



# THE TOPEKA HOUSING AUTHORITY

2010 SE California Ave. ■ Topeka, KS 66607  
Phone: 785-357-8842 ■ Fax: 785-357-2648 ■ [www.tha.gov](http://www.tha.gov)

## Request for Proposals

### **OVERVIEW**

We are seeking proposals for IT support/preventive maintenance services for our Topeka, Kansas operations. This RFP process is based on best value, not lowest cost. We proposed to enter into a one-year contract, renewable for up to three years.

The dollar amount(s) of your bid will not be shared with proposal reviewers until they have completed their rating of proposals -- so please be sure the dollar amount(s) only appear in a separate Cost Proposal document. We ask that these two documents – Proposed Services and Cost Proposal – be submitted in either MS Word or Adobe Acrobat format.

**Ask a question.** We can respond to questions submitted by email and share our response with all firms that requested RFP documents. Questions must be submitted by Friday, December 4, 2014.

Send to [DGuy@tha.gov](mailto:DGuy@tha.gov)

785 357-8842 X 112

TDD – Kansas Relay Center 1-800-766-3777

**Submit your proposed services and separate bid document to:**

[REsponse@tha.gov](mailto:REsponse@tha.gov)

Deadline 5:00 pm CDT

Friday, December 19, 2014

**Anticipated approval**

Friday, December 26, 2014

### **Background**

Topeka Housing Authority (THA) is a governmental entity created to provide federally subsidized housing and housing assistance to low-income families in Topeka, Kansas. THA is headed by a president/CEO and governed by a five-person board of commissioners and is subject to the requirements of Title 24 of the Code of Federal Regulations (CFR), other federal directives and THA's procurement policy. Although THA was created by City resolution, it is a separate entity from the City of Topeka.

### **Payment of invoices**

Payment of invoices is usually mailed within 10 business days from the date of submission, taking into account that review and approval may take a day or two after an invoice is received.



## **PROPOSED SERVICES**

### Firm Name & Contact Information

### Proposed Services

(in response to description of Scope of Work/Technical Specifications on the next page).

- Indicate the type and frequency of the services you propose, to address the Scope of Work/Technical Specifications that appear on the next page of this document.
- Please indicate the response time for emergency service calls requiring on-site service.
- List the qualifications and experience of the person(s) who will be providing services to Topeka Housing Authority, and the number of technical engineering staff available in Topeka.
- Tell us about your firm
  - How long in business
  - Number of technical/engineering professionals on staff and available to service this account in Topeka, Kansas.
- Provide references: Names of customers in Topeka, Kansas receiving similar services to those proposed here.
- Equal Employment Opportunity Policy (or Statement)
- Add any attachments you believe to be helpful (no pricing lists, please).

### **COST PROPOSAL** (submit this as a separate document)

- If your pricing structure is based on different monthly rates for different tiers of service, please include the options for our consideration.
- If there is a separate price for emergency response, online and on-site, please indicate the final cost (such as minimum number of hours charged per call out, including travel).
- Cost structure for related consultation and advice.

### **OPTIONAL**

#### Section 3 Business Preference - Form & Instructions (optional)

We are not aware of computer support firms serving Topeka that qualify for this preference. Only submit this form with your proposal if your business is claiming eligibility for a Section 3 preference.

Topeka Housing Authority adds points to proposals from firms that can verify at least 51% ownership by public housing residents or 1/3 of their employees are/were public housing residents within past 3 years and points for YouthBuild programs.

You do not need to submit the forms below. They will be incorporated in the contract signed by the successful proposer. The HUD forms can be found on the HUD website at:

<http://www.hud.gov/offices/adm/hudclips/forms/hud5a.cfm> ).

- THA Contract
- HUD Form 5369-B Instructions to Offerors Non-Construction
- HUD Form 5369-C Certifications and Representations of Offerors Non-Construction
- HUD Form 5370-1 (not required for service contracts under \$100,000)

## **SCOPE OF WORK / TECHNICAL SPECIFICATIONS**

THA is seeking proposals from qualified and licensed entities to provide IT support/preventive maintenance services.

### **Locations**

The main administrative office is located at 2010 SE California Ave, Topeka KS 66607

The THA administrative office network runs on a Windows platform with:

- One server
- An Exchange Server
- A backup server
- Thirty-one employee workstations running Windows XP or Windows 7.

Four remote sites with digital video recorders or pc workstations to manage security cameras and door entry systems:

- Echo Ridge – 2021 SE Market St, Topeka KS 66607
- Jackson Towers – 900 SW Jackson St, Topeka KS 66612
- Polk Plaza – 1312 SW Polk St Topeka KS 66612
- Tyler Towers – 600 SW 14th St, Topeka KS 66612

### **Scope of Work/Services**

THA is seeking proposals to improve the reliability, security and functionality of its IT resources. THA is not currently purchasing the level of services outlined in this document. THA currently contracts for remote and on-call support, email filtering and firewall monitoring.

THA has no IT department or IT professionals on staff. THA has experienced staff to handle setting up new users on the network, printer installation, other tasks and troubleshooting.

The services that the successful proposer will provide include, but are not limited to:

- Remote monitoring and support
- On-site emergency support – same day
- On-site non-emergency support – at a mutually agreed time
- Advice and consultation related to system security, performance and upgrade path

THA's IT support/preventive maintenance needs include updates, patches, revisions, support, monitoring, testing and consultation related to:

- |                                      |                            |                                      |
|--------------------------------------|----------------------------|--------------------------------------|
| • Hardware                           | • Disaster recovery        | • Uninterruptable power supply       |
| • Operating system                   | • Anti-virus software      | • Network connectivity               |
| • Data security                      | • Trouble logs, error logs | • Internet connectivity and security |
| • Data backup validation and testing | • CPU usage                |                                      |
|                                      | • Disk storage             |                                      |

## **THA'S RESERVATION OF RIGHTS**

1. THA 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 by THA to be in its best interests.
2. THA reserves the right not to award a contract pursuant to this RFP.
3. THA reserves the right to terminate a contract awarded pursuant to this RFP, at any time for its convenience upon 10 days written notice to the successful proposer(s).
4. THA reserves the right to determine the days, hours and locations that the successful proposer(s) shall provide the services called for in this RFP.
5. THA reserves the right to retain all proposals submitted and not permit withdrawal for a period of 60 days subsequent to the deadline for receiving proposals without the written consent of the THA Contracting Officer (CO).
6. THA reserves the right to negotiate the fees proposed by the proposer entity.
7. THA 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. THA shall have no obligation to compensate any proposer for any costs incurred in responding to this RFP.
9. THA shall reserve the right to at any time during the RFP or contract process to prohibit any further participation by a proposer or reject any proposal submitted that does not conform to any of the requirements detailed in this and other documents related to this RFP