



Topeka Housing Authority

Request for proposal (RFP)

IT Support and Service

Opening Date: June 28, 2024

Questions Due: July 12, 2024

Submission Deadline: August 9, 2024



Request For Proposals – IT Support

OVERVIEW

We are seeking proposals for IT Support services for our Topeka, Kansas operations. This RFP process is based on best value, not lowest cost. We propose 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 Cost Proposal document separate from the Proposed Services. We ask that these two documents, Cost Proposal and Proposed Services, be submitted in either MS Word or Adobe Acrobat format.

Clarification Inquiries We can respond to questions submitted by email and share our response with all firms that requested RFP documents. Questions must be submitted by **July 12, 2024**.

Send to DGuy@tha.gov 785 357-8842 X 112
TDD – Kansas Relay Center 1-800-766-3777

Submission & Deadline Submit your proposed services and separate bid document to: response@tha.gov Deadline 5:00PM CDT Friday **August 9, 2024**

Anticipated Approval Friday **August 16, 2024**

Introduction Topeka Housing Authority (THA) is a quasigovernmental 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. Third party invoices are not acceptable. Invoices and estimates shall show itemization details.



Proposal of Services & Costs Submittal Instructions

PROPOSAL DOCUMENTS

Please ensure that your firm name and contact information are provided in both the Service and Cost proposal documents.

Proposed Services (in response to description of Scope of Work/Technical Specifications on page 4).

- 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 (submitted as a separate document from Services)

- If your pricing structure is based on different monthly rates for different tiers of service, please include the options for our consideration.



Proposal of Services & Costs Submittal Instructions contd.

- 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) PROPOSAL DOCUMENTS

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:

https://www.hud.gov/program_offices/administration/hudclips/forms.

- 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 network support. The selected vendor will ensure secure and reliable performance of THA's network infrastructure and user management using industry standards and "best practices".

IT Infrastructure Overview Maintaining internal/external customer engagement, IOT physical security protections and data protections THA uses a combination of SAS solutions and locally hosted software and on-premises hardware. The topography of our network creates distinct layers, each with specific IT demands serviced through the cooperation of multiple vendors.

Internal customer engagement and the heart of THA's business functions are embedded in an Office365 E3 domain environment. Successful IT service will require knowledge at the level of Global Administrator for Microsoft Entra ID (Azure AD), Intune and Office365 Admin Centers. Server and networking equipment at our central office offers local network file storage, data redundancy, firewall security, IP telephony (contracted through Nextiva) and connectivity to cameras, and access control systems. From here authorized end users may access these resources through wired, VPN or wireless APs. Printing service and support are provided through a contract with Xerox.

External Customer Engagement. THA uses Yardi's Voyager SAS solution to provide "birth-to-death" tracking and case management of our clients. Fully implemented and nearly entirely cloud based; IT Supportive services in cooperation with Yardi for the foreseeable future are relegated to very specific user requirements. Many optional integrations, such as using SharePoint and domain user-based authentication become requirements, consultation of network addressing may be needed. For customers that do not have access to the internet there are three desktop kiosks and guest WiFi access at our Administrative Office.

IOT Physical Security. A robust Avigilon camera and door access control ecosystem is managed by our Physical Security vendor. Utilizing port forwarding through a VPN THA connects several hundred POE camera endpoints and door access control systems wired to Linux based Avigilon NVRs to our domain server. NVR servers are located in several Topeka properties as well as one in Valley Falls. Four physical sites share internet connectivity via a LoS transmitter/receiver, otherwise each site has dedicated



service. Prospective IT Service and Physical Security vendors will require direct communication to ensure continuity of services during upgrades/updates or when troubleshooting endpoint outages.

Locations

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

Remote Sites – Satellite locations part of wide area network

- | | |
|---|--|
| <input type="checkbox"/> Echo Ridge – 2021 SE Market St
Topeka, KS 66607 | <input type="checkbox"/> Pine Ridge – 1100 SE Highland
Ave, Topeka KS 66605 |
| <input type="checkbox"/> Deer Creek – 2345 SE 25th St,
Topeka KS 66605 | <input type="checkbox"/> Curtis Homes – 300 NW Grant St,
Topeka KS 66608 |
| <input type="checkbox"/> Jackson Towers – 900 SW
Jackson Topeka KS 66612 | <input type="checkbox"/> Casson Homes – 603 SW Topeka
Blvd, KS 66603 |
| <input type="checkbox"/> Polk Plaza – 1312 SW Polk St
Topeka KS 66612 | <input type="checkbox"/> Fort – 2310 SE 21st St, Topeka
KS 66607 |
| <input type="checkbox"/> Tyler Towers – 600 SW 14th St,
Topeka KS 66612 | <input type="checkbox"/> Sunset Haven – 940 Frazier St,
Valley Falls KS 66088 |

SERVICES

Data Center Monitoring and reporting of data center hardware and software for general health and anomalies to include but not limited to:

- Manage critical infrastructure to high availability
- Preventative maintenance
- Patch management and software updates
- Backup and recovery
- Periodic disaster recovery testing and offsite recovery
- Retirement, installation, configuration, and optimization of equipment (servers, storage, power, and environmental controls)
- Physical access management to include configuration and optimization of Internet Protocol (IP) based security equipment
- Systems administration (user account management and configuration)
- Server based application retirement, installation, and configuration
- Monitor, notify, and respond to security threats and trends



Network Management Monitoring and reporting of network hardware and software for general health and anomalies to include but not limited to:

- Manage critical network infrastructure to high availability
- Preventative maintenance
- Patch management and software updates
- Firewall (and other security appliances) retirement, installation, and configuration optimization of equipment
- Switches, routers, wireless access points (WAP) structured wiring, patch panels, and connectivity to attached devices
- Wide Area Network (WAN) and Local Area Network (LAN) configuration and management

IT Project Support

- Critical system failure alerts and general notifications management
- Creation and maintenance of user profiles (provide hardware images and user account templates for rapid onboarding)
- Work directly or indirectly with THA partners to resolve issues with connected systems



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**