstrates 5+ years of operation and possesses a fully staffed physical office/NOC within the greater Atlanta area for rapid deployment.
 - ii. Public Sector Capacity & Compliance (10 pts): Proven capability to manage public sector regulatory data limits, scale endpoints seamlessly for 15–20 users and maintain robust cyber liability insurance.
 - b. Experience with Comparable Projects (Weight: 20 Points)
 - i. Public Housing Authority Track Record (10 pts): Strong performance as a prime contractor for PHAs or similar government entities within the past 3 years (3–5 solid case studies).

- ii. Specialized Housing Software Expertise (10 pts): Explicit, successful hands-on experience supporting and maintaining Yardi networks alongside legacy systems like MRI Tenmast.
- c. Key Personnel and Subcontractors (Weight: 15 Points)
 - i. Technical Certifications (10 pts): Assigned engineers and tier 1–3 help desk staff hold active, relevant enterprise credentials (e.g., Microsoft, Cisco, Security+).
 - ii. Account Leadership & Subcontracting (5 pts): Clear, highly qualified project management structure; seamless integration and transparent disclosure of any subcontractors.
- d. Proposed Approach and Methodology (Weight: 15 Points)
 - i. Onboarding & Software Transition (8 pts): Comprehensive, logical 30-day transition blueprint that maintains data integrity during the Yardi phase-in / MRI Tenmast phase-out.
 - ii. SLA Realization & Field Support (7 pts): Robust remote monitoring, clear help desk workflows, HUD PII security enforcement, and reliable syncing support for remote field inspectors.
- e. Cost Proposal & Value-Added Services (Weight: 30 Points)
 - i. Cost Predictability & Transparency (15 pts): Highly competitive, predictable monthly flat-fee or per-user rates with fully transparent out-of-scope and onboarding fees.
 - ii. Long-Term Fiscal Value (10 pts): Overall lifecycle financial alignment, demonstrating how the MSP will minimize unexpected IT overhead and manage hardware procurement cost-effectively.
 - iii. Innovations & Efficiencies (5 pts): Value-added offerings included at no additional cost, such as automated asset tracking, integrated security training, or workflow automation.

	Evaluation Criteria Rating	Weight	Score
a.	Qualifications and Capacity 20%	4	
b.	Experience with Comparable Projects 20%	4	
c.	Key Personnel and Subcontractors 15%	3	
d.	Proposed Approach and Methodology 15%	3	
e.	Cost Proposal & Value-Added Services 30%	6	

(Rating x Weight) = Score (100 total points maximum)

Rating Points:

5.0 – Excellent

4.0 – Good

3.0 – Meets Minimum Expectations

2.0 – Unsatisfactory
1.0 – Poor
0.0 – No Information Provided

3. Presentation and Interview. (Optional and worth 50 points.) If deemed helpful, the Committee may request Proposers to give a presentation of their proposal and answer questions. The Committee is not required to hold presentations or interviews but may request presentations and/or interviews of the top ranked proposers from the initial evaluation. Proposers will be ranked on the quality of the presentation and/or interview up to a maximum of 50 additional points. Any points awarded during the presentation and interview phase will be added to the proposer's existing cumulative points as per the other evaluation criteria described above, increasing the maximum total points to 150.

Approximate Selection & Contracting Process

HAFC is dedicated to swiftly selecting a vendor and finalizing a contract. The selection process will be expedited, with a decision expected within approximately three weeks of the proposal submission deadline. Once a company is chosen, HAFC will prioritize contract execution to facilitate the prompt start of services.

EXHIBIT A: SCOPE OF WORK

1. Scope of Services

The selected Managed IT Services Provider (MSP) must provide all necessary labor, tools, licenses, ticketing platforms, and materials to deliver a fully optimized, high-availability, and HUD-compliant IT environment. This comprehensive management encompasses support for 15–16 core employees, 4–5 sporadic users (up to 20 total users), and all associated hardware, software, network infrastructure, and mobile endpoints across the Atlanta-area headquarters and remote field environments. All services executed under this contract must strictly adhere to federal procurement regulations outlined in HUD Handbook 7460.8 REV 2.

2. Service Component Breakdown

2.1 Core Helpdesk & Device Support (SLAs)

- a. **Helpdesk Hours:** Provide remote and on-site Tier 1, 2, and 3 support from 8:00 a.m. to 5:30 p.m. Eastern Time, Monday through Friday, excluding HAFC-observed holidays. Maintain a clear after-hours escalation process and 24/7 support for critical incidents.
- b. **Service Level Agreements (SLAs):** The contractor must strictly adhere to the following contractually binding response and resolution parameters:
 - i. **Critical (Priority 1):** Complete server failure, entire network down, active cybersecurity threat, or any technical disruption occurring during a live or scheduled Board of Commissioners meeting. Response within 15 minutes; on-site technical resolution or temporary mitigation within 2 hours.
 - ii. **High (Priority 2):** Individual user down, local switch failure, or primary business software inaccessible. Response within 1 hour; resolution within 4 hours.
 - iii. **Normal (Priority 3):** Standard troubleshooting, printer issues, or non-blocking software anomalies. Response within 4 hours; resolution within 24 hours.

2.2 Core Productivity & Public Housing Software Competency

The Authority operates a standardized public housing enterprise environment. Proposers must demonstrate deep operational familiarity, administrative capability, and technical troubleshooting experience with the following software ecosystems:

- a. **Core Environment:** Microsoft Windows, Microsoft 365 Business (including Exchange Online, SharePoint, Teams, and OneDrive), and Microsoft Entra ID for secure user identity and access management.
- b. **Public Housing Software (Yardi Voyager and MRI Tenmast):** The MSP will provide technical and environmental support but will not be responsible for training staff on housing-program workflows. Responsibilities include:
 - i. Optimizing network performance, browser compatibility, and local network

configurations for web-based Yardi Voyager access.

- ii. Supporting local workstation client installations, database connections, printer routing, and interface configurations during the co-existence phase and systematic transition out of legacy MRI Tenmast into Yardi.
- iii. Coordinating directly with software vendors as the Authority's technical liaison to resolve software glitches, patch dependencies, or integration failures according to the established Helpdesk Ticket Workflow.

2.3 HUD Data Sovereignty, PII Confidentiality, & Cyber Incident Reporting

- a. **Data Sovereignty:** The Authority retains exclusive ownership, intellectual property rights, and title to all data housed, processed, or generated within its IT infrastructure. The contractor shall not mine, sell, copy, or redistribute data for any purpose outside the explicit execution of this contract.
- b. **Confidentiality & PII Protection:** The contractor will have administrative access to sensitive Personally Identifiable Information (PII) of low-income housing applicants and voucher tenants. The contractor must implement strict role-based access control (RBAC) and maintain systematic compliance with the Privacy Act of 1974, HUD Privacy Protection Guidance (HUD Privacy Handbook 1325.1), and HUD's secure data transmission guidelines for federal portals.
- c. **Cyber Incident Response:** Maintain procedures to promptly detect, contain, investigate, and document suspected cybersecurity incidents. Notify HAFC immediately and provide the logs and technical information HAFC needs to meet applicable reporting requirements.
- d. **Off-boarding & Transition Data:** Upon contract termination or expiration, the contractor must securely export and transition all Authority data, configurations, system architecture blueprints, administrative master passwords, and asset logs to the Authority or its designated successor within 15 calendar days. This complete off-boarding transition must be executed at no additional cost to the Authority.

2.4 Comprehensive Inventory & IT Asset Management (ITAM)

- a. **Lifecycle Tracking:** Maintain a centralized, real-time IT Asset Management (ITAM) repository detailing hardware serial numbers, MAC addresses, purchase dates, warranty lifecycles, physical locations, assigned staff members, and certified disposal dates. This includes managing inherited desktop and laptop devices.
- b. **Software Compliance:** Actively track all software licensing agreements (e.g., Microsoft 365, Yardi, MRI Tenmast) to ensure continuous legal compliance, protecting the Authority from over-purchasing, under-licensing, or audit-related penalties.
- c. **Procurement Assistance:** Provide long-term technology roadmaps, capital budgeting advice, and structured hardware refresh strategies. Assist the Authority in drafting technical specifications for new hardware or software procurement to ensure seamless integration and maximum fiscal value.

2.5 Specialized Vendor Liaison Services

The contractor shall act as the Authority's technical agent to manage third-party vendors, validate invoices against contracted service levels, and lead troubleshooting for:

- a. **Telecommunications:** Coordinate directly with digital/VoIP telephone providers and mobile carriers to configure desk lines, manage field call routing, provision smartphones, and troubleshoot mobile hardware used by field inspectors.
- b. **Website Support:** Maintain and support HAFC's public website in coordination with HAFC staff and the website host or developer. Services include availability and security monitoring, software and certificate updates, backups, user-access administration, routine content assistance, accessibility-related technical support, analytics support, incident response, and vendor coordination. Notify HAFC promptly of outages, security concerns, or material performance issues.
- c. **Security Systems and Cameras:** Provide technical administration and vendor coordination for HAFC's access-control and security-camera systems, including connectivity, user access, configuration, storage, retention settings, system health, alerts, updates, troubleshooting, and monitoring support. Escalate outages, camera failures, storage issues, and suspected tampering promptly. Physical installation or repair may be performed by the appropriate licensed or authorized vendor, with the MSP serving as HAFC's technical liaison.

2.6 On-Site Board of Commissioners Meeting Support

The selected Managed IT Services Provider (MSP) must provide dedicated, high-priority technical personnel on-site at the Authority's headquarters to facilitate all regular and special called Board of Commissioners meetings. This on-site support ensures that governance, transparency, and operational continuity are maintained without technical disruption.

- a. **Pre-Meeting System Audits:** A minimum of forty-eight (48) hours prior to any scheduled board meeting, the designated MSP technician must perform an end-to-end diagnostics check on all boardroom hardware, including digital displays, microphones, audio mixers, and local presentation laptops.
- b. **Hybrid Connectivity Validation:** The technician will configure, test, and lock down the video conferencing links (e.g., Microsoft Teams or Zoom) to ensure remote Commissioners, legal counsel, and the public experience stable, broadcast-quality audio and video latency.
- c. **Live Event Execution and Management:** The technician must be physically stationed inside the boardroom at least one (1) hour prior to the meeting's call to order and must remain on-site until the meeting is officially adjourned. The technician will actively manage room audio levels, camera angles, presentation screen-sharing swaps, digital public comment queues, and generate redundant digital recording paths.

2.7 Mandatory HUD Federal Provisions & Compliance Training

- a. **HUD Form 5370-C:** The final contract will incorporate applicable provisions of

HUD Form 5370-C, General Conditions for Non-Construction Contracts.

- b. **Training:** Personnel with administrative access to HAFC systems or sensitive data must complete appropriate privacy and security training.
- c. **Scope of Training:** Training must explicitly cover the Privacy Act of 1974, HUD Privacy Protection Guidance (HUD Handbook 1325.1), proper digital handling of low-income tenant PII, and secure communication protocols for federal portals (including PIC and VMS).
- d. **Verification Timeline:** The selected vendor must provide written certifications and training logs for all assigned personnel to the Authority within sixty (60) calendar days of contract award, and annually thereafter. No engineer may be granted administrative access to the Authority's network without verified completion of this training.

2.8 Vehicle Camera and Telematics Support

Provide technical administration, configuration, monitoring support, data-security support, troubleshooting, and vendor coordination for any HAFC vehicle cameras, GPS devices, and related telematics systems. Monitor device connectivity and storage; maintain secure uploads, role-based access, multifactor authentication, retention settings, and tamper or outage alerts; and assist authorized HAFC staff with secure retrieval and export of incident records.

[Secure Vehicle Fleet] → [Cellular Upload Gateway] → [Cloud Storage Management]

- | | | |
|------------------------------|------------------------------|-------------------------------|
| • Dual-Facing Camera Feeds | • 4G/5G Wireless Uplink | • Role-Based Access Controls |
| • Telematics & GPS Telemetry | • Automated Video Triggers | • Video Data Retention Audits |
| • Automated Event Logs | • Tamper Alerts & Heartbeats | • HUD PII Masking Compliance |

Appendix A: Mobile Device Management (MDM) Protocols for Field Housing Inspectors (HUD NSPIRE/HQS Aligned)

The MSP must deploy and administer a centralized Mobile Device Management (MDM) platform for HAFC-issued smartphones, laptops, and tablets used by field staff. The platform must protect sensitive data, support inspection applications, and maintain reliable device operation and synchronization.

1. Device Provisioning and HUD-Compliant Application Containerization

- **Automated Enrollment:** All Authority-issued smartphones, laptops, and tablets used by inspectors must be enrolled in the MDM platform prior to field deployment.
- **Application Whitelisting:** The MSP will configure a secure work container on each device, provisioning only authorized applications (e.g., Yardi Mobile Inspect, secure web browsers, and Microsoft Outlook). All unauthorized application downloads, personal accounts, and software sideloading must be systematically blocked.
- **NSPIRE Framework Synchronization Assurance:** Because NSPIRE enforces strict, time-sensitive deficiency reporting windows (e.g., life-threatening deficiencies corrected within 24 hours), data synchronization is mission-critical. Operating system updates and inspection software patches must be tightly managed by the MSP via over-the-air (OTA) deployments pushed strictly between 5:00 PM and 8:00 AM EST to prevent field synchronization dropouts or software lockouts during real-time property reviews.

2. Field Security and PII Compliance Baselines

- **Enforced Security Profiles:** The MDM must enforce strict device-level security profiles, including mandatory complex PINs/biometrics, storage encryption, and automatic screen-lock timeouts set to a maximum of 5 minutes of inactivity to protect tenant PII.
- **Remote Wipe and Theft Mitigation:** In the event a field device is lost, stolen, or compromised, the MSP must maintain the capacity to execute a cryptographic remote wipe of all corporate data, inspection databases, and PII within 15 minutes of notification.
- **Geofencing and Compliance Monitoring:** The MSP will configure alerts for rooted or jailbroken devices, automatically isolating any non-compliant endpoint from accessing the Authority's network, Yardi cloud databases, or federal HUD-related data pipelines.

3. Remote Field Support Framework

- **Remote Screen Control:** The MSP helpdesk must utilize MDM-integrated remote assistance tools to securely view and control inspectors' tablet screens in real-time, enabling immediate troubleshooting of syncing errors or software lockouts directly from the field.
- **Cellular Connectivity Monitoring:** The MSP will monitor and manage cellular data usage, provisioning, and signal profiles across mobile carriers to ensure inspectors maintain consistent data routing back to headquarters while conducting community evaluations.

EXHIBIT B - PROPOSER'S PROPOSED AGREEMENT FOR SERVICES

Proposer shall include its proposed agreement for Fee Accountant Services with the proposal. Any proposed agreement is subject to HAFC review, negotiation, required federal provisions, and approval by the appropriate HAFC authority. Submission of a proposer agreement does not supersede any requirement of this RFP.

EXHIBIT C- PROPOSAL SUBMISSION INSTRUCTIONS

PLEASE READ CAREFULLY:

ISSUE DATE: Monday, August 31, 2026

PROJECT TITLE: RFP2608-01 Managed IT Services Provider (MSP)

DELIVERY DUE DATE/TIME: 5:00 PM ET Tuesday, September 15, 2026

- Proposals will be accepted until 5:00 PM ET Tuesday, September 15, 2026. Proposals received after the stated deadline, even if sent earlier, may not be accepted. This is a Request for Proposals solicitation.
- Proposals must include a proposed Agreement between the Fee Accountant firm and HAFC.
- Cost proposals must clearly identify the base monthly or recurring fee, all services included, hourly rates for out-of-scope services, and any other fees or reimbursable costs.
- Proposals may be submitted electronically at the following email address(es):
rfp@HAFC.org
- Proposals may be submitted in hard copy form by ground mail at the following address:
Housing Authority of Fulton County, Georgia
ATTN: Monica Baugh, Executive Assistant to the Executive Director
4273 Wendell Drive S.W.
Atlanta, GA 30336

All questions and/or requests for additional information on this solicitation should be submitted in writing to Monica Baugh at rfp@HAFC.org. The deadline to submit questions is 5:00 PM ET Wednesday, September 9, 2026.

Questions timely received will be addressed and responses provided to all proposers no later than 5:00 PM ET Friday, September 11, 2026.