

Request for Proposals

Qualified Firm to Maintain and Provide Technical Service for an Existing Network

**The Housing Authority of the Town of Enfield
1 Pearson Way
Enfield, CT 06082**

March 12, 2024

Enfield Housing Authority (EHA) is soliciting proposals from qualified firms to maintain and provide technical services for its existing network infrastructure for a one to three year period.

Proposals will be received until 4:00 p.m. EST on Friday, April 26, 2024, at the Central Office located at 1 Pearson Way, Enfield, CT 06082. The criteria for evaluating these proposals will be based on the items set forth in the Request for Proposals. If an award is made based on this solicitation, it will be made to the top rated responsive and responsible offeror which in the judgment of the Agency, best meets the factors presented in this RFP and the needs and long-term goals of the Agency.

The Housing Authority of the Town of Enfield:

1. Reserves the right to reject any and all proposals, to waive informality in the RFP process, or to terminate the process at any time, if deemed to be in its best interest.
2. Reserves the right to award a contract pursuant to this RFP.
3. Reserves the right to terminate a contract award pursuant to this RFP, at any time for its convenience upon 10 days written notice to the successful proposer(s).
4. Reserve the right to determine days, hours, and locations that the successful proposer(s) shall provide services called for in this RFP.
5. Reserves the rights to retain all proposals submitted and not permit withdrawal for a period of 60 days subsequent to the deadline for receiving proposals without written consent of the EHA.
6. Reserves the right to negotiate the fees proposed by the proposer entity.
7. Reserves the right to reject and not consider any proposal that does not meet the requirements of this RFP, including but not necessarily limited to incomplete proposals and/or proposals offering alternate or non-requested services.
8. Shall have no obligation to compensate any proposer for any costs incurred in responding to this RFP.

REQUEST FOR PROPOSALS

1. INTRODUCTION

The Housing Authority of the Town of Enfield (EHA) is requesting proposals from a qualified firm to provide a technical team to maintain and provide technical service to the existing network infrastructure for a one to three year period.

2. BACKGROUND

The Housing Authority of the Town of Enfield is the public entity within Enfield, CT that provides affordable housing to low and moderate income families. The Authority was created in 1948 and derives its authority from Connecticut State law. The Enfield Housing Authority (EHA) owns approximately seven State financed housing sites consisting of 456 units of housing; it also administers approximately 195 housing and 50 incoming vouchers. The EHA employs approximately 17 full-time equivalent employees and two part-time employees. The EHA currently uses PHA Web software systems, and the network consists of, but is not limited to: 17 PCs, routers, switches, printers, scanner/copier/printer, laptops, tablets, cell phones, internet based phone system and seven IP based camera systems.

3. SCOPE OF SERVICES

- A.** Vendor will need to provide a qualified technical team (as needed) to conduct an onsite review of all infrastructure components.
 - a.** Switches and Routing – Provide a review of current network equipment and make suggestions for updates and upgrades
 - b.** Wireless Connectivity – Review current wireless network configuration, document system connectivity and provide recommendations
 - c.** Client/Server Systems – Review current desktop and server systems and make recommendations for updates and upgrades
 - d.** Surveillance Systems – Review current IP surveillance systems and make recommendations for updates and upgrades

- B.** Strategic review-Meet with key stake holders of the EHA to discuss the future expansion of the network, including, but not limited to; potential switching and segmentation requirements, business continuity, and identify fit for managed services.

- C.** Presentation of findings - Vendor will prepare the following deliverables:
 - a.** Raw data collection
 - b.** Executive summary of the state of all assessed systems
 - c.** Overview of critical infrastructure issues requiring attention (replacement or modification)
 - d.** Phased plan for implementation of needed upgrades or modification

- D.** Recommendations for implementation of managed services - Vendor will design a proactive monitoring and alerting plan for all systems critical to the core infrastructure. This will include switches, routers, firewall, wireless hardware and camera infrastructure. Vendor must provide documentation regarding available services including but not limited to:
 - a.** Marketing literature describing the breadth and licensing/fee structure available
 - b.** Technical documentation regarding the systems used to provide monitoring, including any agents required, reporting intervals and bandwidth requirements
 - c.** Sample onboarding literature which clearly describes the process for implementing solutions

- E.** Proposed managed services offered must include the following:
 - a.** Ensure network is secure at all times, provide monitoring and alerting system of network intrusions/threats
 - b.** Customizable response plan with network, diagrams (by buildings), service level agreements, response times, define notifying parties
 - c.** 24 x 7 x 365 availability of monitoring and alerting services
 - d.** Monitoring, Tier I and Tier II services

- e. Qualified vendors must have a system for providing automated response and resolution for detected issues
- f. Reporting portal – EHA will require quarterly reporting
- g. Ticketing system and dedicated support telephone number – The selected vendor must be able to provide a ticket-based support request system in addition to a support phone number for EHA technical issues
- h. Network design, implementation, and ongoing support
- i. Ongoing set up service and support for server(s), desktops, laptops, tablets, phones and related hardware
- j. Ongoing set up service and support for data backup, disaster recovery, business continuity and security
- k. Assist in IT needs assessments and product procurement as needed
- l. Assist in design, procurement and support of IP based video monitoring equipment as needed
- m. Ongoing set up service and support internet access and email solutions including, but not limited to;
 1. Firewall, Anti-Virus and Anti-Malware protection installation and maintenance for all desktops, laptops, tablets, servers and other related devices
 2. Email management including installation and maintenance of storage, SPAM filtering and encryption
 3. Provide software and software updates
- n. Quarterly review meetings to ensure the EHA's needs are being met
- o. Act as Chief Information Security Officer (CISCO)
- p. Other IT services as needed

F. VENDOR REQUIREMENTS

- a. Qualified vendors must supply sample resumes and/or qualifications for senior level technical leadership and key organizational stake holders
- b. Vendors must be able to demonstrate technical proficiency for major vendors
- c. Vendors must provide evidence of relevant certifications and training
- d. Vendors must be able to provide demonstrate relevant experience and references from customers with similar systems and management
- e. Vendors must document experience working with other Housing Authorities or similar environments and demonstrate familiarity and knowledge of the Housing Authority software

G. PROPSALS MUST INCLUDE

- a. A statement of hours of operation and guaranteed response times
- b. A description of after hour response and additional charges, if any, for such services
- c. A description of onsite and remote support
- d. A description of tools used for monitoring the health of the IT infrastructure
- e. A list of work that is not included in the proposal and the costs associated for such work if needed
- f. A description of any services outsourced to others. Include a list of sub-contractors

- g. A fixed monthly fee for services which shall include 20 hours of monthly onsite service. Also include hourly rates for all other services not included in the Scope of Services

4. PROPOSAL FORMAT AND EVALUATION FACTORS

- A. The Proposal must be submitted no later than 4:00 PM EST on Friday, April 26, 2024, via U.S. mail, courier or email to:

Shari Riddick, Deputy Executive Director
Enfield Housing Authority
1 Pearson Way
Enfield, CT 06082
sriddick@enfieldha.org

- B. The submittal shall be arranged in the following format and sequence and will be evaluated using the four factors and assigned values listed below:
 - a. **Letter of Interest (5%)** - The letter should identify the proposer's interest in the project, show complete understanding of the EHA needs and briefly explain why the proposer feels it is best qualified to undertake this engagement. Identify the principal staff who would be assigned to this engagement.
 - b. **The Technical Approach and the Response Plan(s) (35%)**- A detailed description of the approach and proposed work plan; and time frame for completion of this engagement.
 - c. **Demonstrated Experience in Similar Engagements (25%)** - The prior experience identified by the proposer in similar engagements, including, but not limited to, experience with demonstrated course of action and a history of strategies related to future course of action. The proposer will provide contact information on references for prior clients with similar engagements and provide a brief description of the role the consultant played in each engagement. Demonstrated experience with Public Housing and Public Housing software.
 - d. **Cost (35%)**- Propose hourly fees, expenses, and estimated time that would be required to complete this engagement. A fixed monthly fee for services which shall include 20 hours of monthly onsite service. Also include hourly rates for all other services not included in the Scope of Services.
 - e. **Attachments A through C**

5. COST INCURRED IN RESPONDING

- A. All costs directly or indirectly related to preparation of a response to the Request for Proposal or any oral presentation required to supplement and/or clarify the

submittal which may be required by the EHA shall be the sole responsibility of and shall be borne by Offeror.

- B.** Each firm by submitting its proposal, waives any claim for liability against the EHA as to loss, injury and costs or expenses, which may be incurred as a consequence of its response to this document.

6. INQUIRIES

Questions submitted in writing will be accepted **until 4:00 PM EST on April 19, 2024**. Responses to written inquiries will be mailed or electronically transmitted to Offeror. Direct all questions to:

Shari Riddick, Deputy Executive Director
Enfield Housing Authority
1 Pearson Way
Enfield, CT 06082
sriddick@enfieldha.org

7. SUBMISSION DEADLINE

The Proposal must be submitted no later than 4:00 PM EST on Friday, April 26, 2024, via U.S. mail, courier or email to:

Shari Riddick, Deputy Executive Director
Enfield Housing Authority
1 Pearson Way
Enfield, CT 06082
sriddick@enfieldha.org

8. REJECTION

- A.** EHA reserves the right to reject any and all submittals and/or to waive any informality in the solicitation process or parts thereof and to re-solicit.
- B.** EHA does not guarantee that a contract will be awarded as a result of this Request for Proposal.

9. TERMS AND CONDITIONS

The following shall be essential terms and conditions of any agreement resulting from this solicitation:

- A.** Termination. The EHA shall have the right to terminate the Agreement at any time. EHA reserves the right to terminate this Agreement for its convenience or in the event it shall abandon or indefinitely postpone the program. Such termination shall be accomplished by written notice delivered to the Contractor. Payment to the Contractor shall be made for work performed prior to receipt of the termination notice and the Contractor shall have no claim for loss of anticipated profits or any additional compensation.

- B. Breach of Agreement.** If the Contractor fails to fulfill its obligations under this Agreement in a timely and proper manner or if it shall violate any of the terms of this Agreement, the EHA shall have the right to immediately terminate such contract and withhold payments in excess of fair compensation for work completed. The term "breach of agreement" specifically includes, but is not limited to, failure to comply with any applicable Federal, State or Local laws or regulations. Notwithstanding the above, the Contractor shall not be relieved of liability to the EHA for damages sustained by virtue of any breach by the Contractor.
- C. Modification of Agreement.** Such Agreement may be modified only by written amendment executed by all parties.
- D. Partnerships/Joint Ventures.** Such Agreement shall not in any way be construed or intended to create a partnership or joint venture between the parties or among any of the parties. None of the parties of such Agreement shall hold itself out in a manner contrary to the terms of this. No party shall become liable for any representation, act or omission of any other party contrary to the terms of this agreement.
- E. Waiver.** No waiver of any provision of such Agreement shall affect the right of the EHA thereafter to enforce such provision or to exercise any right or remedy available to it in the event of any other default.
- F. Indemnification.** The Contractor shall agree to indemnify and hold the EHA, its officers, agents and/or employees harmless from and against any and all lawsuits, damages and expenses, including court costs and attorney's fees, by reason of any claim and/or liability imposed, claimed and/or threatened against the EHA, its officials, agents and/or employees for damages because of bodily injury, death and/or property damages arising out of or in consequence of the performance of services under this Agreement to the extent that such bodily injuries, death and/or property damages are attributable to the negligence of the Contractor and/or the Contractor's servants, agents and/or employees.
- G. Assignment-Consent Required.** The provisions of such Agreement shall inure to the benefit of and shall be binding upon the respective successors and assignees of the parties hereto. Such Agreement nor any of the rights and obligations of the Contractor hereunder shall not be assigned, subcontracted or transferred in whole or in part without the prior written consent of the EHA. Any such assignment transfer or subcontract shall not release the Contractor from its obligation hereunder. Any approved assignee shall assume each and every obligation of the Contractor hereunder and EHA may contract with or reimburse any such assignee without waiving any of its rights against the Contractor.
- H. Entire Agreement.** Such Agreement shall set forth the entire Agreement between the parties with respect to the subject matter hereof, and shall govern the respective duties and obligations of the parties until and unless a more formal Agreement is entered into between the parties.
- I. Force Majeure.** No party to such Agreement shall have any liability to the other hereunder by reason of any delay or failure to perform any obligation or covenant if the delay or failure to perform is occasioned by any act of God, force majeure, storm, fire, casualty, civil disturbance, riot, war, national emergency, act of Government, act of public enemy or other cause of similar nature beyond its control.

10. MISCELLANEOUS PROVISIONS

The Contractor and the EHA mutually agree as follows:

- A. Ownership of Documents. All data prepared or obtained under this Agreement shall be made available, upon request, to the EHA without restriction or limitation on their use.
- B. Personnel. The Contractor represents that he/she has or will secure at his/her own expense, all personnel required in performing the services under this Agreement. Such personnel shall not be employees of or have any contractual relationship with the EHA.
- C. Interest of Other Local Public Officials. No member of the governing body of the locality in which the area of the Project is situated and no other public official of such locality who exercises any functions or responsibilities in the review or approval of the carrying out of the Project to which this Agreement pertains shall have any personal interest, direct or indirect, in the Agreement.
- D. Access to Records. The Contractor shall maintain books, records, documents and other evidence directly pertinent to performance of work under this Agreement in accordance with accepted professional practice and appropriate accounting procedures and practices. Audits conducted pursuant to this provision shall be in accordance with generally accepted auditing standards and formally established audit regulations, procedures and guidelines of the reviewing or audit agency.

11. INSURANCE

- A. Worker's Compensation Insurance. Providing coverage in compliance with the laws of the state in which any part of the work is to be performed, and if appropriate, Employer's Liability Coverage in the minimum amount of \$100,000 for each occurrence.
- B. Automobile Liability Insurance. Bodily injury and property damage combined single limit in the minimum amount of \$250,000 for each occurrence, \$500,000 aggregate.
- C. Consultant's Professional Liability Insurance. Bodily injury and property damage combined single limit in the minimum amount of \$500,000 each occurrence, \$1,000,000 aggregate.

12. LICENSING & BUSINESS REQUIREMENTS

The Offeror is responsible to comply with all licensing requirements and associated business regulations whether Local, State or Federal. It is the responsibility of the potential Contractor to determine the applicability of any rule, regulation or other requirement.

13. EQUAL EMPLOYMENT OPPORTUNITY

The Offeror shall affirm that it does not subscribe to any personnel policy which permits or allows for discrimination in the employment promotion, demotion, dismissal or laying off of any individual due to his/her race, creed, color, national origin, age or gender or physical handicap.

14. TITLE VI

The Enfield Housing Authority prohibits discrimination in all of its programs. The agency will comply with all statutes and regulations of Title VI of the Civil Rights Act of 1964. No person should be excluded from participation in or be denied the benefit of or be subjected to discrimination under any program or service provided by or affiliated with EHA on the basis of non-merit reasons. To file a complaint of discrimination, write or call Scott Bertrand, Executive Director, Enfield Housing Authority, 1 Pearson Way, Enfield CT 06082, phone (860)745-7493 ext. 102.

15. ATTACHMENTS

- A.** Company Information
- B.** Client References
- C.** Non-Collusive Affidavit

ATTACHMENT A
COMPANY INFORMATION

Name of Organization

Business Address

Phone Number

Name of Principal Owners
(Leave blank if publicly owned)

Number of Years in Business

Location of office which
would service the EHA

Attach any additional information regarding your firm's background, which would be useful in assessing your proposal.

ATTACHMENT B - CLIENT REFERENCES

PLEASE PROVIDE ON A SEPARATE SHEET OF PAPER LABELED ATTACHMENT B, FIVE (5) CLIENT REFERENCES. INFORMATION SHOULD INCLUDE:

Customer Name

Address

Contact

Person

Phone

Number

Email

Address

A brief description of the role the consultant played in the engagement(s) for this client and the current implementation status of such project(s).

ATTACHMENT C - FORM OF NON-COLLUSIVE AFFIDAVIT

STATE OF _____

COUNTY OF _____

_____, being first duly sworn, deposes and says that:

(1) He/She is the vendor of _____,
that has submitted the attached Proposal;

(2) He/She is fully informed respecting the preparation and contents of the attached Proposal
and of all pertinent circumstances respecting such Proposal;

(3) Such Proposal is genuine and not collusive or sham; that said vendor has not colluded,
conspired, connived or agreed, directly or indirectly, with any bidder or person to put in a
sham bid or to refrain from bidding and has not, in communications or conference, with any
person, agreed to fix any overhead, profit or cost element of said bid price, or that of any other
bidder, or to secure any advantage against the Enfield Housing Authority or any person
interested in the proposed contract; and that all statements in said proposal of bid are true;
and;

(4) Any professional fees arrived at during negotiations must be fair and proper and are not to
be tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the
Professional or any of its agents, representatives, owners, employees or parties in interest,
including this affidavit.

(Signed) _____

Title: _____

Sworn to and subscribed before me on this ____ day of _____, 2024

Notary Public: _____

My Commission Expires: _____

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