
Harrietstown Housing Authority

Request for Proposals
IT Maintenance and Service

May 17, 2024

TABLE OF CONTENTS

Public/Legal Notice..... 1
Background Information 2
Scope of Work..... 3
Submission Requirements 3
Evaluation..... 4
Term of Contract 5
Miscellaneous..... 5

Harrietstown Housing Authority
14 Kiwassa Road, Suite 1
Saranac Lake, NY 12983
Telephone: 518-891-3050 / Fax: 518-891-3630

PUBLIC NOTICE

REQUEST FOR PROPOSALS
IT MAINTENANCE AND SERVICE

The Harrietstown Housing Authority is soliciting proposals for IT Maintenance and Service for a two-year period beginning August 1, 2024 and ending July 31, 2026.

Proposals must be in strict accordance with the specifications cited in the Request for Proposals, copies of which are available at the Harrietstown Housing Authority, 14 Kiwassa Road, Suite 1, Saranac Lake, NY 12983, by calling 518-891-3050, and at www.harrietstownha.org.

Proposals are due on or before 3pm, Friday, June 28, 2024 in the Housing Authority Office at the above address. Hard copy and emailed (sclarkin@harrietstownha.org) proposals will be accepted. The Housing Authority is an Equal Opportunity Employer under the direction of the U.S. Dept. of HUD and encourages Section 3 and Minority and Women's Business Enterprises to submit proposals.

Solicitation Number #240517-001

Sarah A. Clarkin, PHM
Executive Director
Harrietstown Housing Authority

1. BACKGROUND INFORMATION

The Harrietstown Housing Authority (HHA)'s mission is to provide public housing and tenant-based assistance program residents with clean, safe and affordable housing in a non-discriminatory manner. Individuals, families, near elderly and elderly who qualify for low-income housing assistance are provided opportunities to achieve self-sufficiency and improve the quality of their lives. HHA creates and maintains partnerships with its residents and appropriate community agencies in order to accomplish this mission.

The HHA's programs are administered at the local level in accordance with state and federal laws. The U.S. Department of Housing and Urban Development (HUD) is authorized to enter into contracts with the HHA for grants and loans to assist the HHA in financing the development and modernization of housing units, and to pay operating subsidies and housing assistance payments to help maintain the operation of its affordable housing programs.

The HHA has 113 units of public housing (across two projects) and administers 135 tenant-based Housing Choice vouchers.

The HHA's IT inventory-in-use consists of:

Quantity	Device Type	Manufacturer	Model	Operating System	Acquisition Date
2	PC	HP	ProDesk 405 G2 MT	Windows 10	2014-2015
3	PC	CST Branded EDI	Cooler Master	Windows 11 Pro	2024
1	PC	HP	Elite Desk	Windows 10	2014 est
2	LT	HP	ProBook	Windows 10	2018 2020 (refurb)
1	LT	Dell	???	Windows 10	2020 (refurb)
1	Server	CST Branded EDI	Cooler Master	Windows 11 Pro	2024
1	Switch	UniFi	24 port non POE		2018
1	Gateway	UniFi	UX-US		2024
1	Copier	Konica Minolta	C4050i		2024 Lease Up 12/2024

* There are also seven desktop printers.

2. SCOPE OF WORK

Desktop/Laptop Application Support: The Vendor will perform basic support functions, as needed, including the installation and startup of HHA-owned PCs, laptops, smartphones, and office software. The Vendor will diagnose and correct any application problems; configure PCs and laptops for standard applications; identify and correct any hardware problems; and maintain inventory.

Server and Workstation Administrative Services: The Vendor will manage network and computer systems, including applications, messaging, servers and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability and recoverability of the systems. The Vendor will ensure adequate scheduling and implementation of preventive maintenance for equipment. Additionally, the Vendor will maintain configuration management, including changes, upgrades, patches, etc., user logins, and software products related to servers and workstations. There shall be a timely response to needed maintenance and repairs.

Network Administration Services: The Vendor will maintain and support network equipment including switches, firewalls, routers, and other security devices. The Vendor shall install and maintain printers, scanners, network devices, etc., as applicable and needed. There shall be proactive monitoring of network equipment, network performance, and capacity management services. Maintenance of network documentation is required.

Email, Security, and Backup Efforts: The Vendor will maintain email accounts using the HHA domain and add, change, and/or delete employee accounts as requested. The Vendor will maintain virus detection programs on the server and users' computers and laptops; and perform periodic security audits. As requested, secure remote access will be provided. The Vendor will ensure daily backup of computer, data and information, email, and the like. The Vendor will ensure availability of programs to restore systems and data if servers and/or computers go down.

Reports: The Vendor shall submit quarterly service reports, summarizing service and IT policy issues. The Vendor must be available to meet with HHA staff to review reports and discuss issues.

Purchasing: Vendor shall work with the HHA Executive Director to identify and access those products that best meet HHA's needs and, at the same time, adhere to cost constraints.

3. SUBMISSION REQUIREMENTS

Proposals must be submitted in a hard copy or electronic format as set forth in this Request for Proposals, and received by the HHA on or before Friday, June 24, 2022, 3pm. The mailing/physical address is 14 Kiwassa Road, Suite 1, Saranac Lake, NY 12983. All proposals shall be sent to the attention of Sarah A. Clarkin, Executive Director. Proposals can be emailed to sclarkin@harrietstownha.org.

Any proposal received after the time specified for receipt will not be considered unless it is the only proposal received.

Proposal shall be clearly organized under four (4) headings:

1. Letter of Transmittal
2. General Vendor Information
3. Proposal
4. Costs

Letter of Transmittal. Please include the following statements and information:

- Business name, address, telephone number
- Name, title, email address, and telephone number of the person authorized to represent the business
- Federal and State taxpayer identification number
- A brief statement of your understanding of the services to be performed and your experience providing these services
- A statement indicating that the proposal and cost schedule shown will be valid and binding for ninety (90) days following the proposal due date, and will become part of the contract negotiated with HHA

General Vendor Information. Please provide the following information:

- Length of time in business
- Length of time in business providing proposed services
- Total number of clients
- If applicable, certification of Section 3 and/or Women or Minority Business Enterprise status

Proposal. Please include the following:

- Proposal summary, including reason(s) for pursuing this work and unique qualifications to perform the services
- Name and title of person(s) who will do the work
- Resumes of said person(s)
- Description of approach to provide requested services and experience providing similar services
- Name, title, address and telephone numbers of three clients for whom similar services have been provided, including information on the actual services provided and length of tenure
- Hours of availability via phone, via email, and for on-site visits
- Response time (via phone or email) to address problems
- If needed, response time (in person) to address problems
- A specific list of any services not covered in the proposal price.

Costs.

Please provide a monthly fixed fee service contract price for the two-year period August 1, 2024 through July 31, 2026.

4. EVALUATION

All qualified individuals submitting a proposal will be ranked using the system detailed below:

Areas of Evaluation	Points
1. Experience	38
--Comparable experience	
--References	
--Account management	
2. Support	38
--Remote availability - responsiveness	
--On-site availability - responsiveness	
--Patches	
--Email continuity	
--Encrypted data backup	
--Maintenance of effective and efficient hardware and software	
3. Cost	38
4. Section 3 and/or Women or Minority Business Enterprise	6

The top-ranking firm shall be contacted to negotiate and arrive at an agreeable fee. In the event a fee cannot be agreed to, the HHA shall begin negotiations with the next lower ranking firm.

5. TERM OF CONTRACT

The term of the contract shall be two years, beginning August 1, 2024 and extending through July 31, 2026.

6. MISCELLANEOUS

The HHA reserves the right to reject any or all proposals for failure to meet the requirements contained herein, waive any technicalities, and select the proposal which, in HHA's sole judgement, best meets its needs.