



REQUEST FOR PROPOSALS
Information Technology Systems
Managed Services Contract
#2019-05

***Housing Authority of the City of Greenville,
SC***



122 Edinburgh Court
Greenville, South Carolina
29607
www.tgha.net

RFP Available: Wednesday, December 11, 2019

RFP Deadline: Thursday, January 16, 2020 2:00pm EST





Date: December 11, 2019

Subject: Request for Proposals (RFP #2019-05)

Date/Time Due: January 16, 2020 on, or before 2:00 p.m. EST

The Housing Authority of the City of Greenville, SC; (*hereinafter referenced as TGHA*), will accept sealed proposals for Information Technology Systems Managed Services at the following address:

Housing Authority of the City of Greenville
122 Edinburgh Court – Greenville, SC 29607

Proposals will be held in confidence and not released in any manner until after contract award. Proposals shall remain open for a period of (60) days subsequent to the RFP due date.

By submission of a proposal, all respondents agree, upon TGHA acceptance the selected firm will enter into a contract with TGHA to complete all work as required in the contract documents and for the contract price. The respondent further accepts, all of the terms and conditions of the RFP will be inclusive of the executed agreement.

The proposals shall be prepared in accordance with the attached RFP. As stated in the RFP, proposals will be evaluated by a committee comprised of TGHA staff. Formal communication such as questions, requests for clarification and/or additional information shall be submitted in writing via email address: SharronC@tgha.net on, or before COB (5:00pm EST) January 6, 2020. At least 7-days prior to RFP submittal deadline, TGHA will issue **one (1)** Addendum to address all questions received, which will be posted on our website.

NO PHONE CALLS OR VERBAL COMMUNICATIONS WILL BE ACCEPTED.

All respondents shall submit proposals as stipulated in **Section V – Submission Requirements**. In addition, proposals shall include for review a complete “Example” of respondents Form of Agreement for same type services.

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HOUSING AUTHORITY OF THE CITY OF GREENVILLE, SC



REQUEST FOR PROPOSALS (RFP #2019-05)
FOR
INFORMATION TECHNOLOGY SYSTEMS
MANAGED SERVICES

Request for Proposal #2019-05
For
Information Technology Systems Managed Services

INTRODUCTION

TGHA is requesting proposals for third party management and maintenance of TGHA’s information technology systems. TGHA provides affordable housing via two housing programs to over 3,500 families and is aggressively pursuing expanding the agency portfolio. Currently, there are approximately 43 workstations networked to access the line of business software. TGHA has 3 digital copier/scanners as well as several other network printers.

Remote locations on TGHA network are as follows:

- (1) 10 McAlister Road, Greenville 29607
- (2) 2 Provence Street #3, Greenville 29607
- (3) 430 Perry Avenue Bldg. H, Greenville 29601.

It shall be the sole responsibility of interested firms to confirm current systems and locations operating within TGHA network.

TGHA (Client) agrees to provide the Information Technology Service Provider (ITSP) with remote access (via RAS or VPN) to client’s network for purposes of fulfilling support services as defined below:

SECTION 1 - MINIMUM EXPECTATIONS FOR SUPPORT SERVICES:

The following table provides minimal types of services. It shall be the sole responsibility of interested ITSP firms to analyze TGHA’s current system as well as potential future needs, then present in the proposal all types of services the ITSP is capable of providing:

<u>SERVERS/NETWORK</u>
Microsoft Patch Management
24/7 Event Log Monitoring
24/7 Hard Drive Monitoring
User Account Administration
Security Administration
Monitor Backup Operations
Perform Monthly Test Restore
Router, frame relay and internet communications Management (<i>As applicable</i>)
Firewall Management
Remote Support (<i>unlimited</i>)
Data Back-up and Disaster Recovery Services
Printing function
Wireless Access Points
Asset Reporting/Inventory = A complete/current inventory of all computer/network equipment (<i>TGHA accessible “On Demand”</i>)
Domain Name Management
Asset Lifecycle Management = Assessment of ALL existing hardware/equipment for the purpose of researching/providing proposed replacement items and costs
Software warranties with TGHA receiving prompt/written notification of annual subscription costs
After Hours Support (<i>Hours billed at one-and-a-half times the <u>stipulated contractual hourly rate</u> with a ½-hour minimum.</i>)

Remote Access to designated TGHA users
OPTIONAL ITEMS
True Mail Security <i>(All Mailboxes)</i>
Antivirus Software <i>(All Computers)</i>
Anti-Malware Software <i>(All Computers)</i>
Web / URL Control Software
Web Site creation and management services

- Service Desk Telephone User Support and Remote Systems Administration between 8:00am and 6:00pm, Eastern Time, Monday-Friday, excluding holidays, as needed.
- On-site support at corporate office on an “As Need” basis between 8:00am and 5:00pm, local time, Monday-Friday, excluding holidays.
- Special projects will be performed between 8:00am and 5:00pm, local time, Monday-Friday, excluding holidays. These services will be scoped into a project or billed at the contractual hourly rate.
- Managed – up/down status, respond to provider, call customer.
- “Priority Response” on all support issues reported to and logged by the Service Desk to include issue tracking and escalation.
- Customer access via the Internet to Provider’s support tracking system.
- After hours support, via telephone or on-site, is available for emergency situations such as a system failure. After-hours service shall be billed, but shall not exceed one-and-a-half times standard billing rates per hour, with a ½-hour minimum.
- Provider shall use all reasonable means to work with third parties, vendors and original equipment manufacturers (OEM) to resolve problems that arise from the use of OEM products.

SECTION II - SUPPORTIVE SERVICES ARE INCLUDED, BUT MAY NOT BE LIMITED TO THE FOLLOWING GUIDELINES:

1. Information Technology Service Provider will provide a single point of contact (Firm shall assign exclusive representative to TGHA) for all technical support issues that may arise.
2. ITSP will be responsible for assuming ownership of problems and working toward resolution within reasonable boundaries. TGHA staff will be made aware of critical issues as they arise. ITSP will in no way make management decisions on behalf of the client (TGHA).
3. All support calls placed to ITSP service desk will be entered in an electronic support tracking system. If an issue is not resolved within one (1) hour or, if the ITSP deems an issue is not resolvable via the phone, an engineer will be dispatched. ITSP shall follow the agreed upon procedure to inform TGHA when these issues arise. Monthly activity reports will be provided detailing items related to the monitored systems.
4. Large scale installation projects will be scoped separately to include a detailed engagement letter or, Addendum to existing Agreement for TGHA approval.
5. The ITSP will work with application vendors to help resolve system problems. The ITSP is not expected to be responsible for any software or systems not sold or serviced by the ITSP.
6. Network infrastructure troubleshooting, support for firewalls, routers, VPN, switches, and hubs. This includes working with the Internet Service Providers (ISP) at each location to resolve data issues.
7. Re. TGHA computer/network equipment: TGHA shall ensure that ITSP is properly notified of any hardware that is connected too or removed from the network, or reallocated to another office.

8. Remote server administration, including the loading of approved and qualified operating system patches and service packs as directed by the customer or applicable OEM.

Desired Service Level Agreement (SLA) deliverables for the above services include:

- 1 hour maximum response time to reported, or observed events for all systems
- 4 hour onsite response times for events that are not addressable via remote means
- Periodic summary reporting of all rendered maintenance and event resolution service.

Proposals shall also address the firm's ability to provide other IT services; i.e., "break-fix" services, equipment installation, peripheral support etc.) and the proposed rates for such services.

SECTION III – STANDARD TERMS AND CONDITIONS

1. **TERM:** The term of the Agreement shall be twelve (12) months/1-year. The Agreement may renew annually in one year increments with executed written authorization to extend the term. Renewals may be possible for up to four additional years. The Agreement can be terminated due to failure to comply with performance guarantee.
2. **NOTICE:** Any notices to be given in connection with the Agreement must be in writing to the notice address indicated herein or such other address as the respective party may request in the future.
3. **PAYMENT FOR PRODUCT AND SERVICES:**
 - *Monthly Service* fees shall be invoiced monthly and applicable to services rendered;
 - *Special Projects* shall be invoiced upon completion of work unless otherwise defined at the time Special Project services are procured;
 - *Project Labor Services* shall be billed at the contractual per hour rate in effect at the time of service;
 - *TGHA's Payment Terms* are NET-30. ITSP shall invoice on a monthly basis;
 - *Expenses:* Reasonable "out-of-pocket" expenses incurred in connection with the Agreement shall be authorized in advance by TGHA. (Examples: travel; i.e., vehicle mileage to remote locations, supplies or parts.)
 - *Product/Service Standards* shall comply with industry standards. The ITSP shall install all hardware and software in accordance with manufacturer's specifications.
 - *Title/Risk of Loss:* The products shall be delivered F.O.B. shipping point at TGHA's cost unless otherwise noted.
 - *Managed Devices:* Fee shall be based on the ITSP's assessment/estimated number of workstations, server(s), LAN(s), Smart phones/PDS, Firewalls, Vendor(s) to manage, and printers across all locations. ITSP shall provide monthly fee for any additional Managed Devices.
 - *Warranty:* The ITSP shall provide its services and meet its obligations under the Agreement in a timely and competent manner, utilizing knowledge and recommendations for performing the services that meet general acceptable industry standards. Warranties for the computer software or hardware products that are installed as a result of the Agreement are provided by the manufacturer of the applicable products.
 - *Performance Guarantee:* The ITSP shall guarantee the performance of services as defined in the Agreement. The quality of work performed shall always exceed the minimum requirements as defined in the Agreement. Failure to do so will result in termination of the Agreement.
 - *Confidentiality:* Both parties acknowledge that during the course of the Agreement each may obtain or, be exposed to confidential information regarding the other party's business. Both parties shall agree to treat all such information and the terms of the Agreement as confidential, and to take all reasonable precautions against disclosure of such information to

unauthorized third parties until such time as the information becomes public knowledge. Upon TGHA's request, ALL documents relating to confidential information shall be returned to TGHA.

- *Amendments:* All modifications/amendments to the Agreement shall be in writing and signed by both parties prior to becoming effective.

TYPE OF CONTRACT

TGHA contemplates award of a fixed-fee agreement for one (1) year with the option to extend annually for up to four (4) additional years. TGHA reserves the right to cancel the agreement for any reason with 30-day written notice to Provider.

SECTION IV - PROPOSAL FORMAT

GENERAL CONDITIONS: The RFP availability is December 11, 2019 at the Administrative Office of the Housing Authority of the City of Greenville, South Carolina at 122 Edinburgh Court, Greenville, South Carolina 29607, as well as available via download from TGHA website www.tgha.net. It shall be the responsibility of each Offeror to register on TGHA website and periodically check website for addenda, changes and written question responses during the open period of this RFP. TGHA will issue **one (1)** Addendum to address all written questions, which will be published on TGHA website, or made available in hard copy if requested.

All proposals must conform to requirements outlined herein. TGHA reserves the option to require, or to request additional information from selected candidates. There may be subsequent instructions, if any, issued to the selected candidates.

The successful Offeror will be expected to execute a standard professional service contract with TGHA based on the proposal submitted and the requirements of this RFP and any future addenda thereto.

Any amendment, or addenda may be issued prior to the opening of proposals for the purpose of changing or clarifying the intent of this RFP. All amendments or addenda shall be binding in the same way as if originally written in this RFP.

The Offeror shall identify any conflicts of interest which may arise if the Offeror serves as TGHA's counsel and shall describe how it proposes to avoid such conflicts. The contract will require the Offeror to notify TGHA immediately of any potential conflicts of interest and to undertake immediate action to eliminate the source of the potential conflict. TGHA will reserve the right to make the Offeror aware of situations which may present a conflict of interest and require the Offeror to promptly remedy the situation to the satisfaction of TGHA.

Offerors shall be responsible for informing themselves with respect to all conditions, which might in any way affect the cost or performance of any of the work. Failure to do so shall be at the sole risk of the Offeror and no relief shall be given for errors, or omissions by the Offeror.

This RFP does not represent a commitment, or Offer by TGHA to enter into contract or other agreement with proposer. The proposal and any information made a part of the proposal will become a part of TGHA's official files without any obligation on TGHA's part to return it to the individual proposer. This RFP and the selected firm's proposal will, by reference, become a part of any formal agreement between the firm and TGHA resulting from this solicitation. **An authorized representative of the Offeror must sign proposals.**

TGHA reserves the right to waive any irregularities, or formalities in any, or all proposals. Failure to furnish all information requested may disqualify a proposer.

The U.S. Department of Housing and Urban Development, the US Government Accounting Office, the State of South Carolina, TGHA, any duly authorized representatives of each, shall have access to, and the right to examine any and all pertinent books, records, documents, invoices, papers, and the like, of the firm, which shall relate to the performance of the services provided.

The Offeror shall not collude in any manner or engage in any practices with any other proposer(s), which may restrict or eliminate competition. Violations of this instruction will cause the proposal to be rejected. This prohibition is not intended to preclude joint ventures or subcontracts.

SECTION V - SUBMISSION REQUIREMENTS

TABBED PROPOSAL SUBMITTAL INSTRUCTIONS: In submitting a response, the Offeror acknowledges that TGHA shall not compensate the Offeror for any submission, or contract negotiation costs, including without limitation costs of preparation, appearances for interviews, and/or travel expenses. It is essential that the Offeror selected have the necessary knowledge, skills and experience to implement all aspects of the work. All work is to be performed with the highest degree of professional standards, in compliance with all applicable laws, regulations, procedures, criteria and requirements; to include all applicable Federal, State, and local laws and regulations. **Please be sure to submit proposals in the following order with the tab number clearly indicated. Failure to follow this format or omission of information responsive to these requirements may, in TGHA's sole and absolute discretion, result in disqualification of the Offeror from the RFP Evaluation process.**

EVALUATION PROCESS: TGHA will initially screen the proposals to ensure preparation/submittal in accordance with Tabbed Proposal Submittal Instructions. Failure by any firm will result in disqualification and any disqualified firms will not be included in the Evaluation Process. TGHA will rate acceptable proposals according to evaluation factors below and at TGHA discretion interview the most qualified firms. TGHA may then negotiate the fees with the firm that meets the needs of TGHA. Proposals must be submitted in accordance with instructions provided in the RFP. Failure to submit a complete proposal as stipulated at the time and date due shall result in elimination from evaluation and award consideration.

Proposals will be rated using the following criteria resulting in a maximum score of 100 points not including the Preference Criteria:

<u>TAB</u>	<u>EVALUATION CRITERIA</u>	<u>MAXIMUM POINTS</u>
TAB No.1	Comprehensiveness of Respondent's proposed services	20
TAB No.2	Respondent's experience, credentials and its principals providing services, including size of its client base. Provide 3 to 5 references.	30
TAB No.3	Respondent's experience with the affordable housing industry including, but not limited to Housing Choice Vouchers, Project Based Vouchers and straight Low Income Housing Tax Credits	30

TAB No.4	Respondent's proposed costs of services	20
TOTAL	POINTS POSSIBLE WITHOUT PREFERENCE CRITERIA	100

Preference Evaluation Factor. The following criteria will be utilized to evaluate each proposal received.

PREFERENCE EVALUATION CRITERIA = 10 MAXIMUM POINTS

Section 3 Business/WBE/MBE Preference Documentation (Optional Item). For any proposer claiming a Section 3 Business Preference, he/she shall under this tab include the fully completed and executed Section 3 Business Preference Certification Form attached hereto as **Attachment 4** and any documentation required by that form.

Section 3 Job Training, Employment and Contracting Opportunities & Minority- and Women-Owned Business Enterprises

Consistent with Presidential Executive Orders 11625, 12138, and 12432, and Section 3 of the HUD Act of 1968, all feasible efforts shall be made to ensure that minority-owned, small disadvantaged and Section 3 businesses, women's business enterprises, labor surplus area businesses and other individuals or firms located in or owned in substantial part by persons residing in the area of TGHA project are used when possible. Such efforts shall include, but shall not be limited to: 10 Points will be awarded to proposals meeting either one of the following criteria.

Section 3 Criteria

- Section 3 Resident (low-income person earning less than 80% of the area median income.
- Resident Employment and/or Training Opportunity
- Section 3 Business concern as defined under 24 CFR Part 135
- Contribution to TGHA Resident Services Section 3 Employment Education Fund

Minority-Owned Business Enterprise Criteria

- 51% of the business is owned by one or more minority group members; or in the case of a publically-owned business, one in which at least 51% of its voting stock is owned by one or more minority group members, and whose management and daily business operations are controlled by one or more such individuals.

Women-Owned Business Enterprise Criteria:

51% owned by a woman or women who are U.S. citizens and who control and operate the business.

Disabled Veterans Enterprise Criteria:

A sole proprietorship, partnership, or corporation owned, operated, controlled by a disabled veteran (as determined by the Veterans Administration) who have at least 51% ownership. The disabled veteran must have operational and managerial control, interest in capital, and earnings commensurate with the percentage of women ownership. To qualify as an eligible DVE, the business must be certified and in good standing with the State of South Carolina.

TOTAL POINTS POSSIBLE INCLUDING PREFERENCE CRITERIA = 110

ADDITIONAL ITEMS REQUIRED WITH PROPOSAL SUBMITTAL:

1. Description of firm, including number of years in business;
2. Résumés of persons that will be assigned duties under proposed contract. TGHA expects selected firm to provide one (1) point of contact who will communicate with and be available to the TGHA Manager of Program Administration, Mariela Gamou;
3. Cost Proposal for one (1) year contract, and cost for Options to Extend for up to four (4) additional years;
4. References – List 3-5 clients under which similar services are currently being provided. Information shall include at minimum: Client's company name; contact person who has direct knowledge of Respondent's service record; address; phone number; email address, etc.
5. Certifications included in RFP Appendix B;
6. Include for TGHA's review and consideration an "Example" of Respondent's Form of Agreement for same type services.

SUBMISSION INSTRUCTIONS

Prospective Offerors desiring any explanation shall transmit written questions via email address: SharronC@tgha.net on, or **before COB (5:00pm EST) January 6, 2020**. Any necessary addendum to the RFP will be issued at least seven days (7) prior to submittal deadline, or no later than January 9, 2020. NO PHONE CALLS OR VERBAL QUESTIONS WILL BE ACCEPTED.

Any and all information will be furnished to all prospective Offerors at the same time as a written addendum to the solicitation. All communication for this RFP shall be in writing. Any verbal communication in regards to this RFP will be considered non-binding.

TGHA reserves the right to award without discussion if the quality of the initial proposals received are such that no purpose would be served by conducting negotiations. TGHA reserves the right to reject any or all proposals and to waive any informality in the proposal process.

One (1) original and four (4) copies of the proposal must be submitted. The proposals must be submitted in 3-ring binders and tabbed specific to each evaluation criteria. The original proposal must be marked "ORIGINAL" on the first page. Additional copies shall be marked "COPY". An electronic version of the proposal on a flash drive must be included in the submission packet.

All responses to the RFP must be enclosed in a sealed package, labeled and addressed as follows:

RFP #2019-05 | INFORMATION TECHNOLOGY SYSTEMS MANAGED SERVICES

ATTENTION: SHARRON CHAMPION

Housing Authority of the City of Greenville, SC

122 Edinburgh Court - Greenville, South Carolina 29607

All Proposals shall be due on or before 2:00pm, EST, Thursday, January 16, 2020. Any proposal received after this deadline will not be considered.

Offers by telegram, telephone, facsimile, e-mail, and handwritten proposals WILL NOT be accepted. TGHA reserves the right to reject any or all proposals with or without cause.

SECTION VI: RFP #2019-05 TIMETABLE

1.	RFP Available	December 11, 2019
2.	Deadline for Written Questions: 5:00pm (EST)	January 6, 2020
3.	Response to Written Questions Distributed	January 9, 2020
4.	Proposal Submittals Due Thursday, 2:00pm EST	January 16, 2020
5.	Anticipated Contract Award	March 2020
6.	Notice of Award and Non-Awards	March, 2020

Confidentiality of Proposals: There will be no public opening of proposal packages. All proposal packages and information concerning same shall remain confidential until all negotiations are completed and the Notice of Award is issued. Offerors are hereby notified that all proposal packages received by TGHA shall be included as part of the official contract file. Therefore, any part of the proposal package that is not considered confidential, privileged or proprietary under any applicable Federal, State or local law may be available for public inspection upon completion of the procurement process. Notwithstanding the foregoing, the applicable provisions of Federal, State and local laws shall govern the confidentiality of proposal packages despite anything contrary to this provision stated in the Request for Proposals.

Ownership of all data, materials, and documentation originated and prepared for TGHA pursuant to the RFP shall belong exclusively to TGHA and be subject to public inspection in accordance with the South Carolina Freedom of Information Act.

Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the [South Carolina Freedom of Information Act](#); however, the Offeror must invoke the protections of § 30-4-10 of the Code of South Carolina, in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable and may result in rejection of the proposal.

Therefore, any part of the proposal package which, in the opinion of counsel to the Authority, is not exempt from production under the South Carolina Freedom of Information Act shall be available for public inspection upon completion of the procurement process.

Should the proposal contain proprietary information, provide one (1) redacted hard copy of the proposal and attachments with proprietary portions removed or blacked out. The electronic file should also include a copy of the redacted copy labelled as such. The redacted copy should be clearly marked "Redacted Copy" on the front cover. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable. TGHA shall not be responsible for the Offeror's failure to exclude proprietary information from this redacted copy.

SECTION VII

- **APPENDIX A: TGHA SCOPE - MSP RFP**
- **APPENDIX B: REQUIRED CERTIFICATIONS**
- **APPENDIX C (*Separate Attachment*): MANADATORY CLAUSES, HUD FORMS FOR INSTRUCTION & SUBMITTAL**

All Forms and HUD documentation provided under these Appendixes shall constitute and remain a part of the RFP and any contract. All work will be performed in accordance with professional standards, HUD regulations, requirements and criteria, local codes, regulations, ordinances, and statutes.

SECTION VII - SPECIAL CONDITIONS

Standards of Conduct: The successful Offeror shall be responsible for maintaining satisfactory standards of employees' competency, conduct, courtesy, appearance, honesty, integrity and shall be responsible for taking such disciplinary action with respect to any employee, as may be necessary.

Insurance: The successful Offeror shall provide TGHA with evidence of all appropriate and applicable insurance coverage carried by the firm, including policy coverage periods. Offerors shall furnish TGHA with certificates of insurance, showing that the following insurance is in force and will insure all operations under this RFP.

All policies must be in amounts acceptable to the Authority. Upon Notice of Award, the Authority must be named as an additional insured on all policies and the policy must provide that coverage cannot be canceled without notice to the Authority at least thirty (30) days before the effective date of such cancellation. Notwithstanding the foregoing, the Authority reserves the right, in its sole discretion, to raise, waive or reduce the limits of any insurance coverage, including deductibles, required under this Request for Proposals, or to otherwise modify insurance requirements as it deems appropriate.

APPENDIX A
TGHA SCOPE - MSP RFP

HOUSING AUTHORITY ENVIRONMENT

1. DEVICES
 - a. 43 workstations
 - b. 5 virtual servers
 - c. 1 virtual host
 - d. 3 Remote sites/offices on TGHA Network:
 - 1) Unit #3, 2 Provence St
 - 2) Charleston Place, 10 McAlister Rd
 - 3) Harbor Bldg.H, 430 Perry Avenue
 - e. 4 firewalls
 - f. 4 network DVRs
 - g. 9 network printers
 - h. 2 NAS devices
 - i. 8 Wireless Access Points
 - j. 10 switches
 - k. 1 DATTO
2. USERS
 - a. 35 Users
3. EMAIL
 - a. 45 email accounts using tgha.net domain via Office 365
4. NETWORK
 - a. 3 remote sites connected to Headquarters via VPN
 - 1) Manor, 11 Manning St
 - 2) Heritage @ Sliding Rock, 125 Ramsey Dr
 - 3) Ridgeway, 389 Industrial Dr

MANAGED SERVICES SCOPE

All services within scope to be included with no per-hour charges. Project work, which is outside this scope, to be quoted and approved by TGHA before work commences. Project work will be billed at the rate approved.

1. CONSULTING
 - a. Standard design services
 - b. Advanced design services
 - c. Budgetary planning
 - d. Quarterly service review meetings
 - e. Technology standards review process
 - f. Written IT action plan
 - g. Dedicated technology adviser
 - h. Dedicated network administrator
 - i. Access to policy library
2. REPORTING
 - a. Antivirus reports
 - b. Network health reports
 - c. Basic system and network documentation
 - d. IT asset reports
 - e. Patch health report

- f. Detailed client executive reports
- g. Monthly summary reports
- 3. MONITORING AND ALERTING**
 - a. Monitor 24/7
 - b. Monitor Internet connectivity
 - c. Monitor antivirus agents
 - d. Monitor drive health
 - e. Monitor drive space available
 - f. Monitor server uptime
 - g. Monitor network devices/firewalls
 - h. Monitor backups
 - i. Alert on backup failures
- 4. SECURITY SERVICES**
 - a. Yearly external vulnerability assessment
 - b. Antivirus protection
 - c. Malware protection
 - d. Microsoft patch management
 - e. Spam filtering
 - f. Content filtering
 - g. DNS filtering
 - h. Email mail bagging
 - i. Automated virus/malware removal
 - j. General virus/malware removal by technician using best practices
 - k. Advanced virus/malware removal by technician, up to reimaging the device if needed
- 5. FIREWALL ADMINISTRATION**
 - a. Firmware management
 - b. Configuration backup
 - c. VPN management
 - d. Port forwarding
 - e. Rule updates
 - f. Security reporting
- 6. SERVER AND NETWORK MANAGEMENT**
 - a. User account administration
 - b. File permissions administration
 - c. Exchange server support
 - d. Virtualization support
 - e. SQL Server operability
 - f. Microsoft OS service pack management
 - g. Microsoft server OS support
 - h. Network performance troubleshooting
 - i. Wireless device management and support
 - j. Router management and support
 - k. Switch management and support
 - l. Connectivity testing and network tracing
 - m. Onsite server support
- 7. HELP DESK AND USER SUPPORT**
 - a. Computer performance tune-up

- b. "How do I" questions
- c. Windows/Mac desktop OS support
- d. Email support
- e. Printer support
- f. Microsoft Office support
- g. Mobile email setup
- h. Onsite support
- i. After hours support
- j. Proactive onsite visit
- k. Moves/adds/changes/updates
- l. Replacement desktop/laptop setup (3 year cycle)

8. VENDOR MANAGEMENT

- a. Internet service provider and connectivity
- b. Web developer support
- c. Multifunction device vendor support
- d. Line of business application support
- e. Telecom/phone vendor support

SERVICE DESK REQUIREMENTS

- Service Desk must be manned by company employees and be based in the USA. Outsourcing is not allowed.
- Service Desk hours must be manned 6:00am until 11:00pm Monday-Friday and 8:00am until 4:00pm Saturday-Sunday)

REQUIRED CERTIFICATIONS

- WatchGuard ONE Gold Certified Partner (or higher)
- MCSA with Windows 10 Certification
- MCSE with Server Infrastructure Certification
- VCP6-DCV (VMware Certified Professional 6)

REQUIRED EXPERIENCE

- At least 3 years' experience providing Managed Services to a similar-sized Housing Authority. Provide list.
- At least 5 years' experience providing Managed Services to at least three similar-sized organizations. Provide list.

APPENDIX B

REQUIRED CERTIFICATIONS

- Form of Non-Collusive Affidavit (*Complete & Submit*)

- Statements of Qualification (*Complete & Submit*)
Including TGHA Insurance Requirements

- Section 3 Clause (24CRF-135.38) (*Complete & Submit*)
Applicable Documentation

- FORM: Firm Profile (*Complete & Submit*)

- FORM: W-9 (*Submit 2019 Version*)

NON-COLLUSIVE AFFIDAVIT

STATE OF _____)

COUNTY OF _____)

_____, being first duly sworn, deposes and says:

THAT HE/SHE IS _____ (*a partner or officer of the firm of, etc.*)
the party making the foregoing proposal or bid; that such proposal or bid is genuine and not collusive nor sham; that said bidder has not colluded, conspired, connived nor agreed, directly or indirectly, with any bidder or person, to put in a sham bid or to refrain from bidding; and has not in any manner, directly or indirectly, sought by agreement of collusion, or communication or convergence, with any person, to fix the bid price of affiant or of any other bidder; nor to fix any overhead, profit, or cost element of said bid price, nor of that of any other bidder; nor to secure any advantage against THE HOUSING AUTHORITY OF THE CITY OF GREENVILLE - 122 Edinburgh Court – Greenville, SC 29607, or any person interested in the proposed contract; and that all statements in said proposal or bid are true.

Signatures of:

BIDDER, if the Bidder is an individual: _____

PARTNER, if the Bidder is a partnership: _____

OFFICER, if the Bidder is a corporation: _____

SUBSCRIBED AND SWORN TO BEFORE ME

This ____ day of _____, 20____

(Notary Public)

My Commission expires: _____

STATEMENTS OF QUALIFICATION
(As specified below Complete and Return with Proposal submittal)

Contractors who have been pre-qualified for the type of work specified herein, and who have provided quality work for previous TGHA Projects within 1-year of this solicitation are not required to complete the first page of Form of Qualification; however, page two of the form shall always be completed and returned with each new quote submittal.

Individuals who are family members, employed by, perform work in any form, are partnered with, etc. the company submitting this quote shall not be listed as references.

The following information shall be provided by each Bidder/Respondent to provide TGHA the opportunity to verify references resulting in assurance of a qualified, capable firm who will be able to perform the work described in the RFQ and assure compliance with applicable regulations:

1. List at least three (3) clients for whom firm has performed work comparable to the work described in the solicitation:

Name of firm/individual: _____
Address: _____
Contact person: _____ Title: _____
Phone number: _____ - _____ - _____
FAX number: _____ - _____ - _____
Email address: _____
Type of work performed: _____

Name of firm/individual: _____
Address: _____
Contact person: _____ Title: _____
Phone number: _____ - _____ - _____
FAX number: _____ - _____ - _____
Email address: _____
Type of work performed: _____

Name of firm/individual: _____
Address: _____
Contact person: _____ Title: _____
Phone number: _____ - _____ - _____
FAX number: _____ - _____ - _____
Email address: _____
Type of work performed: _____

2. List equipment the firm has available for performing described Work:

3. List number of employees firm has available to perform Work described in General/Technical Specifications:

Full time: _____ Part time: _____

4. Firm shall submit copy of South Carolina State license, certification, etc. applicable to described Work to be provided under stipulations of General/Technical Specifications.

STATEMENTS OF QUALIFICATION (Pg. 2 of 2))

- 5. Firm may provide current Certificate of Insurance, which stipulates expiration date of policy and meets or exceeds attached "TGHA Acceptable Insurance Limits".

OR

Please sign the following statement if firm currently has required insurance:

_____, understands the insurance requirements as stipulated in attached "TGHA Acceptable Insurance Limits". Upon notification by TGHA of intent to award and prior to execution of any Contract, successful firm shall have insurance provider submit current Certificate of Insurance stipulating The Greenville Housing Authority (TGHA) – 122 Edinburgh Court – Greenville, SC 29607 as "Certificate Holder"/Additional Insured.

- 6. Firm shall provide copy of current year Greenville City Business License if available. In the event firm does not have current Greenville City Business license, please sign the following statement:

_____, understands a copy of current Greenville City Business license, or copy of application and paid receipt for same shall be submitted upon notification by TGHA of intent to award and prior to execution of any Contract.

- 7. In the event the firm is a Minority Certified Firm with the State of South Carolina, provide copy of such certification.

NOTE: Pursuant to TGHA's Procurement Policy and HUD "Procurement Handbook for Public Housing Agencies" (7460.8 Rev. 2), issued March 2, 2007: Upon notification by TGHA of intent to proceed with award (Purchase Order/Contract execution) successful Contractor shall submit all required documentation no later than ten (10) days of TGHA notification. Failure to do so may result in Contractor rejection/disqualification. TGHA reserves the right to contact and pursue award with the next qualified Contractor.

Name of Firm: _____

Address of Firm: _____

Phone Number: (_____) _____ - _____ FAX Number: (_____) _____ - _____

Email Address: _____

Authorized Representative: _____ / _____
Signature Title

Date: _____

TGHA MINIMUM INSURANCE COVERAGE LIMITS

TYPE OF COVERAGE	LIMITS OF LIABILITY
Worker's Compensation – Statutory	Required over and above S.C. State requirements and regardless of the number of employees. EXEMPT: Sole Proprietorship and Limited Liability Companies.
Employer's Liability	\$25,000 One Accident & Aggregate Disease
COMPREHENSIVE GENERAL LIABILITY:	
(A) Bodily Injury and Personal Injury	\$1,000,000 ea. person – Premise & Operations \$1,000,000 ea. person – Independent Contractors *\$1,000,000 ea. person – Products, including completed operations* \$1,000,000 ea. person – Contractual, to include Owner & Architect \$1,000,000 ea. Occurrence: \$1,000,000 ea. Aggregate: Products, including completed operations to include Owner & Architect
(B) Property Damage	\$ 1,000,000 ea. Occurrence: Premises & Operations \$ 1,000,000 ea. Occurrence: Independent Contractors \$ 1,000,000 ea. Occurrence: Products, including completed operations \$ 1,000,000 ea. Occurrence: Contractual, to include Owner & Architect \$1,000,000 Aggregate \$1,000,000 Aggregate: Operations; protective products; contractual, to include Owner & Architect
COMPREHENSIVE AUTOMOBILE LIABILITY	(Includes owned, non-owned, hired)
(A) Bodily Injury	\$250,000 ea. person \$500,000 ea. occurrence
(B) Property Damage	\$500,000 ea. occurrence

* Shall be carried for a minimum of one (1) year after completion of the Contract/Agreement.

** Coverage shall include owned, non-owned, hired vehicles.

NOTE: The following statements are required on the Certificate of Insurance:

- “The Greenville Housing Authority (TGHA) – 122 Edinburgh Court – Greenville, SC 29607” shall be named as an additional insured (in respect to a specific contract or, for any and all work performed with the TGHA may be included in this statement).
- “Should any of the above described policies be canceled before the expiration date thereof, the issuing company shall mail 30-days written notice to the Certificate Holder named.” Language such as, “endeavor to mail” and “failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representative” is not acceptable and must be omitted.

SECTION 3

Job Training, Employment, and Contracting Opportunities for Low-Income Persons

A TOOL FOR "ECONOMIC UPLIFT"

Section 3 of the Housing and Urban Development Act of 1968 is a tool that is used to realize HUD's commitment to the "economic uplift" for subsidized housing (HA) communities. It requires housing authorities (HAs) with subsidize housing, as well as their contractors and subcontractors, "**To the Greatest Extent Feasible**" make efforts to provide opportunities for job training, employment, and contracting to low-income persons, particularly those who are recipients of Federal housing assistance.

"TO THE GREATEST EXTENT FEASIBLE"

Under regulations at 24 CFR 135, HAs and their contractors must make "To the Greatest Extent Feasible" efforts to use area residents as trainees and employees and award contracts to businesses located within the Section 3-covered project areas. "To the Greatest Extent Feasible" means a contractor must take concrete steps to expand resident training and employment opportunities, such as making residents aware of the employment application process and actually employing Section 3 area residents

OUTREACH TO EXPAND SECTION 3 RESIDENT TRAINING AND EMPLOYMENT OPPORTUNITIES

- Advertising in the local media;
- Distributing flyers on training & job opportunities to every occupied dwelling unit of Section 3 communities/properties, as well as posting in common areas;
- Asking resident councils and other resident bodies to help promote resident participation, also requesting similar assistance from community leaders and organizations;
- Informing labor organizations and private job training agencies of potential jobs and contracting opportunities;
- Holding job information meetings and workshops to help Section 3 resident's complete applications;
- Defining a place within the housing community for residents to drop off employment application forms and hold interviews.

PROMOTING BUSINESS PARTICIPATION

- Advertisement in local media and trade association papers;
- Posting flyers in the housing communities/properties;
- Developing a list of eligible Section 3 businesses;
- Giving all eligible concerns written notice in time for them to participate in pre-bid meetings and meet proposal deadlines;
- Holding workshops on contract procedures;
- Dividing contract work to allow wider participation;
- Promoting joint ventures between a large business and Section 3 business concerns;
- Limiting competition for HA-administered opportunities to resident-owned businesses through the use of alternative procurement procedures for contracts under \$500,000, as described in HUD regulations at 24 CRF 963.

It is the policy of TGHA to ensure that employment and other economic opportunities generated by the result of contracts awarded and funded with federal financial assistance shall, to the greatest extent feasible, be directed toward low and very low income persons, particularly those who are recipients of government housing assistance.

This policy sets forth the practices required for contractors to hire Section 3 Residents and to subcontract with business concerns owned in whole or in part by Section 3 Residents. This document also sets forth the requirements for the contracting with business concerns owned in whole or in part by Section 3 Residents, Minority, Women, Disadvantaged, Disabled Veterans and Labor Surplus Area Business Enterprises.

Contractors who are not able to otherwise meet the Section 3 requirements set forth in this policy may contribute to TGHA's Section 3 Employment Education Fund. Such contribution shall be based on the following amounts:

- **5% of the total contract costs \$100,000 & below;**
- **4% of contract costs totaling between \$100,001 and \$1,000,000;**
- **2% of contracts totaling in excess of \$1,000,000.**

Required Efforts

Consistent with Presidential Executive Orders 11625, 12138, and 12432, and Section 3 of the HUD Act of 1968, all feasible efforts shall be made to ensure that minority-owned, small disadvantaged and Section 3 businesses, women's business enterprises, labor surplus area businesses and other individuals or firms located in or owned in substantial part by persons residing in the area of the TGHA project are used when possible. Such efforts shall include, but shall not be limited to:

1. Including such firms, when qualified, on solicitation mailing lists;
2. Encouraging their participation through direct solicitation of bids or proposals whenever they are potential sources;
3. Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by such firms;
4. Establishing delivery schedules, where the requirement permits, which encourage participation by such firms; Using the services and assistance of the Small Business Administration, and the Minority Business Development Agency of the Department of Commerce;
5. Including in contracts, to the greatest extent feasible, a clause requiring contractors, to provide opportunities for training and employment for lower income residents of the project area and to award subcontracts for work in connection with the project to business concerns which provide opportunities to low-income residents, as described in 24 CFR Part 135 (so-called Section 3 businesses); and
6. Requiring prime contractors, when subcontracting is anticipated, to take the positive steps listed above.

Definitions

1. A small business is defined as a business that is: independently owned; not dominant in its field of operation; and not an affiliate or subsidiary of a business dominant in its field of operation. The size standards in 13 CFR Part 121 should be used to determine business size.
2. A minority-owned business is defined as a business which is at least 51% owned by one or more minority group members; or, in the case of a publicly-owned business, one in which at least 51% of its voting stock is owned by one or more minority group members, and whose management and daily business operations are controlled by one or more such individuals. Minority group members include, but may not be limited to Black Americans, Hispanic Americans, Native Americans, Asian Pacific Americans, Asian Indian Americans, and Hasidic Jewish Americans.

3. A woman owned business enterprise is defined as a business that is at least 51% owned by a woman or women who are U.S. citizens and who control and operate the business.
4. A "Section 3 business concern" is as defined under 24 CFR Part 135.
5. A Disabled Veteran Enterprise (DVE) is a sole proprietorship, partnership, or corporation owned, operated, controlled by a disabled veteran (as determined by the Veterans Administration) who have at least 51% ownership. The disabled veteran must have operational and managerial control, interest in capital, and earnings commensurate with the percentage of women ownership. To qualify as an eligible DVE, the business must be certified and in good standing with the State of South Carolina.
6. A labor surplus area business is defined as a business which, together with its immediate subcontractors, will incur more than 50% of the cost of performing the contract in an area of concentrated unemployment or underemployment, as defined by the DOL in 20 CFR Part 654, Subpart A, and in the list of labor surplus areas published by the Employment and Training Administration.
7. Section 3 Residents are residents of subsidized housing programs managed, administered or sponsored by a subsidized housing agency; an individual residing in the Greenville County Statistical Metropolitan Survey Area, who is a low-income person, earning less than 80% of area median income; or a very low-income person, earning less than 50% of area median income.

Goals

1. **Section 3 Resident Participation Goal.** TGHA has established a goal of a minimum percentage of 10% of Section 3 Residents as "New Hires" for all contracts in excess of \$100,000.
2. **Minority/Women Business Enterprise Goal.** TGHA has set a goal of achieving at least 30% of each Section 3 Covered Contract sum to be awarded to minority and disadvantaged in the categories described above.

SECTION 3 ESTIMATED PROJECT WORK FORCE BREAKDOWN

(Complete and Return with Submittal)

Job Category	Total Estimated Positions Needed For Project	No. Positions Occupied by Permanent Employees	Number of Positions Not Occupied	Number of Positions to be filled with Section 3 (NEW HIRES)
Professionals				
Technician				
Office/Clerical				
Officials/Managers				
Sales				
Other:				
Other:				
Other:				
Other:				
TRADE:				
Craft Workers (skilled)				
Operatives (semi-Laborers (unskilled)				
Service Workers				
Other:				
Other:				
Other:				
Other:				
Other:				

Section 3 Resident is defined as an individual residing within the Section 3 area whose family income does not exceed 80% of the area median income (AMI) of the area in which the project is located. Contractors must give first priority for Section 3 hires to the following groups in order of preference: 1) TGHA residents and participants; 2) Residents of the City of Greenville; and 3) Residents of Greenville County.

Company:			
Project Name:	I.T. MANAGED SERVICES		
Name:		Title:	
Signature:		Date:	

RESIDENT EMPLOYMENT OPPORTUNITY DATA

(Complete and Return with Submittal)

THE GREENVILLE HOUSING AUTHORITY (TGHA)
122 EDINBURGH COURT - GREENVILLE, SC 29607

ELIGIBILITY FOR PREFERENCE

Eligibility for Preference

A section 3 resident seeking the preference in training and employment provided by this part shall certify, or submit evidence to the recipient contractor or subcontractor, if requested, that the person is a Section 3 resident, as defined in Section 135.5. (An example of evidence of eligibility for the preference is evidence of receipt of public assistance, or evidence of participation in a public assistance program.)

Certification for Resident Seeking Section 3 Preference in Training and Employment

I, _____, am a legal resident of the _____

_____ and meet the income eligibility guidelines for a low- or very-low-income person as published on the reverse.

My permanent address is: _____

I have attached the following documentation as evidence of my status:

- | | |
|----------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| <input type="checkbox"/> Copy of lease | <input type="checkbox"/> Copy of receipt of public assistance |
| <input type="checkbox"/> Copy of Evidence of participation
in a public assistance program | <input type="checkbox"/> Other evidence |

Signature

Print Name

Date

**CERTIFICATION FOR BUSINESS CONCERNS SEEKING SECTION 3
PREFERENCE IN CONTRACTING AND DEMONSTRATION OF CAPABILITY
(Complete and Return with Submittal)**

Name of Business _____

Address of Business _____

Type of Business: Corporation Partnership
 Sole Proprietorship Joint Venture

Attached is the following documentation as evidence of status:

For Business claiming status as a Section 3 resident-owned enterprise:

- | | |
|----------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| <input type="checkbox"/> Copy of resident lease | <input type="checkbox"/> Copy of receipt of public assistance |
| <input type="checkbox"/> Copy of evidence of participation
in a public assistance program | <input type="checkbox"/> Other evidence |

For business entity as applicable:

- | | |
|---------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| <input type="checkbox"/> Copy of Articles of Incorporation | <input type="checkbox"/> Certificate of Good Standing |
| <input type="checkbox"/> Assumed Business Name Certificate | <input type="checkbox"/> Partnership Agreement |
| <input type="checkbox"/> List of owners/stockholders and
% ownership of each | <input type="checkbox"/> Corporation Annual Report |
| <input type="checkbox"/> Organization chart with names and titles
and brief function statement | <input type="checkbox"/> Latest Board minutes appointing officers |
| | <input type="checkbox"/> Additional documentation |

For business claiming Section 3 status by subcontracting 25 percent of the dollar awarded to qualified Section 3 business:

- List of subcontracted Section 3 business(es) and subcontract amount

For business claiming Section 3 status, claiming at least 30 percent of their workforce are currently Section 3 residents or were Section 3 eligible residents within 3 years of date of first employment with the business:

- | | |
|--------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> List of all current full-time employees | <input type="checkbox"/> List of employees claiming Section 3 status |
| <input type="checkbox"/> PHA Residential lease less than 3
years from day of employment | <input type="checkbox"/> Other evidence of Section 3 status less than 3
years from date of employment |

Evidence of ability to perform successfully under the terms and conditions of the proposed contract:

- Current financial statement
- Statement of ability to comply with public policy
- List of owned equipment
- List of all contracts for the past two years

Authorizing Name and Signature

(Corporate Seal)

Attested by: _____

FIRM'S PROFILE

1. Please check the applicable box

Prime Sub-Contractor (This form must be completed by and for each).

2. Name of Firm: _____ **Telephone:** _____

Fax: _____ **Email:** _____

3. Street Address, City, State, Zip: _____

4. Identify Principals/Partners in Firm

Name	Title	% of Ownership

5. Identify the individual(s) who will act as project manager, along with other supervisory personnel on the engagement team working this contract. (Do not duplicate any resumes required above).

Name	Title

6. Diversity Statement: Check all of the following that apply to the ownership of your firm, entering the percentage (%) of ownership for each:

Caucasian American (Male) _____%
 Public-Held Corporation _____%
 Government Agency _____%
 Non-Profit Organization _____%

7. Minority – (MBE) or Woman-Owned (WBE) Business Enterprise (Qualifies by virtue of 51% or more ownership and active management by one or more of the following):

African American _____%
 Native American _____%
 Hispanic American _____%
 Asian/Pacific American _____%
 Hasidic Jew _____%

Asian/Indian American _____%
 Woman-Owned (MBE) _____%
 Women Owned (Caucasian) _____%
 Disabled Veteran _____%
 Other (Specify) _____%

WMBE Certification Number: _____

Certified by (Agency): _____

(Note: A certification Number is Not Required)

8. Are you a Section 3 Business Concern: _____

For clarification of a Section 3 Business Concern, please refer to TGHA's Website. www.tgha.net

9. Federal Tax ID Number: _____

10. South Carolina Business License: _____

11. State of _____ License Type and Number: _____

12. Worker's Compensation Insurance Carrier: _____

Policy Number: _____ Expiration Date: _____

13. General Liability Insurance Carrier: _____

Policy Number: _____ Expiration Date: _____

14. Professional Liability Insurance Carrier: Philadelphia Indemnity Insurance Comany

Policy Number: _____ Expiration Date: _____

15. Debarred Statement: Has this firm, or any principal(s) ever been debarred from providing any services by the Federal Government, any government, the State of _____, or any local government agency within or out of the State of _____? Yes No

If "Yes", please attach a full detailed explanation, including dates, circumstances and current status.

16. If your firm currently holds any State of Federal Contracts, please list all contract #s (i.e. CoStar, DGS Contracts, GSA Schedule 70 or 84, US Communities, WSCA, etc.)

17. Will your company be interested in receiving Direct Deposit Payment from the Agency?

If so, the ACH form will be provided for completion at time of award.

Yes No

18. Verification Statement: The undersigned proposer hereby states by completing and submitting this form, he/she verifies that all information provided herein is, to the best of his/her knowledge, true and accurate, and agrees that if the Agency discovers any information entered herein is false, that shall entitle the Agency to not consider nor make award or to cancel any award with the undersigned party.

Printed Name

Date

Signature
}

Company Name