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Request for Information to RFP:
Maintenance and Support of Information Technology
Services

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

Date of Response: 10/1/2026

Responses can also be located on our website

Q Based on the Q&A document sent, might you clarify whether you are seeking RFP responses as you (HOSWWA) are looking for a change in IT providers? Or some other motivation to change IT providers?

A We are pleased with our current services. Our contract ends 10/30/26 therefore a new RFP was published.

Q Will Harlin IT be responding to this RFP?

A Unsure

Q Before finalizing our submission, could you please confirm the following: The final proposal submission deadline, including the applicable time zone. The required method of submission, including whether proposals should be submitted electronically, delivered in hard copy, or both. If electronic submission is permitted, the appropriate email address or submission portal. If physical delivery is required, the correct delivery address and any required envelope or package labeling.

A The final proposal submission deadline is 4:00PM PST 10/6/26. All submissions should be emailed to Rachelle.Burch@hoswwa.org

Q We have reviewed the RFP and Addenda No. 1 and No. 3, the Exhibit A Sample Professional Services Contract, and the Q&A responses posted 9/23 and 9/28. I did not see an outline of your scoring system. Is this available in another location online?

A Scoring outline is within the RFP



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Q Upon reviewing the HOSWWA website, we noted that the sample contract, addenda, and Q&A documents are available; however, the main RFP document appears to be missing. Could you please provide or send over the primary RFP document at your earliest convenience?

A Thank you for bringing this to my attention. We have reposted the RFP to the website and have attached it to this response.

Q How to submit the response, can we send it in email.?

A Yes, responses should be sent via email to Rachelle.Burch@hoswwa.org

Q Are you looking for people to be onsite? or Remote with on call support is okay?

A Onsite needs are infrequent but necessary at times

Q Who is currently supporting these services? is your internal team or another vendor?

A We currently contract with an external vendor, Harlin IT

Q What are your pain points in the current support model?

A None we are satisfied with our current support

Q What Security and server software should be included in the monthly cost?

A You should plan for including security and server software that will meet the goals of the RFP

Q Roughly how many staff users, workstations and laptops, servers, and resident lab computers are in scope, and is Yardi hosted by Yardi or on your own servers?

A Please see prior responses

Q Who supports your IT today, what documentation exists (inventory, network diagram, admin credentials), and what start date are you targeting for the new contract?

A Harlin IT. All of the above. Target date for new contract is November 1, 2026

Q How often do you expect a technician at the Longview offices and at the site offices in Castle Rock, Woodland, Long Beach, South Bend, and Raymond? How will the committee view a regularly scheduled on site technician under the regional office requirement?

A As needed but rare. Regularly scheduled onsite technicians is not a need at this time.



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Q Have you completed any prior security assessment against the HUD recommended NIST standard, and do you have cyber insurance requirements we should design around?

A No and no. We are moving in that direction.

Q Which AI tools are staff using or planning to use today, for example Microsoft Copilot?

A Utilizing Copilot, Scribe and Canva. Anticipating moving toward more uses integrated with our software.

Q Is there a deadline for questions, and will answers be shared with all respondents? The RFP references a sample contract, could you share it? Does the 10 page limit include resumes, references, and the fee schedule?

A We have just issued Addendum No. 3 to the RFP with a deadline for question being 9/30/26. All responses are shared with respondents and posted on our website. Yes, the page limit includes everything submitted.

Q How can we stand out?

A Submit your proposal with qualifications and references

Q For a recently established firm, may references demonstrating substantially similar work performed by the firm's principal or proposed key personnel prior to formation of the firm be considered toward the three-reference requirement, provided the proposal clearly identifies the capacity in which that work was performed?

A Three references are required. You will need to determine what to submit.

Q For purposes of the requirement to "staff an office in the region," would one staffed office located within the HOSWWA/JPCHA service area satisfy the requirement, provided the contractor meets all applicable onsite response and service-level requirements across agency locations? Additionally, may that regional presence be established prior to commencement of services following contract award?

A Simply provide what you are proposing so that we can evaluate it.

Q May proposed staffing include committed contingent hires, subcontractors, and on-call technical specialists that would be activated upon award, in addition to current



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employees, provided all proposed resources meet the required qualifications and service levels?

A Please provide your staffing model for evaluation.

Q The September 23 RFI response identifies 13 physical locations across Cowlitz and Pacific Counties. For staffing and pricing purposes, should proposers assume these 13 locations constitute the current contract support footprint, or should ongoing support capacity also be priced for locations in Lewis and Wahkiakum Counties?

A We have no offices in Lewis or Wahkiakum

Q For after-hours support, does HOSWWA expect a continuously staffed 24x7 helpdesk, or would an on-call escalation model for Priority 1 and security-related emergencies outside normal business hours satisfy the preferred 24-hour support capability?

A Provide your proposal and we will evaluate

Q For pricing purposes, can HOSWWA provide approximate counts and current products, where applicable, for on-premises servers, firewalls, switches, wireless access points, endpoint protection/EDR, backup systems, monitoring/RMM tools, and other security/server software currently in use?

A You may assume there are firewalls, switches and wireless access points in each location. Servers in two locations. One backup system. Security/server software, endpoint protection, monitoring tools etc., is all proprietary to our current IT provider. This would need to be transitioned.

Q Exhibit A, Appendix C currently contains a placeholder for insurance requirements. Should proposers rely on the insurance limits stated in Section X of the RFP, and will those requirements be incorporated into the final Appendix C?

A Please see Addendum #2

Q Please confirm whether prevailing wage requirements apply to any services contemplated under this IT services contract.

A No

Q Thank you for sending over, but we don't provide general IT services -- our focus is on website security, maintenance, and development.



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- Q Thank you for this feedback
- Q How many total employees require IT support?
- A 60-65
- Q How many Windows devices are in use today?
- A 70
- Q What Microsoft 365 licensing is currently in use? If multiple licenses, can you tell me how many of each are in use?
- A Approximately 61 Microsoft business Standard with CoPilot, 2 additional licenses on premium.[GU1]
- Q How many physical locations are included in the scope?
- A The scope includes all HOSWWA and JPCHA administrative offices, program offices, and owned or managed housing properties across Cowlitz and Pacific Counties, totaling 13 physical locations.
- Q Are there any on-premises servers currently in operation?
- A Yes, at our main office in Longview.[GU2][RB3]
- Q Are any servers hosted in Azure, AWS, or another cloud platform? [GU4][RB5]
- A No
- Q Has the organization ever experienced a cybersecurity incident or ransomware event?
- A No
- Q Are there currently any compliance requirements beyond HUD guidance and future NIST 800-171 alignment?
- A No
- Q Are there any planned application migrations or technology projects anticipated in the next 12-24 months?
- A Not in the next 12
- Q Approximately how many support tickets are generated each month?
- A Average 66
- Q Is the Authority willing to share its current monthly or annual IT services expenditure?
- A No
- Q Are there specific areas where you would like to see improved service levels, security, responsiveness, reporting, or cost control from a new provider?



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- A No
- Q How did you hear about us?
- A MRSC Roster
- Q How many users and devices require support?
- A 70
- Q Approximately how many help-desk tickets are opened each month?[GU6]
- A Average 66 IT Support tickets
- Q How often is onsite support typically required?
- A Only on as needed basis. Not frequent.
- Q Which Microsoft 365, security, backup, and monitoring tools are already licensed?
- A Microsoft business Standard with CoPilot is all licenses, with the exception of two premium licenses.
- Q Should software and licensing costs be included in the monthly fee or billed separately?
- A Licensing for Microsoft is billed as separate line item. We also pay separately for Password keeper software. All security and server software should be included in the monthly price.
- Q Is there an estimated annual budget range for IT services?
- A No
- Q The RFP says a sample contract is included, but the PDF I have doesn't contain one. Section VI says "Sample contract is included with this RFP," and it also refers to a "term clause below" for termination. Am I just missing these?
- A Thank you for pointing these details out. The Sample contract is documented in Addendum 1 and attached as Exhibit A. Please refer to the term clause within Exhibit A: Sample Professional Services Contract.
- Q Could you please confirm whether the Washington State Business License Number is required at the time of proposal submission, or whether it may be obtained prior to contract award?
- A All necessary business licenses are required prior to contract award