

# Network and IT Support Services

Request for Proposals (RFP)

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Network and IT Support Services  
**REQUEST FOR PROPOSALS (RFP)**  
**INSTRUCTIONS**

I. GENERAL INFORMATION

A. Introduction

Charleston-Kanawha Housing Authority (CKHA) is a public housing agency established in 1939. The agency's main office is located at 1525 Washington Street West, Charleston, WV 25387.

***CKHA's mission is to provide every resident with a decent, safe, affordable place to live while linking or providing programs that will assist them on their journey to self-sufficiency.***

CKHA is headed by a Chief Executive Officer and governed by a five-person Board of Commissioners (BOC) and is subject to the requirements of Title 24 of the Code of Federal Regulations (CFR), state law, program, and administrative policies. There are approximately 70 staff members in the organization who perform the following functions: property management, resident service coordination, administrative/finance functions, maintenance/modernization services and rental assistance program administration.

CKHA assists eligible families to address their housing needs through a variety of housing programs including Low Rent Public Housing and Housing Choice Vouchers (HCV). CKHA owns and operates 1,148 units of public housing at 12 sites and assists over 3,000 families through the HCV program in Kanawha, Putnam, and Clay Counties.

CKHA operates a non-profit instrumentality, Housing Innovations Corporation (HIC) a 501 (c) (3) entity, created in 2005 to serve as CKHA's development and management component. In 2007, CKHA began to redevelop its severely distressed public housing sites through the Low-Income Housing Tax Credit program. To date, a total of ten phases have been completed, representing an investment of \$75 million, resulting in 396 new units of affordable housing. All units are managed by HIC, including 204 through the Project-Based Voucher program.

For more information on CKHA and its rental assistance programs, please visit the Housing Authority website at [www.ckha.com](http://www.ckha.com).

## B. Overview

In this Invitation for Proposal for Network and IT Support Services (the "Invitation"), CKHA is requesting proposals from experienced, qualified, and professional companies to facilitate a comprehensive computer system with IT support services.

Services under this RFP will include, but are not limited to PC support, equipment procurement and installation, and a comprehensive training plan for the users of the system.

CKHA's administrative office building is located at 1525 Washington Street West, Charleston, WV 25387. CKHA has 13 sites that would have to be monitored also. The sites with some of the networked equipment are listed below:

- **Dunbar**- 1 keyboard, 1 tower, 2 monitors, 1 each scanner, signature pad, 1 HP printer, running Windows 7
- **Rand**- 1 keyboard, 1 tower, 2 monitors, 1 each scanner, signature pad, 1 HP printer running Windows 10
- **Orchard Manor**- 3 keyboards, 3 towers, 5 Monitors, 2 each scanner, signature pad, 1 HP printer, running Windows 10, 1 HP laptop Windows 10
- **Littlepage**- 1 keyboard, 1 tower, 2 monitors, 1 each scanner, signature pad, 1 Epson printer, running Windows 7
- **Jarrett Terrace**- 1 keyboard, 1 tower, 2 monitors, 1 each scanner, signature pad, 1 HP printer, running Windows 10 and FOB system
- **Lippert Terrace**- 1 keyboard, 2 towers, 2 monitors, 1 each scanner, signature pad, 2 Epson printers, 1 Ricoh running Windows 10 and 7, 1 HP Laptops running Windows 10 and FOB system
- **South Park Village**- 3 keyboards, 1 tower, 2 monitors, 1 each scanner, signature pad, 2 printers, 1 Ricoh running Windows 10, 1 HP laptop running Windows 10
- **Lee Terrace**- 1 keyboard, 1 tower, 1 monitor, 1 each scanner, signature pad, 1 Epson printer, FOB system running Windows 7
- **Washington Manor**- 1 keyboard, 1 tower, 1 monitor, 1 each scanner, signature pad, 1 HP printer running Windows 10 and FOB system
- **Oakhurst Village**- 1 keyboard, 1 tower, 2 monitors, 1 each scanner, signature pad, 1 Epson printer running Windows 7
- **Hillcrest Village**- 1 keyboard, 1 tower, 2 monitors, 1 each scanner, signature pad, 1 Epson printer running Windows 10
- **Carroll Terrace**- 1 keyboard, 1 tower, 1 monitor, 1 each scanner, signature pad, 1 HP printer running Windows 7 and FOB system
- **Administrative Building**- 40 keyboards, 43 towers running windows 7 & 10, 54 monitors, 16 scanners, 12 signature pads, 8 HP printers, 2 Sharp printers, 2 Ricoh copiers, 3 Komax Bizhub copiers, 1 FOB system, 2 Auto Cad software, 6 HP laptops
- **Server Room**- 2 keyboards, 1 server running Windows 2003, 2 servers running Windows 2019, 4 servers running Windows 2012, 4 monitors, 1 Panini check processing machine, 1 HP printer, 1

- At each site except Little Page our Maintenance shop has a printer- 9-HP and 2-Cannon
- CKHA has a VOIP phone system and we use a VPN for remote server contact
- CKHA uses office 365 and outlook for email as well

### Scope of Work

CKHA desires a fully outsourced IT management provider to provide proactive maintenance, support, and other IT related functions. CKHA desires that the selected vendor only performs the software work on the computers. All hardware purchases will follow CKHA procurement policy. The following details are the minimum services to be provided to CKHA in this area of information services:

#### Initial Assessment

Compile an inventory of all information technology related assets, assess system assets, and make written recommendations for improved CKHA IT system performance.

#### Desktop Application Support

Perform basic support functions including installation of PC's, laptops, tablet, printers, and any software installations along with upgrades. Diagnostics and correct desktop application problems; configure laptops and desktops for standard applications. Identify and correct hardware problems, performing advanced troubleshooting. Assist designated CKHA personnel with hardware and software purchases as needed. Perform warranty and other technical support. CKHA would like the vendor to physically clean the computers if needed. This would include but not limited to taking off the cover of the tower and using compressed air to blow out the tower. If for some reason the number of workstations increase by 10 CKHA will reevaluate the contract.

#### Server Administration 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 back up schedule and capacity management services. Ensure scheduled preventive maintenance and back up for equipment is promptly performed; develop back-up and disaster recovery plans and procedural documentation for archive back-up. Confidentiality of the information is vital. The selected vendor will run diagnostics on all machines (workstations, physical servers, virtual servers, network firewalls, switches, and access points) to make sure all systems and license are up to date. The selected vendor will provide a quarterly report on the state of all equipment to the CEO or their designee.

#### Network Administration Services

Scope of activity includes all CKHA network equipment including switches, firewalls, routers, collaboration with VOIP phone system vendor, all other vendors we use and other security devices. Some of these vendors are HAB / MRI, file vision, New Tec just to name a few. Manage backup and

disaster recovery systems. The scope also includes primary installation and maintenance of software and hardware including software updates as deemed necessary.

#### Security

Maintenance of virus/ malware detection and spam reduction programs on CKHA servers, email, and all other company computers. Perform security audits as requested and notify CKHA personnel immediately of suspected breaches of security.

#### Strategic Planning

Provide technical leadership for all technology issues. Make recommendation for future purchasing and technology needs. Keep CKHA up to date on new technology changes and uses that will enable CKHA to increase efficiency and reduce costs. Install equipment including new servers, software, and hardware along with transfer of data when required. Advice on preparation of annual IT plans and budgets including but not limited to budgetary estimates for specific recommendations or proposals.

#### Help Desk Support

The vendor support must be timely, friendly, and professional. Urgent and emergency support must be available 24/7/365. Routine support must be available Monday – Friday from 8:00 a.m. to 5:00 p.m.

#### End User Training

Provide training for various technology as needed. This would normally be for common software or hardware used in a business setting or new equipment installed. This can be at the request of CKHA or when a need is identified by the vendor. CKHA would like the vendor to provide security training to all staff once a year or to recommend another vendor to provide that service.

#### Onsite Support

Provide a recommendation of needed onsite support hours; to address CKHA and/or departmental hardware and software issues. Additional onsite support may be needed for special or major projects.

## II. GENERAL TERMS AND CONDITIONS

### A. Review and Compliance

It is the responsibility of each Vendor to review this entire document, including its attachments, and comply with all requirements of this Invitation. "Vendor" refers to any person or entity who may, or does, submit a proposal in response to this Invitation.

### B. Proposal Terms

All proposals submitted by Vendors and received by CKHA will be treated as contract offers. A Vendor's proposal must remain open from the time of receipt of the proposal by CKHA and continue for a

minimum of 90 days after the date of Vendor's product demonstration, pursuant to this Invitation, and may not be unilaterally modified by the Vendor during that period.

Alterations, modifications, or variations of a proposal after the submission deadline will not be considered by CKHA, unless authorized by an amendment or addendum to this Invitation issued by CKHA.

In the case of any award pursuant to this Invitation, the awarded Vendor must keep in effect all proposal terms, including pricing, throughout any contract negotiations.

### C. CKHA's Reservation of Rights-Right to reject, waive, or terminate the RFP.

CKHA reserves the right to reject any or all proposals, to waive any informality in the RFP process, or to terminate the RFP process at any time, in its sole and absolute discretion if deemed by CKHA to be in its best interests.

1. Right to Not Award. CKHA reserves the right not to award a contract pursuant to this RFP.
2. Right to Terminate. CKHA reserves the right to terminate a contract awarded pursuant to this RFP, at any time for its convenience upon five (5) days written notice to the successful Vendor(s).
3. Right to Determine Time and Location. CKHA reserves the right to determine the days, hours, and locations that the successful Vendor(s) shall provide the services called for in this RFP.
4. Right to Retain Proposals. All proposals submitted, including all items and materials submitted as part of the proposals, become the property of CKHA, whether selected. Proposals may be appended by CKHA to any contract between CKHA and Vendor providing such materials. CKHA may permit the withdrawal of proposals when requested in writing by the Vendor.
5. Right to Reject Any Proposal. CKHA reserves the right to reject and not consider any proposal that does not meet the requirements of this RFP, including but not limited to incomplete proposals and/or proposals offering alternate or non-requested services.
6. No Obligation to Compensate. CKHA shall have no obligation to compensate any Vendor for any costs incurred in responding to this RFP.
7. Right to Prohibit. CKHA shall reserve the right to at any time during the RFP or contract process to prohibit any further participation by a Vendor or reject any proposal submitted that does not conform to any of the requirements detailed herein.

In no event will CKHA permit modification to a Proposal after the submission deadline.

## D. Contract Term

The initial term of the contract awarded, pursuant to this Invitation, will be for a two (2) year from the date the contract is executed between the Vendor and CKHA. CKHA reserves the sole right and option to extend the contract in incremental term of one (1) year which, including the initial contract term, will not exceed a total of three (3) years.

## III. General Requirements

Proposals must demonstrate the Vendor's understanding of CKHA's needs and expectations as prescribed in this Invitation, and must demonstrate the Vendor's capability to meet those needs and requirements

### Minimum Required Certifications

- 1) Cisco Advanced Security Architecture Specialization
- 2) Meraki CNMA
- 3) Cisco Premier Partner
- 4) Microsoft Certified Partner
- 5) ITIL Certified

## A. Insurance

During the term of any contract awarded pursuant to this RFP, Vendor, at its sole cost and expense, will provide commercial insurance of such type and with such terms and limits as may be reasonably associated with the contract. At a minimum, such insurance shall include:

Commercial General Liability coverage, occurrence basis, with a minimum of \$1,000,000 combined single limit (with defense cost more than limit of liability); and (Professional Services Liability or Errors and Omissions coverage, with a minimum limit of insurance of \$1,000,000.

Vendor's insurance coverages must be primary insurance with respect to CKHA. Any insurance maintained by CKHA will be excess of Vendor's insurance and will not contribute with it.

Vendors must address this question in their proposals: Does your organization currently have, or will your organization be able to provide the insurance requirements as specified in this RFP?

Any exceptions and/or assumptions to the insurance requirements must be identified in the Vendor's response. Exceptions and/or assumptions will be taken into consideration as part of the evaluation process; however, vendors must be specific. If vendors do not specify any exceptions and/or



assumptions at time of proposal submission, CKHA will not consider any additional exceptions and/or assumptions during any negotiations.

Upon contract award, the successful Vendor must provide certificates of insurance identifying the coverages specified in this RFP in a form acceptable to CKHA.

#### B. Business References

Vendors must provide a minimum of three (3) business references from clients who they have helped set-up of performed network and IT support services for as described in this Invitation within the last three (3) years. CKHA reserves the right to contact and verify any or all references provided.

### IV. PROPOSAL PRICING

#### A. Cost Items

The Vendor must provide:

- A price break-down of monthly and upfront install cost.
- An all-inclusive firm fixed price covering all deliverables, labor, materials, and out-of-pocket, travel and other expenses relating to the specific item listed below.
- The basis of the price and any underlying assumptions (including assumptions concerning travel expenses) must be included in the Vendor's cost proposal.
- Include all necessary labor, hardware, software, configuration and programming and the selection of the proper type and quantities of the system components and accessories to assure a complete and operational system

#### B. Payment

Generally, payment by CKHA will be tied to specific milestones, which may include satisfactory acceptance testing, and/or deliverables.

Payment terms are net 30 days after receipt of correct invoice containing information required by CKHA and acceptance of deliverable (after testing).

### V. PROPOSAL SUBMISSION

This section of the invitation deals with the requirements for contents and submission of proposals.

#### A. Deadlines & Delivery

It is the responsibility of each Vendor to ensure a timely submission of their proposal to CKHA by mail in a sealed envelope.

All proposals must be submitted by mail and must be received by CKHA on or before Monday, October 5, 2020, no later than 4:00 p.m. EST. CKHA is not responsible for late delivery of a proposal for any reason.

Late proposals submitted after 4:00 p.m. EST on Monday, October 5, 2020, will not be accepted or considered.

Email, facsimile, or telephone proposals will not be accepted or considered.

## B. Questions from Prospective Vendors

There will be a Pre-bid meeting at our Administrative office building, which is located at 1525 Washington Street West, Charleston, WV 25387 on Monday, September 14, 2020 at 2:00 p.m. The questions from the meeting will be placed on our website by Tuesday, September 22, 2020 by the end of the workday. It is mandatory for all bidders to examine CKHA's computer equipment. You must contact Mr. Roy Woodard at [rwoodard@ckha.com](mailto:rwoodard@ckha.com) or (304) 348-6451 ext. 323 for an appointment.

## C. Organization/Formatting

Proposals must be presented following the prescribed instructions within this Invitation. The proposal, along with all supplemental documentation required under this Invitation must be:

- Submitted by mail in a sealed envelope.
- Pages numbered consecutively

Provided in the sequential order listed below:

1. Vendor Application Cover Sheet (see Appendix A)
2. Vendor Proposal Response
3. Company W-9
4. Current Certificate of General Liability Insurance
5. Current Certificate of Workers Compensation Insurance
6. Business References
7. Itemized Costs

## D. Content

All information requested by this Invitation must be submitted as part of Vendor's proposal. Only information that is received in response to this Invitation will be evaluated.

References to information submitted to CKHA outside this Invitation process or references to Internet website addresses will be deemed non-responsive and will not be considered by CKHA.

Cross-references to other portions of a Vendor's proposal submitted in response to this Invitation are acceptable but must reference the specific section number and heading for identification.

All proposals must include completed and signed Vendor Application Cover Sheet (Appendix A) included in this Invitation. The Vendor Application Cover Sheet must be placed at the front of the proposal.

## VI. CONTRACT AWARD

### A. Contract Conditions

The following provisions are considered mandatory conditions of any contract award made by the CKHA pursuant to this RFP:

1. Contract Form: The CKHA will not execute a contract on the successful Vendor's form--contracts will only be executed on the CKHA form, or any other form substantially approved by CKHA and by submitting a proposal in response to this RFP, the successful Vendor agrees to do so (please note that the CKHA reserves the right to amend this form as the CKHA deems necessary).
2. Assignment of Personnel: The CKHA shall retain the right, in its sole and absolute discretion, to demand and receive a change in personnel assigned to the work to be performed pursuant to the contract if the CKHA believes that such change is in the best interest of the CKHA and the completion of the contracted work.
3. Unauthorized Sub-Contracting Prohibited: The successful Vendor shall not have the right to , assign any right, nor delegate any duty for the work proposed pursuant to this RFP (including, but not limited to, selling or transferring the contract) without the prior written consent of the CKHA CEO or designee, in his/her sole and absolute discretion. Any purported assignment of interest or delegation of duty, without the prior written consent of the CKHA CEO or designee shall be void and may result in the cancellation of the contract with the CKHA, or may result in the full or partial forfeiture of funds paid to the successful Vendor as a result of the proposed contract; either as determined by the CKHA CEO or designee.

### B. Affirmative Action

CKHA promotes competitive solicitations and does not discriminate based on race, color, religion, creed, national origin, sex, disability, age, or sexual orientation.

### C. Proposals Open to Public

After the award of the contract, all information submitted as part of, or in support of the proposal will be available for public inspection in compliance with state and federal laws.

## VII. PROPOSAL EVALUATION

An RFP Evaluation Committee, consisting of CKHA employees, will review all proposals. This Evaluation Committee may contact any of the references provided by the Vendor, contact any Vendor for clarification of response, and/or seek information from any other sources concerning any aspect of this Invitation.

Subject to the selection factors, reservation of rights, and other terms and conditions of this Invitation, CKHA will select the proposal most advantageous to CKHA. The Evaluation Committee will be evaluating

the detail, completeness, and accuracy of each proposal and will select the proposal that provides the best value in meeting CKHA’s business objectives.

Vendors are cautioned the Evaluation Committee is in no way obligated to make inquiries for clarification or omitted information regarded essential to complete a thorough evaluation of a Vendor proposal. Proposals at the time of submission that are not complete, accurate or concise, or contain discrepancies or omissions may not be considered.

Any award is contingent upon the successful negotiation of finalized contract terms. In no event will any claimed obligations of any kind be enforceable against CKHA, unless and until such time CKHA and the selected Vendor have entered a written contract.

This Invitation and the successful Vendor’s proposal will be incorporated by reference into, and be a part of, any contract between CKHA and the Vendor.

RFP award scores will be based on both technical and financial evaluations through a comprehensive review and analysis by the evaluation committee.

**1. SCORING SUMMARY**

<b>SCORING CRITERIA</b>	<b>POINT POSSIBLE</b>
Suitability of the Proposal – the proposed solution meets the needs and criteria set forth in the RFP	15
Expertise in recommending and communicating appropriate technical solutions as evidenced by the proposal and references	15
Vendor Experience – Candidates shall be rated primarily on whether it has a substantial history of providing similar services	15
Value/Pricing Structure and Price Levels – Reasonable price commensurate with the value offered by the vendor	20
Depth and Breadth of Staff – The vendor has appropriate staff that meets the necessary minimum required certifications	20
Proposal Presentation – The information is presented in a clear, logical manner and is well organized.	5
Appointment Appearance- The selected vendor made an appointment, arrived on site, and evaluated the equipment that CKHA has.	10
<b>TOTAL POINTS</b>	<b>100</b>

# Appendix A



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NETWORK AND IT SUPPORT SERVICES APPLICATION COVERSHEET

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Date of Application: \_\_\_\_\_

Legal Name of Organization \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

Web site \_\_\_\_\_

Name of contact person regarding the application \_\_\_\_\_

Title \_\_\_\_\_

Tax ID Number \_\_\_\_\_

Email \_\_\_\_\_

**Certifications**

By signing this application, the following certifications are made:

1. The owner and its agents will comply with all applicable fair housing and civil rights requirements found in 24 CFR 5.105(1), including, but not limited to, the Fair Housing Act, Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and Titles II and III of the Americans with Disabilities Act, as applicable.

**Authorization**

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

Printed Name/Title: \_\_\_\_\_



