



*Connecting people to homes, hope and opportunity. Jennifer Westerman, CEO*

REQUEST FOR PROPOSALS  
FOR  
Maintenance and Support of Information Technology Services

Housing Authority of the City of Longview, dba  
Housing Opportunities of SW Washington (HOSWWA)

820 11<sup>th</sup> Ave.  
Longview, WA 98632  
(360) 423-0140

Date of Issuance: 3/16/23

Contact: RFP Committee HOSWWA  
Cynthia Mitchell  
Cynthia.Mitchell@hoswwa.org

Proposals are due no later than 4:00 pm (PST) on April 5, 2023



## **I. Purpose**

The Housing Authority of the City of Longview, dba Housing Opportunities of Southwest Washington (HOSWWA), and Joint Pacific County Housing Authority (JPCHA) are seeking proposals from qualified firm(s) to provide full-service Information Technology (IT) Services. This work includes maintaining and further developing the Information Systems of the Housing Authority, modernizing systems for best agency fit, addressing security concerns, ensuring data security per regulation and in line with the purpose and function of the agency. This work shall include maintenance and update as required for all employee workstations and laptops, resident computer labs, file servers, network systems, phone systems, and all on-line systems including email internet access, remote access and website functionality as well as backup and maintenance of all data including backup of the agency ERP, Yardi.

## **II. Agency Overview**

The Housing Authority of the City of Longview is a public body, corporate and politic, of the State of Washington that is authorized by and operates under the authority of the State Housing Authorities Law (RCW 35.82) and the Housing Cooperation Law (RCW 35.83). The agency operates under jurisdictional agreements in Cowlitz (except Kelso, Kalama), Pacific, Lewis and Wahkiakum Counties. HOSWWA is governed by a six-member Board of Commissioners that provide oversight and control of the agency. The CEO is hired by the Board and takes responsibility for day-to-day operations of the Housing Authority. Board members are appointed by the Mayor of Longview.

HOSWWA has two main offices located at 1207 Commerce and 820 11<sup>th</sup> Ave in Longview, WA. There are also site offices located in Castle Rock, Woodland, Long Beach and South Bend. A new office will be established soon in Raymond. Additionally, multiple employees work partially in the office and partially by remote. It is imperative that all of our offices are connected in the most efficient manner to provide effective and coordinated services to our clients.

## **III. Background and Vision**

HOSWWA is 100% reliant on externally contracted IT services with no internal expertise in IT systems. As an affordable housing provider that manages federal funds, the agency manages data that includes PPI. Ensuring data security is a high priority. HUD recommends that all agencies can comply with NIST 800-171 and this will become a requirement in the future. It is our intention to work toward compliance with this mandate over the next few years. Additionally, some of HOSWWA infrastructure is aged. In particular, our VOIP is no longer supported, and it is critical that the agency move to a new phone structure. Our internet infrastructure is insufficient and some of our servers are aged. While not having many internal resources for IT, we are a forward-thinking agency with a preference for

innovative systems and solutions. We are very interested in switching our current desk phone system to an electronic phone system such as zoom phone or similar. Additionally, we are interested in moving to the cloud as much as possible and do not want to continue investing in old technology. Through this RFP we are seeking an IT Consultant that can lead us into the future and help us to procure the best systems and solutions while also controlling costs. The successful consultant should plan to review the agency IT infrastructure, strategize and recommend solutions, obtain pricing estimates for budgeting and help obtain and implement solutions while continuing to ensure that business systems are functioning well.

#### **IV. Required Qualifications**

The selected IT firm must:

- Provide information technology services as the primary function of their business;
- Maintain availability during HOSWWA business hours;
- Staff an office in the region;
- Have sufficient size and depth of management to meet the needs of HOSWWA/JPCHA in a four-county region;
- Have sufficient financial resources to meet payroll, equipment and supplies to meet operational requirements and ensure quality services;
- Have measurable and demonstrated successful experience in providing specified services for like size venue and operations;
- Demonstrable knowledge of NIST 800-171;
- Experience working with public agencies is preferred.

#### **V. Scope of Services**

##### **A. Initial Assessment**

Review IT inventory, update network diagram, assess system architecture and equipment for efficiency, life expectancy, capacity, speed and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations. A report of this initial assessment shall be submitted by July 1, 2023 and each July 1, while the contract is in force. This is to allow for necessary budget planning for the upcoming year.

##### **B. Desktop Application Support**

Performance of basic support functions, including the installation of PC's, laptops, mobile devices, printers, peripherals and office software; diagnosis and correction of desktop application problems, configuring of PC's, laptops and mobile devices for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed; implementation of HELP Desk procedures and Service Level Agreements.

##### **C. Server and Workstation Administrative Services**

Management of networks and computer systems, databases, messaging, servers and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, and recoverability of the systems.

Scheduling of preventative maintenance for equipment and ensuring it is properly and promptly performed; maintenance of records for all HELP Desk tickets for on-site visits, remote support and telephone support is available as a report upon request; development of operations and quality assurance for backup plans and procedures are being followed.

Configuration management, including changes, upgrades, patches, etc., is maintained; management of user login's and password security is documented.

**D. Network Administration Services**

Provide maintenance and support of network equipment, including switches, firewalls, routers, and other security devices is included. Installation and maintenance of printers in coordination with printer contract administrator; analysis, routine configuration changes, installation of patches and upgrades; minor cabling if needed. Proactive monitoring of network equipment including performance indicators to report on threshold limitations; network performance and capacity management services; continuous troubleshooting as required.

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

Maintenance of all HOSWWA email accounts including adding, changing, and or deleting employee accounts as requested; maintenance of virus detection programs on the agency servers and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to the CEO or designee. Providing for regular monitored backups of data as per agency requirements is key.

Configuration of systems to enable remote access in a secure environment, with provisions for remote access administration.

Requirements for a data backup policy, with procedures in place to handle daily, weekly, and monthly backup of the computer, data and information, email and the like; program to restore systems and data if servers and/or computers go down.

**F. Planning**

Engineering, planning and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs, when requested or necessary.

Business continuity planning—assist HOSWWA in developing plan for services in the event of an environmental disaster—fire, flood, earthquake etc.

Installation of new equipment, software and transfer of existing data when required.

**VI. Contract Term**

The duration of the contract shall be for one year and may be extended for up to four additional one-year options, not to exceed seven years in the aggregate. HOSWWA reserves the right to execute a contract longer than one year if they and the contractor desire. This contract term does not imply a guarantee of work. Once services are no longer needed the contract will terminate according to the term clause below. Sample contract is included with this RFP.

**VII. Content of Proposals:** HOSWWA requests that interested respondents submit a proposal no longer than 10 pages containing the following:

**A. Letter summarizing the respondent’s interest in providing Maintenance and Support of IT Services to the Housing Authority containing the following:**

- a. Letter must include Company name, address, telephone number(s) and website;
- b. Name, title, email address and telephone number of the person(s) to contact that is authorized to represent the firm;
- c. Federal and state taxpayer identification numbers of the firm;
- d. Length of time in business and number of clients;
- e. WA State Business License Number;
- f. Brief statement of your understanding of the services to be performed and your commitment to provide the services as specified.

**B. Brief description of the firm’s capability to perform the described services to include:**

- a. Description of the approach the firm will use in providing the services requested. Description of how the firm is positioned to provide the services requested. Address in detail the services in Section V in your proposal;
- b. Provide details of any specialized experience and technical competence your firm may have;
- c. Provide details of qualifications of staff that will be assigned to this project;

- d. Description of experience as related to similar assignments, including public or Housing Authority experience.
- e. Number of full-time employees and area of involvement: tech support, programming, consulting, sales, administrative support.
- f. Qualifications related to NIST 800-171.
- g. Please include your proposal for Service Level Agreements (SLA's).

**C. A schedule of professional fees**

- a. Provide schedule of fees and best estimate of time to complete work monthly; And/OR
- b. Provide a FIXED FEE proposal for all-inclusive service and maintenance with the understanding that major projects will be negotiated on an as needed basis.
- c. Provide a consulting hourly fee for review and planning of infrastructure upgrades.

**D. References**

Names and Contact information for at least 3 references from current and former clients for whom the firm has performed similar work.

**VIII. Evaluation Criteria and Selection**

Proposals will be evaluated by HOSWWA’s RFP Committee designated by the CEO. The RFP Committee will review the submissions on the following point criteria:

Scoring Criteria	Points
Approach and Methodology	20
Project Staffing and Experience	30
Prior Experience with Public Agencies	10
Satisfaction of Clients/End Users	20
Pricing	10
Minority/Woman owned Business	10

**IX. Deadline**

HOSWWA is accepting electronic proposals by email. Full pdf proposal must be submitted **by 4 p.m. on April 5, 2023** to [cynthia.mitchell@hoswwa.org](mailto:cynthia.mitchell@hoswwa.org) subject line: Maintenance and Support of Information Technology Services: (firm name)

**X. Insurance Requirements**

Firm selected must be able to meet HOSWWA’s insurance requirements:

- General Liability: \$1,000,000 per occurrence

- Automobile liability: \$1,000,000 per occurrence
- Workers' Compensation and Employer's liability: \$1,000,000 per occurrence
- Professional Errors and Omissions Liability: \$1,000,000 per occurrence

**XI. HOSWWA's Reservation of Rights**

- HOSWWA 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, if deemed to be in the HOSWWA's best interest.
- HOSWWA reserves the right to not award a contract pursuant to this RFP.
- HOSWWA reserves the right to negotiate fees proposed by any proposer entity.
- HOSWWA 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.
- HOSWWA reserves the right to accept whichever proposal is felt to be in the best interest of and provide the best value to the agency as well as to reject any and all bids for any or no reason.

**XII. Level of Effort and Funding**

It should be clearly understood that all services requested in this RFP are on an "as needed basis" and that any dollar value referred to in this RFP in no way constitutes a guarantee of the level of effort that may be requested of the successful Respondent or guarantee a certain dollar amount.